

## RULES, CONTENTS AND FORMAT OF FILING REPORTS AND COMPLAINTS AGAINST THE GCG AND GOCCS

### Who may file Reports/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 GCG; and
  - b. When the rights of a person under their care and supervision is affected by the operation of the GCG.
6. Any concerned individual or group.

### Where may Reports/Complaints be filed?

1. **GCG Whistleblowing Web Portal** : [www.whistleblowing.gcg.gov.ph](http://www.whistleblowing.gcg.gov.ph);
2. **Written Letters** : 3/F, Citibank Center, 8741 Paseo de Roxas, Makati City, Philippines 1226;
3. **E-Mail** : [feedback@gcg.gov.ph](mailto:feedback@gcg.gov.ph);
4. **Face-to-Face Meetings** : with GCG Officers and Employees; and
5. **Telephone/Fax** : (632) 328-2030 to 33

### Format of Complaints:

1. All Official Complaints may be filed in Written Format duly signed by the Complainant; and
2. Addressed to the Governance Commission.

### Contents of the Complaints:

1. The Complainant must indicate the following:
  - a. Full name of the Complainant(s), unless anonymity is invoked;
  - b. Contact details, including: Mailing Address and/or Telephone Number; and
  - c. Concern/Interest/Legal Standing on the issue sought to be addressed;
2. Name of the specific GOCC/GCG Division/Department and/or Officer/Employee(s) concerned.
3. Indicate the specific action being requested and the official action taken by GCG or the GOCC involved (if any).
4. Full and complete signature of the Complainant or their authorized Representative.

## PROCEDURE OF FILING REPORTS/COMPLAINTS

STEP 1: File the WRITTEN COMPLAINT to address indicated and/or through the alternative reporting channels.

STEP 2: The GCG shall acknowledge receipt of the Complaint from the date of receipt thereof, and shall also transmit the same to the responsible Supervising Officers, copy furnishing the respective Heads of Offices.

STEP 3: The GCG, through its Office of the General Counsel, shall inform the Officer/Employee of the GCG or the GOCC concerned and give him 15 days from notice to submit official response or action.

STEP 4: The Office of the General Counsel shall review and analyze the information in the Complaint and the submitted official action/response. It shall, within 45 days from the receipt of the last document filed, make its recommendation to the Commission OR consider the Complaint closed and resolved if the response or action is found to be adequate.

STEP 5: The Commission shall review the recommendation by the Office of the General Counsel and adopt the same or advice and instruct the Office of the General Counsel of the appropriate action that needs to be taken. A Memorandum shall be issued to this effect.

STEP 6: The GCG shall provide from receipt of either party of the Memorandum, a period of 15 days to file a Motion for Reconsideration. A decision on the Motion for Reconsideration shall be made within 15 days therefrom and no further Reconsideration shall be permitted thereafter.

STEP 7: The Memorandum 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 Memorandum shall then be implemented within 10 days from finality.