



**LEGAL BRANCH (LB) –
Consumer Welfare and Protection Division
(CWPD)
External Services**



SERVICE NAME:	1. Handling of Request for Blocking of IMEI and SIM of Lost/Stolen Mobile Phone received through Walk-In, Courier, Facsimile or Electronic Mail	
The Commission acts on requests for blocking of mobile phone's IMEI (International Mobile Equipment Identity) and SIM (Subscriber Identity Module) due to lost/stolen cellphone units or unblocking of the same.		
Office or Division:	Consumer Welfare and Protection Division (CWPD), Legal Branch (LB)	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government	
Who may avail:	Individuals, Private and Government Entities	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request for blocking of IMEI and SIM of lost/stolen mobile phone		
1. Duly accomplished and notarized AFFIDAVIT OF OWNERSHIP AND LOSS WITH UNDERTAKING [Form No. NTC 1-24] <i>Note: The Affidavit of Loss must indicate the IMEI of the mobile phone and/or the SIM to be blocked.</i>		NTC CWPD Website: ntc.gov.ph
2. Proof of ownership, ANY of the following: 2.1 Copy of Official Receipt of the mobile phone 2.2 Box of the mobile phone with International Mobile Equipment Identity (IMEI) 2.3 Certificate of Purchase issued by the Authorized Seller with the Name of the Purchaser, Date of Purchase and IMEI		Mobile Phone Dealer/Applicant
3. Copy of valid Identification 3.1 Any government-issued ID OR Passport 3.2 <i>For students</i> , School ID 3.3 <i>For cases when ID is not available</i> , Birth Certificate OR NBI Clearance		BIR/Post Office/DFA/SSS/GSIS/PAGIBIG/ PSA/School/NBI/LTO
Supporting Documents for Representative(s)		
1. Authorization letter duly signed by the applicant and valid ID of the authorized representative.		Person being represented



Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
Pre – Assessment Stage				
1. Submits request at CWPD 1.1 Receives back the request and NOD	1. Screens/Assesses request as to the completeness of submitted documents 1.1 <i>If incomplete</i> , issues Notice of Deficiency (NOD) and returns the request 1.2 <i>If complete</i> , proceeds to Processing Stage	None	30 Minutes	CWPD Staff
Processing Stage				
2. Consumer information verification/ interview	2. Receives, evaluates and encodes request with the complete requirements/ supporting documents 2.1 Informs the consumer to verify blocking after 3-5 working days 2.2 Prepares <i>Endorsement Letter</i> to PTE and sends thru electronic mail		65 Minutes	CWPD Staff
3. Verifies the result of blocking via phone call	3. Informs the consumer of the PTE's response		10 Minutes	CWPD Staff
	TOTAL	None	75 Minutes	



SERVICE NAME:	2. Handling of Complaints on Text Spam, Text Scam, or Illegal/Obscene/Threat/Other Similar Text Messages received through Walk-In, Courier, Facsimile or Electronic Mail
The Commission acts on complaints of consumers/subscribers of public telecommunications entities (PTEs) such as text scams, unwanted calls/texts and illegal/obscene/threat/other similar text messages.	
Office or Division:	Consumer Welfare and Protection Division (CWPD), Legal Branch (LB)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government
Who may avail:	Individuals, Private and Government Entities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Handling of Complaints on Text Spam, Text Scam, or Illegal/Obscene/Threat/Other Similar Text Messages	
1. Duly accomplished COMPLAINT FORM [Form No. NTC 1-25]	NTC CWPD Website: ntc.gov.ph
2. Copy of valid Identification 2.1 Any government-issued ID OR Passport 2.2 <i>For students</i> , School ID 2.3 <i>For cases when ID is not available</i> , Birth Certificate OR NBI Clearance	BIR/Post Office/ DFA/SSS/GSIS/ PAGIBIG/PSA/School/NBI /LTO
3. <i>If complaint proceeds to administrative case</i> , Copy of duly notarized Complaint	Applicant
Supporting Documents for Representative(s)	
1. Authorization letter duly signed by the applicant and valid ID of the authorized representative.	Person being represented



Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
Pre – Assessment Stage				
1. Submits request at CWPD 1.1 Receives back the request and NOD	1. Screens/Assesses request as to the completeness of submitted documents 1.1 <i>If incomplete</i> , issues Notice of Deficiency (NOD) and returns the request 1.2 <i>If complete</i> , proceeds to Processing Stage	None	30 Minutes	CWPD Staff
Processing Stage				
2. Consumer information verification/ interview	2. Receives, evaluates and encodes request with the complete requirements/ supporting documents 2.1 Sends warning and advisory to the number complained 2.2 Informs the consumer to verify complaint after 3-5 working days		45 Minutes	CWPD Staff
3. Verifies the result of complaint via phone call	3. Informs the consumer of the PTE's response		10 Minutes	CWPD Staff
	TOTAL	None	55 Minutes	



SERVICE NAME:	3. Handling of Complaints on Services offered by Telecommunications or Broadcast Service Providers received through Walk-In, Courier, Facsimile or Electronic Mail	
The Commission acts on complaints of consumers/subscribers of telecommunications or broadcast service providers (<i>i.e.</i> Cable TV, DTH, etc.) such as billing complaint, poor customer service, poor technical service and fair usage issues.		
Office or Division:	Consumer Welfare and Protection Division (CWPD), Legal Branch (LB)	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government	
Who may avail:	Individuals, Private and Government Entities	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Handling of Complaints on Services offered by Telecommunications or Broadcast Service Providers		
1. Duly accomplished COMPLAINT FORM [<i>Form No. NTC 1-25</i>]		NTC CWPD Website: ntc.gov.ph
2. Copy of valid Identification 2.1 Any government-issued ID OR Passport 2.2 <i>For students</i> , School ID 2.3 <i>For cases when ID is not available</i> , Birth Certificate OR NBI Clearance		BIR/Post Office/ DFA/SSS/GSIS/ PAGIBIG/ PSA/School/NBI
3. Copy of Service Contract, OR Copy of Billing Statement, OR Document indicating services availed by the complainant		Service Provider
4. <i>If complaint proceeds to administrative case</i> , Copy of duly notarized Complaint		Applicant
Supporting Documents for Representative(s)		
1. Authorization letter duly signed by the applicant and valid ID of the authorized representative.		Person being represented



Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
Pre – Assessment Stage				
1. Submits request at CWPD 1.1 Receives back the request and NOD	1. Screens/Assesses request as to the completeness of submitted documents 1.1 <i>If incomplete</i> , issues Notice of Deficiency (NOD) and returns the request 1.2 <i>If complete</i> , proceeds to Processing Stage	None	45 Minutes	CWPD Staff
Processing Stage				
2. Consumer information verification/ interview	2. Receives, evaluates and encodes request with the complete requirements/ supporting documents 2.1 Informs the consumer to verify complaint after 5 working days 2.2 Prepares <i>Endorsement Letter</i> to the service provider		45 Minutes	CWPD Staff
3. Verifies the result of complaint via phone call 3.1 Requests for meeting/ mediation with the service provider	3. Informs the consumer of the service provider's response 3.1 Schedules the mediation of Complainant and service provider		35 Minutes	CWPD Staff
4. Attends mediation process	4. Mediates with Complainant and service provider		60 Minutes	CWPD Staff Atty. III, V
TOTAL		None	140 Minutes	