



1. Frontline Service with Description

Procedures for Filing of Complaints (Complaints vs Unlicensed Contractors) - Handling of Customer Complaint against Unlicensed Contractors

2. Schedule of Availability of Service

8:00 a.m. 5:00 p.m. (Monday thru Friday)

3. Address and Contact Information of Frontline Office

5th Floor, Executive Building Center, 369 Sen. Gil J. Puyat Ave., Makati City

Tel. No.: 895-4258, Telefax: 895-4220

pcab@dti.gov.ph, pcabphil@yahoo.com

4. Who May avail of the Service

Any Person

5. What are the Requirements

Complaint affidavit with appropriate supporting documents

6. Fees

None

7. How to Avail of the Service

Step No.	Applicant / Client's Steps (What to do)	Agency's Action	Duration of Action (under normal circumstances)	Officer or Employee Responsible for Each Step	Amount of Fees, if necessary	Office Location	Documents to Presented by Client
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Enabling Business, Empowering Consumers



PHILIPPINE CONTRACTORS ACCREDITATION BOARD

5F, Executive Building Center, 369 Sen. Gil J. Puyat Ave., Makati City 1209, Philippines

Telephone: (632)895-4258 Telefax: (632)895-4220 E-mail: pcab@dti.gov.ph

ciap.dti.gov.ph

2		<p>Formal Charge* prepared for filing with DTI Provincial/Regional Office within five (5) working days. <i>*(PCAB becomes Complainant and the original complainant becomes complaining witness)</i></p>		<p>Division Chief / Executive Director</p>		<p>PCAB Makati</p>	
		<p>Issue Preliminary Conference and send Order to Parties (with Hearing of Cases)</p>					

