



FEEDBACK AND COMPLAINTS MECHANISM

How to send a feedback?	<p>The client may choose among the following on how to answer the Pagsusuri ng Mamamayan:</p> <ol style="list-style-type: none">1. Thru a Google Form installed in the tablet provided by the Office the client has visited; or2. By filling-out a hard copy of the Pagsusuri ng Mamamayan available at the counter of the respective Office, putting the same in the designated Drop Box for feedback.
How the feedback is processed?	<ol style="list-style-type: none">1. For the data gathered using the Google Form: Every first working day of the month, the assigned personnel from Municipal Information and Communications Technology Office shall extract all obtained feedback from the preceding month, then forward the files to the Clerk assigned at the Office of the Municipal Administrator for consolidation of feedback.2. For the hard copy of Pagsusuri ng Mamamayan Every first working day of the month, the assigned personnel from the Office of the Municipal Administrator shall collect all obtained feedback from the preceding month, then forward the files to the Clerk assigned at the Office of the Municipal Administrator for consolidation of feedback. <p>Feedback requiring answers are forwarded to relevant office/s and they are to answer within three (3) days upon receipt of the feedback.</p> <p>For inquiries and follow-ups, client may contact the following numbers: (044) 919-8260 local 241</p>
How to file complaints?	<p>The client may use the following platforms in filing a complaint:</p> <ol style="list-style-type: none">1. Written communication to be forwarded to the Office of the Municipal Administrator.2. Email at mayorsofficegto@gmail.com3. Via phone call, ensuring that the client shall provide the following information:<ul style="list-style-type: none">- Name of person/entity being complained- Incident- Evidence4. Via E-Sumbong Mo Kay Mayor accessible thru https://www.guiguinto.gov.ph/e-sembong/5. Thru the official Facebook Page of Atty. Agay Cruz (https://www.facebook.com/APCAtyourservice)6. Via 8888 Citizens' Complaint Hotline7. Via Presidential Complaint Center <p>For inquiries and follow-ups, client may contact the following numbers: (044) 919-8260 local 241</p>





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<p>How complaints are processed?</p>	<ol style="list-style-type: none"> 1. The Clerk under the Office of the Municipal Administrator shall receive complaints thru different platforms. 2. The Administrative Officer II shall record the complaints in the Complaint Monitoring Form. 3. The Municipal Administrator shall review the complaint and determine the personnel in-charge for the complaint. 4. The Administrative Officer II shall route the complaint letter to the concerned office or employee with instruction to answer the complaint. 5. The Administrative Officer II shall monitor the complaint using Complaint Monitoring Form. 6. The concerned office or employee shall reply within the prescribed period. If no indicated period of completion, the concerned office or employee shall reply within 72 hours after receipt of the complaint. 7. For complaint lodged thru 8888 Citizens' Complaint Hotline and Presidential Complaint Center, the Administrative Officer II shall prepare the reply letter to be signed by the Municipal Mayor and/or Municipal Administrator. The Administrative Officer II shall then ensure that the response letter is scanned and sent to 8888 Citizens' Complaint Hotline Portal or via email at pcc@malacanang.gov.ph, depending on the origin of the complaint. <p>For complaint lodged thru other platforms, the Administrative Officer II shall send a reply directly to the complainant's contact details with regard to the response and/or action taken by the concerned office.</p>
<p>Contact Information of:</p> <p>Municipality of Guiguinto Anti-Red Tape Authority (ARTA) Presidential Complaint Center (PCC) Contact Center ng Bayan (CCB) Civil Service Commission (CSC)</p>	<p>Municipality of Guiguinto: (044) 919-8260 local 241 ARTA: complaints@arta.gov.ph / 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 CSC:</p>





LIST OF OFFICES
Municipality of Guiguinto, Bulacan
Tel. No. 044-919-8260

OFFICE	ADDRESS	LOCAL NO.
Action Center	Poblacion, Guiguinto	222
General Services Office	Poblacion, Guiguinto	200
Housing and Resettlement Office	Poblacion, Guiguinto	250
Human Resources Management Office	Poblacion, Guiguinto	223
Municipal Accounting Office	Poblacion, Guiguinto	211
Municipal Agricultural Office	Poblacion, Guiguinto	205
Municipal Assessor's Office	Poblacion, Guiguinto	209
Municipal Budget	Poblacion, Guiguinto	202
Municipal Civil Registry	Poblacion, Guiguinto	213
Municipal Disaster Risk Reduction and Management Office	Poblacion, Guiguinto	235
Municipal Economic Development and Investment Promotion Office	Poblacion, Guiguinto	203
Municipal Engineering Office	Poblacion, Guiguinto	201
Municipal Environment and Natural Resources Office	Poblacion, Guiguinto	245
Municipal Information and Communication Technology	Poblacion, Guiguinto	224
Municipal Legal Office	Poblacion, Guiguinto	247
Municipal Nutrition Office	Poblacion, Guiguinto	252
Municipal Planning and Development Office	Poblacion, Guiguinto	220
Municipal Population Office	Poblacion, Guiguinto	251
Municipal Social Welfare and Development Office	Poblacion, Guiguinto	228
Municipal Treasurer's Office	Poblacion, Guiguinto	206
Office of the Municipal Administrator	Poblacion, Guiguinto	241
Office of the Municipal Mayor	Poblacion, Guiguinto	222
Ospital ng Guiguinto	Bliss, Tabe, Guiguinto	0962-654-3528
Public Employment and Services Office	Poblacion, Guiguinto	242
Rural Health Unit I	Poblacion, Guiguinto	406
Rural Health Unit II	Poblacion, Guiguinto	760-3450
Sangguniang Bayan	Poblacion, Guiguinto	244 / 216
Sining Impormasyon Kabataan at Turismo	Poblacion, Guiguinto	218 / 219 / 257
Traffic Management Office	Poblacion, Guiguinto	240

as of 08/20/2024

