

2. Grievance Management Process for SLP-RPMO

The Grievance Management Process for RPMO, facilitate the request of individual client/s. All program related grievances received by the office filed through the different channels including the SLP NPMO.

Office or Division:	Sustainable Livelihood Program – Grievance and Referral Management Unit (GRMU)			
Classification:	Highly Technical			
Type of Transaction:	G2C Government to Citizen G2G Government to Government			
Who may file:	All DSWD FOs, DSWD OBSUs, other Agencies/Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-up SLP Grievance Form-for walk-in clients 2. Grievance/complaint received from OBSUs, NGAs, NGOs, concerned citizen, social media and others 3. Supporting documents		DSWD FO Caraga, SLP RPMO, Lumilihok Building, R.Palma St. Butuan City, Agusan del Norte		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE
1. Receiving Grievance referred/endorsed from Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888, Citizens Complaint Hotline, and other institutions	1. Explain and read to the complainant the data privacy consent - RA 10173 in the SLP Grievance Intake Form. <i>Note: for complaint received from the Provincial Coordinator, 8888, SLP NPMO and other stakeholders, LGUs, proceed to 4.</i>	None	10 minutes	Charmine A. Verano PDO II/Grievance Management Officer (GMO)
2. Fill-out the SLP Grievance Intake Form.	2. Fill-out the SLP Grievance Intake Form. Request the complainant to register in the Walk-in Complainant Logbook	None	10 minutes	Charmine A. Verano PDO II/GMO Complainant
3.Fill-out CSMF	3. Issue SLP Walk-in Complainant Slip; certifying that the complainant appeared at the SLP RPMO Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and initial intervention	None	20 Minutes	Charmine A. Verano PDO II/GMO Complainant
	4. Grievances are assessed and sorted based on the validity/gravity. Ensure accomplished forms.	None	30 minutes	Renante G. Abendanio PDO III/Regional Program Coordinator

	Prepare letter of acknowledgement. Encoding to Database			Charmine A. Verano PDO II/GMO
	4.1 Non-Cognizable Grievance (Simple Transactions) The Non-Cognizable (invalid) grievance does not require verification The GRMO will provide Technical Assistance, simple explanation, and orientation on program implementation. <i>Note: For Cognizable Grievance, proceed to 5</i>		1-3 Working Days	Charmine A. Verano PDO II/GMO
	5. For Cognizable Grievance-Minor Grievance (Complex Transactions) Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance. The result of the verification shall be the basis for the resolution of the grievance. Proceed to conduct action No. 9 if the result did not escalate to major grievance	None	7 Working Days	Charmine A. Verano PDO II/GMO PC, IPDO, MPDO*
	For Cognizable Grievance-Major Grievance (Highly Technical Transactions) The SLP Regional Grievance Management Committee shall convene to manage and decide the resolution of the grievance. For grievances that need further assessment, the SLP Regional Grievance Management Committee (RMGC) shall be activated to include the deployment of Fact-Finding Team. Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance.	None	20 Working Days	SLP Regional Grievance Management Committee (RGMC) (See list of SLP RGMC)
	7. The Fact finding team shall conduct field visit for assessment/ validation and	None	4 – Working Days	SLP RGMC*

	investigation and other duties and responsibilities under GMP			
	8. Data gathered and other essential information, reasons/factors that trigger the filing of grievance shall be part of the feedback	None	4-13 Working Days	Fact Finding Team*
	9. Provide recommendation and decision or be endorse to concerned OBSUs towards the resolution of the grievance	None	1 Working Day	SLP RGMC*
	10. Provide feedback to the complainant on the action taken	None	1 Working Day	Charmine A. Verano PDO II/GMO
	11. The SLP RGMC may endorse unresolved grievances to the DSWD FO Regional Grievance Committee for resolution	None	1 - 4 Working Days (FO RGC)	SLP RGMC*
	12. SLP RGMC gathered information/documentation for submission and endorsement to Management (FO RGMC/AG-AC/RD)		1 Working Day	Charmine A. Verano PDO II/GMO
	13. SLP RGMC gathered information/documentation for submission to the Office of the Secretary <i>Note: If the filed grievance is not against high-ranking officials, proceed to 18</i>	None		FO RGMC/ AG-AC/ Management
	14. SLP RGMC gathered information/documentation submitted shall be processed based on the existing guidelines <i>Note: If the filed grievance is not graft and corruption, proceed to 18</i>	None		FO RGMC/ AG-AC/ Management
	15. SLP RGMC gathered information/documentation submitted along LGU <i>concerned Employee</i> and if the LGU Official is concerned to the Civil Service Commission LGU Employees - Endorse to the Local Government Unit – Local Chief Executives	None		FO RGMC/ AG-AC/ Management

