



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



**SPECIAL ORDER No.** 048  
Series of 2023

**SUBJECT** : Designation as Customer Service Officer

**EFFECTIVITY** : July 01 to July 31, 2023

**DATE** : June 30, 2023 / 12 Dhul Hijjah 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
JULY 03, 2023 (MONDAY)	MASTUR, TUNGCO A.
JULY 10, 2023 (MONDAY)	
JULY 17, 2023 (MONDAY)	
JULY 24, 2023 (MONDAY)	
JULY 31, 2023 (MONDAY)	
JULY 04, 2023 (TUESDAY)	MIDTIMBANG, NASRULLAH
JULY 11, 2023 (TUESDAY)	
JULY 18, 2023 (TUESDAY)	
JULY 25, 2023 (TUESDAY)	
JULY 05, 2023 (WEDNESDAY)	KABUNTALAN, NUKMADIN
JULY 12, 2023 (WEDNESDAY)	
JULY 19, 2023 (WEDNESDAY)	
JULY 26, 2023 (WEDNESDAY)	
JULY 06, 2023 (THURSDAY)	MAULANA, KHALID G.
JULY 13, 2023 (THURSDAY)	
JULY 20, 2023 (THURSDAY)	
JULY 27, 2023 (THURSDAY)	
JULY 07, 2023 (FRIDAY)	LUMAMBAS, PINKY
JULY 14, 2023 (FRIDAY)	
JULY 21, 2023 (FRIDAY)	
JULY 28, 2023 (FRIDAY)	



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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. ABDULRAHMAN K. ASIM, PME**  
OFFICER IN CHARGE

