



Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
REGION IV-A CALABARZON

9 January 2018

REGIONAL ORDER
No. 2018 - 013

**SUBJECT: REORGANIZATION OF THE PUBLIC ASSISTANCE
AND COMPLAINT CENTER (PACC)**

Pursuant to Republic Act No. 9845, otherwise known as "The Anti Red-Tape Act of 2007" and Department Memorandum dated July 30, 2010, the DILG Calabarzon Public Assistance and Complaint Center (PACC) is hereby reorganized to be composed of the following, viz:

- | | | |
|--------------------------------------|---|---------------------------------|
| • ARD Ariel O. Iglesia, CESO V | - | Chairperson |
| • Atty. Jordan V. Nadal | - | Vice-Chairperson |
| • All Technical Staff of LGMED/LGCDD | - | Members
(Officer of the Day) |


The Committee shall be responsible for the following:

- Coordinate and ensure prompt response on all issues concerning the three divisions as well as the field;
- Supervise the operation of Public Assistance and Complaint Center (PACC) in the Regional and Provincial Offices; and,
- Develop a Performance Management Tool to evaluate the success of the PACC system

Further, the committee shall attend to all issues/matters referred by the 8888 Citizens' Complaint Hotline/CSC-Contact Center ng Bayan/DILG-Central PACS.

Moreover, the committee shall cause the preparation of a weekly list as to the schedule of the designated officer of the day.

This Order shall take effect immediately.


MANUEL Q. GOTIS, CESO III
Regional Director



"Matino, Mahusay at Maaasahan"

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