

17 JUL 2018

PMO MO/C MEMORANDUM CIRCULAR
No. 005-18

TO : ALL EMPLOYEES

SUBJECT : Operationalization of the Strategic Action and Response Office (STAR/O)

This pertains to the Philippine Ports Authority (PPA) Memorandum dated 02 July 2018, issued by the PPA Head Office and received by this Office last 10 July 2018, in relation to the Memorandum dated 02 April 2018 issued from the Cabinet Secretary, Office of the President, concerning the above-mentioned subject matter with accompanying Executive Order No. 9 entitled Strengthening the Office of the Cabinet Secretary, Enhancing its Powers and Functions, Providing for its Support Staff and for Other Purposes. (Copies as attached herein)

Relative thereto, the Strategic Action and Response (STAR) Office is operating under the Office of the Cabinet Secretary for the effective discharge of its functions and its commitment to implement the President's Socio-Economic Agenda. It is mandated to ensure and promote timely action and specific response to the concern of the public.

The salient provisions of EO No. 9 are as follows, to wit:

1. **Strategic Action and Response (STAR) Office**

The STAR Office shall promote timely action and response to the concerns of the public. Its primary functions are:

- 1.1 Strengthen under its direct control and supervision the current Presidential Action Center System renamed as Presidential Complaint Center(PCC);
- 1.2 Administer within its direct supervision and control the Public Concern Office (PCO);
- 1.3 Manage within its direct control and supervision the Quick Response Center(QRC);
- 1.4 Coordinate with different agencies towards timeliness and responsiveness of government services.

2. **Presidential Complaint Center(PCC)**

The PCC shall be under the direct supervision and control of the STAR Office. Its primary functions are:

- 2.1 Establish and maintain platform to receive requests, complaints and grievances from the general public;
- 2.2 Refer the requests, complaints and grievances to the concerned government agencies.

3. **Public Concerns Office(PCO)**

The PCO shall be under the direct supervision and control of the STAR Office. It shall institute feedback mechanisms to ensure that requests for assistance, complaints, and grievances referred by the PCC are expeditiously acted upon by the concerned agencies.

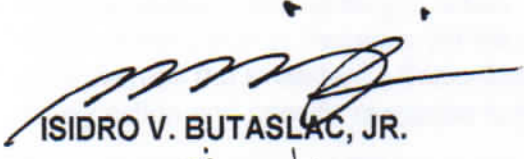
4. **Quick Response Center**

The QRC shall be under the direct control and supervision of the STAR Office. It shall serve as the President's direct arm in coordinating with all the concerned government agencies to immediately respond to critical incidents, crises and disasters.

5. **Assistance and Coordination with Government Agencies**

All heads of department, agencies, bureaus, offices, including GOCC's shall continue to render full and timely assistance and cooperation to the Office of the Cabinet Secretary (OCS) and provide such information and data as maybe required by its functions.

For your information and guidance.


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