



February 2, 2016

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**MEMORANDUM ORDER NO. 2016- 010**

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**SUBJECT : Designation of TransCo's Corporate Complaints Officer (CCO)  
and Functional Group Complaints Officers (FCO)**

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In line with the corporate goal to handle external customer complaints more effectively and efficiently, the following are hereby designated as TransCo's Complaints Officers. They shall develop and implement a process for handling external customer complaints in line with TransCo's Quality Management System.

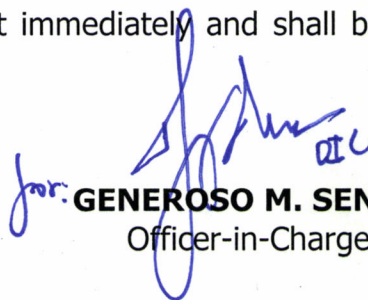
**Corporate Complaints Officer**

Rufino G. Villafuerte - Corporate Staff Officer C, Office of the President

**Functional Group Complaints Officers**

- Erlinda D. De Guzman - Executive Asst. A, Corporate Services Group
- Christopher O. Serrano - Executive Asst. A, Concession Contracts Mgmt. Group
- Ma. Irene E. Corpus - Records Mgmt. Officer B, RLMSD, LRLMSG
- Andres G. Buenaventura - Manager, TransCo-AFAB
- Alfred A. Estacio - Officer-in-Charge, TransCo-Baguio Ecozone

This Memorandum Order shall take effect immediately and shall be in force until an order to the contrary is issued.

  
**Generoso M. SENAL**  
Officer-in-Charge

Cf: Atty. N. Z. De Leon - VP, LRLMSG  
Mr. G. M. Senal - VP, CCMG  
Ms. J. R. Ombao - VP, CSG  
Personnel Concerned  
201 File