

PHILSYS REGISTRY OFFICE

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>The concerned public may send their feedback to the following channels:</p> <ul style="list-style-type: none"> • info@philsys.gov.ph • PhilSys Hotline 1388 • PhilySys Facebook page (https://facebook.com/PSAPhilSysOfficial)
How feedback is processed	<p>Feedbacks are evaluated and forwarded to the concerned Division/Field Office for appropriate action. Replies to the concerned public regarding actions taken are sent via the official email or Facebook.</p>
How to file a complaint	<p>The concerned public may file their complaint to the following channels:</p> <ul style="list-style-type: none"> • info@philsys.gov.ph • PhilSys Hotline 1388 • PhilySys Facebook page (https://facebook.com/PSAPhilSysOfficial)
How complaints are processed	<p>Complaints are evaluated and forwarded to the concerned Division/Field Office for investigation. Replies to the concerned public regarding the results of the investigation and actions taken are sent via the official email or Facebook.</p> <p>Follow ups may be done through email and telephone number provided below.</p>
Contact Information of PRO, ARTA, CCB, PCC and Citizens' Complaint Center	<p>PhilSys Registry Office (PRO) Email: info@philsys.gov.ph Call: PhilSys Hotline 1388</p> <p>ANTI RED TAPE AUTHORITY (ARTA) Website: arta.gov.ph Email: complaints@arta.gov.ph Call: 8478-5091 / 8478-5099</p> <p>CONTACT CENTER NG BAYAN (CCB) Website: contactcenterngbayan.gov.ph Email: email@contactcenterngbayan.gov.ph Call: 1-6565 Text: 09088816565</p> <p>PRESIDENTIAL COMPLAINT CENTER (PCC)</p>



Email: pcc@malacanang.gov.ph

Call: 8736-8645

8736-8603

8736-8629

8736-8621

Fax: 8736-8621

8888 CITIZENS' COMPLAINT CENTER

Call/Text: 8888