

CONTACT CENTER NG BAYAN

— ACCOMPLISHMENT REPORT —

2018

**Contact Center Ng Bayan
2018 Year-end Report**

Public Assistance and Information Office
Civil Service Commission

Contact Center Ng Bayan 2018 Year-end Report

Executive Summary

Institutionalized as the public feedback mechanism of the Philippine Government anchored on the Anti-Red Tape Act of 2007 and CSC Resolution No. 1400995 issued in July 2014, the Contact Center ng Bayan (CCB) aims to promote accountability among government agencies by providing citizens with tools to report feedback on government frontline services. Citizens can access the CCB through Short Messaging Service (SMS) 09088816565, hotline 1-6565, email address email@contactcenterngbayan.gov.ph, and CCB website www.contactcenterngbayan.gov.ph.

From the time it was launched in 2012 with six participating agencies namely Civil Service Commission, Information and Communications Technology Office, Bureau of Internal Revenue, Philippine Health Insurance Corporation, Department of Health, and Department of Trade and Industry, CCB has expanded from contracting a private call center company during its initial run to finally setting-up its main hub in 2015 managed by the CSC.

The facility has also been tapped to initially handle the operation of the Citizen's Complaint Hotline or Hotline 8888 of the Office of the President from August 1, 2016 to November 3, 2017. The CCB serviced the Hotline 8888 as a feedback channel that the citizens used to report inefficiencies and corruption in government.

To further strengthen the initiatives to improve the quality of public service delivery, Republic Act No. 11032 (An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, Amending for the Purpose Republic Act No. 9485 Otherwise Known as the Anti-Red Tape Act Of 2007, and for Other Purposes) or the Ease of Doing Business and Efficient Government Service Delivery (EODB EGSD) Act of 2018 was signed by President Rodrigo Roa Duterte in May 24, 2018.

With the EODB-EGSD Act of 2018, the Commission issued CSC Resolution No. 1800849 reiterating the CCB's role as the main mechanism in receiving feedback on any official or employee of the Commission who performs or cause the performance of acts in violation of RA No. 11032.

A total of 109,136 transactions were received and acted upon by the CCB facility from January to December 2018. The CCB also ensured that transactions were resolved as quickly as possible. Resolution rate of concerns was at 94.60% by end of December 2018. Furthermore, a total of 729 or 5.37 percent of the ticketed transaction were commendations/appreciation from the clients.

Zeroing in on reports on CSC services, only 419 (0.39 %) of the total 109,136 transactions were received in 2018. Resolution rate of CSC offices was at 88.07% by end of December 2018.

An important project undertaken in 2018 was the assessment of ARTA Program implementation initiated by United Nations Development Programme Philippines (UNDP) and the National Economic and Development Authority (NEDA). Said assessment presents the data visualization and storytelling on CCB data. Also, the recommendations made in the report to improve government services is presented based on research results.

CCB Historical Background

The establishment of the Contact Center ng Bayan (CCB) is anchored on the provisions of Republic Act No. 9485, or the Anti-Red Tape Act (ARTA) of 2007. The Civil Service Commission (CSC) promulgated the Implementing Rules and Regulations of the Act through CSC Resolution No. 081471 approved on July 24, 2008. Rule VI [Accessing Frontline Services], Section 5 of the IRR states, *“The office or agency shall institute hotline numbers, short message service, information communication technology, or other mechanisms by which the clients may adequately express their complaints, comments and suggestions.”*

The CSC and National Computer Center, now Department of Information and Communications Technology (DICT) signed Joint Resolution No. 2010-01 on August 15, 2010, to adopt and promulgate guidelines for the establishment of citizen’s helplines and government contact/call centers. The resolution also provided for the future interconnection of the same for better delivery of government services. This collaboration paved the way for the establishment of the CCB Project in 2012.

Phase 1 of the CCB was from September 27, 2012 to March 31, 2014, where the facility was fully outsourced to a private service provider, Pilipinas Teleserv Inc. It was a 10-seat hosted facility, providing first line of interaction with the public accessing the facility for information, requests for assistance and complaints. The facility responds to general concerns, while specialized concerns were directly escalated to six (6) participating agencies, namely: CSC, DICT, Bureau of Internal Revenue (BIR), Philippine Health Insurance Corporation (PhilHealth), Department of Health (DOH), and Department of Trade and Industry (DTI). All ARTA-related complaints are directly escalated to the CSC Special Action Team for preparation of referrals and monitoring of agencies’ actions/corrective measures.

Through CSC Resolution No. 1400995, promulgated on July 10, 2014, the CSC institutionalized the Contact Center ng Bayan as the public feedback mechanism of the government. It aims to enhance procedures and encourage commitment and accountability of government agencies towards prompt resolution of the public’s concerns on frontline service delivery. The CSC also expanded the use of the CCB by increasing the number of participating agencies and forging partnerships with government offices which intend to use the CCB as a feedback tool, all aiming for one goal – to provide excellent public service.

