



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box located at the NAMRIA Main lobby, RDAB lobby, and HB Main lobby.</p> <p>Feedbacks can also be made in writing through regular mail, email (css.gismb@namria.gov.ph), phone or agency website. (www.namria.gov.ph)</p> <p>Contact information:</p> <ul style="list-style-type: none"> • +632 88875466 or • +632 88104831 local 444 – CSS GISMB
How feedbacks are processed	<p>The CSS GISMB head opens the box every morning and compiles and records all feedback submitted.</p> <p>For commendations, comments, and counsel/suggestions:</p> <p>The CSS GISMB head shall forward the feedback to the relevant offices/branches.</p> <p>The offices/branches shall evaluate the feedbacks if they require answers.</p> <p>The offices/branches shall answer the feedback within three (3) days from receipt.</p> <p>The offices/branches shall relay the answer to the client.</p> <p>For inquiries and follow ups, clients may contact the following numbers:</p> <ul style="list-style-type: none"> • +632 88875466 or +632 88104831 local 444 - CSS GISMB • +632 88104831 local 750 - CSU RDAB • +632 88104831 local 612 – CSU MGB • +632 82413494 - CSU HB • 632 88105453 - SSB <p>Email: css.gismb@namria.gov.ph</p>
How to file a complaint	<p>Answer the client feedback form and drop it at the designated drop box located at the NAMRIA Main lobby, RDAB lobby, and HB Main lobby</p> <p>Complaints can also be made in writing through regular mail and email (css.gismb@namria.gov.ph)</p>



	<p>For complaints: The client shall provide the following information: Name of person being complained, incident, and evidence. Contact information:</p> <ul style="list-style-type: none"> • +632 88875466 or • +632 88104831 local 444 – CSS GISMB
<p>How complaints are processed</p>	<p>The CSS GISMB head shall forward the complaint to the relevant offices/branches. The offices/branches shall evaluate the complaints. The offices/branches shall prepare an explanation immediately” and recommend further action. The offices/branches shall forward the explanation and recommendation to the Administrator for appropriate action or investigation. The offices/branches shall give feedback to the client.</p> <p>For inquiries and follow ups, clients may contact the following numbers:</p> <ul style="list-style-type: none"> • +632 88875466 or +632 88104831 local 444 - CSS GISMB • +632 88104831 local 750 - CSU RDAB • +632 88104831 local 612 – CSU MGB • +632 82413494 - CSU HB • 632 88105453 – SSB <p>Email: css.gismb@namria.gov.ph</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<ul style="list-style-type: none"> • 8888 – Presidential Complaints Center • 0908-8816565 – CSC Contact Center ng Bayan • 8478-5093 – Anti-Red Tape Authority • 0908-881-6565 (SMS) – Contact Center ng Bayan