



OFFICE OF THE MINISTER

SPECIAL ORDER No. 041
Series of 2022

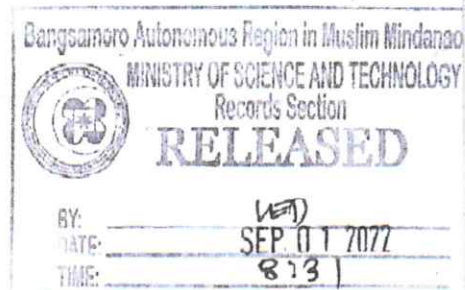
SUBJECT : Designation as Customer Service Officer
EFFECTIVITY : September 01 to September 30, 2022
DATE : August 31, 2022

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 **July 2022** following the given schedule below:

| Date | Name of Staff / Personnel |
|--------------------------------|---------------------------|
| September 01, 2022 (Thursday) | KABUNTALAN, NUKMADIN T. |
| September 02, 2022 (Friday) | ISHAK, BAI MARHAMA |
| September 05, 2022 (Monday) | MATABALAO, BENHAMDAN N. |
| September 06, 2022 (Tuesday) | LIDASAN, SITTIE ASMAH K. |
| September 07, 2022 (Wednesday) | KALIM, RASUL K. |
| September 08, 2022 (Thursday) | AKMAD, MOHALIDEN |
| September 09, 2022 (Friday) | MAMENTONG, ZEMJAR A. |
| September 12, 2022 (Monday) | ABDUL, BINHAZER D. |
| September 13, 2022 (Tuesday) | KALIM, MOWALIM P. |
| September 14, 2022 (Wednesday) | BANSIL, FARIDA J. |
| September 15, 2022 (Thursday) | YUSOF, RIDWAN A. |
| September 16, 2022 (Friday) | ABDUL, ALEYAH G. |
| September 19, 2022 (Monday) | SALMAN MOHAMMAD |

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| September 20, 2022 (Tuesday) | UMIPIG, KEVIN ANDRE | |
| September 21, 2022 (Wednesday) | KALI, ZAINAL | |
| September 22, 2022 (Thursday) | MACMODIN, ALI | |
| September 23, 2022 (Friday) | MASTUR, TUNGCO A. | |
| September 26, 2022 (Monday) | LUMAMBAS, PINKY | |
| September 27, 2022 (Tuesday) | DIMATINGKAL, SITTIE | |
| September 28, 2022 (Wednesday) | PURONG, NORHASIM HADJIUSOP | |
| September 29, 2022 (Thursday) | VELOSO, RESALDO | |
| September 30, 2022 (Friday) | 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