

<b>FEEDBACK AND COMPLAINTS MECHANICS</b>	
How to send a feedback	<p><b>Front Desk and Drop Box</b></p> <p>Customers are asked to accomplish a Feedback Form available in the department offering frontline services at the Central Office (Regulation, Finance and Administrative) and all Branch Offices.</p> <p>The Guard on duty gives the Form to the customer upon registration in the logbook and ensures that the form is filled out, signed by the customer, and dropped in the box before he/she leaves the office.</p>
How feedback is processed	<ol style="list-style-type: none"> <li>1. The Feedback Officer collects the forms from the drop box at the end of the day and reviews and records all feedbacks.</li> <li>2. If the feedback is a complaint, the Feedback Officer endorses the complaint to the unit head or department/branch manager concerned</li> <li>3. The Unit Head/Department or Branch Manager reviews the complaint, conducts inquiry/ investigation, and writes response to the customer.</li> </ol>
How to file a complaint	<ol style="list-style-type: none"> <li>1. Complaints are received from customers/clients who are asked to accomplish the Feedback Form available in the three departments offering frontline services at the Central Office (Regulation, Finance and Administrative) and the Branch Offices.</li> <li>2. Call: Administrative Department: (02) 83723188 Email: <a href="mailto:mis@nta.da.gov.ph">mis@nta.da.gov.ph</a> Website: <a href="http://www.nta.da.gov.ph">www.nta.da.gov.ph</a> Facebook page: National Tobacco Administration</li> <li>3. 8888 Complaints Hotline. Complaints pertaining to the Agency is lodged in the Hotline already uploaded at the DA Official Website, and the DA transmits the complaint to the agency for action within 72 hours.</li> </ol>
How complaints are processed	<p><b>Frontline Service</b></p> <ol style="list-style-type: none"> <li>1. Where a complaint is lodged at the desk, the Frontline officer gives his/her response, consistent with the policy of complaint resolution at the first point of contact.</li> <li>2. If not or the complaint remains unresolved at the frontline, he/she refers the customer to a more senior staff or the Department/Branch Manager.</li> <li>3. The Unit Head/Department or Branch Manager reviews the complaint, conducts inquiry and investigation, and gives his/her response personally to the customer or through the Frontline officer.</li> </ol> <p><b>Call/SMS/Mail/E-mail/Social Media/Website</b></p> <ol style="list-style-type: none"> <li>1. The complaint recipient of each unit/department/ branch receives the complaint: <ol style="list-style-type: none"> <li>a. if it is a call from landline or mobile phone, or an SMS, writes the message/s in assigned feedback/ complaint form.</li> <li>b. if from email, or message through social media or official website, secures a printed copy</li> </ol> </li> <li>2. The complaint recipient submits the same to the Complaint Officer.</li> <li>3. The Complaint Officer conducts inquiry/ investigation and gives response/resolution at the first point of contact.</li> <li>4. If not resolved at first point of contact, the Complaint Officer refers the complaint to concerned Department/Branch Manager.</li> <li>5. The Unit Head/Department or Branch Manager reviews the complaint, conducts inquiry and investigation, and gives his response personally to the customer or through the Frontline officer.</li> </ol>

	<p><b>8888 Complaints Hotline</b></p> <ol style="list-style-type: none"> <li>1. The Secretary of the Office of the Administrator receives the e-mail and sends them to the Complaint Officer.</li> <li>2. The Complaint Officer conducts inquiry/ investigation, gives response/resolution and sends a copy of the response to the hotline right away, or to the complainant if contact number is provided.</li> <li>3. If the complaint requires action by concerned department, the Complaint Officer transmits the e-mail to the concerned unit/department/branch and works as coordinator for arranging inquiry/investigation, when necessary.</li> <li>4. The Unit Head/Department or Branch Manager reviews the complaint, conducts inquiry and investigation, writes a response to the 8888 Hotline center, and submits the same to the Complaint officer for transmittal to the Hotline or directly to the complainant if contact number is provided.</li> <li>5. If inquiry cannot be finalized within a day, an interim response shall be given, thru the Complaint Officer, to the hotline center/costumer stating the reason for delay. Where legal/expert opinion deems necessary, due consultation should be made with legal counsel/concerned authorities.</li> <li>6. Upon receipt of the response, the Complaint Officer submits the same to the NTA Public Assistance Center for review and at the earliest opportunity replies the email with the attached action/reply.</li> </ol>
<p>Contact information of:</p> <ul style="list-style-type: none"> <li>- Anti-Red Tape Authority</li> <li>- Philippine Complaints Center</li> <li>- Contact Center ng Bayan-Civil Service Commission</li> </ul>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  : 1-ARTA (2782)  PCC : 8888  CCB : • Hotline: 1-6565 accessible via PLDT and Smart landlines nationwide  • SMS/Text Access: 0908-8816565  • Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>  • Website: <a href="http://www.contactcenterngbayan.gov.ph">www.contactcenterngbayan.gov.ph</a>  • Facebook page: <a href="http://www.facebook.com/contactcenterngbayan">www.facebook.com/contactcenterngbayan</a></p>