



SPECIAL ORDER No. 054
Series of 2022

SUBJECT : Designation as Customer Service Officer

EFFECTIVITY : January 01 to January 31, 2023

DATE : December 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
JANUARY 02, 2023 (MONDAY)	KABUNTALAN, NUKMADIN T.
JANUARY 03, 2023 (TUESDAY)	ABDULLAH, NURHUDA
JANUARY 04, 2023 (WEDNESDAY)	ABDULLAH, ABDULRAHIM "Kim"
JANUARY 05, 2023 (THURSDAY)	UMIPIG, KEVIN ANDRE
JANUARY 06, 2023 (FRIDAY)	YUSOF, RIDWAN A.
JANUARY 09, 2023 (MONDAY)	DEMALEN, SABEREEN FARRAH D.
JANUARY 10, 2023 (TUESDAY)	LIDASAN, SITTIE ASMAH K.
JANUARY 11, 2023 (WEDNESDAY)	KALI, ZAINAL D.
JANUARY 12, 2023 (THURSDAY)	SARIP, WARDA
JANUARY 13, 2023 (FRIDAY)	GUIANI, SAHID
JANUARY 16, 2023 (MONDAY)	LUMAMBAS, PINKY
JANUARY 17, 2023 (TUESDAY)	DIMATINGKAL, SITTIE D.
JANUARY 18, 2023 (WEDNESDAY)	AKMAD, MOHALIDEN T.
JANUARY 19, 2023 (THURSDAY)	BANSIL, FARIDA J.
JANUARY 20, 2023 (FRIDAY)	ABDUL, BINHAZER D.



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



JANUARY 23, 2023 (MONDAY)	MOHAMMAD, SALMAN
JANUARY 24, 2023 (TUESDAY)	MAGANDIA, NORHAYA S.
JANUARY 25, 2023 (WEDNESDAY)	MASTUR, TUNGCO A.
JANUARY 26, 2023 (THURSDAY)	PURONG, NORHASIM HADJIUSOP
JANUARY 27, 2023 (FRIDAY)	SUHOD, SHAHIDA
JANUARY 30, 2023 (MONDAY)	KUNAK, NORAI SA M.
JANUARY 31, 2023 (TUESDAY)	USMAN, MOHALIDEN

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

