

PUBLIC ASSISTANCE DESK/EXTERNAL RELATIONS OFFICE

EXECUTIVE BRANCH

OFFICE OF THE PRESIDENT

Presidential Action Center (PACE)

GAMA Bldg., J. P. Laurel cor. Minerva St.
San Miguel, Malacañang, Manila
736-8606; 736-8603

pace_op@malacañang.gov.ph

Hours of operation: 8 am to 5 pm

Services offered:

- Provide callers, visitors & other persons who come to transact business with OP with the necessary information
- Liaise with various departments & agencies on all requests for assistance as well as complaints by the general public
- Coordinate with various departments & agencies to carry out its objectives & functions to ensure that the referrals are expeditiously acted upon
- Provide counselling services pertaining to public's requests, grievances or complaints

BOBBY V. DURLAO

Director

OFFICE OF THE VICE PRESIDENT

Public Assistance Division (PAD)

Coconut Palace, F. Guerrero St., CCP Complex, Pasay City
551-4089; 831-2612; 833-3812

nicliwanag@ovp.gov.ph

Hours of operation: 8 am to 5 pm

Services offered:

- Medical assistance
- Transportation assistance
- Scholarship

NICASIO E. LIWANAG

Head

DEPARTMENT OF AGRARIAN REFORM

Public Assistance Information Center (PAIC)

480-5682; 928-6821

erli@dar.gov.ph

Hours of operation: 8 am to 5 pm

Services offered:

- Answer queries, provide legal advice
- Prepare action documents
- Monitor development of cases referred by clients
- Coordinate with the office concerned relative to the issue/cases presented/referred by clients
- Update the clients on the process of the case if needed

ERLINDA M. MANLUCTAO

Director

DEPARTMENT OF EDUCATION

Public Assistance and Complaint Desk

638-1780

Hours of operation: 8 am to 5 pm

Services offered:

- Answer questions from walk-in public & provide information required by the visitors
- Refer clients to appropriate office/official/employee concerned
- Remind and/or encourage the public to give their feedback on the quality of service

ROBERT M. AGUSTIN

Director III

DEPARTMENT OF ENERGY

Consumer Welfare and Promotion Office

479-2900 loc. 329; 840-2267 TF

energycwpo@gmail.com

Hours of operation: 8:00 am to 5:00 pm (Mondays to Fridays)

Services offered:

- Consumer welfare helpdesk
- Overall assistance for everyone with energy-related concerns

AVA KASHIMA K. AUSTRIA

OIC-Chief

DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES**Public Assistance Unit**

926-7460; 929-6626 loc. 2007, 2062-64

yeng.guanzon@gmail.com

Hours of operation: 8 am to 6 pm

Services offered:

- Serve as public access for Document Tracking Information
- Serve as protocol and information center for guests/visitors and/or public clients
- Refer public clients to the office concerned
- Answer queries from phone-in clients

HERO V. MASUDA

OIC-Assistant Director

DEPARTMENT OF FINANCE**Bureau of Internal Revenue****Public Information and Education Division**

981-7251

reymarie.delacruz@bir.gov.ph

Hours of operation: 8:00 am to 5:00 pm

Services offered:

- Provide assistance to walk-in taxpayers on tax inquiries and BIR Forms/BIR Tax Calendar/BIR Annual Report/Citizens Charter/Flyers/Primers distribution
- Respond to telephone inquiries and eMail complaints/inquiries
- Provide assistance on Taxpayer Identification Number (TIN) verification and zonal valuation inquiries
- Provide educational tour/seminar/briefing
- Provide advisory on tax filing/payment deadline
- Handle complaints on establishments which do not issue official receipts

REYMARIE T. DELA CRUZ

Chief

DEPARTMENT OF FOREIGN AFFAIRS**Office of the Undersecretary for Migrant Workers Affairs**

834-4996

oumwa@dfa.gov.ph

Service offered:

- Render services to Overseas Filipino Workers (OFWs) in distress

Usec. JESUS I. YABES

Head of Office

DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT**Public Assistance and Complaint Center**

925-0343

dilgpacc2010@gmail.com

Hours of operation: 8:00 am to 5:00 pm (Mondays to Fridays)

Services offered:

- Matters pertaining to Local Government
- Police/Fire/Jail matters

MARIA TERESA T. VERGARA

Officer-in-Charge

DEPARTMENT OF JUSTICE**National Bureau of Investigation**

NBI Clearance Help Desk

523-8231 loc. 5499; 526-1294

DEPARTMENT OF TOURISM**Tourism Information and Special Project Unit**

524-2384; 525-2000

Tourist_info@tourism.gov.ph/ncr@tourism.gov.ph

Hours of operation: 7:00 am to 6:30 pm (Mondays-Fridays)

8:30 am to 5:30 pm (Saturdays)

Service offered:

- Provide information on Philippine destinations to local and foreign tourists

SERAFITO T. CELIS

Head

DEPARTMENT OF TRADE & INDUSTRY**Public Assistance Desk**

751-3196

ElviraCabahit@dti.gov.ph/FlouritaReposo@dti.gov.ph

Hours of operation: 8:00 am to 5:00 pm (no noon break)

Services offered:

- Queries related to:
 - Business name (new, renewal, cancelation, request for certified true copy, verification, etc.)
 - Consumer welfare (complaints, promo permits, standards, price tag, balikbayan boxes, etc.)
 - Investments (facilitation, information, etc.)
 - Exports (business matching, statistics, etc.)
 - SMEs (training programs, business matching, etc.)
 - Others (SEC registration, queries on other government agencies, etc.)

