



For General Inquiries, Feedback and Complaints

PITC values comments, suggestions, needs as well as complaints from its customers, partners, suppliers 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 lobby;
2. You may also call our contact persons for your specific concerns:

Trunk Line: (632) 818 9801

Fax Number: (632) 892 0782

<i>Group/Department</i>	Contact Person	Position	Email Address	Telephone / Local No.
<i>Procurement Services – Government Accounts Group (GAG)</i>	Christabelle P. Ebriega	Vice President	cpebriega@pitc.gov.ph	347
<i>Procurement Services – Military Accounts Group (MAG)</i>	Myra Chitella T. Alvarez	OIC-Vice President	myra-chitella@pitc.gov.ph	425
<i>International Trading & Services Group (ITSG)</i>	Mario M. Leygo	Vice President	mmleygo@pitc.gov.ph	420
<i>ITSG - Customs Bonded Warehouse (CBW) Services</i>	Edgardo C. Bernardo	OIC-Department Manager	edber@pitc.gov.ph	331/ 380
<i>CBW - Manila Operations</i>	Rosalia B. Tumang	OIC-Division Chief	sally.tumang@pitc.gov.ph	411
<i>Pasay CBW No. 925</i>				
<i>CBW - VISMIN Operations</i>	Dante T. Bangayan	OIC-Division Chief		(032) 231 5284
<i>Cebu CBW No. 30</i>				
<i>Cagayan de Oro CBW No. 09</i>				
<i>ITSG - Countertrade Services</i>	David A. Inocencio	Department Manager	d.inocencio@pitc.gov.ph	326
<i>ITSG - Imports Services</i>	Vivian E. Monsanto	OIC-Department Manager	vmonsanto@pitc.gov.ph	421
<i>Exports Trading Group (ETG)</i>	Carmelita Belen C. Domondon	Vice President	maydomondon@pitc.gov.ph	381
<i>ETG - Food Sector</i>	Joel S. Rodriguez	Department Manager	jsrodriguez@pitc.gov.ph	339
<i>ETG - Non-Food Sector</i>	Marievic R. Balayan	OIC-Department Manager	marievicbalayan@pitc.gov.ph	428



*Corporate
Governance Group
(CGG)
CGG – Accounting
Department
CGG – Treasury
Department*

Ma. Victoria C. Magcase	Vice President	v.magcase@pitc.gov.ph	305
Ester A. Ilao	Department Manager	eailao@pitc.gov.ph	320
Arnel G. Atienza	OIC- Department Manager	agatienza@pitc.gov.ph	389

3. You can visit our website: 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

5. Or write us:

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

Thank you for assisting us to continuously improve our services.

PHILIPPINE INTERNATIONAL TRADING CORPORATION

CLIENT FEEDBACK/SUGGESTION FORM

Ref. No. _____

Date Received _____

Complainant Details

Name: _____

Address: _____

Telephone Number: _____

Email Address: _____

Respondent Details

Name : _____

Department Concerned: _____

Telephone Number: _____

Feedback/Suggestion Details

Nature : _____

Demand/Request:

Evidence Presented:

1. _____

2. _____

Signature _____

Note: Please file/forward filled up feedback/suggestion form to The Office of the President *