

**[DBM CIRCULAR LETTER NO. 2000-18, October
12, 2000]**

ESTABLISHMENT OF DBM PUBLIC ASSISTANCE UNIT (DBM-PAU)

1.0 To respond more promptly and effectively to follow-ups and queries, as well as promote transparency in the handling and processing of transactions, a Public Assistance Unit has been created in the Department of Budget and Management.

2.0 Accordingly, the following transactions shall be undertaken with the DBM-PAU:

2.1 All inquiries regarding status of requests and DBM actions thereon;

2.2 Follow-ups for rush or urgent transactions;

2.3 Queries or requests for clarifications regarding DBM matters, procedures and positions on budgetary issues, based on official issuances and communications made by the DBM, which are not otherwise forwarded to the DBM in formal written queries;

2.4 Comments, suggestions and complaints on any DBM procedure, position or action or the conduct of DBM officials and employees, which are not otherwise forwarded to the DBM in formal correspondence; and

2.5 Telephone inquiries on the above-foregoing matters;

3.0 In this regard, all DBM Bureaus and Offices shall refer all persons dealing on any of the above-transactions for assistance by the DBM-PAU. On the other hand, only duly authorized Liaison Officers of all departments, bureaus, offices and other agencies, SUCs, GOCCs and LGUs shall be entertained and dealt with by any DBM Bureau or Office.

4.0 The DBM-PAU is located at Mezzanine Floor, DBM Arcache Building, Malacañang, Manila, with telephone no. 736-2771.

5.0 Guidelines and Standard Operating Procedure are set for the operation of the DBM-PAU for strict implementation and observance.

6.0 Please be guided accordingly.

Adopted: 12 Oct. 2000

(SGD.) BENJAMIN E. DIOKNO
Secretary
