



Consumer Welfare Desk

ABOUT THE SERVICE

The Market Enterprise and Promotions Office is committed to protect the rights of consumers and to solve grievances, answer questions, and nurture a good relationship with customer. As such, MEPO has established the Consumer Welfare Desk to meet these needs and to give quality customer service to all market-goers. The Consumer Welfare Desk is located at the 2nd level at the NCPM Activity Center

Department / Office:		MARKET ENTERPRISE AND PROMOTIONS OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens G2B - Government to Businesses		
Who may avail		Consumers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consumer files complaint	2. Assistance in customer / stall owner complaint Logging of complaint	P	5 minutes	ALLAN B. RIVERA Administrative Aide IV (Clerk II) ISIAH LANZ S. PAQUEO Job Order (Consumer Welfare Desk Officer on Duty)
	3. Initial meeting of involved parties		10 minutes	ALLAN B. RIVERA Administrative Aide IV (Clerk II) ISIAH LANZ S. PAQUEO Job Order (Consumer Welfare Desk Officer on Duty)
	4. Mediation (Agreement between parties)		15 minutes	ALLAN B. RIVERA Administrative Aide IV (Clerk II) ISIAH LANZ S. PAQUEO Job Order (Consumer Welfare Desk Officer ON Duty)



				ELMER C. PITALLANO Chief Operations Officer Security Unit
	5. Follow-up on the case (if unresolved)		5 minutes	ALLAN B. RIVERA Administrative Aide IV (Clerk II) ISIAH LANZ S. PAQUEO Job Order (Consumer Welfare Desk Officer on Duty)
	6. Information / Queries		1 - 2 minutes	ALLAN B. RIVERA Administrative Aide IV (Clerk II) ISIAH LANZ S. PAQUEO Job Order (Consumer Welfare Desk Officer on Duty)
	7. Security assistance is relayed to the Security Office / Market Guards)		2 minutes	ALLAN B. RIVERA Administrative Aide IV (Clerk II) ISIAH LANZ S. PAQUEO Job Order (Consumer Welfare Desk Officer on Duty)
TOTAL		none	39 minutes	

MARKET ENTERPRISE AND PROMOTIONS OFFICE

2/F, Naga City People's Mall, Gen. Luna St., Naga City

For more information, please contact:

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