Phase 2 of the CCB was managed by the Polytechnic University of the Philippines (PUP) from April 1, 2014 to March 31, 2015. The same procedures and workflows were adopted. Phase 2 also served as transition for the establishment of an on-site facility in CSC. The CSC team was capacitated in terms of systems administration and facility operations.

CCB’s Phase 3 started on April 1, 2015 with the launch of a fully-managed contact center facility at the CSC, managed by the Public Assistance and Information Office (PAIO). It had 15 seats, operating from Mondays to Fridays, 8:00 am to 5:00 pm, except holidays.

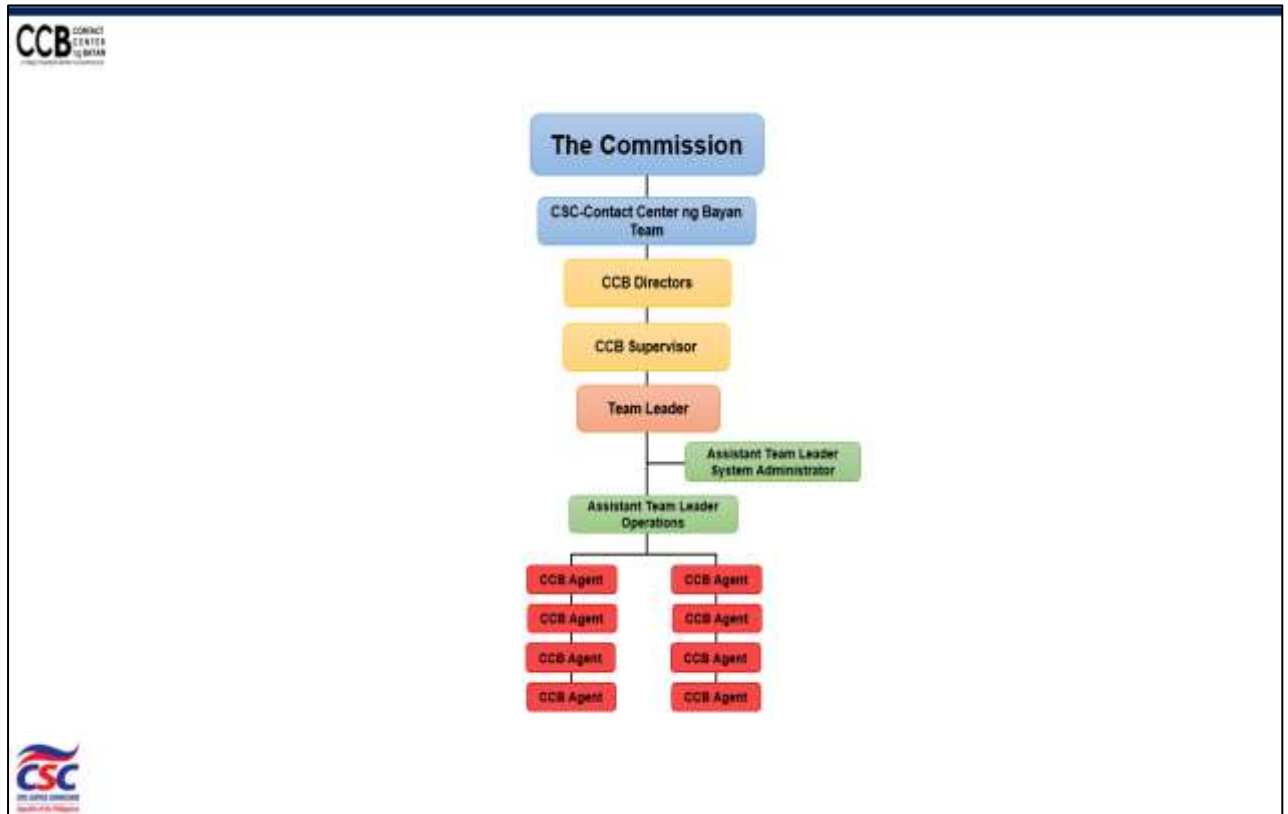
From August 1, 2016 to November 3, 2017, CCB operations expanded to a 24/7 operations and its workforce was augmented to 45 agents when it serviced the 8888 Citizens’ Complaints Hotline, the setting up of which was anchored on Executive Order No. 6 issued by President Rodrigo Roa Duterte.

In May 2018, President Rodrigo R. Duterte signed Republic Act No. 11032 or An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, Amending for the Purpose Republic Act No. 9485 Otherwise Known as the Anti-Red Tape Act Of 2007, and for Other Purposes, prompting the alignment of the mandate of the CCB to the provisions of the new law. Section 20 stipulates that a “feedback mechanism shall be established in all agencies covered by this Act and the results thereof shall be incorporated in their annual report.”

