

10. ATTENDING COMPLAINTS ON BILLING AND OTHER CONCERNS

Who May Avail of the Service?

1. PWD Registered Concessionaires

Schedule of Availability of Service

- Monday - Friday (Excluding Holidays)
 8:00 AM - 5:00 PM (NO NOONBREAK)

What is the requirement?

1. Necessary documents to support client's concern.

HOW TO AVAIL OF THE SERVICE

STEP	CLIENT	SERVICE PROVIDER	FEES	DURATION	PERSON RESPONSIBLE
1.	File complaint/s to the Frontline Customer Services Asst.	Entertain client with regards to the complaint/ services needed.		2 Minutes	GENEBEB P. SARCOL
2.	Present complaint/s together with complete information.	Attend to the complaint/s and refer the matter to responsible personnel. If possible, give immediate solution.		10 Minutes	GENEBEB P. SARCOL
END OF TRANSACTION					