



## VII. Feedback and Complaints

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send a feedback</b>	<p>Accomplish the NTC Client Feedback Form and drop it in the designated box at the Consumer Welfare and Protection Division (CWPD).</p> <p>Contact info: (02) 8-924-4028 (02) 8-924-4046</p> <p>Mail us at Office of the Commissioner, National Telecommunications Commission BIR Road, East Triangle Diliman, Quezon City;</p> <p>Or, send us an email at: <a href="mailto:administrative@ntc.gov.ph">administrative@ntc.gov.ph</a></p>
<b>How feedbacks are processed</b>	<ul style="list-style-type: none"> <li>• The Human Resources Division of the Administrative Branch (AB) collects all accomplished NTC Client Feedback Form from the designated drop box at the CWPD every end of each working day.</li> <li>• Feedbacks are then evaluated to determine its merit or identify feedbacks that requires NTC's immediate action/answer;</li> <li>• Feedbacks that require action will be endorsed to the concerned Branch/Division/Unit for appropriate action. The answer or action taken by the office is then relayed to the citizen;</li> <li>• Otherwise, feedbacks are compiled and records all feedbacks received.</li> </ul>
<b>How to file a complaint</b>	<p>You may submit your written complaint through:</p> <p>Postal mail : National Telecommunications Commission BIR Road, East Triangle, Diliman, Quezon City</p> <p>Email : <a href="mailto:administrative@ntc.gov.ph">administrative@ntc.gov.ph</a></p> <p>Facsimile : (02) 8-924-4028 (02) 8-924-4046</p> <p>Or, you can proceed in person at the National Telecommunications Commission</p>



	<p>Important information is required in order to help us evaluate your complaint. We can best respond to you and assist you better if you will provide the following information:</p> <ol style="list-style-type: none"> <li>1. <i>Name of the Person(s) Complained of, his/her position;</i></li> <li>2. <i>Details of the issue(s) being raised, including the narration of relevant facts and evidence which shows the acts allegedly committed by NTC employee(s);</i></li> <li>3. <i>Documentary evidence (if any);</i></li> <li>4. <i>Name of Witness (if any);</i></li> <li>5. <i>Complainant's name, complete address, and contact number.</i></li> </ol>
	<ul style="list-style-type: none"> <li>• When NTC receives a complaint against NTC Employee(s), the AB will initiate an internal investigation to determine the existence of a probable cause;</li> <li>• The NTC personnel involved will be sent a copy of the complaint, and asked to comment and provide answer thereon;</li> <li>• Then, the comment, answer and evidence submitted by the complained NTC employee will be evaluated by the AB;</li> <li>• After which the AB may recommend for the dismissal of the complaint or the filing of the necessary administrative case before the Legal Branch (LB). Final resolution of the administrative case shall be decided by the Commission En Banc.</li> <li>• The AB shall also update the complainant on the actions taken by the Commission regarding his/her complaint.</li> </ul>
<p><b>Contact Information of CCB, PCC, ARTA</b></p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>          1-ARTA-2728          PCC: 8888          CCB: 0908-881-6565 (SMS)</p>

Note: *The Feedback and Complaints Mechanism is currently under revision.*