



**1. Frontline Service with Description**

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

- 5<sup>th</sup> Floor, Executive Building Center, 369 Sen. Gil J. Puyat Ave., Makati City
- Tel. No.: 895-4258, Telefax: 895-4220
- [pcab@dti.gov.ph](mailto:pcab@dti.gov.ph), [pcabphil@yahoo.com](mailto: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 Presented by Client
1	Fill-out the Inquiry/Customer Complaint Form (PCAB-PAD-ICC-F01) and execute Verified Complaint w/ Certificate of non-forum shopping (Rule V, Sec. 2, DAO 7)	Receive and record details of customer complaint.		PAD Personnel/CI AP Helpdesk/		PCAB Makati / DTI Provincial or Regional Office	

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<b>2</b>		Formal Charge* prepared for filing with DTI Provincial/Regional Office within five (5) working days. *(PCAB becomes Complainant and the original complainant becomes complaining witness)		Division Chief / Executive Director		PCAB Makati	
		Issue Preliminary Conference and send Order to Parties (with Hearing of Cases)		Designated Adjudication Officer (Rule XI, Sec. 1, DAO 7)		DTI Provincial or Regional Office	
<b>3</b>		If no Hearing of Case, require submission of Position Paper within 15 days from receipt of Preliminary Conference Order (Rule XII, Sec. 1, DAO 7)		-do-		-do-	
		Decide within 15 days from the time the case is submitted for Decision and Inform Complainant of the Decision.  If with Motion for Reconsideration, proceed to step 4. Otherwise, proceed to step 6		-do-		-do-	
<b>4</b>	File Motion for Reconsideration within 10 days from receipt of Decision (Note: Only 1 MR allowed) (Rule XIV, Sec. 1, DAO 7)	Decide within 15 days from the time the case is submitted for Decision  If with Appeal to the DTI Secretary, proceed to step		Designated Adjudication Officer (Rule XI, Sec. 1, DAO 7)		DTI Provincial or Regional Office	

		5. Otherwise, proceed to step 6					
<b>5</b>	Submit Appeal to the DTI Secretary – within 15 days from receipt of Decision (Rule XV, Sec. 1, DAO 7)	Decide the Appeal within 30 days from receipt (Rule XV, Sec. 2, DAO 7)		DTI Secretary		DTI Central Office	
<b>6</b>		Execute Decision - either Imposition of Administrative Penalties or Dismissal		Designated Adjudication Officer / DTI Secretary		DTI Provincial or Regional Office / Central Office	
<b>7</b>	Receive Final Decision	Record and inform client of action taken		PAD Personnel/CI AP Helpdesk		PCAB Makati / DTI Provincial or Regional Office	
END OF TRANSACTION							