	LGU Officials – Endorse to Civil Service Commission <i>Note: If the filed grievance is not against LGU Officials and Employeess, proceed to 18</i>			
	16. SLP RGMC gathered information/documentation in the form of Grievance Management Report for submission to the Regional Director for action. The DSWD Central Office or Field Office lawsuits against the stakeholder <i>Note: If the filed grievance is not against Stakeholder, proceed to 18</i>	None		FO RGMC/ AG-AC/ Management
	17. SLP RGMC gathered information/documentation in the form of Grievance Management Report for submission to the Regional Director following the RA No. 6713 and to the DSWD Regional Grievance Committee. <i>Note: If the filed grievance is not against SLP Staff, proceed to 18</i>	None		FO RGMC/ AG-AC/ Management
	18. Issuance of Resolution based on the decision by the authority	None	1 Working Day	Charmine A. Verano PDO II/GMO
	19. If Resolution was issued by the: PC – Appeal processed by the SLP RGMC SLP RGMC or SLP RPMO – The appeal shall be processed by the SLP NPMO GMC SLP NPMO GMC – Appeal process by Office of the Secretary or OBSUs concerned <i>Note: Proceed to 9 if not process appeal</i>	None	1 Working Day	Charmine A. Verano PDO II/GMO
	20. Continuously monitors the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties.	None	1 Working Day	Charmine A. Verano PDO II/GMO
TOTAL		None	43 days, 1 hour & 10 minutes 57 days, 1 hour & 10 minutes	

Provincial Management Office (PMO) Level

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receiving Grievance referred/endorsed from Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888, Citizens Complaint Hotline, and other institutions	1. Explain and read to the complainant the data privacy consent - RA 10173 in the SLP Grievance Intake Form. <i>Note: for complaint received from the Provincial Coordinator, 8888, SLP NPMO and other stakeholders, LGUs, proceed to 4.</i>	Not applicable	10. minutes	Provincial Grievance Management Officer (PGMO)*
2. Fill-out the SLP Grievance Intake Form.	2. Fill-out the SLP Grievance Intake Form. Request the complainant to register in the Walk-in Complainant Logbook	Not applicable	10. minutes	PGMO* Complainant
3.Fill-out CSMF	3. Issue SLP Walk-in Complainant Slip; certifying that the complainant appeared at the SLP RPMO Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and initial intervention	Not applicable	20 Minutes	PGMO* Complainant
	Grievances are assessed and sorted based on the validity/gravity. Ensure accomplished forms. Prepare letter of acknowledgement. The Non – cognizable Grievance (invalid) grievance does not require verification Encoding to Database	Not applicable	30 minutes	PGMO*

	<p>5.Non-Cognizable Grievance (Simple Transactions)</p> <p>The PGMO will provide Technical Assistance, simple explanation, and orientation on program implementation.</p> <p><i>Note: For Cognizable Grievance, proceed to 5</i></p>	Not applicable	1-3 Working Days	PGMO*
	<p>6. All major grievances are endorsed to RPMO</p> <p><i>Note: If Minor Grievance, proceed to 7</i></p>	Not applicable	1 Working Day	PGMO*
	<p>7. Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance.</p>	Not applicable	4-13 Working Days	PGMO*
	<p>8. The Data gathered and essential information will be part of the endorsed documents to RPMO.</p>	Not applicable	1 Working Day	PGMO*
	<p>9. Provide feedback to the complainant on the action taken</p>	Not applicable	1 Working Day	PGMO*
	<p>10. Continuously monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties.</p>	Not applicable	1 Working Day	PGMO*
TOTAL		None	9 days, 1 hour and 10 minutes 19 days, 1 hour and 10 minutes	