CCB Structure and Operations

Diagram 1 shows the organizational structure of CCB facility.

Diagram 1. CCB Organizational Structure, 2012-2014



CCB Operations

The Contact Center ng Bayan currently has eleven agents ready to answer calls of clients via 1-6565. CCB is a multi-channel contact center service that operates Mondays to Fridays from 8:00am to 5:00pm. Aside from the 1-6565 Hotline Number, the CCB can be reached through any of the following:

Mobile SMS. SMS messages can be sent to the SMS Hotline Number: (0908)881-6565. This is open to all networks. Standard SMS messaging rates apply.

Email. The client can send a complaint using the direct email of CCB email@contactcenterngbayan.gov.ph

Website. Complaints can be sent online by logging onto the CCB website www.contactcenterngbayan.gov.ph and selecting the "Report a CCB Concern" button. Users will encode the information requested to file their complaint. The information is updated on a regular basis to ensure that information is always current.

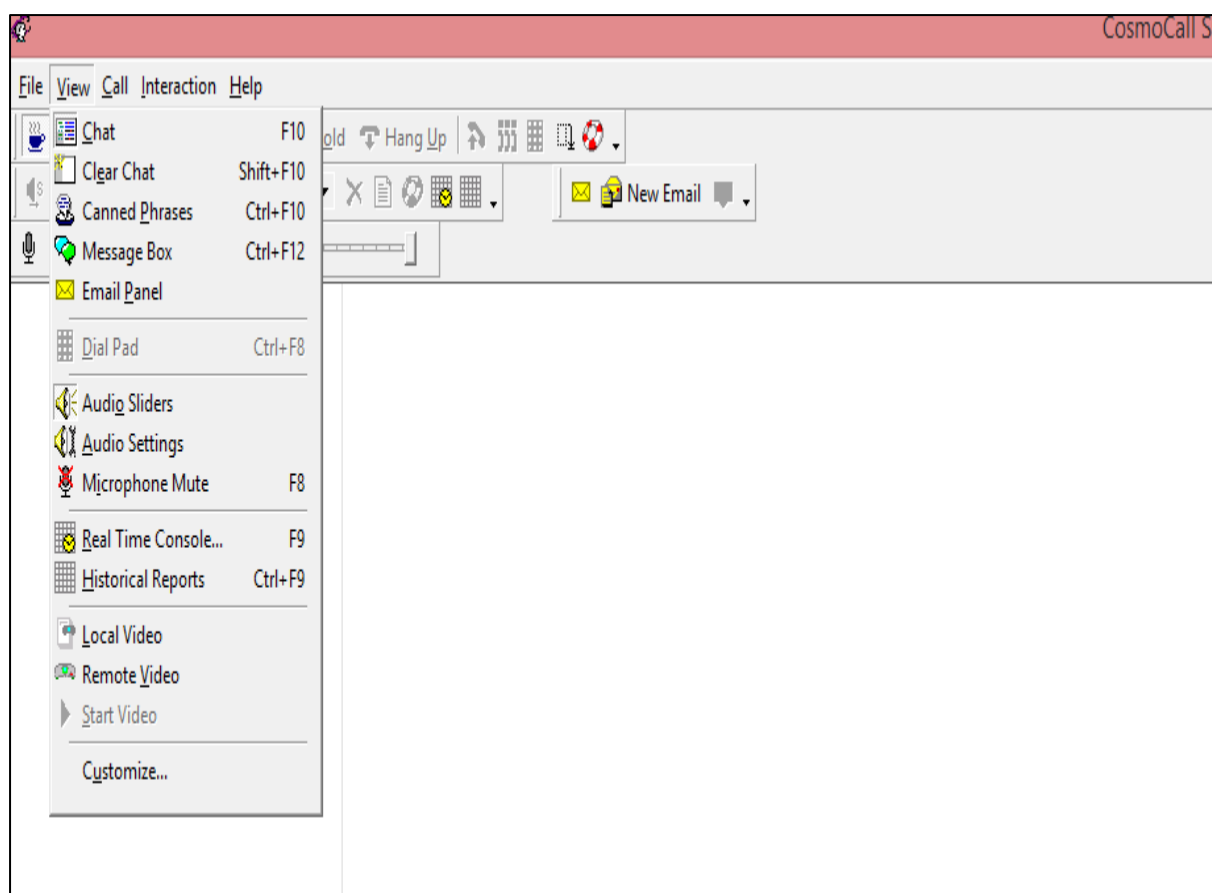
While clients' concerns coming from SMS, Email and Website are received 24/7, these concerns are processed during business hours.

