

OFFICE ORDER NO. 2024 - 024
August 15, 2024

As approved by the Committee on Anti-Red Tape (CART) on August 14, 2024, and pursuant to Section 9(h) of Republic Act No. 11032 (Ease of Doing Business and Efficient Government Service Delivery Act of 2018) and Section 9, Rule VII, of the Implementing Rules and Regulations thereof, the PICC Information Counter at the Delegation Main Lobby is hereby designated as the **PICC PUBLIC ASSISTANCE AND COMPLAINTS DESK (PACD)**.

The Information Officer is hereby designated as the ex officio **PACD OFFICER**, with the following duties and responsibilities:

1. Address queries and requests for assistance from PICC clients, guests, and event attendees.
2. Receive and prepare reports regarding feedback, including comments and suggestions, and complaints for or against PICC, its officers, employees, and contractual/outsourced personnel.
3. Endorse to the CART, through its Secretariat, feedback and complaints concerning red tape and efficiency of services indicated in the PICC Citizen's Charter, or alleging violations of Section 21 of Republic Act No. 11032, to wit:
 - a. Refusal to accept an application or request with complete requirements being submitted by an applicant or requesting party without due cause;
 - b. Imposition of additional requirements other than those listed in the Citizen's Charter;
 - c. Imposition of additional costs not reflected in the PICC Citizen's Charter;
 - d. Failure to give the applicant or requesting party a written notice on the disapproval of an application or request;
 - e. Failure to render government services within the prescribed processing time on any application or request without due cause;
 - f. Failure to attend to applicants or requesting parties who are within the premises of the department, division, or office concerned prior to the end of official working hours and during lunch break;
 - g. Failure or refusal to issue official receipts; and
 - h. Fixing and/or collusion with fixers in consideration of economic and/or other gain or advantage.
4. Refer queries, requests for assistance, feedback and complaints not to be endorsed to the CART Secretariat to the proper PICC office or employee for appropriate action.
5. Perform other anti-red tape duties and responsibilities as may be assigned by the General Manager or the CART.

PICC personnel duly authorized to temporarily handle the Information Counter in the absence of the Information Officer shall likewise perform the functions of the PACD Officer for the duration thereof. In the exigency of the service, and whenever no PICC personnel is stationed for duty at the Information Counter, such as during weekends or outside of regular business hours, security personnel and event officers shall extend PACD services to PICC clients, guests, and event attendees as far as practicable.

Notwithstanding the foregoing, and to complement PACD services, it is understood that all other PICC personnel shall continue receiving, addressing, and resolving feedback and complaints within their respective functions, or referring them to the proper department, division, office, committee, officer, or employee for appropriate action.


RENATO B. PADILLA
General Manager