

**RULES, CONTENTS AND FORMAT OF FILING COMPLAINTS
AGAINST BOARD OF DIRECTORS/TRUSTEES OF GOCCs**

Who may file Complaints?

1. Supervising Agencies of GOCCs, which includes Supervising Executive Department, Mother/Parent GOCC, and other Stakeholders;
2. Governing Boards and Individual Board Members of GOCC;
3. GOCC Officers, Employees and Unions;
4. Stockholders of Stock-GOCCs; and
5. 3rd Party Complainants:
 - a. When their rights are personally affected by the operations of the GOCC; and
 - b. When the rights of a person under their care and supervision is affected by the operation of the GOCC; and
6. Any interested party.

Where complaints may be filed?

1. **Written Letters:** 3/F, Citibank Center, 8741 Paseo de Roxas, Makati City, Philippines 1226;

Format of Complaints:

1. All Official Complaints may be filed only in Written Format duly signed by the Complainant; and
2. Addressed to the Commission and/or the GCG Chairman or Commissioners.

Contents of the Complaints:

1. Complainant must indicate the following:
 - a. Full name of the Complainant(s);
 - b. Contact details, including: Mailing Address and/or Telephone Number;
 - c. Concern/Interest/Legal Standing on the issue sought to be addressed; and
 - d. Personality (Whom among those above-stated valid complainants is being represented).
2. Name of the specific GOCC and/or GOCC Director/Department and/or GOCC Officer/ Employee(s) concerned.
3. Full and complete signature of the Complainant or their authorized Representative.

**PROCEDURE OF FILING COMPLAINTS AGAINST
BOARD OF DIRECTORS/TRUSTEES OF GOCCs WITH THE GCG**

Step 1: File the WRITTEN COMPLAINT to address indicated and/or the electronic mail address of the GCG.

Step 2: The GCG shall acknowledge the receipt of the Complaint within 15 days from receipt of said Complaint and shall also transmit to the responsible supervising officer's copy furnishing the GCG Chairman and the Commissioners within 5 days from receipt.

Step 3: The GCG, through its Office of the General Counsel, shall inform the Respondent Board Director concerned and give him/her 15 days from notice to submit evidence in his defense.

Step 4: The Office of the General Counsel shall review and analyze the information in the Complaint and the evidence presented by Respondent in his defense, within 30 days from the receipt of the last document filed. It shall thereafter make its recommendation to the Commission.

Step 5: The Commission shall review the recommendation by the General Counsel within 15 days from receipt of the General Counsel's recommendation and shall order the suspension of the Board Director/s concerned or the dismissal of the Complaint, as the case may be. The Commission may also recommend to the GOCC that the appropriate administrative and/or criminal charges be filed against the Respondent/s. A Memorandum Order (M.O.) shall be issued to this effect.

Step 6: The GCG shall provide 15 days from receipt of either party to file a Motion for Reconsideration of the M.O. A decision on the Motion for Reconsideration shall be made within 15 days there from and no further Reconsideration shall be permitted thereafter.

Step 7: The M.O. shall become final after 15 days from issuance thereof if no Motion for Reconsideration is filed or 15 days after the decision on the Motion for Reconsideration. The M.O. shall then be implemented within 10 days from finality.

