



Republic of the Philippines
Province of Oriental Mindoro
MUNICIPALITY OF BANSUD
Bansud, Oriental Mindoro

OFFICE OF THE MUNICIPAL MAYOR

03 February 2021

MEMORANDUM:

NO : 2021 – 09-B

TO : MR. RIC M. MEDINA
Executive Assistant I

SUBJECT : DESIGNATION AS HELP DESK OFFICER IN RELATION
TO ROAD CLEARING

In the exigency of the service and to ensure the effective and efficient implementation of the Road Clearing Program as per Presidential Directive, you are hereby designated as Help Desk Officer on Road Clearing effective upon receipt. As such, you shall perform the following functions, duties and responsibilities:

1. Receive and record all forms of grievances (complaints, suggestions, recommendations) and immediately act on it.
2. Create and maintain a logbook indicating therein the date and time, the name, the address, contact number, the nature of the grievance and action taken thereon.
3. Prepare an action slip to be used in acting upon and settling any grievance for action of all concerned.
4. Follow-up and monitor action taken in a certain grievance and properly inform the person action taken. You can give outright action or within the day for actions that need attention of other municipal officials/employees.
5. Prepare and submit monthly report.

Your usual cooperation is highly appreciated.


RONALDO M. MORADA
Municipal Mayor