

[PPC (DTC) CIRCULAR NO. 93-24, July 05, 1993]

**COMPLAINTS AGAINST ANY OFFICIAL AND EMPLOYEE OF THE
PHILIPPINE POSTAL CORPORATION, FREE TRANSMISSION THRU
THE MAILS OF —**

The Philippine Postal Corporation has adopted a policy to encourage complaints from the public to enable it to monitor areas of operations where postal services are efficient or otherwise deficient for purposes of instituting immediate remedial measures.

In view of the foregoing, it is hereby directed that complaints against official and employee of this Corporation as well as against postal services shall be accepted, free of ordinary postage only, in any post office or postal station. However, such letter-complaints, in order to be considered as privileged mail matter, shall be addressed only to the Postmaster General, Philippine Postal Corporation, Manila, the name and address of the sender shall be written legibly in the upper left-hand corner of the address side of the envelope and the words "PUBLIC COMPLAINT ONLY" written legibly in the upper right-hand corner thereof.

All Regional Directors, Officers-In-Charge, Assistant Regional Directors, Postal Inspectors, Postmasters and other supervisory officials shall see to it that these instructions are disseminated to the public at once and shall be complied with faithfully by all concerned.

Adopted: 5 July 1993

(Sgd.) EDUARDO P. PILAPIL
Postmaster General



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