SLP Municipal Level

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Receiving Grievance referred/endorsed from Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888, Citizens Complaint Hotline, and other institutions	<p>1. Explain and read to the complainant the data privacy consent - RA 10173 in the SLP Grievance Intake Form.</p> <p>Note: for complaint received from the Provincial Coordinator, 8888, SLP NPMO and other stakeholders, LGUs, proceed to 4.</p>	Not applicable	11 minutes	Field Project Development Officer (FPDO)*
2. Fill-out the SLP Grievance Intake Form.	<p>2. Fill-out the SLP Grievance Intake Form.</p> <p>Request the complainant to register in the Walk-in Complainant Logbook</p>	Not applicable	11 minutes	<p>FPDO*</p> <p>Complainant</p>
3.Fill-out CSMF	<p>3. Issue SLP Walk-in Complainant Slip; certifying that the complainant appeared at the SLP RPMO</p> <p>Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and initial intervention</p>	Not applicable	20 Minutes	<p>FPDO*</p> <p>Complainant</p>
	<p>4. Grievances are assessed (e.g. involvement of PDO) and sorted based on the validity/gravity.</p> <p>Ensure accomplished forms. Prepare letter of acknowledgement .</p>	Not applicable	30 minutes	Provincial Grievance Management Officer (PGMO)*

	Encoding to Database			
	<p>5.Non-Cognizable Grievance (Simple Transactions)</p> <p>The FPDO will provide Technical Assistance, simple explanation, and orientation on program implementation.</p> <p><i>Note: For Cognizable Grievance, proceed to 6</i></p>	Not applicable	3 Working Days	PGMO*
	<p>6. All major grievances are endorsed to RPMO</p> <p><i>Note: If Minor Grievance, proceed to 7</i></p>	Not applicable	1 Working Day	PGMO*
	<p>7. Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance.</p> <p>The PGO will check the involvement of the PDO before</p>	Not applicable	1 Working Day	PGMO* FPDO*
	8. Provide feedback to the complainant on the action taken	Not applicable	1 Working Day	PGMO*
	9. Continuously monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties.	Not applicable	1 Working Day	Provincial Coordinator (PC)* FPDO*
TOTAL		None	7 days, 1 hour and 12 minutes	

