

**Memorandum Order
No. 03
February 12, 1993**

**SUBJECT : Reactivation of the Public Assistance
 Action Unit In DENR Central Office**

In the interest of service, and in view of the Secretary's desire to improve services to the public, the Public Assistance Action Unit (PAAU) is hereby reactivated.

For the purpose of organization/operation of the PAAU the following shall be observed:

- I. **Mission:** The Public Assistance Unit shall offer services to the public with the highest degree of moral responsibility, integrity, loyalty, patriotism, justice and efficiency.

- II. **Organization/Staffing**
 1. The PAAU shall operationally be attached to the SPEAD-SCO and shall directly report to the Chief of the SPEAD-SCO.

 2. The unit shall be composed of five personnel willing to be detailed to the SPEAD/PAAU (Subsequent issuance of S.O. shall be made).

 3. The unit shall be supervised by the PAAU coordinator to be assisted by four desk officers.

 4. Focal/contact person for each service/ office/division/ project shall be designated by his/her respective chief for purposes of monitoring and coordination.

- III. **Operational Plan**
 1. Detailed personnel shall hold office at the SPEAD and shall be required to man the front desk daily on rotation basis;

 2. Rotation of personnel shall be referred to as the morning (AM) shift & afternoon (PM) shift;

3. Daily reports are required. The AM shift shall prepare reports/follow-ups in the afternoon while the PM shift shall make reports/follow-ups in the morning of the following day.
4. The unit shall start rendering public assistance from 7:30 AM. to 5:30 PM. Mondays to Fridays. However, whenever the need arises, a skeletal force shall be made to render overtime work.
5. The unit shall also render follow-up/coordination work related to visitor's request/problems.
6. Personnel detailed with the PAAU are mandated to observe closely the abovestated mission and to serve the clientele with utmost courtesy.

IV. The PAAU Office

1. The PAAU Office shall be located at the first floor lobby. The same shall serve as processing and clearing area to facilitate effective delivery of services to the DENR clientele/visitors.
2. To effect civility in the use of the doors at the lobby, the DENR employees are to use the right doors (marked) coming in and out.
3. The left doors (marked) shall be reserved for the exclusive use of the visitors.
4. The lobby shall be provided with visitor's waiting area, chairs, waiting benches, exhibits/ organizational chart, floor directory, reading materials, etc.

The PAAU shall be authorized to seek assistance to any official/personnel of the DENR and to avail of any supplies equipment/facilities thereof necessary for the expeditious delivery of public service.

This order shall take effect immediately and shall remain in force until revoked. All order/issuances, inconsistent herewith are deemed revoked accordingly.

MANUEL E. GONZALEZ, JR.
Assistant Secretary
Management Services