



SPECIAL ORDER No. 051
Series of 2022

SUBJECT : Designation as Customer Service Officer

EFFECTIVITY : November 01 to November 30, 2022

DATE : October 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 following the given schedule below:

Date	Name of Staff / Personnel
<i>NOV. 01, 2022 (ALL SAINT'S DAY)(TUESDAY)</i>	<i>NOV. 02, 2022 (ALL SOUL'S DAY)(WEDNESDAY)</i>
NOVEMBER 03, 2022 (THURSDAY)	KABUNTALAN, NUKMADIN T.
NOVEMBER 04, 2022 (FRIDAY)	ABDULLAH, NURHUDA
NOVEMBER 07, 2022 (MONDAY)	ABDULLAH, ABDULRAHIM "Kim"
NOVEMBER 08, 2022 (TUESDAY)	UMIPIG, KEVIN ANDRE
NOVEMBER 09, 2022 (WEDNESDAY)	YUSOF, RIDWAN A.
NOVEMBER 10, 2022 (THURSDAY)	DEMALEN, SABEREN FARRAH D.
NOVEMBER 11, 2022 (FRIDAY)	LIDASAN, SITTIE ASMAH K.
NOVEMBER 14, 2022 (MONDAY)	KALI, ZAINAL D.
NOVEMBER 15, 2022 (TUESDAY)	SARIP, WARDA
NOVEMBER 16, 2022 (WEDNESDAY)	GUIANI, SAHID
NOVEMBER 17, 2022 (THURSDAY)	LUMAMBAS, PINKY
NOVEMBER 18, 2022 (FRIDAY)	DIMATINGKAL, SITTIE D.
NOVEMBER 21, 2022 (MONDAY)	AKMAD, MOHALIDEN T.
NOVEMBER 22, 2022 (TUESDAY)	BANSIL, FARIDA J.



NOVEMBER 23, 2022 (WEDNESDAY)	ABDUL, BINHAZER D.
NOVEMBER 24, 2022 (THURSDAY)	MOHAMMAD, SALMAN
NOVEMBER 25, 2022 (FRIDAY)	MAGANDIA, NORHAYA
NOVEMBER 28, 2022 (MONDAY)	MASTUR, TUNGCO A.
NOVEMBER 29, 2022 (TUESDAY)	PURONG, NORHASIM HADJIUSOP
NOVEMBER 30, 2022 (WEDNESDAY)	(BONIFACIO DAY, HOLIDAY)

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, MAPDS,
Minister

