

Filing of Complaint/Query not under D.O. 49 series of 2006

Service Description: This procedure covers the evaluation of complaints/queries and the taking of the appropriate consequent action to address the matters at hand.

Office or Division:		OSDS-Legal Services		
Classification:		Simple		
Types of transaction:		G2C - Government to Citizen and G2B - Government to Business		
Who May Avail:		Any concerned citizen and/or DO personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-complaint/query containing the following details: <ul style="list-style-type: none"> • Full name, address, and contact details of the Complainant • Full name, designation and office of the person complained of • Detailed explanation of the complaint/query 		Client		
2. Available documents to support the complaint/query		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements at the Records Section	1.1 Receive and check the complaint and other documents	None	5 minutes	Records Section (Administrative Aide IV)
	1.2. Evaluate the complaint	None	10 minutes	OSDS (SDS, ADAS III), OSDS – Legal Services (Legal Officer, Legal Aid)
2. Receive copy of the complaint filed	2.1 Return Client's receiving copy of the Complaint	None	5 minutes	Records Section (Administrative Aide IV)
TOTAL		None	20 minutes	

REMARKS: For request sent electronically				
1. Submit electronically (thru official email) the complaint with supporting attachments, if necessary	1.1 Receive the complaint and other documents and acknowledge receipt of the email	None	15 minutes	Records Section
	1.2 Forward the complaint to SDS and Legal Services for evaluation			
	1.3 Evaluate the complaint			OSDS (SDS, ADAS III),
	1.4 Advise the client as to the appropriate action			OSDS – Legal Services (Legal Officer, Legal Aid)
TOTAL		None	15 minutes	

FACTOR	OLD PROCESS	NEW (STREAMLINED PROCESS)	IMPROVEMENT
Number of steps	2	2	<ul style="list-style-type: none"> Minimized May be done electronically
Processing time	5 days and 15 minutes	20 minutes / 15 minutes (electronically)	<ul style="list-style-type: none"> Minimized
Number of Signatures	One (1) signatory	One (1) signatory	<ul style="list-style-type: none"> Retained one (1) signatory only
Number of required documents	Only the letter-complaint/query and necessary attachments, no other forms/documents required	Only the letter-complaint/query and necessary attachments, no other forms/documents required	<ul style="list-style-type: none"> Only the letter-complaint/query and necessary attachments, no other forms/documents required
Transaction Cost	None	None	None