

# CITIZEN CHARTER

## Complaint Referral and Monitoring Center – PRO4A

**Schedule of Availability**

Monday – Sunday  
24 Hours a day

**Client/Requisite Party**

Walk-in Complainant

**Documentary Requirements**

Documentary requirements depends on the nature of complaint/request

**Concerned Office:**

Complaint Referral and Monitoring Center (CRMC) – walk-in

**Duration:** 1 Hour

**How to avail Service:**

Step	Applicants	Service Provider	Office/Person Responsible	Forms	Fees	Processing Time	
1	Fill-out the Complaint/request Form			Complaint/Request Form		-	
2	Signs the filled-out complaints/request form	Interviews the complainant, evaluate the complaint and checks the completeness of required documents	Desk Officer		NONE	30 min	
		Provides counsel to the complaints on other available courses of action regarding their concern					
		Encodes the complaints/request details to the Complaint Management Information System (CMIS)				Chief, Complaint Monitoring and Referral Center	15 min
		Prints the system-generated Referral Transmittal					
		Signs the Referral/Transmittal as the Administering Officer					
Signs the Referral/transmittal	Chief or Duly Authorized representative	5 min					
3	Signs the received copy	Releases Referral/Transmittal	Desk Officer			5 min	

**END OF TRANSACTIONS**

**Total = 60 min**

For Inquire, comments, and suggestion, please call 0949-140-4203 or email us at

[crmc\\_pro4a@yahoo.com](mailto:crmc_pro4a@yahoo.com)

# “Complaint Desk Work Flow”

