

OFFICE ORDER

No. 1, series of 2020

SIGNED: ANTHONY Y. PACAMALAN

DATE: March 13, 2020

SUBJECT: Constitution/Reconstitution (1) Opol National Secondary Technical School Administrative Complaints Committee (ONSTSACC), (2) Committee on Decorum and Investigation of Sexual Harassment, (3) Investigation Team for Complaints on Competency Assessment, (4) Investigation Team for Complaints related to UTPRAS, (5) Investigation Team for Complaints on Scholarship and (6) Customer Satisfaction Committee.



Republic of the Philippines
Department of Education
Region X
Division of Misamis Oriental
OPOL NATIONAL SECONDARY TECHNICAL SCHOOL
Opol, Misamis Oriental
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Subject: Constitution/Reconstitution of the (1) Opol National Secondary Technical School Administrative Complaints Committee (ONSTSACC), (2) Committee on Decorum and Investigation of Sexual Harassment, (3) Investigation Team for Complaints on Competency Assessment, (4) Investigation Team for Complaints related to UTPRAS, (5) Investigation Team for Complaints on Scholarship and (6) Customer Satisfaction Committee.		Page 2 of 4 Page No. <u>1</u> , series of 2020
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In the interest of the service and to act on matters concerning Complaints lodged in the Opol National Secondary Technical School for various reasons, the following Committees/Teams are Constituted/Reconstituted to ensure prompt resolution of Complaints and address the needs of the customer and all interested parties:

- 1) Opol National Secondary Technical School Administrative Complaints Committee (ONSTSACC)

Chairman: ANTHONY Y. PACAMALAN
Members: MARLO B. DOLORIEL
MAGDALINA R. PAZ
MARITES A. ESTRERA
CYNTHIA M. GARRIDO
FRENIL MIA C. HALLASGO

- 2) COMMITTEE ON DECORUM AND INVESTIGATION OF SEXUAL HARRASSMENT (CODI) - shall be the same members as those constituting the ONSTSACC

- 3) INVESTIGATION TEAM (Complaints Committee) for Complaints on Competency Assessment

Chairman: JOY G. GANZON
Members: REMEDIOS B. CASTILLO
VIENEZ E. PLEÑOS
AMPARO C. MERINGUEZ
JAY C. MILA

- 4) INVESTIGATION TEAM (Complaints Committee) for UTPRAS Related Complaints

Chairman: JOY G. GANZON
Members: REMEDIOS B. CASTILLO
VIENEZ E. PLEÑOS



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5) INVESTIGATION TEAM (Complaints Committee) for Complaints on Scholarships

Chairman: FRENIL MIA C. HALLASGO
Members: LAWRENCE UDTOHAN
EDMAR P. JAUDIAN

6) COMMITTEE ON CUSTOMER SATISFACTION

Chairman: VIENEZ E. PLEÑOS
Members: CATHERINE S. LABO
DONNIE JOY P. GALISA

The Customer Satisfaction Focal shall serve as the Secretariat of all the Committee. In the event of simultaneous meetings or in the absence of the Customer Satisfaction Focal, the _____ shall act as the Secretariat.

A. Initial Action on Complaints:

The complaints received at the Opol National Secondary Technical School by the Process Owners/Receiving Section shall be forwarded to the Secondary School Principal who shall assess and endorse the complaints as follows:

- Complaints relating to ONSTS Personnel – to the (1) Opol National Secondary Technical School Administrative Complaints Committee (ONSTSACC)
- Complaints relating to Sexual Harassment and other related matters – to the Decorum and Investigation (CODI)
- Complaints relating to Competency Assessment – to the (3) Investigation Team for Complaints on Competency Assessment
- Complaints relating to UTPRAS – to the (5) Investigation Team for Complaints on Scholarships
- All other complaints not falling under the above descriptions shall be lodged at the Customer Satisfaction Committee



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B. Responsibilities of Each Committee

Each of the above-named Committee shall be responsible for the following:

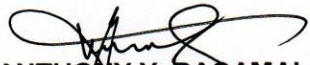
1. Ensure complete understanding of the details of the complaint. Where application request for further information from the complainant. Conduct investigation. Listen to all sides.
2. Refer to Rules, Guidelines, and Operating Procedures in determining the validity of the complaints. (Such as Civil Service Law and Rules for Administrative Complaints, TESDA Circulars, Operating Procedures for Core Processes, where appropriate.)
3. Prepare recommendation and reports within the prescribed number of days such as 3 working days for simple transactions, 7 working days for complex transactions of such other period as may be prescribed by specific operating procedure.

C. COMPLAINTS RESOLUTION

The Secondary School Principal shall ensure that the Complaints is resolved and appropriate corrective and correction action taken. Communication shall be provided to the customer/interested party on the resolution of the complaint.

The intention of the creation of these Committees/Teams is to ensure quality delivery of service and results in customer satisfaction giving justice and respect for all concerned.

All previous issuances in relation to this Order are hereby superseded and/or rescinded.


ANTHONY Y. PACAMALAN
Secondary School Principal II