



Comptroller General's Office of the Archipelago of San Andres, Providencia and Santa Catalina

**PETITIONS, COMPLAINTS AND CLAIMS FORM (PCC)**

Version: 2

Approval Date: 09/19/2016

Page: 1 of 2

Date:

**Type of petition:**

Request       Complaint       Claim       Suggestion       Denounce

**Reception:**    **Verbal:**      Personal       Phone       Email       Web Page       Anonymous

Other (which) \_\_\_\_\_

**Written:**    Personal       Postal Address       Email       Fax       Web Page       Anonymous

Other (which) \_\_\_\_\_

**Type of user:**

Legal Age       Non-Resident       Disabled

Minor       Private Entity       Person in Displaced Status

Raizal       Public Entity       Organized Groups

Resident       Community Action Groups       Civilian Oversight

Other (which) \_\_\_\_\_

**Information of person filing the PCC**

Full Name:

Number Personal ID:

Mailing Address:

Telephone and/or Mobile:

Email:      Gender:    M    F

Would you like your answer by:    Email       Physical

**Give a full and detailed account of the events**

Empty text box for providing a full and detailed account of the events.



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<b>REQUEST</b>	It is the right and the constitutional guarantee that every person has before the authorities to make requests, either verbally or in writing. Also, the right to request copies of documents not subject to reservation, and to obtain a prompt and sound response, in the terms provided in the Law by express communication thereof.
<b>COMPLAINT</b>	Process by which a citizen may inform the Comptroller General's Office of the Archipelago Department an irregular situation in the performance of its functions. This may be presented directly by the individual or by a legal person who may consider himself affected by the conduct or infringement of the public servant. In addition, this process should be related to the inadequate provision of the service, the irregular exercise of the position, or of the functions of the public servant; and otherwise, of the services inherent to the mission of the entity that may compromise the morality of the administration.
<b>CLAIM</b>	It is the right of every person to demand, to pursue or to require a solution, whether of general or particular nature. Nevertheless, this claim should be related to an improper provision of a service or the lack of attention to a petition.
<b>SUGGESTION</b>	It is the act of expressing an idea or plan to improve the service or management of an entity.
<b>DENOUNCIATION</b>	Denunciation is the action of informing against alleged irregularities concerning improper use or poor provision of public or social services, where these are administered. It can be presented before any fiscal control entity by civilian oversights or by any citizen. The Comptroller General's Office of the Archipelago Department's duty is to evaluate the management of the monetary resources coming from local entities. This means, resources of the municipality or the Archipelago Department, which is audited in a subsequent and selective manner and without inherence in the administration.

**Please add attachments here, if any.**

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Signature of petitioner

Prepared by:	Revised by:	Approved by:
Jefe Oficina de Planeación	Profesional Especializado DAPC	Contralor General del Departamento