



Consumer Welfare and Promotion Office (CWPO)

External Services



1. EO-CWPO01 Concerns Handling Process for Online Customers

ISO 9001:2015 Certified

Online customers lodge concerns through the DOE-CWPO's official email address. Referrals from relevant agencies (DTI, CSB, Hotline 8888 portal, DOE 8888 email, DOE Infocenter) are also considered online transactions.

Office or Division:	Consumer Welfare and Promotion Office (CWPO)			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	Individuals with concern/s on energy-related services, energy-consuming products, and other related concerns			
Operating Hours:	7:00 AM - 4:00 PM			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Standard Requirement				
1. Details of Concern (Sample: Registered Customer Name, Address, Account Information)			Applicant / Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Customer lodges concern Location: Online: cwpo@doe.gov.ph	1.1. Check for unattended concerns. Analyze concerns and identify appropriate action	None	1 hour/s, 15 minute/s	• Science Research Specialist ; Consumer Welfare and Promotion Office (CWPO)
	1.2. Formulate appropriate response (provide information/advice, endorse to concerned offices). Communicate the appropriate response to the customer		30 minute/s	• Science Research Specialist ; Consumer Welfare and Promotion Office (CWPO)



	1.3. Record the transaction in the database		15 minute/s	Science Research Specialist; Consumer Welfare and Promotion Office (CWPO)
General Remarks Note: 1. CWPO continuously monitors concerns endorsed to other offices until addressed. 2. Concerned Offices have their own process flow for addressing the endorsed concerns.				
Total Processing Time:		Working Days: 2 hour/s		
Total Processing Fee:		Total Standard Fee: None		



2. EO-CWPO02 Concerns Handling Process for Walk-In Customers

ISO 9001:2015 Certified

Walk-in customers personally lodge concerns at the Department of Energy – Consumer Welfare and Promotion Office without the need for appointment.

Office or Division:	Consumer Welfare and Promotion Office (CWPO)			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	Individuals with concern/s on energy-related services, energy-consuming products, and other related concerns			
Operating Hours:	7:00 AM - 4:00 PM			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Standard Requirement				
1. Filled-out Concern Form (1) Original Copy			Department of Energy - Consumer Welfare and Promotion Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Customer lodges concern to the CWPO Office and fill-out the provided Concern Form Location: CONSUMER WELFARE & PROMOTION OFFICE Department of Energy 2nd/F DOE Annex Bldg., Energy Center, 34 th Street, Bonifacio Global City, Taguig City 1632	1.1. Receive concerns and interview customer	None	30 minute/s	• Science Research Specialist ; Consumer Welfare and Promotion Office (CWPO)
	1.2. Evaluate/assess data, information, and evidence provided		1 hour/s, 15 minute/s	• Science Research Specialist; Consumer Welfare and Promotion Office (CWPO)
	1.3. Formulate recommendations		30 minute/s	• Science Research



	with the participation of the customer and secure approval from the Division Chief			Specialist, Division Chief; Consumer Welfare and Promotion Office (CWPO)
	1.4. Discuss the final recommendation with the customer as approved by the Division Chief			30 minute/s • Science Research Specialist; Consumer Welfare and Promotion Office (CWPO)
2. Customer concurs with the recommendation and action to be taken Location: CONSUMER WELFARE & PROMOTION OFFICE Department of Energy 2nd/F DOE Annex Bldg., Energy Center, 34 th Street, Bonifacio Global City, Taguig City 1632	2. Record the transaction in the database	None	15 minute/s	• Science Research Specialist; Consumer Welfare and Promotion Office (CWPO)
General Remarks Note: 1. CWPO continuously monitors concerns endorsed to other offices until addressed. 2. Concerned Offices have their own process flow for addressing the endorsed concerns.				
Total Processing Time:		Working Days: 3 hour/s		
Total Processing Fee:		Total Standard Fee: None		



3. EO-CWPO03 Concerns Handling Process for Live Customers (Through Phone Calls, SMS, Chat, Viber, and Similar Platforms)

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Live customers are those who lodge concerns through the DOE-CWPO's official telephone numbers, or via available SMS and Viber numbers, and other similar platforms that are collected and delivered to CWPO.

