



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



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							