

[EXECUTIVE ORDER NO. 442, January 03, 1991]

**CREATING THE PRESIDENTIAL COMPLAINTS AND ACTION
OFFICE IN THE OFFICE OF THE PRESIDENT, DEFINING ITS
POWERS AND FUNCTIONS, AND FOR OTHER PURPOSES**

WHEREAS, more than a social responsibility of the government public service is a moral commitment to the people that must be relentlessly pursued;

WHEREAS, it has become a moral as well as social imperative to take immediate measures to insure that the public is served effectively, efficiently and expeditiously;

WHEREAS, the Office of the President can best serve as the command center for the measures that will address requests for assistance as well as complaints and grievances by the general public;

NOW, THEREFORE, I, CORAZON C. AQUINO, President of the Philippines, by virtue of the powers vested in me by law, do hereby order:

SECTION 1. A Presidential Complaints and Action Office in the Office of the President, hereinafter referred to as the Action Office, is hereby created.

SEC. 2. The Action Office shall perform the following powers and functions:

1. Provide callers, visitors, and other persons who come to the Office of the President to transact business with the necessary information on the status of their papers or requests and the division or unit responsible therefor;
2. Attend to and interview such callers and visitors in order to expedite action on their papers or requests;
3. Direct and guide, if necessary, callers and visitors to the particular official or employee acting on their papers;
4. Serve as the liaison unit of the Office of the President with various agencies and departments of the government on all requests for assistance as well as complaints and grievances by the general public;
5. Initiate fact-finding efforts in all activities involving or affecting immoral practices, graft and corruption, smuggling, lawlessness, subversion, and all other activities which are prejudicial to the government and the public interest, and to submit proper recommendation to the President of the Philippines or the Executive