ELVIE CABAHI/BABY REPOSO

PAD Coordinators

DEPARTMENT OF TRANSPORTATION AND COMMUNICATIONS**DOTC Action Center**

Hotline No. 7890

Hours of operation: 24/7

Services offered:

- Act on complaints, requests for assistance and queries from the public regarding matters pertaining to transportation (air, land, sea, rail)

RODEL R. CANLAS

OIC-Head

NATIONAL ECONOMIC AND DEVELOPMENT AUTHORITY**NEDA Help Desk**

631-0945 to 64 loc. 104; 631-3744; 631-3282 F

info@neda.gov.ph

Hours of operation: 8:00 am to 5:00 pm (Mondays to Fridays)

Services offered:

- Issuance of duty exemption and certificate of non-availability requests
- Library services

Asst. Dir. Gen. KENNETH V. TANATE

Head

GOVERNMENT-OWNED AND/OR CONTROLLED CORPORATIONS**CULTURAL CENTER OF THE PHILIPPINES****Client Feedback on CCP Services**

832-1125 loc. 1100

ELSIE C. SANTOS

Executive Assistant

HOME GUARANTY CORPORATION**Public Assistance Helpdesk**

3/F, Jade Bldg., 335 Sen. Gil Puyat Ave., Makati City

897-3531; 890-4534

corporate@hgc.gov.ph; helpdesk@hgc.gov.ph

Hours of operation: 8:00 am to 5:00 pm (Mondays to Fridays)

Services offered:

- Information on
 - Acquired assets for sale
 - Status of accounts on sold assets
- Other queries and requests which maybe referred to appropriate HGC Group/Operating Unit or other Key Shelter Agencies

LEVI ESPINOSA**LAND BANK OF THE PHILIPPINES****Customer Care Center**

405-7000

Hours of operation: 24/7

Services offered:

- Answer queries and respond to complaints

NATIONAL KIDNEY AND TRANSPLANT INSTITUTE**Public Information Office**

981-0400 loc. 1008; 1014; 1015; 928-0355 TF

Hours of operation: 8:00 am to 5:00 pm (Mondays to Fridays)

Service offered:

- Respond to queries and complaints

CRISTINA LLANES

PHILIPPINE HEART CENTER**Customer Relations Division**

925-2401 loc. 2140/2141

Services offered:

- Handle customer complaints
- Respond to queries from clients/general public

CARMENCITA ESPELETA

Chief, Customer Relations

SOCIAL SECURITY SYSTEM**Member Relations Department**

920-6401

member_relations@sss.gov.ph

Services offered:

- Attend to complaints, provide assistance and counselling services

EUGENE DE LA CRUZ

CONSTITUTIONAL OFFICES**CIVIL SERVICE COMMISSION****Public Assistance and Information Office**

932-0111; 931-7993; 932-0381; 932-0179 F

paio@webmail.csc.gov.ph

Hours of operation: 8:00 am to 5:00 pm

Services offered:

- Public Assistance
- Information and Media Relations
- Honor Awards Program

MA. LUISA SALONGA-AGAMATA

Director IV

COMMISSION ON AUDIT

COA Citizens' Desk

+(63) 915-539-1957 (text only)

citizensdesk@coa.gov.ph

Services offered:

- Accepts complaints/reports or allegations of fraud, waste, abuse or mismanagement of government funds

OFFICE OF THE OMBUDSMAN**Public Assistance Bureau**

926-2662; 920-3783 F

Hours of operation: 8:00 am to 5:00 pm

Atty. MARLYN TORRES-GALVEZ

Director

STATE UNIVERSITIES and COLLEGES**CAR****ABRA STATE INSTITUTE OF SCIENCES AND TECHNOLOGY**

0906-8840611; 0906-5056442

rodneydomil@yahoo.com

Hours of operation: 24/7

Services offered:

- Coordinate with the "external publics" and partner agencies of ASIST
- Attend to the needs, and/or use of information of clienteles and external public

RODNEY D. OMLI

Director of External Affairs

APAYAO STATE COLLEGE
Public Assistance Desk/MIS
0918-9376233
asc1998_conner@yahoo.com

BENGUET STATE UNIVERSITY
University Public Affairs Office
(074) 422-2127 loc. 69
gvjacalan@yahoo.com.ph
Hours of operation: 8:00 am - 5:00 pm
Service offered:

- Provide information regarding the University

GILDA B. JACALAN
Director

IFUGAO STATE UNIVERSITY
Public Assistance & Information Services Dept.
pais@ifsu.edu.ph
Hours of operation: 8:00 am - 5:00 pm
Services offered:

- Information dissemination & promotion
- IFSU web administrator
- IFSU official newsletter publication

