



## OFFICE OF THE MINISTER

**SPECIAL ORDER No.** 031

Series of 2022

**SUBJECT** : Designation as Customer Service Officer

**EFFECTIVITY** : August 01 to August 31, 2022

**DATE** : July 29, 2022

Under **Section 2 of Administrative Order No. 241**, mandating the speedy implementation of **Republic Act No. 9485**, otherwise known as the **Anti-Red Tape Act of 2007**, all government agencies are required to establish in their respective offices a **Public Assistance and Complaints Desk**. Moreover, it shall develop a scheme within its office to ensure that the **Public Assistance Desk** shall be attended to at all times.

In compliance to the above order and in the interest of public service, the office will be establishing its **Public Assistance and Complaints Desk (PACD)** and the following staff and personnel are scheduled to serve as **Customer Service Officers**. They shall task to manage the **PACD** from **Mondays to Fridays**, except holidays and work suspension for the month of **August 2022** following the given schedule below:

Date	Name of Staff / Personnel
August 01, 2022 (Monday)	ABDUL, BINHAZER D.
August 02, 2022 (Tuesday)	ISHAK, BAI MARHAMA
August 03, 2022 (Wednesday)	MACMODIN, ALI
August 04, 2022 (Thursday)	TOLIA, HAYFA S.
August 05, 2022 (Friday)	LIDASAN, SITTIE ASMAH K.
August 08, 2022 (Monday)	KALIM, RASUL K.
August 09, 2022 (Tuesday)	AKMAD, MOHALIDEN
August 10, 2022 (Wednesday)	MATABALAO, BENHAMDAN N.
August 11, 2022 (Thursday)	KALIM, MOWALIM P.
August 12, 2022 (Friday)	MAMENTONG, ZEMJAR A.
August 15, 2022 (Monday)	BANSIL, FARIDA J.
August 16, 2022 (Tuesday)	YUSOF, RIDWAN A.
August 17, 2022 (Wednesday)	UABDUL, ALEYAH G.



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August 18, 2022 (Thursday)	UMIPIG, KEVIN ANDRE		✓
August 19, 2022 (Friday)	KALI, ZAINAL		✓
August 22, 2022 (Monday)	KABUNTALAN, NUKMADIN T.		✓
August 23, 2022 (Tuesday)	MASTUR, TUNGCO A.		✓
August 24, 2022 (Wednesday)	LUMAMBAS, PINKY		✓
August 25, 2022 (Thursday)	DIMATINGKAL, SITTE		✓
August 26, 2022 (Friday)	PURONG, NORHASIM HADJIUSOP		✓
August 29, 2022 (Monday) (HOLIDAY)	National Heroes Day		✓
August 30, 2022 (Tuesday)	VELOSO, RESALDO		✓
August 31, 2022 (Wednesday)	ABDULLAH, ABDULRAHIM "Kim"		✓

As such, officer of the day is in charge of the following task and responsibilities:

- 1.) Welcome and assist visitors or guest upon arrival;
- 2.) Ensure customer requirements is identified and achieved;
- 3.) Receive and acknowledge all customer queries, request for service, feedback commendations and complaints;
- 4.) Request the customer to fill-out **Customer Feedback Form** after transactions;
- 5.) Ensure public assistance desk is clean and orderly;
- 6.) perform such other functions as may be authorized.

The officer of the day shall not leave PACD vacant at all times unless emergency or urgent outside engagement related to the office. In such case, a prior request for replacement must be sought and arranged to ensure availability of on duty officer.

For information, guidance and strict compliance.

**ENGR. AIDA M. SILONGAN, MAPD**  
 Minister

Bangsamoro Autonomous Region in Muslim Mindanao  
 MINISTRY OF SCIENCE AND TECHNOLOGY  
 Records Section  
**RELEASED**

BY: \_\_\_\_\_  
 DATE: JUL 29 2022  
 TIME: 9:00 am