

MALACAÑANG
MANILA

ADMINISTRATIVE ORDER NO. 110

PROVIDING FOR THE CONSTITUTION OF PUBLIC ASSISTANCE AND COMPLAINTS UNITS IN ADMINISTRATIVE AGENCIES/BODIES/OFFICES/BOARDS IN ALL DEPARTMENTS, GOVERNMENT-OWNED AND CONTROLLED CORPORATIONS AND LOCAL GOVERNMENT UNITS

I, CORAZON C. AQUINO, President of the Philippines, by virtue of the powers vested in me by law, do hereby order the constitution of Public Assistance and Complaints Units in administrative agencies/bodies/offices/boards in all Departments, Government-owned and controlled corporations and local government units having no such units or their equivalents to facilitate the redress of grievances by the public.

The Public Assistance and Complaints Units in the administrative agencies shall have the following functions:

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1. To receive and act on complaints and requests for assistance from the public filed with it. For this purpose, the Public Assistance and Complaints Units shall have prepared forms for complaints and requests for assistance.

Appropriate instructions in bold letters shall be posted within the premises of the agency concerned to guide the public.

2. To refer to the operating unit the complaint/request for appropriate action.
3. To inform the caller/writer on the status of the complaint/request.
4. To perform such other related functions as may be assigned by the head of the agency concerned.

The Public Assistance and Complaints Units shall be staffed by the regular employees of the agencies/bodies/offices/boards, government-owned and controlled corporations and local government units concerned.

Reports of compliance with this Administrative Order shall be reported to the Office of the President within sixty (60) days after the effectivity of this Administrative Order.

This Administrative Order shall take effect immediately.

Done in the City of Manila, this 23rd day of January, in the year of Our Lord, nineteen hundred and eighty-nine.

Corason B. Aquino

By the President:

Catalino Macaraig, Jr.
CATALINO MACARAIG, JR.
Executive Secretary