



MALACAÑAN PALACE
MANILA

BY THE PRESIDENT OF THE PHILIPPINES

EXECUTIVE ORDER NO.15

**RENAMING THE PRESIDENTIAL COMPLAINT CENTER AS THE
PRESIDENTIAL ACTION CENTER**

WHEREAS, Executive Order (EO) No. 442 (s. 1991) established the Presidential Complaints and Action Office (PCAO) in the Office of the President (OP) to serve as the command center and liaison unit of the OP with various agencies on all requests for assistance, complaints, and grievances from the general public;

WHEREAS, EO No. 447 (s. 1991) renamed the PCAO as the Presidential Action Center (PACe);

WHEREAS, EO No. 09 (s. 2016) further renamed the PACe as the Presidential Complaint Center (PCC), and placed it under the direct control and supervision of the Strategic Action and Response (STAR) Office under the Office of the Cabinet Secretary (OCS);

WHEREAS, under EO No. 09, the PCC shall establish and maintain a platform to receive requests, complaints, and grievances from the general public, and refer them to concerned government agencies;

WHEREAS, EO No. 67 (s. 2018) transferred the control and supervision of the STAR Office from the OCS to the Office of the Executive Secretary;

WHEREAS, in addition to coordination and liaison work, the nature and scope of the work of the PCC also includes providing public assistance and social services, such as addressing complaints against government processes and various requests for assistance; and

WHEREAS, there is a need to rename the PCC to ensure that its name is consistent with the nature and scope of its work;

NOW, THEREFORE, I, FERDINAND R. MARCOS, JR., President of the Philippines, by virtue of the powers vested in me by the Constitution and existing laws, do hereby order:

THE PRESIDENT OF THE PHILIPPINES

Section 1. Renaming. The Presidential Complaint Center is hereby renamed as the Presidential Action Center.

Section 2. Repeal. EO No. 09 (s. 2016) is hereby amended insofar as it is inconsistent with this Order. All orders, rules, regulations, and issuances or parts thereof, which are inconsistent with this Order, are hereby repealed or modified accordingly.

Section 3. Effectivity. This Order shall take effect immediately.

DONE, in the City of Manila, this 8th day of February, in the year of Our Lord, Two Thousand and Twenty-Three.

By the President:

[Handwritten signature]
7 

[Handwritten signature]
LUCAS P. BERSAMIN
Executive Secretary

Office of the President
MALACAÑANG RECORDS OFFICE
CERTIFIED COPY
[Handwritten signature]
ATTY. CONCEPCION ZENY E. FERROLINO-ENAD
DIRECTOR IV
[Handwritten signature]

