



HUMAN RESOURCE MANAGEMENT OFFICE

EXTERNAL SERVICES



1. Public Assistance and Complaints Desk (PACD)

In compliance with Republic Act 9485 also known as the Anti-Red Tape Act (ARTA) of 2007, the Local Government Unit of Santol is mandated to take appropriate measures to promote transparency in the agency with regard to the manner of transacting with the public, with the objective of reducing red tape and expediting transactions in government. To provide efficient public service, the Public Assistance and Complaints Desk shall observe this process in assisting transacting public on their complaints regarding service/s availed.

Office or Division:	Human Resource Management Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook and give information about the nature of the complaint	1. Evaluate the complaint	None	15 minutes	<i>Front Desk Clerk</i> Human Resource Management Office
None	2. Conduct an interview and provide a general orientation on the complaint procedure	None	30 minutes	<i>Front Desk Clerk</i> Human Resource Management Office
None	3. Endorse the complaint to the concerned office for appropriate action	None	20 minutes	<i>Front Desk Clerk</i> Human Resource Management Office
None	4. Concerned office shall address the complaint and provide feedback	None	1 day	<i>Front Desk Clerk</i> Human Resource Management Office
2. Receive feedback about the complaint through call and mail	5. Provide feedback to the client	None	20 minutes	<i>Front Desk Clerk</i> Human Resource Management Office
	TOTAL:	PHP 0.00	1 day, 1 hour and 25 minutes	