

CITIZEN CHARTER

Complaint Referral and Monitoring Center – PRO4A

Schedule of Availability

Monday – Sunday
24 Hours a day

Client/Requisite Party

Walk-in Complainant

Documentary Requirements

Documentary requirements depends on the nature of complaint/request

Concerned Office:

Complaint Referral and Monitoring Center (CRMC) – walk-in

Duration: 1 Hour

How to avail Service:

Step	Applicants	Service Provider	Office/Person Responsible	Forms	Fees	Processing Time
1.	Fill-out the Complaint/request Form			Complaint/Request Form		-
2.	Signs the filled-out complaints/request form	Interviews the complainant, evaluate the complaint and checks the completeness of required documents	Desk Officer		NONE	30 min
		Provides counsel to the complaints on other available courses of action regarding their concern				
		Encodes the complaints/request details to the Complaint Management Information System (CMIS)				5 min
		Prints the system-generated Referral Transmittal				
		Signs the Referral/Transmittal as the Administering Officer	Chief, Complaint Monitoring and Referral Center			5 min
		Signs the Referral/transmittal	Chief or Duly Authorized representative			5 min
3.	Signs the received copy	Releases Referral/Transmittal	Desk Officer			5 min

END OF TRANSACTIONS

Total = 60 min

For Inquire, comments, and suggestion, please call 0949-140-4203 or email us at crmc_pro4a@yahoo.com