CCB Software

CCB is powered through a private-cloud-based system where a private network seamlessly connects all CCB member agencies for easy escalation and resolution of clients' concerns. The technical software used to power the CCB are the following:

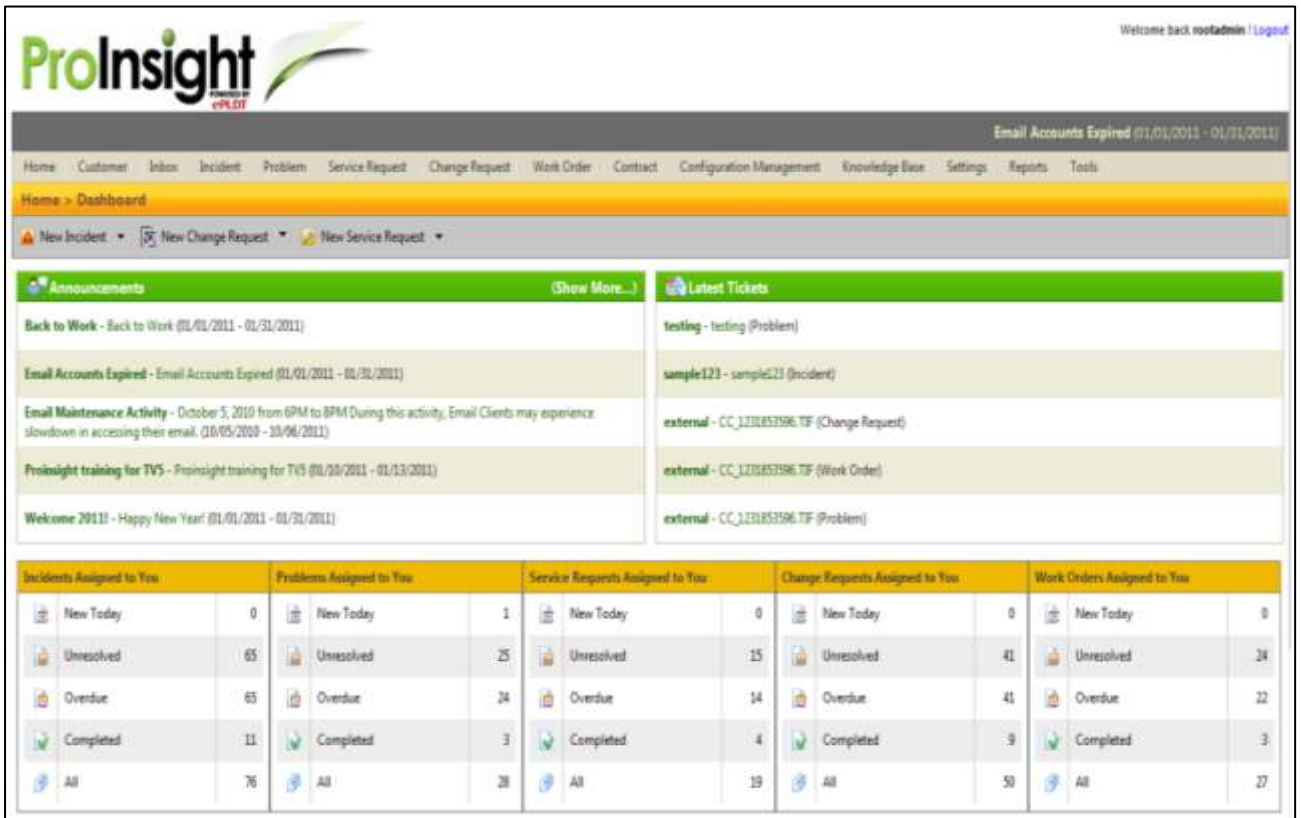
CosmoCall - CosmoCall Universe is a network-based service provider solution that integrates live multimedia communication - telephone, text chat, video and messaging - into a network application, allowing a customer to receive live personal contact from a help desk or sales representative through his or her computer.

Diagram 2. Screenshot of Cosmo Call



Prolnsight - Prolnsight is a dynamic, web-based service desk application that provides users a secure, and cost-effective way to manage and resolve issues that affect an organization's operations. Incidents, problems and work orders can be managed throughout their life cycles in the customer service process.

Diagram 3. Screenshot of ProInsight



CCB Process Flow

The following diagrams shows the process flow of CCB:

