



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



SPECIAL ORDER No. 031
Series of 2023

SUBJECT : Designation as Customer Service Officer

EFFECTIVITY : May 01 to May 31, 2023

DATE : April 30, 2023 / 9 Shawwal 1444 AH

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
MAY 01, 2023 (MONDAY)	(LABOR DAY) (HOLIDAY)
MAY 02, 2023 (TUESDAY)	MASTUR, TUNGCO A.
MAY 03, 2023 (WEDNESDAY)	KALI, ZAINAL D.
MAY 04, 2023 (THURSDAY)	ABDUL, BINHAZER D.
MAY 05, 2023 (FRIDAY)	VELOSO, RESALDO L.
MAY 08, 2023 (MONDAY)	KABUNTA'LAN, NUKMADIN
MAY 09, 2023 (TUESDAY)	KASILA, NONOY
MAY 10, 2023 (WEDNESDAY)	PALAO, RAHIB S.
MAY 11, 2023 (THURSDAY)	ABDULLAH, ABDULRAHIM "Kim"
MAY 12, 2023 (FRIDAY)	ABDULLAH, NURHUDA
MAY 15, 2023 (MONDAY)	LUMAMBAS, PINKY
MAY 16, 2023 (TUESDAY)	DIMATINGKAL, SITTIE D.
MAY 17, 2023 (WEDNESDAY)	UMIPIG, KEVIN ANDRE
MAY 18, 2023 (THURSDAY)	SUHOD, SHAHIDA
MAY 19, 2023 (FRIDAY)	BANSIL, FARIDA J.
MAY 22, 2023 (MONDAY)	USMAN, MOHALIDIN
MAY 23, 2023 (TUESDAY)	YUSOF, RIDWAN F.
MAY 24, 2023 (WEDNESDAY)	MAMENTONG, ZEM JAR
MAY 25, 2023 (THURSDAY)	AKMAD, BORHAN R.
MAY 26, 2023 (FRIDAY)	PURONG, NORHASIM HADJIUSOP
MAY 29, 2023 (MONDAY)	MOHAMMAD, SALMAN
MAY 30, 2023 (TUESDAY)	MAGANDIA, NORHAYLA S.
MAY 31, 2023 (WEDNESDAY)	DEMALEN, SABEREEN FARRAH D.



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.00

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

