4. Customer Communication Procedure - Simple

This procedure applies to all forms of external communication relevant to the quality performance of PPA-PCMD.

Office/Division:	Port Construction and Maintenance Department
Classification:	Simple
Type of Transaction:	G2G – Government to Government G2B – Government to Business G2C – Government to Citizen
Who may avail:	Contractor/ PPA RC / PMOs / Government Agencies / Others

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter of Request (1 original)	Applicant

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Submit the letter of request/ communication. *May be submitted manually or electronically.	1.1 Record receipt of the customer communication and forward to the PCMD Manager	None	1 hour	PCMD Record Officer/ Secretary/ Authorized Personnel
	1.2 Endorse to the concerned division/CSS staff	None	1 day	Department Manager
	1.3 Designate an OPR to prepare a reply	None	2 hours	Concerned Division/ CSS Staff
	1.4 Prepare a letter reply/ response	None	1 day	Technical Staff
	1.5 Approve/sign the letter reply	None	4 hours	Department Manager/ Division Manager
	1.6 Forward the reply through email or the Records Division	None	1 hour	Record Officer
	TOTAL:	**None**	**3 days (working days)**	

5. Customer Communication Procedure - Complex

This procedure applies to all forms of external communication relevant to the quality performance of PPA-PCMD.

Office/Division:	Port Construction and Maintenance Department
Classification:	Complex
Type of Transaction:	G2G – Government to Government G2B – Government to Business G2C – Government to Citizen
Who may avail:	Contractor/ PPA RC / PMOs / Government Agencies / Others

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter of Request (1 original)	Applicant

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Submit letter of request for Information/ Reports/others *May be submitted manually or electronically.	1.1 Record receipt of the customer's request for information/ reports and forward to the PCMD Manager	None	1 hour	PCMD Record Officer/ Secretary/ Authorized Personnel
	1.2 Forward to the responsible unit/division for appropriate action	None	1 day	Department Manager
	1.3 Evaluate validity/ sensitivity; consolidate required information/data and prepare reply letter	None	5 days	Division Manager/ CSS Staff/ Technical Staff
	1.4 Approve/sign the requested information/data for release and/or endorse to AGM-EO (if the request is addressed to AGM-EO)	None	6 hours	Department Manager
	1.5 Forward the data/information	None	1 hour	PCMD Records

	through email or the Records Division			Officer/ Secretary
	TOTAL:	**None**	**7 days (working days)**	