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| FM-CDC-PSD-TRS-002 |



Public Safety Division

Bldg. 2113, C.P. Romulo St., CDC Corporate Offices, Clark Freeport Zone, Phils.

Telephone Nos.: (045) 599-599-3211, 599 3212

PUV COMPLAINT FORM

CDC-PSD is tasked to monitor the performance of Public Utility Vehicle Operators as well as their drivers’ compliance to traffic rules and regulations for the development and implementation of an efficient transport policy inside the CFZ.

For any complaint or suggestion please accomplish this form and submit to PSD Transport Regulatory Section. (Fax No. 599-3212 or call 599-3211)

Complainant : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone/Mobile Number : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Subject Vehicle Plate No. : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Drivers’ Name : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Route/Transport Company : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date & Time of Incident : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Complaint/s (Please check appropriate box):

* Overcharging of fare
* Discourteous/Arrogant driver
* Reckless driving
* Refused to convey passenger/s
* Overloading
* Out-of-line operation
* Colorum/Illegal operation
* Smoke belching
* Drunk driving
* Cutting trip
* Others (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Suggestion/s : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Complainant’s Name & Signature Date

Received by TRS personnel: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_