CONSUMER WELFARE AND PROMOTION OFFICE (CWPO)



CONSUMER WELFARE AND PROMOTION OFFICE (CWPO)

SUMMARY OF PROCESSES

External Services

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



Concerns Handling Process for Walk-In Customers

Note: This process is ISO Certified.

Note: This process is							
Office or Division:		Consumer Welfare	Consumer Welfare and Promotion Office (CWPO)				
Classification:		Simple Transaction					
Type of Transaction: Government		Government-2-Citiz	zen				
			oncern/s on energy-related services, energy- ets, and other related concerns				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE				
Filled-out (Filled-out Complaint Form			CWPO Office			
CLIENT STEPS AGEN		ENCY ACTIONS	FEES TO PROCESSING BE PAID 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			0.50 hour	Admin Aide / Assigned CWPO staff		
	dat	I.2 Evaluate/assess data, information, and evidence provided		1.25 hour	Assigned CWPO staff		
	1.3 Formulate recommendations with the participation of the customer and secure approval from the Division Chief	None	0.50 hour	Assigned CWPO staff / Division Chief			
	re w ar	scuss the final commendation ith the customer as oproved by the ivision Chief		0.50 hour	Assigned CWPO staff		
Customer concurrence with the recommendation	2.1 Record the transaction in the database			0.25 hour	Assigned CWPO staff		

Total Nu	mber of Hours		3 Hours
and action to be taken			

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

Note: This process is I	SO Cert	rified.				
Office or Division:		Consumer Welfare and Promotion Office (CWPO)				
Classification:		Simple Transaction				
Type of Transaction: Government-2-Cit			zen			
			cern/s on energy-related services, energy- s, and other related concerns			
CHECKLIST C	CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Details	Details of Concern			From Customer		
CLIENT STEPS	ENT STEPS AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Customer lodges concern	1.1 Check for unattended concerns			N/A	Assigned CWPO staff	
ide		alyze concerns and ntify appropriate ion		1.25 hour	Assigned CWPO staff	
	res info en	rmulate appropriate sponse (provide ormation/advice, dorse to concerned ices)	None	0.50 hour	Assigned CWPO staff	
	ар	mmunicate the propriate response the customer		N/A	Assigned CWPO staff	
		ord the transaction ne database		0.25 hour	Assigned CWPO staff	
Total N	Total Number of Hours			2 1	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.

Note: This process is IS	SO Cert	ified.				
Office or Division: Consumer Welfare a			and Promotion Office (CWPO)			
Classification: Simple Transaction						
Type of Transaction: Government-2-Citize			en			
			cern/s on energy-related services, energy- s, and other related concerns			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
Details	of Con	cern	From Customer			
CLIENT STEPS AGE		ENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Customer lodges concerns	1.1 Receive concerns 1.2 Engage in live conversation with the customer 1.3 Analyze concerns and identify appropriate action			N/A	Assigned CWPO staff	
				0.75 hour	Assigned CWPO staff	
				1.25 hour	Assigned CWPO staff	
	resp info end	mulate appropriate conse (provide rmation/advice, lorse to the cerned offices	None	0.50 hour	Assigned CWPO staff	
1.5 Communicate the appropriate response to the customer via live communication			0.25 hour	Assigned CWPO staff		
	1.6 Record the transaction in the database			0.25 hour	Assigned CWPO staff	
Total Number of Hours				3 H	lours	

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.

Note. This proces	88 18 130	Cerinea.				
Office or Division: Consumer Welfar			re and Promotion Office (CWPO)			
Classification: Simple Transaction			on			
Type of Transaction: Government-2-Cit			tizen			
Who May Avail:	Individuals with concern/s on energy-related services, energy-					
CHECKLIST	OF REC	UIREMENTS	WHERE TO SECURE			
Deta	ails of Cor	ncern		From Customer		
CLIENT STEPS	CLIENT STEPS AGENCY ACTIONS			PROCESSING TIME	PERSON RESPONSIBLE	
Customer lodges concern	1.1 Rece	eive and record ern		0.25 hour	Admin Aide / Assigned CWPO staff	
		yze concerns and tify appropriate on		1.25 hour	Assigned CWPO staff	
	1.3 Draft communication (acknowledgement, endorsement, and/or advice/response) 1.4 Review and approval of the prepared communication		None	3 hours	Assigned CWPO staff	
				1.75 hour	Supervisor / Division Chief	
	1.5 Finalize communication for signature of Supervising Official	0.50 hour		Assigned CWPO staff		
1.6 Submit communicato Supervising Offi for signature 1.7 Record and Transi communication to concerned office/s and customer	pervising Official		8 hours (including lag time)	Supervising Official		
	nunication to erned office/s		1 hour	Admin Aide / Assigned CWPO staff		
		ord/Update the action in the base		0.25 hour	Assigned CWPO staff	
Total	Number	of Hours			Hours ing Davs)	

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

2. Concerned Offices have their own process flow for addressed.

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