***Assigned Field Project Development Officers (FPDOs)**

Name	Position	Designation	Province	Official Station/Municipality	Other Area of Assignment
MACAWILI, LOVELYN A.	PDO II	Implementing PDO	Agusan del Norte	Buenavista	Las Nieves, Carmen & Nasipit
PRADO, DARRYL P.	PDO II	Implementing/Monitoring PDO	Agusan del Norte	Buenavista	Nasipit
BATANGOSO, KIM LORENZ C.	PDO II	Monitoring PDO	Agusan del Norte	Butuan City	
MACAPAYAD, JAYVEE BRYAN Z.	PDO II	Implementing PDO	Agusan del Norte	Butuan City	RTR & Magallanes
NATONTON, ROLDAN A.	PDO II	Implementing/Monitoring PDO	Agusan del Norte	Butuan City	Las Nieves
PAZ, SHERWIN ROLAND R.	PDO II	Implementing/Monitoring PDO	Agusan del Norte	Butuan City	
MOMO, ANALIZA G.	PDO II	Implementing/Monitoring PDO	Agusan del Norte	Cabadbaran City	
MAGALLANES, ADONIS I.	PDO II	Implementing/Monitoring PDO	Agusan del Norte	Jabonga	Santiago & Kitcharao
SARSALE, ANGELO A.	PDO II	Implementing PDO	Agusan del Norte	Jabonga	Kitcharao & Alegria, SDN
TABINAS, NORSID R.	PDO II	Monitoring PDO	Agusan del Norte	Nasipit	Carmen
MONATO, AIRON JAMES C.	PDO II	Implementing/Monitoring PDO	Agusan del Norte	Provincial Operations Office, Butuan City	Carmen, Nasipit, Buenavista, RTR, Cabadbaran, Magallanes, Tubay & Santiago
PERIL JAY-ANN M.	PDO II	Implementing/Monitoring PDO	Agusan del Norte	Provincial Operations Office, Butuan City	Province of Agusan del Norte
REGASPI, MA. ESTRELLA S.	PDO II	Implementing PDO	Agusan del Norte	Tubay	Santiago, Cabadbaran City, Jabonga & Kitcharao
VELARDE, ROXANNE D.	PDO II	Implementing/Monitoring PDO	Agusan del Norte	Tubay	RTR
MADELO, JEMIMA A.	PDO II	Monitoring PDO	Agusan del Sur	Bayugan City	
PANDI, JIJA ROSE O.	PDO II	Implementing/Monitoring PDO	Agusan del Sur	Bunawan	Province of Agusan del Sur
VALMORIA, JOHN PAUL G.	PDO II	Implementing PDO	Agusan del Sur	Esperanza	
PACATANG, FRANCIS MARK A.	PDO II	Implementing/Monitoring PDO	Agusan del Sur	La Paz	Province of Agusan del Sur
HURBODA, RIZA MAE P.	PDO II	Implementing PDO	Agusan del Sur	Loreto	La Paz
NATONIO, CRISTINA B.	PDO II	Implementing/Monitoring PDO	Agusan del Sur	Prosperidad	Trento
LAPUZ, SHENNA MAY B.	PDO II	Implementing PDO	Agusan del Sur	Rosario	San Francisco & Prosperidad
LOFRANCO, EMMANUEL A.	PDO II	Monitoring PDO	Agusan del Sur	San Francisco	Prosperidad

VERGA, DONNA P.	PDO II	Implementing PDO	Agusan del Sur	San Luis	
PELONG, ADELMA	PDO II	Implementing PDO	Agusan del Sur	Sibagat	Bayugan City
SITCHON, ERICSON M.	PDO II	Implementing PDO	Agusan del Sur	Sta. Josefa	Veruela & Bunawan
PANTILLO, NORA P.	PDO II	Implementing PDO	Agusan del Sur	Talacogon	
MARBAN, GLENNET MARBEL	PDO II	Implementing PDO	Agusan del Sur	Veruela	La Paz & Bunawan
ELEJERAN, MA. THERESA O.	PDO II	Implementing/Monitorin g PDO	Province of Dinagat Island	Cagdianao	Dinagat & San Jose
CARMEN, NESTOR F.	PDO II	Implementing/Monitorin g PDO	Province of Dinagat Island	Libjo	Tubajon & Loreto
ALIDON, LEO MAR M.	PDO II	Implementing/Monitorin g PDO	Province of Dinagat Island	San Jose	Basilisa
DESPI, HERBERT D.	PDO II	Implementing PDO	Surigao del Norte (Mainland)	Alegria	Mainit
JORTA, JONEL C.	PDO II	Implementing PDO	Surigao del Norte (Mainland)	Claver	
AGAD, CONCEPCION P.	PDO II	Implementing PDO	Surigao del Norte (Mainland)	Mainit	Placer, Bacuag & Tubod
IDEA, JONEL L.	PDO II	Implementing PDO	Surigao del Norte (Mainland)	Placer	Gigaquit & Claver
DOMINGUITO , JONATHAN B.	PDO II	Implementing/Monitorin g PDO	Surigao del Norte (Mainland)	Provincial Operations Office, Surigao City	Province of Surigao del Norte (Mainland)
JAYME, RONILO Y.	PDO II	Implementing PDO	Surigao del Norte (Mainland)	Provincial Operations Office, Surigao City	Province of Surigao del Norte (Mainland)
LORZANO, FRANCES JUNE G.	PDO II	Monitoring PDO	Surigao del Norte (Mainland)	San Francisco	Malimono, Sison & Surigao City
CORTEZ, GLENN MICHAEL B.	PDO II	Implementing PDO	Surigao del Norte (Mainland)	Surigao City	San Francisco (Anao-aon) & Malimono
BACLAYON, ERALYN C.	PDO II	Monitoring PDO	Surigao del Norte (Mainland)	Tubod	Alegria, Placer, Taganaan, Mainit & Surigao City
CANGCO, JR. REYNALDO F.	PDO II	Implementing/Monitorin g PDO	Surigao del Norte (Siargao)	Dapa	Burgos, Pilar, San Isidro & Socorro
AGBON, IAN JUNE L.	PDO II	Implementing/Monitorin g PDO	Surigao del Norte (Siargao)	Del Carmen	General Luna, San Benito & Sta. Monica
ABISIA, JHONAS A.	PDO II	Monitoring PDO	Surigao del Norte (Siargao)	Sta. Monica	Dapa, Del Carmen, San Benito & General Luna
BAUTISTA, JANINE LUCILLE M.	PDO II	Implementing/Monitorin g PDO	Surigao del Sur (Cluster 1)	Bayabas	Marihatag & San Miguel

