

PRESIDENTIAL COMPLAINT CENTER

PROCEDURE IN SEEKING ASSISTANCE FROM PCC
PAMAMARAAN SA PAGHINGI NG TULONG MULA SA PCC

STEPS	LOCATION	CLIENT	SERVICE PROVIDED	DURATION	RESPONSIBLE PERSON/S	FEE	SERVICES OFFERED / FORMS TO BE USED
1	RECEPTION / RECEIVING AREA LUGAR NG PAGTANGGAP	Proceed to the RECEPTION/ RECEIVING AREA. <i>Magtungo sa lugar ng pagtanggap.</i>	Provide the client with the appropriate PCC Form (depending on the nature of his/ her concerns). <i>Bigyan ng karampatang PCC Form ang bawat kilyenteng humihingi ng tulong.</i>	5 MINUTES	RECEIVING CLERKS FOR WALK IN CLIENTS ADMINISTRATIVE ASSISTANT (AA4) FOR LETTERS PRESIDENTIAL STAFF ASSISTANT (PSA)	N O W A L L A N G F E E S T O B A Y A D C O L L I B E R E D A N G P C C F O R M S A N D S E R V I C E S	The PRESIDENTIAL COMPLAINT CENTER intercedes, in behalf of the assistance-seekers, with agencies / institutions on their requests for intervention on matters of varying nature such as, but not limited to, the following:
	PUBLIC ASSISTANCE/ COMPLAINTS DESK	Accomplish PCC Form and prepare a letter to the President, narrating your request / complaint. <i>Lagyan ng karampatang Impormasyon ang PCC Form at gumawa ng liham sa ating Pangulo at ilahad ang inyong kahilingan o reklamo.</i>	Assist the client in the preparation of his / her letter. <i>Tulongan ang kilyente sa pagbalangkas ng kanyang liham.</i>	CLIENT DEPENDENT			
		Return the accomplished PCC Form to the receptionist for assignment of CODE NUMBER. <i>Ibalk ang PCC Form sa receptionist upang malagyan ito ng Code Number.</i>	Encode client's personal information in the PCC Database for assignment to Action Officer, and for the Center's future reference. <i>Itala / Ipasok ang mga personal na Impormasyon ng kilyente sa PCC Database para maitalaga ang Action Officer na mag-aasikaso, at upang magsilbing sanggunian sa hinaharap.</i>	10 MINUTES			
2	INTERVIEW AREA LUGAR NG PANAYAM	Proceed to your designated ACTION OFFICER to discuss your request / complaint. <i>Pumunta sa ACTION OFFICER na itinalaga sa Inyo upang mapag-usapan ang Inyong kahilingan / reklamo.</i>	1. Interview the client to assess appropriate action on his / her request/complaint. <i>Kapanamayin ang kilyente upang matukoy ang karampatang aksyon sa kanyang kahilingan / reklamo.</i> a. Counsel the client on his / her immediate need / problem and provide information/ alternative solutions. <i>Payuhan ang kilyente hinggil sa kanyang idinudulog na pangangailangan o suliranin at bigyan ng karampatang Impormasyon o alternatibong paraan o solusyon.</i> b. Prepare the action document. <i>Ihanda ang karampatang action document.</i>	30 - 60 MINUTES	ACTION OFFICERS OF THE : GOVERNANCE AND LOCAL AFFAIRS DIVISION SOCIAL SERVICES DIVISION	A N D S E R V I C E S A R R E R E B E	
	ACTION OFFICER'S DESK		2. Proofread / edit action document. <i>Surin kung tama at tugma ang action document sa kahilingan / pangangailangan ng kilyente.</i>	CLIENT DEPENDENT	DIVISION CHIEFS OF THE: GOVERNANCE AND LOCAL AFFAIRS DIVISION (GLAD) SOCIAL SERVICE S DIVISION (SSD)		
			3. Approve / sign action document. <i>Paatibavin/ laodan ang action document.</i>	CLIENT DEPENDENT	HEAD OF OFFICE		
3	PCC WALK-IN-CLIENTS WAITING AREA LUGAR PARA SA PANAUHIN/ LUGAR ANTAYAN	Proceed to the waiting area where the action document(s) will be released. <i>Pumunta sa waiting area, kung saan kayo ay tatawagin kapag ang kaukulang action document(s) ay handa na.</i>	1. Photocopy documents. <i>Gumawa ng kopya ng mga dokumentong ilalabas.</i> 2. Release completed action documents to walk-in clients. <i>Ilabas ang pirmedong dokumento at mga kalakip nitong dokumento.</i>	10 - 20 MINUTES	RELEASING CLERKS GENERAL ADMINISTRATIVE SUPPORT SERVICE DIVISION (GASSD)		
END OF TRANSACTION.							
ARE YOU HAPPY WITH OUR SERVICE?							
The PRESIDENTIAL COMPLAINT CENTER takes pride in providing fast, efficient and reliable public service. For any complaints, please fill up the COMPLAINT FORM (available at the Public Assistance /Complaints Desk) and our ACTION OFFICER OF THE DAY will gladly attend to your complaint.							
THIS OFFICE OBSERVES THE "NO NOON BREAK" POLICY. <i>Mahigpit na Ipinatutupad ng Tanggapan Ito ang "No Noon Break" Policy.</i>							