

FEEDBACK AND GRIEVANCE DIVISION

1. Responding to Category 1 (Simple) Feedback

This service provides responses to the public with queries or complaints that are general in nature which may be received through the official PhilSys channels. Category 1 is non-contentious feedback from clients which covers clarifications and general comments and suggestions regarding the PhilSys implementation and its services.

Office or Division:	Feedback and Grievance Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	General Public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Query, complaint, and/or feedback that are non-contentious and are general in nature	1. Email: info@philsys.gov.ph 2. Facebook page: https://facebook.com/PSAPhilSysOfficial 3. Hotline:1388

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Email and Facebook Page				
1. Send details of query, complaint, and/or feedback via email or Facebook page.	1.1. Receive query, complaint, and/or feedback and request additional details if necessary.	None	5 minutes	Public Relations Officer I
None	1.2. Reply to the client based on the approved standard responses through the channel used.	None	10 minutes	Public Relations Officer I
2. Receive a response via email or Facebook page.	2.1. Record details in the monitoring log.	None	10 minutes	Public Relations Officer I
TOTAL:		None	25 minutes	
II. Hotline				

1. Call the PhilSys hotline through 1388 and narrate details of query, complaint, and/or feedback.	1.1. Receive call and gather basic information of the client and details of the complaint.	None (But call via mobile may cost Php 6.00-8.00/min and Php 4.00-5.00/min for landline)	2 minutes	Call Center Agent
None	1.2. Reply to the client based on the approved standard responses.	None	2 minutes	Call Center Agent
None	1.3. Summarize the call details and generate ticket number.	None	2 minutes	Call Center Agent
2. Receive response and answer the brief customer satisfaction survey.	2.1. Request if client is willing to answer a brief customer satisfaction survey (If not willing, proceed to the next step).	None	30 seconds	Call Center Agent
None	2.2. End the call with the closing spiel.	None	30 seconds	Call Center Agent
TOTAL:		None	7 minutes	