



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



SPECIAL ORDER No. 038
Series of 2023

SUBJECT : Designation as Customer Service Officer
EFFECTIVITY : June 01 to June 30, 2023
DATE : May 31, 2023 / 10 Dhul Qidah 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
JUNE 01, 2023 (THURSDAY)	KABUNTALAN, NUKMADIN
JUNE 02, 2023 (FRIDAY)	KALI, ZAINAL D.
JUNE 05, 2023 (MONDAY)	MOHAMMAD, SALMAN D.
JUNE 06, 2023 (TUESDAY)	VELOSO, RESALDO L.
JUNE 07, 2023 (WEDNESDAY)	MASTUR, TUNGCO A.
JUNE 08, 2023 (THURSDAY)	KASILA, NONOY
JUNE 09, 2023 (FRIDAY)	PALAO, RAHIB S.
JUNE 12, 2023 (MONDAY) (HOLIDAY)	INDEPENDENCE DAY
JUNE 13, 2023 (TUESDAY)	ABDULLAH, NURHUDA
JUNE 14, 2023 (WEDNESDAY)	LUMAMBAS, PINKY
JUNE 15, 2023 (THURSDAY)	DIMATINGKAL, SITTIE D.
JUNE 16, 2023 (FRIDAY)	UMIPIG, KEVIN ANDRE
JUNE 19, 2023 (MONDAY)	SUHOD, SHAHIDA
JUNE 20, 2023 (TUESDAY)	BANSIL, FARIDA J.
JUNE 21, 2023 (WEDNESDAY)	USMAN, MOHALIDIN
JUNE 22, 2023 (THURSDAY)	YUSOF, RIDWAN F.
JUNE 23, 2023 (FRIDAY)	MAMENTONG, ZEM JAR
JUNE 26, 2023 (MONDAY)	AKMAD, BORHAN R.
JUNE 27, 2023 (TUESDAY)	PURONG, NORHASIM HADJIUSOP
JUNE 28, 2023 (WEDNESDAY)	HOLIDAY
JUNE 29, 2023 (THURSDAY)	ABDULLAH, ABDULRAHIM "Kim"



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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

ENGR. ABDULRAKMAN K. ASIM, PME
OFFICER IN CHARGE

