



SPECIAL ORDER No. 50
Series of 2023

SUBJECT : Designation as Customer Service Officer

EFFECTIVITY : August 01 to August 31, 2023

DATE : July 31, 2023 / 13 Muharram 1445 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
AUGUST 07, 2023 (MONDAY)	GUIALON, MUSMAIRA A.
AUGUST 14, 2023 (MONDAY)	
AUGUST 21, 2023 (MONDAY)	
AUGUST 28, 2023 (MONDAY)	
AUGUST 01, 2023 (TUESDAY)	MIDTIMBANG, NASRULLAH
AUGUST 08, 2023 (TUESDAY)	
AUGUST 15, 2023 (TUESDAY)	
AUGUST 22, 2023 (TUESDAY)	
AUGUST 29, 2023 (TUESDAY)	
AUGUST 02, 2023 (WEDNESDAY)	KABUNTALAN, NUKMADIN
AUGUST 09, 2023 (WEDNESDAY)	
AUGUST 16, 2023 (WEDNESDAY)	
AUGUST 23, 2023 (WEDNESDAY)	
AUGUST 30, 2023 (WEDNESDAY)	



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



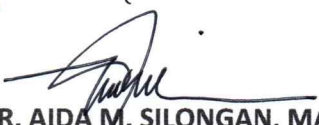
AUGUST 03, 2023 (THURSDAY)	MAULANA, KHALID G.
AUGUST 10, 2023 (THURSDAY)	
AUGUST 17, 2023 (THURSDAY)	
AUGUST 24, 2023 (THURSDAY)	
AUGUST 31, 2023 (THURSDAY)	
AUGUST 04, 2023 (FRIDAY)	LUMAMBAS, PINKY
AUGUST 11, 2023 (FRIDAY)	
AUGUST 18, 2023 (FRIDAY)	
AUGUST 25, 2023 (FRIDAY)	

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

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