TIMOGAN, RUBEN PAUL T.	PDO II	Implementing PDO	Surigao del Sur (Cluster 1)	Cagwait	Marihatag & Bayabas
LAURENTE, ANJAY B.	PDO II	Implementing PDO	Surigao del Sur (Cluster 1)	Cantilan	Carrascal & Madrid
TICAR, KIMBERLY	PDO II	Implementing PDO	Surigao del Sur (Cluster 1)	Cantilan	Carrascal & Lanuza
MONTERO, JOSE LEE P.	PDO II	Implementing/Monitorin g PDO	Surigao del Sur (Cluster 1)	Carmen	Cortes, Madrid, Lanuza & Cantilan
LUPANGO, IAN N.	PDO II	Implementing PDO	Surigao del Sur (Cluster 1)	Cortes	Lanuza
ARTIZA, DOREEN G.	PDO II	Implementing/Monitorin g PDO	Surigao del Sur (Cluster 1)	Marihatag	Cagwait
DEL ROSARIO, DANICA B.	PDO II	Implementing/Monitorin g PDO	Surigao del Sur (Cluster 1)	Provincial Operations Office, Tandag City, Cluster 1	Cluster 1, Surigao del Sur
COLETO, CARLA MAE A.	PDO II	Implementing/Monitorin g PDO	Surigao del Sur (Cluster 1)	Tago	Tandag City, San Miguel & Cagwait
CAMACHO, BLESSANDE P.	PDO II	Implementing/Monitorin g PDO	Surigao del Sur (Cluster 1)	Tandag City	Marihatag & San Miguel
RENDON, GEOFIL L.	PDO II	Implementing PDO	Surigao del Sur (Cluster 1)	Tandag City	San Miguel & Tago
BOTER, MECHELL C.	PDO II	Implementing/Monitorin g PDO	Surigao del Sur (Cluster 2)	Barobo	
REYES, MARY JOY T.	PDO II	Implementing/Monitorin g PDO	Surigao del Sur (Cluster 2)	Barobo	Hinatuan, Tagbina, San Agustin & Tandag City
SAMINADO, ROLANDO G.	PDO II	Implementing/Monitorin g PDO	Surigao del Sur (Cluster 2)	Barobo	San Agustin, Lianga & Tagbina
ROMOROSA, ARIEL G.	PDO II	Implementing/Monitorin g PDO	Surigao del Sur (Cluster 2)	Bislig City	Lingig
LIGAO, JIZA MARY L.	PDO II	Implementing/Monitorin g PDO	Surigao del Sur (Cluster 2)	Hinatuan	Bislig, Lianga & Tagbina
SALAZAR, SYRA JANE L.	PDO II	Implementing/Monitorin g PDO	Surigao del Sur (Cluster 2)	Lianga	San Agustin
PINEDA, JOHNHEL B.	PDO II	Implementing/Monitorin g PDO	Surigao del Sur (Cluster 2)	San Agustin	

