



Republic of the Philippines
DEPARTMENT OF AGRICULTURE
NATIONAL MEAT INSPECTION SERVICE
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August 11, 2011

MEMORANDUM ORDER

No. 8-2011-95

TO: ALL REGIONAL TECHNICAL DIRECTORS
and Officers in Charge

FROM:  ATTY. JANE C. BACAYO, DVM, MPA
Executive Director

THROUGH: NMIS ADR Secretariat

SUBJECT: Process Flow for Phoned-in Complaints

In 2008, the National Meat Inspection Service has issued the Guidelines on Alternative Dispute Resolution Program and has amended the same in 2010, prescribing the process for the redress of consumer complaints from its external clients.

The guidelines, however, covered only complaints submitted through personal delivery and through letter, both postal and electronic.

An additional process is therefore issued to resolve complaints reported through the telephone. This scheme will significantly reduce the time spent in resolving complaints since these will be directly passed on for resolution to the respondent.

For reference, see the attached process flow of complaint resolution.



The production of clean, wholesome, healthy and sound meat for food is the concern of everyone.

