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ASS2024-00-73-20		
<i>Reference Numbers</i>		

Office Order No. 20
 Series of 2024

TO : ALL DA-BAFS PERSONNEL

FROM : OFFICE OF THE DIRECTOR

SUBJECT : DESIGNATION OF THE DA-BAFS PERSONNEL ASSIGNED AS PUBLIC ASSISTANCE AND COMPLAINT DESK (PACD) OFFICER OF THE DAY

In compliance with the Republic Act 9485 or *Anti-Red Tape Act (ARTA) of 2008* and Office of the President Memorandum Circular (MC) No. 44, series of 2018 entitled "*Directing All Government Agencies and Instrumentalities, Including Government-Owned or-Controlled Corporations, to Respond to All Public Requests and Concerns within Fifteen Days from Receipt Thereof*", which mandates agencies to provide efficient public service, the following personnel are hereby designated as PACD Officers of the Day:

Date	Personnel Assigned
July 1	Basas, Cris Venus F.
July 2	Bulanadi, Stephanie L.
July 3	Magdalita, Ederlie L.
July 4	Loberiano, Joshua F.
July 5	Custodio, Angelo N.
July 8	Redulfa, May Ann B.
July 9	Yumang, Larry A.
July 10	Isip, Jonhay Z.
July 11	Mangalindan, Ricky B.
July 12	Boncacas, Ma. France B.
July 15	Bulanadi, Stephanie L.



Date	Personnel Assigned
July 16	Custodio, Angelo N.
July 17	Yumang, Larry A.
July 18	Conda, Angel Mae L.
July 19	Molato, Ryan G.
July 22	Loberiano, Joshua F.
July 23	Magdalita, Ederlie L.
July 24	Custodio, Angelo N.
July 25	Yumang, Larry A.
July 26	Molato, Ryan G.
July 29	Mangalindan, Ricky B.
July 30	Gentolia, Aron G.
July 31	Isip, Jonhay Z.
Aug. 1	Bulanier, Lhesley Ann L.
Aug. 2	Basas, Cris Venus F.
Aug. 5	Custodio, Angelo N.
Aug. 6	Conda, Angel Mae L.
Aug. 7	Gentolia, Aron G.
Aug. 8	Ramos, Jaeryl Lordein V.
Aug. 9	Isip, Jonhay Z.
Aug. 12	Redulfa, May Ann B.
Aug. 13	Yumang, Larry A.
Aug. 14	Molato, Ryan G.
Aug. 15	Boncacas, Ma.France B.



Date	Personnel Assigned
Aug.16	Bulanier, Lhesley Anne L.
Aug. 19	Magdalita, Ederlie L.
Aug. 20	Gentolia, Aron G.
Aug. 21	Mangalindan, Ricky B.
Aug. 22	Isip, Jonhay Z.
Aug. 23	Custodio, Angelo N.
Aug. 26	Loberiano, Joshua F.
Aug. 27	Conda, Angel Mae L.
Aug. 28	Molato, Ryan G.
Aug. 29	Basas, Cris Venus V.
Aug. 30	Yumang, Larry A.
Sept. 2	Gentolia, Aron G.
Sept. 3	Mangalindan, Ricky B.
Sept. 4	Boncacas, Ma. France B.
Sept. 5	Isip, Jonhay Z.
Sept. 6	Ramos, Jaeryl Lordein V.

I. Scheduling of PACD Officer of the Day

1. In cases where the personnel mentioned are unable to fulfill their designated responsibilities due to absence, official activities, or official travel authorized by the DA-BAFS Director, the next scheduled personnel in charge shall step in and assume their duties. If the next personnel is also unavailable, the subsequent personnel in line shall fill in until a suitable replacement is found. Furthermore, the personnel who did not report for duty shall be required to immediately assume the duties as PACD Officer upon their return to work.
2. After September 6, the schedule shall be reset and follow a rotating pattern based on the same order of assigned personnel. The Administrative Support Service-Human Resource Management Unit (ASS-HRMU) shall be responsible for overseeing adherence to the timetable and ensuring that the PACD is adequately manned.



II. Duties and Responsibilities of PACD Officers

1. Assist in ensuring that the DA-BAFS is compliant with its Citizen's Charter, R.A. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, ARTA, and relevant DA-BAFS Office Rules and Regulations;
2. Respond to queries of callers, visitors, and guests needing assistance from the PACD;
3. Coordinate with concerned Divisions on all received requests for assistance, as well as complaints by the general public; and
4. Generate [a daily report on compliance with DA-BAFS Office Rules and Regulations](#), particularly wearing of identification cards and uniforms and ensure immediate submission to the ASS-HRMU.

This Order shall take effect immediately and shall remain in force unless revoked in writing. All other orders and memoranda inconsistent herewith are deemed revoked.

For strict compliance.


KAREN KRISTINE A. ROSCOM, PFT, PhD
Director IV
MC RVC