

CONSUMER WELFARE AND PROMOTION OFFICE (CWPO)



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SUMMARY OF PROCESSES

External Services

PROCESSES	DURATION	CLASSIFICATION
1. Concerns Handling Process (<i>ISO Certified</i>)		
a. <u>For Walk-In Customers</u>	3 Hours	Simple
b. <u>For Online Customers</u>	2 Hours	Simple
c. <u>For Live Customers (through Phone Calls, SMS, Chat, Viber, and similar platforms)</u>	3 Hours	Simple
d. <u>For Post Mail Transactions</u>	16 Hours (2 working days)	Simple



Concerns Handling Process for Walk-In Customers

Note: *This process is ISO Certified.*

Office or Division:		Consumer Welfare and Promotion Office (CWPO)		
Classification:		Simple Transaction		
Type of Transaction:		Government-2-Citizen		
Who May Avail:		Individuals with concern/s on energy-related services, energy-consuming products, and other related concerns		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out Complaint Form		CWPO Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer lodges concern to the CWPO Office and fill-out the provided complaint form	1.1 Receive concerns and interview customer	None	0.50 hour	<i>Admin Aide / Assigned CWPO staff</i>
	1.2 Evaluate/assess data, information, and evidence provided		1.25 hour	<i>Assigned CWPO staff</i>
	1.3 Formulate recommendations with the participation of the customer and secure approval from the Division Chief		0.50 hour	<i>Assigned CWPO staff / Division Chief</i>
	1.4 Discuss the final recommendation with the customer as approved by the Division Chief		0.50 hour	<i>Assigned CWPO staff</i>
2. Customer concurrence with the recommendation	2.1 Record the transaction in the database		0.25 hour	<i>Assigned CWPO staff</i>

and action to be taken				
Total Number of Hours				3 Hours

Note: 1. CWPO continuously monitors concerns endorsed to other offices until addressed.
2. Concerned Offices have their own process flow for addressing the endorsed concerns.



Concerns Handling Process for Online Customers

Note: *This process is ISO Certified.*

Office or Division:	Consumer Welfare and Promotion Office (CWPO)			
Classification:	Simple Transaction			
Type of Transaction:	Government-2-Citizen			
Who May Avail:	Individuals with concern/s on energy-related services, energy-consuming products, and other related concerns			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Details of Concern		From Customer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer lodges concern	1.1 Check for unattended concerns	None	N/A	<i>Assigned CWPO staff</i>
	1.2 Analyze concerns and identify appropriate action		1.25 hour	<i>Assigned CWPO staff</i>
	1.3 Formulate appropriate response (provide information/advice, endorse to concerned offices)		0.50 hour	<i>Assigned CWPO staff</i>
	1.4 Communicate the appropriate response to the customer		N/A	<i>Assigned CWPO staff</i>
	1.5 Record the transaction in the database		0.25 hour	<i>Assigned CWPO staff</i>
Total Number of Hours		2 Hours		

Note: 1. CWPO continuously monitors concerns endorsed to other offices until addressed.
2. Concerned Offices have their own process flow for addressing the endorsed concerns.



Concerns Handling Process for Live Customers (through Phone Calls, SMS, Chat, Viber, and similar platforms)

Note: *This process is ISO Certified.*

Office or Division:		Consumer Welfare and Promotion Office (CWPO)		
Classification:		Simple Transaction		
Type of Transaction:		Government-2-Citizen		
Who May Avail:		Individuals with concern/s on energy-related services, energy-consuming products, and other related concerns		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Details of Concern		From Customer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer lodges concerns	1.1 Receive concerns	None	N/A	<i>Assigned CWPO staff</i>
	1.2 Engage in live conversation with the customer		0.75 hour	<i>Assigned CWPO staff</i>
	1.3 Analyze concerns and identify appropriate action		1.25 hour	<i>Assigned CWPO staff</i>
	1.4 Formulate appropriate response (provide information/advice, endorse to the concerned offices)		0.50 hour	<i>Assigned CWPO staff</i>
	1.5 Communicate the appropriate response to the customer via live communication		0.25 hour	<i>Assigned CWPO staff</i>
	1.6 Record the transaction in the database		0.25 hour	<i>Assigned CWPO staff</i>
Total Number of Hours		3 Hours		

Note: 1. CWPO continuously monitors concerns endorsed to other offices until addressed.

2. Concerned Offices have their own process flow for addressing the endorsed concerns.



Concerns Handling Process for Post Mail Transactions

Note: *This process is ISO Certified.*

Office or Division:		Consumer Welfare and Promotion Office (CWPO)		
Classification:		Simple Transaction		
Type of Transaction:		Government-2-Citizen		
Who May Avail:		Individuals with concern/s on energy-related services, energy-consuming products, and other related concerns		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Details of Concern		From Customer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer lodges concern	1.1 Receive and record concern	None	0.25 hour	<i>Admin Aide / Assigned CWPO staff</i>
	1.2 Analyze concerns and identify appropriate action		1.25 hour	<i>Assigned CWPO staff</i>
	1.3 Draft communication (acknowledgement, endorsement, and/or advice/response)		3 hours	<i>Assigned CWPO staff</i>
	1.4 Review and approval of the prepared communication		1.75 hour	<i>Supervisor / Division Chief</i>
	1.5 Finalize communication for signature of Supervising Official		0.50 hour	<i>Assigned CWPO staff</i>
	1.6 Submit communication to Supervising Official for signature		8 hours (including lag time)	<i>Supervising Official</i>
	1.7 Record and Transmit communication to concerned office/s and customer		1 hour	<i>Admin Aide / Assigned CWPO staff</i>
	1.8 Record/Update the transaction in the database		0.25 hour	<i>Assigned CWPO staff</i>
Total Number of Hours		16 Hours (2 Working Days)		

Note: 1. CWPO continuously monitors concerns endorsed to other offices until addressed.

2. Concerned Offices have their own process flow for addressing the endorsed concerns