***Assigned Provincial Coordinators**

Name	Position	Designation	Province
ONG, SALVE C.	PDO II	Provincial Coordinator	Agusan del Norte
BAJAO, ALVIN A	PDO II	Provincial Coordinator	Agusan del Sur
SEMPORIOS, JR. ANTONIO P.	PDO II	Provincial Coordinator	Province of Dinagat Island
BETONIO, JHUNREY A.	PDO II	Provincial Coordinator	Surigao del Norte (Mainland)
DUGLAS, JOE MARK L.	PDO II	Provincial Coordinator	Surigao del Norte (Siargao)
TANJAY, MONINA A.	PDO II	Provincial Coordinator	Surigao del Sur (Cluster 1)
BUCONG, BRYAN F.	PDO II	Provincial Coordinator	Surigao del Sur (Cluster 2)

***Assigned Provincial Grievance Management Officer**

Complete Name	Position	Designation	Province
SARUCAM, RODEL L.	PDO II	Provincial Monitoring & Evaluation Officer	Agusan del Norte
ENOC, DANDRIB D.	PDO II	Provincial Monitoring & Evaluation Officer	Agusan del Sur
GARBO, JACEL C.	PDO II	Provincial Monitoring & Evaluation Officer	Province of Dinagat Island
PACILLOS, AGNES S.	PDO II	Provincial Monitoring & Evaluation Officer	Surigao del Norte
DELA FUENTE, CORINAH B.	PDO II	Provincial Monitoring & Evaluation Officer	Surigao del Sur (Cluster 1)
PEÑAROYO, ARJAY	PDO II	Provincial Monitoring & Evaluation Officer	Surigao del Sur (Cluster 2)

***SLP-Regional Grievance Management Committee (RGMC)**

NAME	Designation	SLP-RGMC Position
JEAN PAUL S. PARAJES, RSW,MSSW	Assistant Regional Director for Operation	SLP RGMC Head
RENANTE G. ABENDANIO	SLP -Regional Program Coordinator	SLP RGMC Member
CHARMINE A. VERANO	SLP-Regional Grievance Officer	SLP RGMC Member

***Fact Finding Team**

NAME	Designation
REYNARD ROI E. CABUSAO	PDO II/Special Projects Focal
JOSEFINA T. MAHINAY	PDO II/Training Officer/IP Focal
CHARMINE A. VERANO	PDO II/Referral & Grievance Focal

FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Write your feedback on the services provided through the Client's Satisfaction Measurement Form to be provided by our attending SLP staff. A space is provided for you to write further comments. Return the fully accomplished Client's Satisfaction Measurement Form to the attending staff for consolidation.
How feedback is processed?	Every 20 th to 25 th day of the month, the assigned staff consolidates all accomplished Client's Satisfaction Measurement Forms within the Division and results are reviewed by the Division Chief. Approved monthly consolidation is submitted to the Human Resource and Management Division for further review and consolidation in the regional level.

	Feedback requiring responses are communicated to concerned offices for appropriate action. Responses are relayed to the complainant three (3) working days after the receipt of the feedback.
How to file complaints?	Citizen with complaints relative to SLP and / or the availed services may file their respective complaints directly to the Regional Program Management Office at DSWD Field Office Caraga. They may also file complaint/s through the Provincial/Municipal Operations Offices for escalation of concern.
How complaints are processed?	<p>Complaints received by respective offices are escalated to the Regional/Provincial Grievance Officer/s for verification and veracity of complaint for at least 72 hours upon receipt of the complaint.</p> <p>Grievance Officer/s shall send report to the Regional Grievance Officer / Regional Program Coordinator for appropriate action.</p>
Contact Information	<p>SLP – RPMO Email Address: livelihoodcrg@dswd.gov.ph Contact Number: (+63) 950-302-2688</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888</p> <p>CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/</p>