



Republika ng Pilipinas  
**TANGGAPAN NG PANGULO**  
**PANGSIWAGAN SA PAGPAPAUNLAD NG KALAKHANG MAYNILA**  
**(Metropolitan Manila Development Authority)**

**OFFICE ORDER NO. 107**  
Series of 2012

In the interest of the service and in order to immediately respond/act on complaints from the public, a Public Concerns and Responses Management Unit (PCRMU) is hereby created under the Office of the Chairman.

The PCRMU shall have the following functions:

- Act as a one stop center to address public grievances;
- Monitor the complaint management system of each office of the Agency;
- Coordinate and/or make recommendations to the respective offices of the Authority to take specific action in relation to the complaint;
- Assist the Agency to improve the services by identifying new issues, gaps or weaknesses that requires prompt attention;
- Monitor the performance of MMDA Offices as regards to answering and acting on complaints from the public;
- Study and recommend appropriate action/referral on public complaints/assistance, grievances, petitions and other related matters;
- Prepare reports and communications regarding actions taken/referrals made on public complaints, requests and other related matters;
- Coordinate and communicate with the public as regards to important announcements, advisories, services, and projects of the Authority through the use of Social Media (Facebook, Website and E-mail)

The PCRMU shall receive, handle, process and monitor complaints and suggestions received thru the MMDA Facebook Account (<https://www.facebook.com/MMDAPH>), email account ([email@mmda.gov.ph](mailto:email@mmda.gov.ph)), Twitter (@MMDA), Metro Call 136 text messages (thru cellphones dedicated for complaints), formal letters and complaints written in the prescribed "Complaint Form" which may be downloaded at the MMDA Website ([www.mmda.gov.ph](http://www.mmda.gov.ph)) and complaints from the Office of the Presidents' New Media Team.

The following are the Guidelines in answering, categorizing, and referring public complaints to concerned offices:

- Sending of referrals shall not exceed 24 hours upon receipt of the complaints.
- Referrals to offices concerned shall be signed by the Head – PCRMU, and noted by the Official Spokesperson.
- Replies to be sent outside MMDA shall be initialed by the Head – PCRMU and Official Spokesperson, and signed by the Chief of Staff – Office of the Chairman.
- The Public Relations Assistant shall pass a report to the Head – PCRMU every Thursday, 3:00pm, in the form of a "Complaint Monitoring Sheet."
- The person in-charge shall follow-up any action taken by concerned offices in line with the transmitted complaints, and further inform his/her head on any update before the finalization of report to be passed to the Chairman.
- Each office shall provide the PCRMU with a report on actions taken or reaction in line with the complaints not exceeding ten (10) days upon receipt of the