



Republic of the Philippines
PROVINCE OF BILIRAN
Office of the Provincial Governor
Naval, Biliran

EXECUTIVE ORDER NO. 050
Series of 2022

AN ORDER ESTABLISHING THE JOINT PUBLIC ASSISTANCE AND COMPLAINT DESK (PACD) AND TOURIST INFORMATION DESK FOR THE PROVINCIAL CAPITOL BUILDING AND THE PROVINCIAL TOURISM OFFICE"

WHEREAS, Section 2 of RA 9485, provides the policy of the State "to promote integrity, accountability, proper management of public affairs and public property as well as to establish effective practices aimed at the prevention of graft and corruption in government. Towards this end, the State shall maintain honesty and responsibility among its public officials and employees, and shall take appropriate measures to promote transparency in each agency with regard to the manner of transacting with the public, which shall encompass a program for the adoption of simplified procedures that will reduce red tape and expedite transactions in government".

WHEREAS, CSC MC No. 14, s. 2008 specifies the activities to ensure the effective implementation of RA 9485, including, amongst others, "to setup a Complaints Desk and Feedback Mechanism in accessible areas" of government offices;

WHEREAS, the provincial government has already set up a Public Assistance and Complaints Desk (PACD) at the main entrance of the Capitol Building, where most clients arrive to ask information and/or direction for the offices where they would transact business:

WHEREAS, the PACD is an effective venue to provide general information on LGU programs, project and activities, as it is the focal point of arrival and departure of guests, clients, and even of the local officials and personnel;

WHEREAS, the Provincial Tourism office recognizes the opportunity that the PACD can offer to help promote local Tourism products and services, by making available tourism promotion materials for guests and clients to take;

WHEREAS, there is a need for the provincial government to jointly establish the PACD and a Tourist Information Desk at the main entrance of the capitol building for the opportunities does presented;

NOW THEREFORE, I **GERARD ROGER M. ESPINA**, Governor of Biliran Province, by virtue of the powers vested in me by law do hereby order:

Section 1. That the Public Assistance and Complaints Desk (PACD) and the Tourist Information Desk be jointly set up the main entrance of the Capitol Building, in such a way that is highly accessible and can readily provide information and direction to guests and clients;

Section 2. The Provincial Tourism Office shall assign personnel to man the Tourism Information Desk and provide promotional materials for distribution to guests and clients;



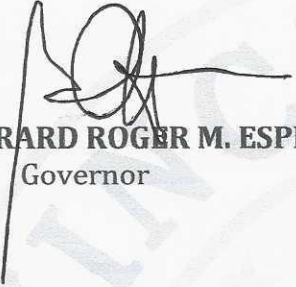
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Section 3. The Heads of Provincial Department shall likewise assign personnel, on a weekly basis, and alternately with other departments in a schedule to be determined by the Provincial Administrator, to augment the services of the PACD.

Section 4. Personnel to be assigned by respective departments to help man the PACD should be knowledgeable in the basic services of all departments, to be able to give accurate information and direction to guests and clients.

This order shall take effect immediately.

Done this 12th of September, 2020, at Naval, Biliran, Philippines.


Hon. GERARD ROGER M. ESPINA
Governor

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*Department Heads
Office of the Vice Governor
Commission on Audit*