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RECONSTITUTING THE PUBLIC ASSISTANCE AND COMPLAINTS UNIT

DOE DEPARTMENT ORDER NO. 93-06-17, June 07, 1993

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SECTION 1. Creation of the PACU — The Public Assistance and Complaints Unit (PACU) of the former Office of Energy Affairs, which creation was mandated by Administrative Order No. 110 dated January 23, 1989, is hereby reconstituted under the Department of Energy.

SECTION 2. Organization — The PACU shall be headed by the Energy Industry Administration Bureau (EIAB) director who shall be assisted by a duly designated representative from each bureau and from the Office for Administrative Services.

SECTION 3. Powers and Functions of the PACU — The PACU shall perform the following functions:

a. Receive and act on complaints and requests for assistance that are filed with it from the public. For this purpose, the PACU shall have prepared forms for complaints and requests for assistance. Likewise, it shall post appropriate instructions in strategic locations or bulletin boards within the agency to guide the public;

b. Refer to the concerned bureau/division for appropriate action, the complaint or request for assistance and constantly monitor and follow up with the bureau/division action undertaken thereon;

c. Keep the complainant/person requesting assistance informed of the status of the complaint or request;

d. Maintain a logbook of all complaints or requests that are filed with it, which logbook shall contain, among others, the nature of the complaint or request, the date of filing or receipt, the bureau/division to which the matter was referred, the date thereof, the appropriate action taken and date thereof;

e. Provide the Secretary of Energy with a quarterly report and the status of complaints and requests; and

f. Perform such other related functions as may be assigned by the Secretary of Energy.

SECTION 4. Procedure — Complaints or requests for action or assistance shall be filed with the PACU at the Office of the EIAB Director by filling up the forms provided for the purpose. No action shall be taken on an anonymous complaint, unless there is obvious truth or merit to the allegations made by the complainant, in which case, the PACU shall make the referrals for appropriate action as hereinbelow provided, and shall likewise note this fact in the logbook. In the event a complaint or request is made through the telephone and the person making the complaint or request opts to remain anonymous, the PACU shall endeavor to obtain as much information as possible about the personal circumstances of such person, and thereafter, shall duly note the fact in the logbook.

The PACU shall, upon receipt of a fully accomplished form or letter complaint, immediately refer the complaint or request for action or assistance to the bureau/division concerned for appropriate action.

The bureau/division shall, without delay, take such action as may be appropriate. If the bureau/division concerned could not reasonably act on a complaint or request due to the lack of or inadequate evidence, data, or information, it may through the PACU, ask from the complainant/person making the request such additional evidence, data, information as it may require. The PACU may further require affidavits or sworn statements in cases of

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complaints against officials or personnel of the department or its bureaus.

The bureau/division shall submit its report or findings regarding the complaint or request within a reasonable time from the date of referral depending on the nature of the complaint or request. The PACU is hereby authorized to set deadlines, as it shall deem necessary, for the submission of the report or findings.

The PACU shall inform the complainant on the action/decision taken on the complaint. If the complainant is not satisfied, he may elevate the matter directly to the Office of the Secretary and shall be informed of said option by the Office of the EIAB Director. Within three days from the elevation of the matter by the complainant, the PACU shall submit its comments and/or recommendations thereon to the Secretary.

SECTION 5. Effectivity — This order shall take effect immediately.

Adopted: 7 June 1993

(Sgd.) DELFIN L. LAZARO
Secretary

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