Diagram 4. Receiving of Calls and Creation of Tickets

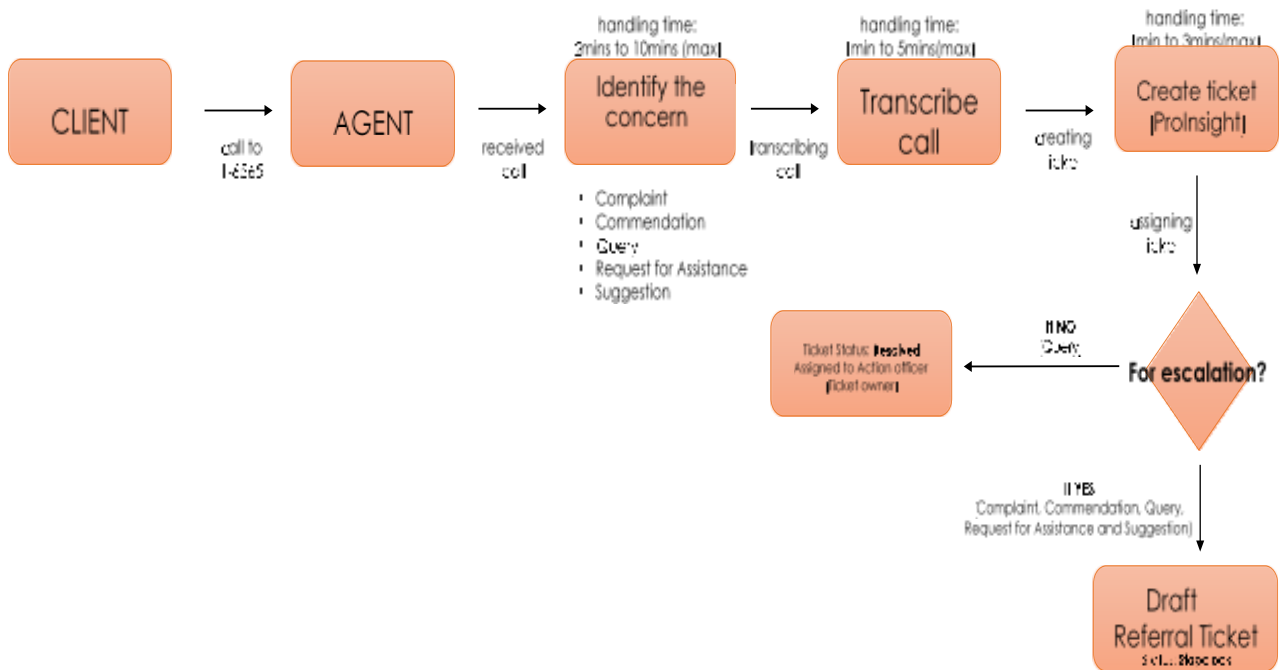


Diagram 5. Receiving of SMS and Creation of Tickets

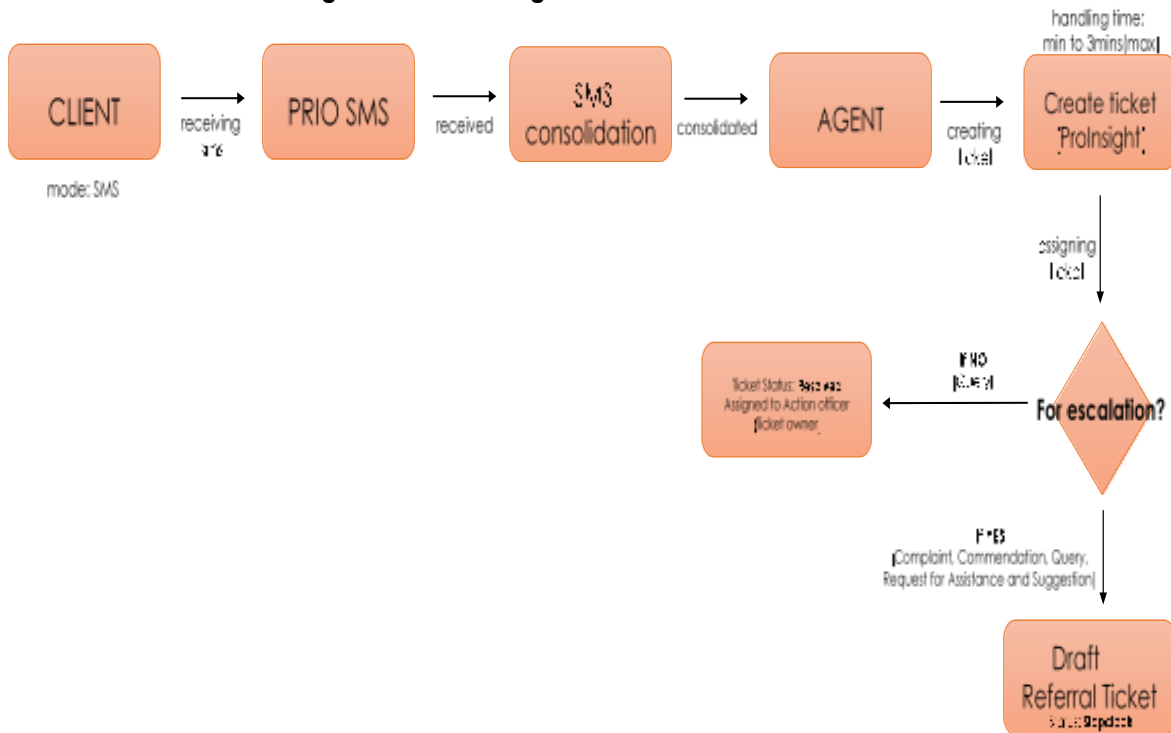


