

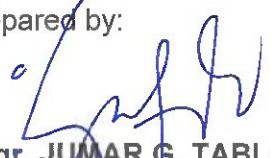


| FEEDBACK AND COMPLAINTS MECHANISMS | |
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| How to send a feedback | <p>Feedback can lodge through the following:</p> <ol style="list-style-type: none"> Call Center DPWH Hotline 16502 (Weekdays 8:00 am to 5:00 pm) Cp Viber/Text – 0961-684-7084 (Daily 8:00 am to 5:00 pm) E-mail - citizens_feedback@dpwh.gov.ph Letter Referral – Presidential Complaint Center Facebook – facebook.com/dpwh 8888 Citizens Complaint Hotline Twitter - twitter.com/DPWHph Instagram - @dpwhph |
| How feedback is processed? | <p>Customers are requested to fill up the Customer Feedback Form pursuant to Department Order 169 series 2016.</p> <ol style="list-style-type: none"> The Action Officer evaluates and consolidates each feedback form. For simple inquiries, the Action Officer immediately provides a response. Action Officer prepares Qualitative and Quantitative analytical Reports on consolidated feedback. The Action Officer will generate a Request for Action Memorandum relative to negative received feedback and send it to the head of the concerned office for appropriate action. Action Officer obtains a response to the RFA indicating the action taken on the negative feedback |
| How to file a complaint? | <p>Fill-up Public Assistance and Complaint Desk Form or submit a letter thru various feedback platforms stating contact details and detailed concerns of the customer.</p> <p>Or you may course them through:</p> <p>Anti-Red Tape Authority complaints@arta.gov.ph 8478–5091 or 8478–5093.</p> |

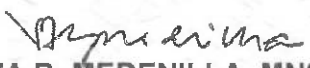


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| | <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph Hotline 8888 or 82498310 loc. 8175 or 8182 Tel. Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565</p> |
| How complaints are processed? | <ol style="list-style-type: none">1. The Action Officer evaluates each complaint.2. For simple inquiries, the Action Officer immediately provides the request information.3. Action Officer identifies the complaint by its type whether complex or technical. The Action Officer calls the concerned office to verify the complaints of the customer.4. The Action Officer will generate a Request for Action Memorandum and send to the head of the concerned office for appropriate action.5. The Action Officer will give an update to the client. |
| | <p>citizens_feedback@dpwh.gov.ph DPWH Hotline 16502</p> |

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D.O. 177 series of 2022

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Date: **10 NOV 2023**

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Office of the Secretary

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