



1. Frontline Service with Description

- **Procedures for Filing of Complaints (Complaints vs Licensed Contractors)** - Handling of Customer Complaint against Licensed Contractors

2. Schedule of Availability of Service

- 8:00 a.m. – 5:00 p.m. (Monday thru Friday)

3. Address and Contact Information of Frontline Office

- 5th Floor, Executive Building Center, 369 Sen. Gil J. Puyat Ave., Makati City
- Tel. No.: 895-4258, Telefax: 895-4220
- pcab@dti.gov.ph, pcabphil@yahoo.com

4. Who May avail of the Service

- Any Person

5. What are the Requirements

- Complaint affidavit with appropriate supporting documents

6. Fees

None

7. How to Avail of the Service

Step No.	Applicant / Client's Steps (What to do)	Agency's Action	Duration of Action (under normal circumstances)	Officer or Employee Responsible for Each Step	Amount of Fees, if necessary	Office Location	Documents to be Presented by Client
1	Fill-out the Inquiry/Customer Complaint Form (PCAB-PAD-ICC-F01) and execute Complaint Affidavit	Receive and record details of customer complaint		PAD Personnel / CIAP Helpdesk		PCAB Makati / DTI Provincial or Regional Office	
2		Evaluate Complaint	within 15 working days from receipt of complaint	Legal Staff / Division Chief / Executive Director		PCAB Makati	
3		Include Case as Agenda item in monthly Board Meeting	within 30 days from receipt of complaint	Legal Staff / Division Chief / Executive Director / PCAB Board		PCAB Makati	

Enabling Business, Empowering Consumers



PHILIPPINE CONTRACTORS ACCREDITATION BOARD
 5F, Executive Building Center, 369 Sen. Gil J. Puyat Ave., Makati City 1209, Philippines
 Telephone: (632)895-4258 Telefax: (632)895-4220 E-mail: pcab@dti.gov.ph
ciap.dti.gov.ph

		Within 10 working days from date of Board Meeting, prepare Notice of Board Action requiring the Charged Respondent to submit Answer	within 10 days from receipt of Notice of Board Action/letter	-do-		-do-	
4		Evaluate the Answer of the Respondent	30 working days	Legal Staff / Division Chief / Executive Director / PCAB Board		PCAB Makati	
		Case taken up in Board Meeting immediately after evaluation of Answer If no Answer and/or no request for additional time, recommend case for decision based on available documents		PCAB Board / DTI-OLA		PCAB Board / DTI-OLA	
		Issue Notice of Board Action or refer to DTI-OLA if case needs further investigation)	within 5 working days from date of Board Meeting	PCAB Board / DTI-OLA		PCAB Makati / DTI-OLA	
5		If case heard at DTI-OLA, present OLA Recommendation in Board Meeting	within 30 days from receipt of OLA Recommendation	Legal Staff / Division Chief / Executive Director / PCAB Board		PCAB Makati	
		Issue Board Resolution to penalize or Notice of Board Action for dismissal.		-do-		-do-	

6	In case of penalty, File Motion for Reconsideration (within 10 days from receipt of Decision)	Evaluate Motion for Reconsideration and present to the Board in a Board Meeting after evaluation		Legal Staff / Division Chief / Executive Director / PCAB Board		PCAB Makati	
		Issue Notice of Board Action if Motion granted or prepare a Board Resolution if denied		-do-		-do-	
7	If Motion for Reconsideration is denied, appeal to CIAP Board (Sec. 11(b), IRR of PD 1746)	CIAP Board decides the Appeal (Note: CIAP Board holds quarterly meetings) either Penalize or Dismiss.		CIAP Board		CIAP Makati	
8	Receive Final Decision	Record and inform client of action taken		PAD Personnel/ CIAP Helpdesk		PCAB Makati / DTI Provincial or Regional Office	
END OF TRANSACTION							