Diagram 6. Receiving of Email and Creation of Tickets

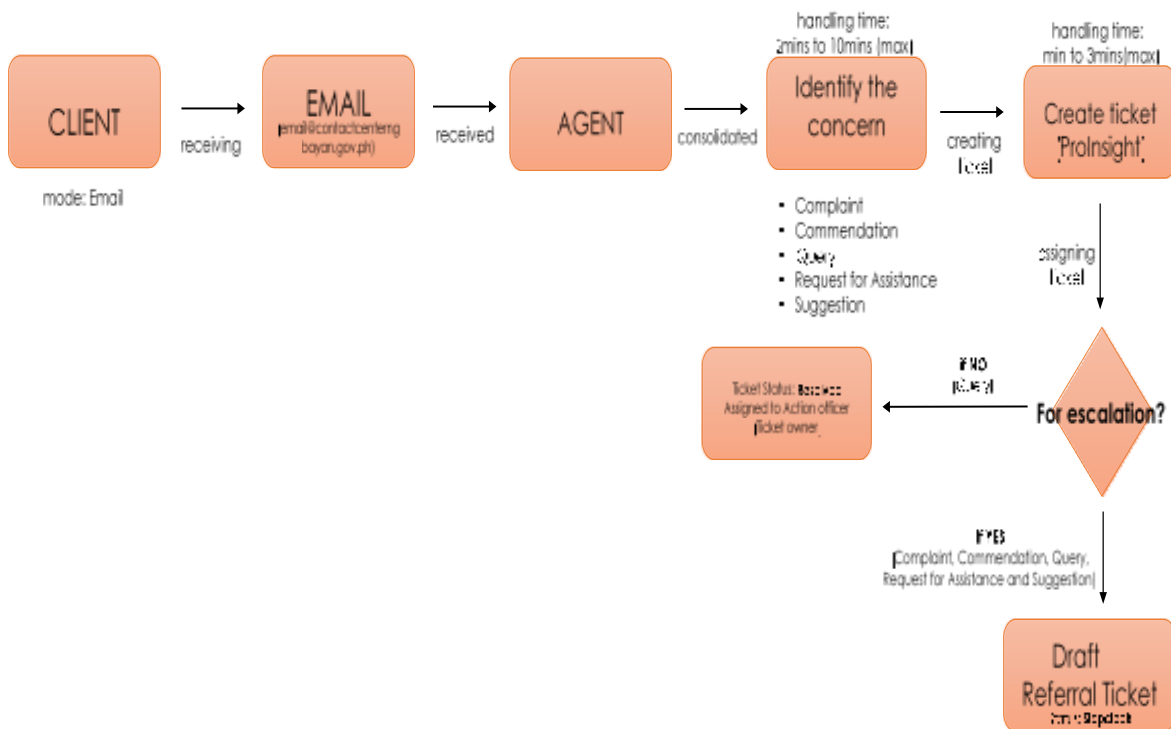


Diagram 7. Draft and Sending Letter Referral