Office or Division:	Consumer Welfare and Promotion Office (CWPO)			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	Individuals with concern/s on energy-related services, energy-consuming products, and other related concerns			
Operating Hours:	7:00 AM - 4:00 PM			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Standard Requirement				
1. Details of Concern (Sample: Registered Customer Name, Address, Account Information)			Applicant / Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Customer lodges concern/s Location: For Live Transactions: 8479 2900 loc 329/8840 2267	1.1. Receive concern/s and engage in live conversation with the customer	None	45 minute/s	Science Research Specialist; Consumer Welfare and Promotion Office (CWPO)
	1.2. Analyze concern/s and identify appropriate action		1 hour/s, 15 minute/s	Science Research Specialist; Consumer Welfare and Promotion Office (CWPO)



	1.3. Formulate appropriate response (provide information/advice, endorse to the concerned office/s		30 minute/s	Science Research Specialist; Consumer Welfare and Promotion Office (CWPO)
	1.4. Communicate the appropriate response to the customer via live communication		15 minute/s	Science Research Specialist; Consumer Welfare and Promotion Office (CWPO)
	1.5. Record the transaction in the database		15 minute/s	Science Research Specialist; Consumer Welfare and Promotion Office (CWPO)
General Remarks Note: 1. CWPO continuously monitors concerns endorsed to other offices until addressed. 2. Concerned Offices have their own process flow for addressing the endorsed concerns.				
Total Processing Time:		Working Days: 3 hour/s		
Total Processing Fee:		Total Standard Fee: None		



4. EO-CWPO04 Concerns Handling Process for Post Mail Transactions

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Post mail customers send concerns through letters and parcels that are collected and delivered to CWPO.

Office or Division:	Consumer Welfare and Promotion Office (CWPO)			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	Individuals with concern/s on energy-related services, energy-consuming products, and other related concerns			
Operating Hours:	7:00 AM - 4:00 PM			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Standard Requirement				
1. Details of Concern (Sample: Registered Customer Name, Address, Account Information)			Applicant / Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Customer lodges concern Location: Please address to: CONSUMER WELFARE & PROMOTION OFFICE Department of Energy 2nd/F DOE Annex Bldg., Energy Center, 34th Street, Bonifacio Global City, Taguig City 1632	1.1. Receive and record concern	None	15 minute/s	Admin Aide, Science Research Specialist; Consumer Welfare and Promotion Office (CWPO)
	1.2. Analyze concern/s and identify appropriate action		1 hour/s, 15 minute/s	Science Research Specialist; Consumer Welfare and Promotion Office (CWPO)



	1.3. Draft communication (acknowledgement endorsement, and/or advice/response)	3 hour/s	Science Research Specialist; Consumer Welfare and Promotion Office (CWPO)
	1.4. Review and approval of the prepared communication	1 hour/s, 45 minute/s	Supervising Science Research Specialist / Division Chief; Consumer Welfare and Promotion Office (CWPO)
	1.5. Finalize communication for signature of Supervising Official	30 minute/s	Science Research Specialist; Consumer Welfare and Promotion Office (CWPO)
	1.6. Submit communication to Supervising Official for signature	1 working day/s	Supervising Official; Consumer Welfare and Promotion Office (CWPO)
	1.7. Record and transmit communication to concerned office/s and customer	1 hour/s	Admin Aide/Science Research Specialist; Consumer Welfare and Promotion Office (CWPO)



	1.8. Record/Update the transaction in the database		15 minute/s	Science Research Specialist; Consumer Welfare and Promotion Office (CWPO)
General Remarks Note: 1. CWPO continuously monitors concerns endorsed to other offices until addressed. 2. Concerned Offices have their own process flow for addressing the endorsed concerns.				
Total Processing Time:		Working Days: 2 working day/s		
Total Processing Fee:		Total Standard Fee: None		