EVA MARIE CODAMON-DUGYON
Director

Region IV

CAVITE STATE UNIVERSITY
Public Assistance Desk
(046) 415-0013 loc. 214
cvsu_hrdo@yahoo.com
Hours of operation: 10 hours
Services offered:

- Accepts inquiries about services and other information about the University
- Accepts feedback and complaints concerning services offered to the public

HO Office

UNIVERSITY OF RIZAL SYSTEM
Public Assistance Desk
Personal Assistance only (no phone)
Hours of operation: 8:00 am to 5:00 pm (Mondays to Fridays)
Services offered:

- Assist walk-in clients regarding their queries and concerns

Region VII

EASTERN SAMAR STATE UNIVERSITY
(055) 261-3260
jonasvpalada@yahoo.com
Hours of Operation: 8 hours/day
Services offered:

- All transactions of the University pertaining to information

JONAS V. PALADA
Director

EASTERN VISAYAS STATE UNIVERSITY
(053) 321-1084
chiefstaff@evsu.edu.ph
Hours of operation: 8:00 am - 5:00 pm
Services offered:

- Exercise overall supervision/administer the University's Public Assistance/Client Relations Program
- Develop, monitor, implement and evaluate activities, programs and policies relating to the EVSU Communications Plan

GERRY B. DE CADIZ
Chief of Staff

LEYTE NORMAL UNIVERSITY

(053) 325-4761

dinoamascual1961@yahoo.com

Hours of operation: 8:00 am - 5:00 pm

Services offered:

- Corruption prevention
- Investigation
- Public assistance
- Paralegal assistance

PABLO U. AMASCUAL III

Chief Administrative Officer

NAVAL STATE UNIVERSITY

(053) 500-9606

jdromagos@yahoo.com

Hours of operation: 8:00 am - 5:00 pm

Service offered:

- Takes charge of information dissemination of all the University programs, projects and accomplishments for public knowledge to ensure transparency in public governance thru social, print and broadcast media.

JOHN ANTHONY D. ROMAGOS

Public Assistance Officer

PALOMPON INSTITUTE OF TECHNOLOGY

(053) 555-9841

pit_suc@yahoo.com

Hours of operation: 8:00 am to 6:00 pm (flexi-time)

Services offered:

- On Linkage and Networking
 - for on-the-job training of students
 - for employment opportunities of the PIT graduates
 - for support of faculty development
 - for assistance to poor but deserving students
- Public Employment Service Office
 - for job vacancies solicitation
 - for manpower skills survey
- On Alumni Affairs
 - for construction and update of PIT alumni
 - for information of the alumni
 - for coordinating alumni activities
 - for coordination and support of alumni projects and programs

PLACIDO F. BERCERO

Public Assistance Officer

SAMAR STATE UNIVERSITY

(055) 251-2139

den2x_renee@yahoo.com

Hours of operation: 8:00 am - 5:00 pm

Services offered:

- Answer official queries both from internal and external clients
- Meet/liaise with individuals, special interest groups, agencies or offices and others and make representation in behalf of the University President/University as directed, to discuss issues, courses of actions

REDENTOR S. PALENCIA

Executive Assistant III

SOUTHERN LEYTE STATE UNIVERSITY

(053) 382-3264

pilg_yepes@yahoo.com

Hours of operation: 8:00 am - 5:00 pm

PROSE IVY G. YEPES**NORTHWEST SAMAR STATE UNIVERSITY**

(055) 209-3657; 209-6744

catherinealagao@yahoo.com

Hours of operation: 24 hours

Services offered:

- Respond to client queries/immediate concerns

CATHERINE R. ALAGAO**UNIVERSITY OF EASTERN PHILIPPINES**

(055) 261-8611

UEPPRES@gmail.com

Hours of operation: 8:00 am - 5:00 pm

Services offered:

- Provide public assistance and information

CYRENE CORSINO

NILO SALAZAR

VISAYAS STATE UNIVERSITY

(053) 335-2609; 0917-3126266

rysan_guinocorbadz@yahoo.com

Hours of operation: 8:00 am - 5:00 pm

7:00 am - 7:00 pm (during peak periods)

Services offered:

- Entertain and assist external clients especially those with complaints as to the quality of service given by faculty and staff

RYSAN C. GUINOCOR

External Relations Officer

Region IX**WESTERN MINDANAO STATE UNIVERSITY****Public Affairs Office**

(062) 991-1040 loc. 101

paowmsu@yahoo.com

Hours of operation: 8:00 am - 5:00 pm

Service offered:

- Information Dissemination

ZAMBOANGA CITY STATE POLYTECHNIC COLLEGE**Public Assistance Desk**

(062) 991-3815; 991-7714

zcspc@yahoo.com

Hours of operation: 8:00 am - 5:00 pm

Service offered:

- Student Services

JUDICIAL BRANCH**COURT OF APPEALS**

Maria Orosa St., Ermita, Manila

523-2113; 526-5834 F

coc_ca_manila@yahoo.com

Hours of operation: 8:00 am to 4:30 pm

ATTY. TERESITA RIGONAN-MARIGOMEN

Clerk of Court