



CONTACT INFORMATION



Send Us a Message

Name:

Email:

Message:

Please enter code:

Send

Contact Information

Address: Power Center,
Quezon Avenue corner BIR Road,
Diliman, Quezon City
1101
Philippines

E-mail: customerservice@transco.ph

Trunkline: 63 (02) 7 902-1500



Website: www.transco.ph

*ABOUT SSL
CERTIFICATES*



TransCo's Website:
www.transco.ph/contact

TransCo Citizen's Charter





CITIZEN'S CHARTER

DISCLOSURE REQUIREMENTS

★ ★ ★

Sec. 25, R.A. 10149




https://www.transco.ph/transparency_seal#for_list_4600

CITIZEN'S CHARTER

FEEDBACK AND COMPLAINTS MECHANISM



<p>How to send feedback</p>	<p>Clients may drop their complaints in the complaints box located at TransCo's Head Office in Power Center, Diliman, Quezon City.</p>
<p>How feedbacks are processed</p>	<p>Clients may also send their complaints, feedback and other concerns via electronic mail (e-mail) at customerservice@transco.ph.</p> <p>The Public Relations Officer checks the customer service email daily and shall acknowledge received complaints/feedback within the day.</p> <p>Every Friday, the Public Relations Officer opens the drop box; compiles and records all feedback submitted. Feedbacks received by drop-box are acknowledged on the Monday of the following week.</p> <p>The Public Relations Officer shall forward feedbacks to responsible functional group/s for resolution and response within three working days upon receipt.</p>
<p>How to file a complaint</p>	<p>Clients may submit their complaints at TransCo's Head Office. Complaints may also be filed via e-mail at customerservice@transco.ph.</p> <p>The following information must be provided in the letter, as follows:</p> <ol style="list-style-type: none"> 1. Name of the person/office being complained; 2. Incident; and 3. Evidence <p>For complaints and feedback, clients may directly contact the Public Relations Officer at (02) 79051200 Local 1637.</p>
<p>How complaints are processed</p>	<p>The Public Relations Officer opens the complaints drop box every Friday, duly acknowledges the same on the next working day, Monday, and evaluates each complaint.</p> <p>The Public Relations Officer shall forward complaints to relevant office/s for their explanation within seven (7) days upon receipt. All responses shall be submitted to the ManCom for review and for proper disposition and/or investigation.</p> <p>The Public Relations Officer shall create a report after the investigation and shall submit to the Head of Agency for appropriate action, if warranted.</p> <p>The Public Relations Officer will give feedback to the client.</p> <p>For inquiries and follow-ups, the Client may contact telephone number (02) 79051200 local 1637.</p>
<p>Contact Information of CCB, PCC, and ARTA</p>	<p>8888 – Presidential Complaints Center 0908-881-6565 – CSC Contact Center ng Bayan 487-5093 – Anti-Red Tape Authority</p>



<https://www.transco.ph/>



(632) 7902-1500 loc 1517



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