



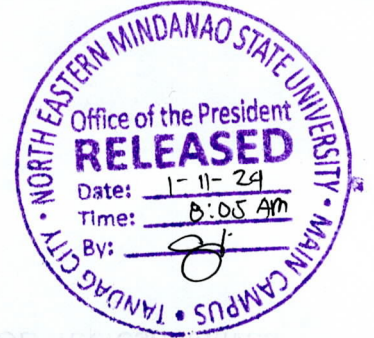
MEMORANDUM FROM THE OFFICE OF THE PRESIDENT

No. 01 - 012, s. 2024

**TO: Campus Directors
The Information Unit
All others concerned**

**SUBJECT: REITERATION OF RA 9485 (ANTI-RED TAPE ACT OF 2007),
re: ESTABLISHMENT OF A PUBLIC ASSISTANCE/
COMPLAINTS DESK**

DATE: January 10, 2024



Pursuant to the Implementing Rules and Regulations of Republic Act No. 9485 (Anti-Red Tape Act of 2007), North Eastern Mindanao State University is hereby reiterating the establishment of the **Public Assistance/Complaints Desk** in all the Campuses, where an officer or employee knowledgeable on frontline services at all times be available for consultation and advice. The desk shall be attended to even during breaktime.

The Campuses shall institute hotline numbers, short message service (SMS), information communication technology, or other mechanism by which the clients may adequately express their complaints, comments or suggestions. It may also institute one-stop shops or walk-in service counters. Special lanes may be established for pregnant women, senior citizens, and persons with disabilities.

For the Main Campus, the Information Unit shall be responsible for the establishment of the Public Assistance/Complaints Desk, which at the same time, shall be the information center. There shall be two (2) Information Centers/PACDs: 1 at the Main Entrance and 1 at the Administration Building Entrance. The Information Officer I will play a pivotal role in augmenting the enrollment process. Following the completion of enrollment, their responsibilities will extend to serving as PACD representatives stationed at the New Administration Building on a rotational basis. They shall also serve as the Information Officers/Public Assistance & Complaints Desk Officers.

for: fil
NEMESIO G. LOAYON, PhD
SUC President III

Cc: Vice Presidents