



Republic of the Philippines
Bangsamoro Autonomous Region in Muslim Mindanao
MINISTRY OF SCIENCE AND TECHNOLOGY
Bangsamoro Government Center, Cotabato City



SPECIAL ORDER No. 48
Series of 2022

SUBJECT : Designation as Customer Service Officer

EFFECTIVITY : October 01 to October 31, 2022

DATE : September 30, 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
OCTOBER 03, 2022 (MONDAY)	SALMAN MOHAMMAD
OCTOBER 04, 2022 (TUESDAY)	KALI, ZAINAL
OCTOBER 05, 2022 (WEDNESDAY)	UMIPIG, KEVIN ANDRE
OCTOBER 06, 2022 (THURSDAY)	MATABALAO, BENHAMDAN N.
OCTOBER 07, 2022 (FRIDAY)	ABDULLAH, ABDULRAHIM "Kim"
OCTOBER 10, 2022 (MONDAY)	KABUNTALAN, NUKMADIN T.
OCTOBER 11, 2022 (TUESDAY)	MAMENTONG, ZEMJAR A.
OCTOBER 12, 2022 (WEDNESDAY)	LIDASAN, SITTIE ASMAH K.
OCTOBER 13, 2022 (THURSDAY)	ABDUL, BINHAZER D.
OCTOBER 14, 2022 (FRIDAY)	BANSIL, FARIDA J.
OCTOBER 17, 2022 (MONDAY)	ISHAK, BAI MARHAMA
OCTOBER 18, 2022 (TUESDAY)	YUSOF, RIDWAN A.
OCTOBER 19, 2022 (WEDNESDAY)	DIMATINGKAL, SITTIE
OCTOBER 20, 2022 (THURSDAY)	LUMAMBAS, PINKY
OCTOBER 21, 2022 (FRIDAY)	AKMAD, MOHALIDEN



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OCTOBER 24, 2022 (MONDAY)	MASTUR, TUNGCO A.
OCTOBER 25, 2022 (TUESDAY)	VELOSO, RESALDO
OCTOBER 26, 2022 (WEDNESDAY)	KALIM, MOWALIM P.
OCTOBER 27, 2022 (THURSDAY)	ABDUL, ALEYAH G.
OCTOBER 28, 2022 (FRIDAY)	PURONG, NORHASIM HADJIUSOP
OCTOBER 31, 2022 (MONDAY)	GUIANI, SAHID

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