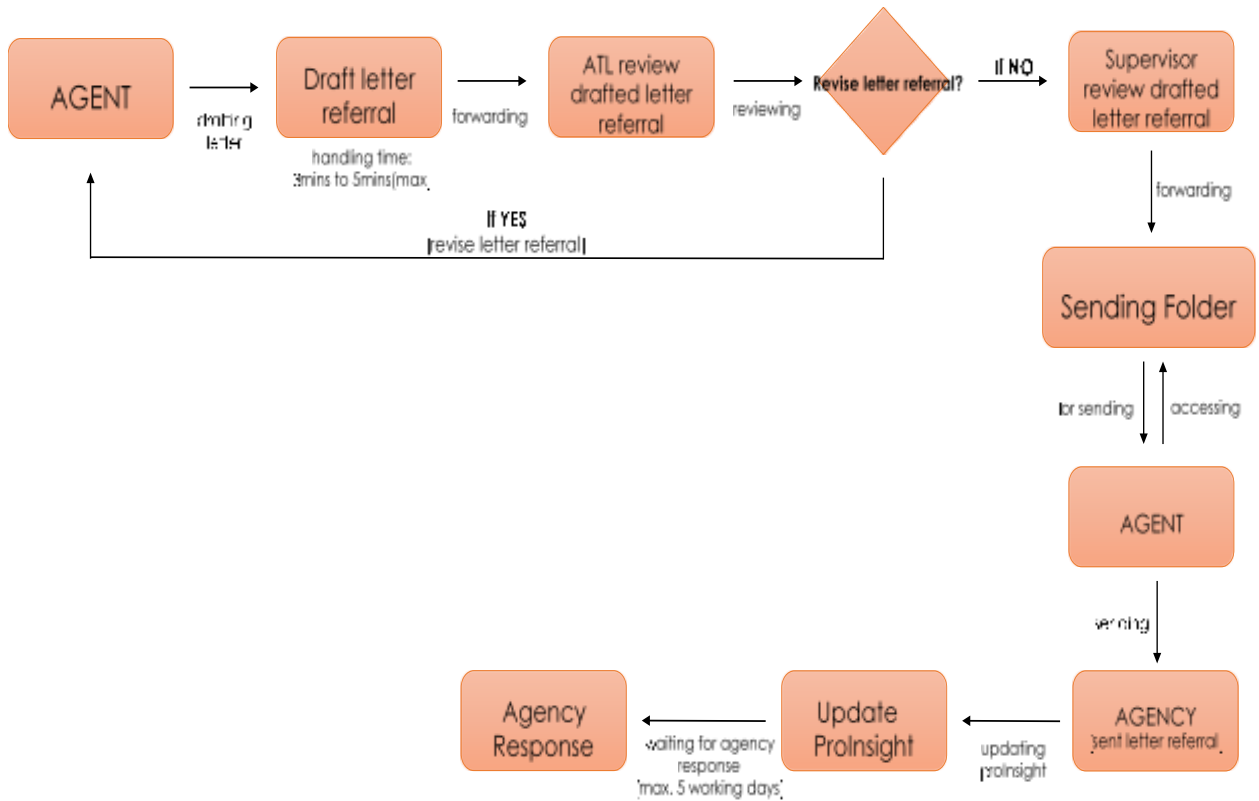


Diagram 8. Receiving of Reply and Feedback to Client

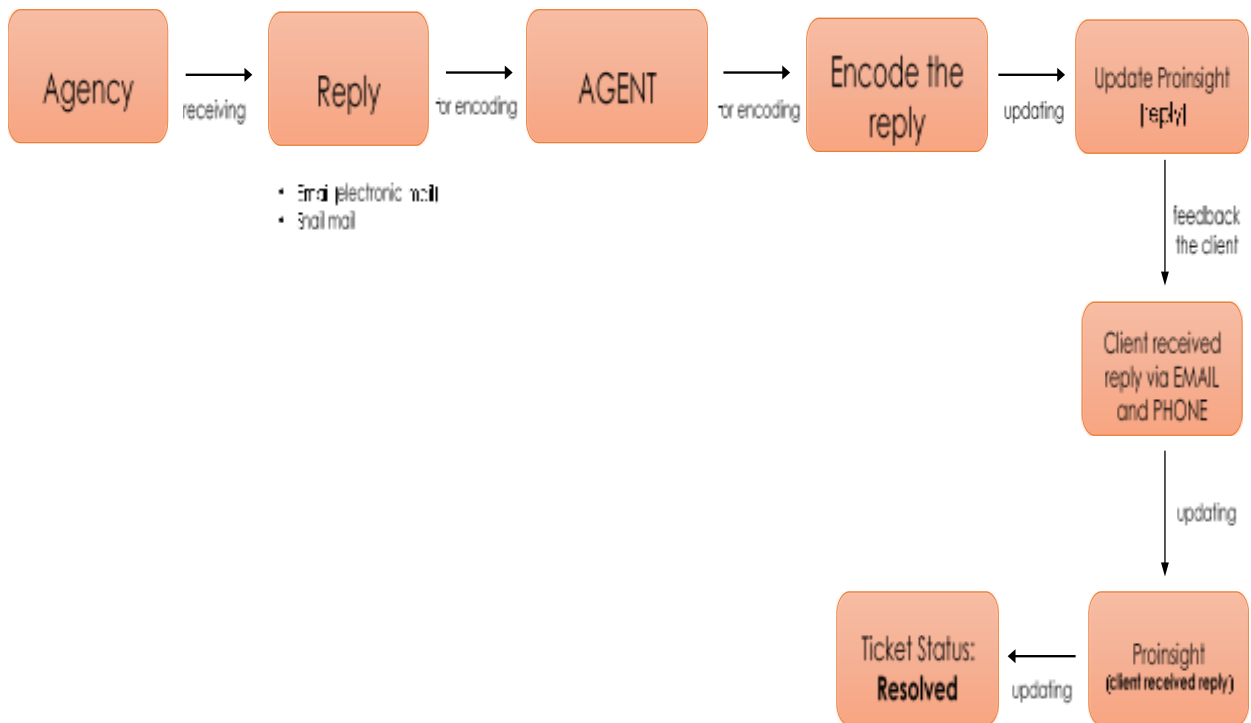
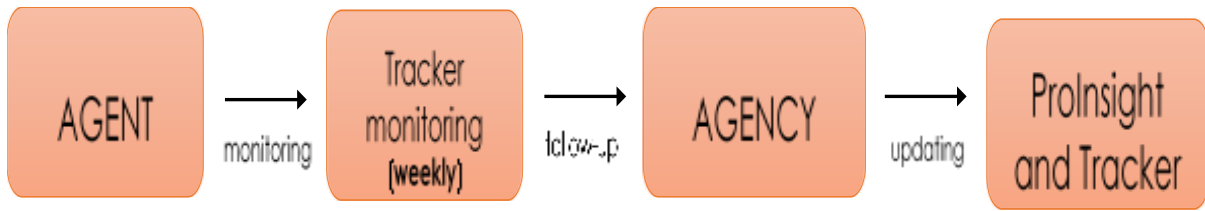


