



MALACAÑAN PALACE
MANILA

BY THE PRESIDENT OF THE PHILIPPINES

EXECUTIVE ORDER NO. 38

**REORGANIZING THE STRATEGIC ACTION AND RESPONSE
OFFICE**

WHEREAS, Executive Order (EO) No. 9 (s. 2016) established the Strategic Action and Response (STAR) Office under the then Office of the Cabinet Secretary (OCS) to promote timely action and response to the concerns of the public, and strengthen the Presidential Action Center (PACe) system in order to increase responsiveness of government services;

WHEREAS, under EO No. 9, the PACe (previously the Presidential Complaint Center) and the 8888 Citizens' Complaint Center established under EO No. 6 (s. 2016), are placed under the supervision and control of the STAR Office;

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

WHEREAS, it is imperative to reorganize the STAR Office to ensure coherence of its organizational structure, functions, and staffing pattern with the Administration's continuing efforts towards efficiency and responsiveness in the delivery of critical mandates to the Filipino people; and

WHEREAS, Section 31, Chapter 10, Title III of EO No. 292 or the "Administrative Code of 1987" provides that the President, in order to achieve simplicity, economy and efficiency, shall have the continuing authority to reorganize the administrative structure of the Office of the President;

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:

Section 1. Supervision and Control over the STAR Office. The Office of the Executive Secretary, through the Office of the Deputy Executive Secretary for General Administration (ODESGA), shall have supervision and control over the STAR Office and all its constituent offices.

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Section 2. Structure of the STAR Office. The Cabinet Undersecretary position in the STAR Office is hereby abolished. The STAR Office shall now be headed by an Assistant Secretary, who shall directly report to the Deputy Executive Secretary for General Administration (DESGA). The Assistant Secretary shall be assisted by two (2) Directors IV, who shall each head the PACe and the 8888 Citizens' Complaint Center.

Subject to the approval of the Executive Secretary, the DESGA shall have the continuing authority to assess and evaluate the organizational structure, staffing pattern and the corresponding qualification standards for all positions under the STAR Office, and on the basis thereof, transfer, delineate, reassign or reorganize the STAR Office and its constituent offices as may be necessary. For this purpose, the DESGA, in coordination with the Office of the Deputy Executive Secretary for Finance and Administration, shall submit to the Department of Budget and Management, for review and approval, a revised organizational structure and staffing pattern of the STAR Office, pursuant to this Order and subject to compliance with relevant laws, rules and regulations.

Section 3. Mandates and Functions. The STAR Office and its constituent offices shall continue to operate and function under their existing mandates, as prescribed under relevant laws and issuances.

Section 4. Separability. If any section or part of this Order is declared unconstitutional or invalid, the other sections or provisions not otherwise affected shall remain in full force and effect.

Section 5. Repeal. This Order hereby amends or modifies relevant provisions of EO No. 67. All other issuances, orders, rules and regulations, or parts thereof that are inconsistent with this Order, are hereby repealed or modified accordingly.

Section 6. Effectivity. This Order shall take effect immediately.

DONE, in the City of Manila, this 29th day of August, in the year of Our Lord, Two Thousand and Twenty-Three.

By the President:



LUCAS P. BERSAMIN
Executive Secretary

