



MALACAÑAN PALACE
MANILA

BY THE PRESIDENT OF THE PHILIPPINES

EXECUTIVE ORDER NO. 20

ESTABLISHING THE PRESIDENTIAL HELP DESK

WHEREAS, Section 11, Article XIII of the Constitution provides that the State shall adopt an integrated and comprehensive approach to health development, which shall endeavor to make essential goods, health and other social services available to all the people at affordable cost, with priority for the needs of the underprivileged, sick, elderly, disabled, women, and children;

WHEREAS, during the first six (6) months of the Administration, the Office of the President (OP), through the Presidential Action Center (PACe), formerly the Presidential Complaint Center, has received a total of 52,728 action documents from the general public, 20.08% of which are related to medical concerns such as requests for medicines and financial assistance to defray costs of medical procedures and hospital bills;

WHEREAS, to address the overwhelming number of requests for financial and medical assistance submitted to the OP, there is a need to develop and establish a project that will provide accessible and direct medical assistance to the Filipino people, which shall complement the existing health projects and services of the government; and

WHEREAS, Section 17, Article VII of the Constitution vests in the President the power of control over all executive departments, bureaus and offices, and the mandate to ensure the faithful execution of laws;

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. Presidential Help Desk. The Presidential Help Desk is hereby established as a project that aims to address requests for financial and medical assistance that are submitted by the public to the OP.

THE PRESIDENT OF THE PHILIPPINES

The Presidential Help Desk shall complement the existing health projects and services of the government by providing accessible and direct financial and medical assistance to qualified beneficiaries.

Section 2. Administration of the Project. The Presidential Help Desk shall be administered by the PACe. For this purpose, there shall be a Project Coordinator, directly reporting to the Head of the PACe, tasked to ensure that the day-to-day implementation of the project is managed effectively, efficiently and economically, and oversee the operational activities of the project, including the performance by all employees and personnel of their respective functions.

The PACe shall submit to the President, through the Office of the Executive Secretary, an annual report on the operations and accomplishments of the Presidential Help Desk.

Section 3. Organizational Structure and Staffing Pattern. The Head of the PACe shall determine the appropriate staffing pattern and corresponding qualification standards for all positions necessary for the implementation of the Presidential Help Desk.

For this purpose, the PACe, 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 proposal on the integration of the Presidential Help Desk into the overall organizational structure and staffing pattern of the PACe, pursuant to this Order and subject to compliance with relevant laws, rules and regulations.

Pending the approval of the revised organizational structure and staffing pattern of the PACe, the PACe may tap into its existing manpower to ensure the immediate implementation of the project.

Section 4. Implementing Guidelines. Within fifteen (15) working days from the effectivity of this Order, the PACe shall issue the necessary guidelines to effectively implement this Order, including the Process Flow and Citizen's Charter for the efficient implementation of the project. The PACe may request the assistance of other relevant government agencies and offices in the formulation of the said guidelines.

Section 5. Funding. The funds necessary for the implementation of this Order shall be charged against appropriate funding sources under the OP, subject to relevant budgeting, accounting, and auditing rules and regulations. Thereafter, the subsequent funding requirements for the purpose shall be included in the budget proposal of the OP, subject to the usual budget preparation process.

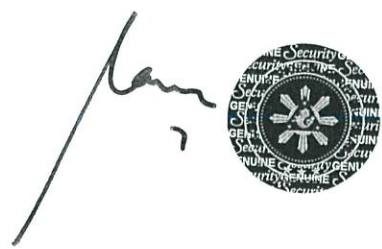
Section 6. Separability. If any section or part of this Order is declared unconstitutional or invalid, the other sections or provisions not otherwise affected shall remain in full force and effect.

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Section 7. Repeal. All issuances, orders, rules and regulations, or parts thereof that are inconsistent with this Order, are hereby repealed or modified accordingly.

Section 8. Effectivity. This Order shall take effect immediately.

DONE, in the City of Manila, this 21st day of March, in the year of Our Lord, Two Thousand and Twenty-Three.



By the President:



LUCAS P. BERSAMIN
Executive Secretary

Office of the President
MALACAÑANG RECORDS OFFICE
CERTIFIED COPY
ATTY. CONCEPCION ZENY E. FERROLINO-ENAD
9 7-23-2023 DIRECTOR IV