




# Handling of Complaints Process

Steps		Agency Action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1	<p>Client files complaint at Anti-Red Tape Act (ARTA) Secretariat (ARTSec) Desk and accomplishes necessary complaint form</p> <ul style="list-style-type: none"><li>For urgent actions, clients must call ARTSec at 5317-1768 loc. 800.</li><li>For non-urgent concerns, clients may accomplish the Ngiting Normal Program (NNP) Survey online or on-print.</li></ul> <p>On-print forms must be dropped at the service officer's NNP drop box.</p>	1.1. Receive query/complaint/ request for assistance and interview client or assess submitted/sent documents/email/letter-request and forward to ARTSec Legal Officer for evaluation and determination of jurisdiction, if substantial information is indicated.	ARTSec Action Officer <b>Mr. Roy C. Villocillo</b>	10 Minutes
2	Waits for the advice/instruction of the ARTSec Action Officer	2.1. Evaluates nature of complaint/request. For phone in or walk-in clients, inform the client regarding the procedure/process	ARTSec Legal Officer <b>Mr. Rolando P. Bautista</b>	3 Hours
		2.2. Draft endorsement or letter-reply in consultation with concerned office/unit for the action plan or resolution (for simple complaints: 1wd, complex: 2wd).	ARTSec Legal Officer <b>Mr. Rolando P. Bautista</b>	1-2 Working Days, 15 Minutes
		2.3. Forward draft endorsement or letter-reply for review.	ARTSec Chief <b>Dr. Lordinio A. Vergara</b>	4 Hours, 15 Minutes
		2.4. Signs the endorsement or reply letter/ routing slip or give further instruction, if any.	PNU University President or the authorized signatory <b>Dr. Bert J. Tuga</b>	1 Working Day, 15 Minutes
3	Clients receives signed endorsement or letter-reply and accomplish the NNP Form.	3.1. Release signed endorsement or letter-reply	ARTSec Action Officer <b>Mr. Roy C. Villocillo</b>	30 Minutes
		3.2. Administer NNP Form for walk-in clients and for online and phone-in clients, administer through email.		
Total Processing Time:			1-2 Working Days / 4 Hours & 15 Minutes	
4	Fill out the Ngiting Normal CSS form			Ngiting Normal Client Satisfaction Survey 
END OF TRANSACTION				

