



## For General Inquiries, Feedback and Complaints

PITC values comments, suggestions, needs as well as complaints from its customers, partners, supplies and stakeholders. For general inquiries, feedback and complaints, the following methods can be used:

1. Accomplish our feedback form and drop it in the suggestion box located at the 3<sup>rd</sup> Floor lobby;
2. You may also call our contact persons for your specific concerns:

Trunk Line: (632) 8818 9801

Fax Number: (632) 8892 0782

Group / Department	Contact Person	Position	Email Address	Telephone / Local No.
Procurement Outsourcing Services Group (POSG)	Myra Chitella T. Alvarez	OIC-Vice President	myra-chitella@pitc.gov.ph	425
International Trading Services Group (ITSG) – (Customs Bonded Warehouse – EXIM – Countertrade Departments)	Joel S. Rodriguez	OIC-Vice President	jsrodriguez@pitc.gov.ph	360
Finance and Administrative Group (FAG)	Atty. Maria Gudelia C. Guese	OIC-Vice President	gguese@pitc.gov.ph	418
FAG – Accounting Department	Alfonso M. Bascos, Jr.	OIC – Department Manager	landobascos@pitc.gov.ph	379
FAG – Treasury Department	Arnel G. Atienza	OIC-Department Manager	agatienza@pitc.gov.ph	389
Corporate Planning, Communications and Information Technology	Josefina B. Ocampo	OIC – Department Manager	jbocampo@pitc.gov.ph	316
Human Resources Management	Irene G. Alayon	Division Chief	lalayon.ptd@pitc.gov.ph	310



3. You can visit our website:

[www.pitc.gov.ph](http://www.pitc.gov.ph)

In the Contact Us tab, you will find the Contact Us form, our location map and the PITC Facebook link. Complaint Forms and Guidelines are also provided in the site.

4. E-mail us:

[pitc@pitc.gov.ph](mailto:pitc@pitc.gov.ph)

5. Or write us:

Philippine International Trading Corporation  
National Development Company Building  
116 Tordesillas Street, Salcedo Village  
Makati City, 1227 Philippines

Thank you for assisting us to continuously improve our services.



## CLIENT FEEDBACK FORM

In pursuit of service excellence, we would like to get your comments / suggestions. We would appreciate it if you could spend a moment to answer this survey.

Purpose/s of your visit to PITC:

Pick-up documents/goods/supply/collection of payment

Delivery of documents / supply / pay services

Transact / Meeting with (kindly indicate name of contact person/PITC Staff

\_\_\_\_\_

Others (please specify)

\_\_\_\_\_

\_\_\_\_\_

1. For level of satisfaction with its services/attention, please shade the corresponding star ☆ indicating your rating:



Excellent



Very Satisfied



Satisfied



Not Satisfied

2. Observation / Comments / Suggestion / Commendations:

\_\_\_\_\_

\_\_\_\_\_

Visitor's Office / Agency: \_\_\_\_\_

Please drop in the Suggestion Box.

Thank you.



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Visitor's Office / Agency: \_\_\_\_\_

Please drop in the Suggestion Box.

Thank you.