



Bonifacio Drive, South Harbor, Port Area, Manila 1018, Philippines, P.O. Box 436, Manila, Philippines
Tel. No. (0632) 527-8356, Fax No. (0632) 527-4855, <http://www.ppa.com.ph>

MAR 06 2008



PPA SPECIAL ORDER
NO. 112 2008

SUBJECT: BILIS AKSYON PARTNERS (BAPs)

Pursuant to CSC Memorandum Circular No. 6, s. 2006, the following are hereby designated as the **Bilis Aksyon Partners (BAPs)** in the Philippine Ports Authority:

Head Office	-	Manager, Human Resource Management Dept. Head, Executive Assistant, OGM
Port District Office/s	-	Division Manager/s Management Services Division
Port Management Office/s	-	Division Manager/s Port Services Division

The designated BAPs shall perform the following duties:

1. Oversees and ensures the implementation and institutionalization of the **Mamamayan Muna Program (MMP)**.
2. Handles all feedbacks/reports received from the public or from the different offices of the CSC and other government and non-government organizations.

In acting on reports/feedbacks received, the designated BAPs shall observe the following:

- 2.1 All reports/feedback received should be properly acknowledged.
- 2.2 The Agency BAP, upon receipt of a report/feedback, shall determine the best course of action.
- 2.3 Ensure prompt action on reports/feedbacks received. Courses of action shall be based on the nature and kind of complaint or grievance received. Action particularly on discourtesy or employee arrogance, flaws in office procedures, slow and inaction on requested transactions and other reports involving complaints against a specific employee or unit in the agency for inefficiency may necessitate conduct of conciliation meetings between parties involved.

- 2.4 If the complaint requires disciplinary action, the complainant shall be advised to observe the procedures in filing a formal complaint pursuant to the Uniform Rules on Administrative Cases in the Civil Service (URACCS). These may include complaints against specific persons for discourtesy or neglect of duty which the BAP failed to settle amicably. As such, the aforesaid report or complaint shall be referred to the Agency's Legal Office for appropriate action.
- 2.5 Anonymous reports/feedback particularly those which are supported by adequate information and other documentary facts and pieces of evidence shall be acted upon. In this case, investigation shall be made by the agency to verify the authenticity of the report.
- 2.6 Anonymous reports with no pertinent details or if stated in a very general manner and not directed to a specific person or action shall be outright disregarded.
3. Initiates or coordinates developmental projects to address client's concern, improve delivery of agency's frontline service and enhance client satisfaction.
4. Prepares and submits quarterly accomplishment reports on the operations of the MMP to the CSC Field Office-DPWH using the prescribed form, copy furnished AGM and HRMD.

This Order takes effect immediately and remains in force unless otherwise revoked and/or amended.


ATTY. OSCAR M. SEVILLA
General Manager