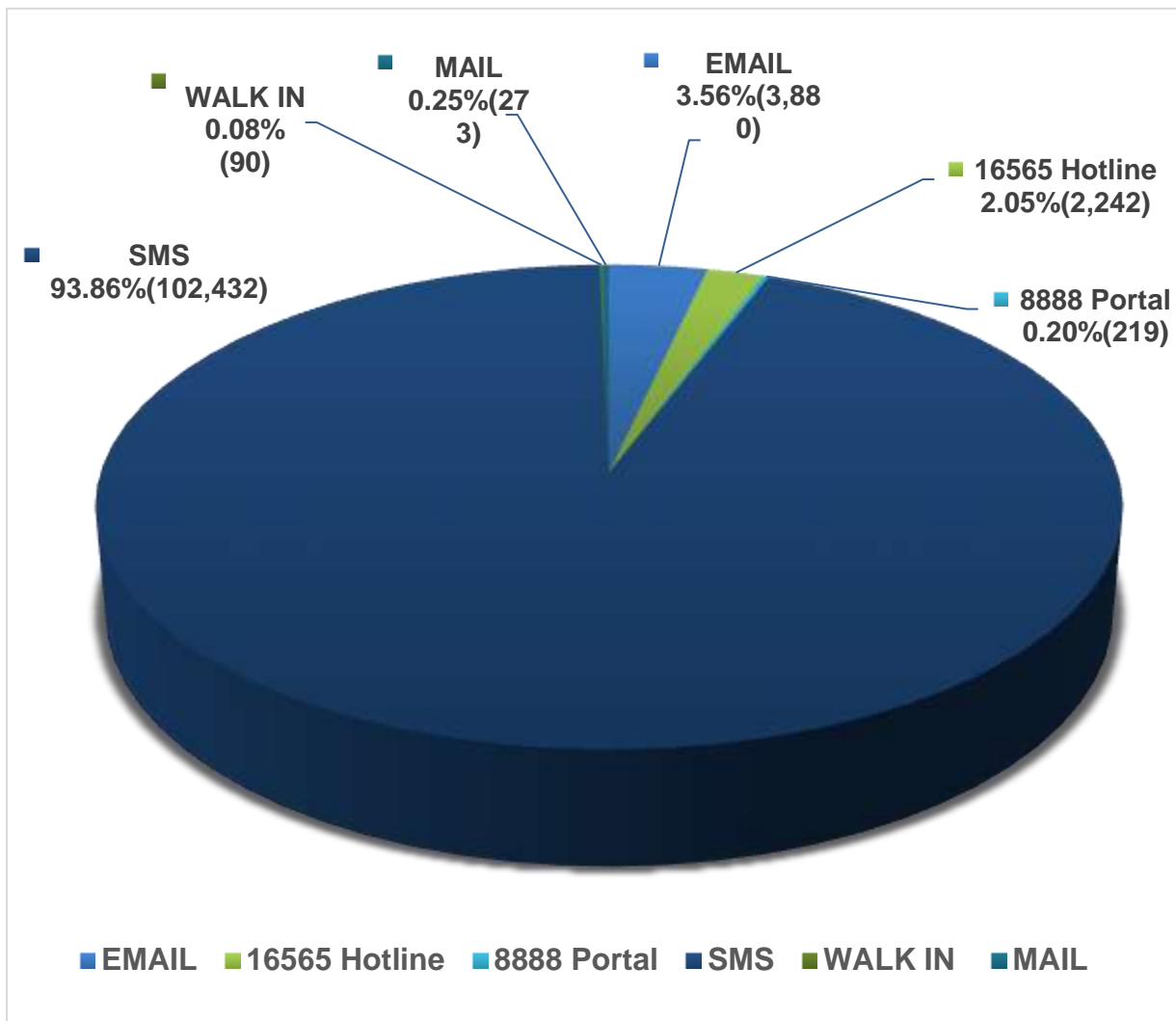
Diagram 9. Follow-ups on Active Referrals



CCB Statistics for 2018

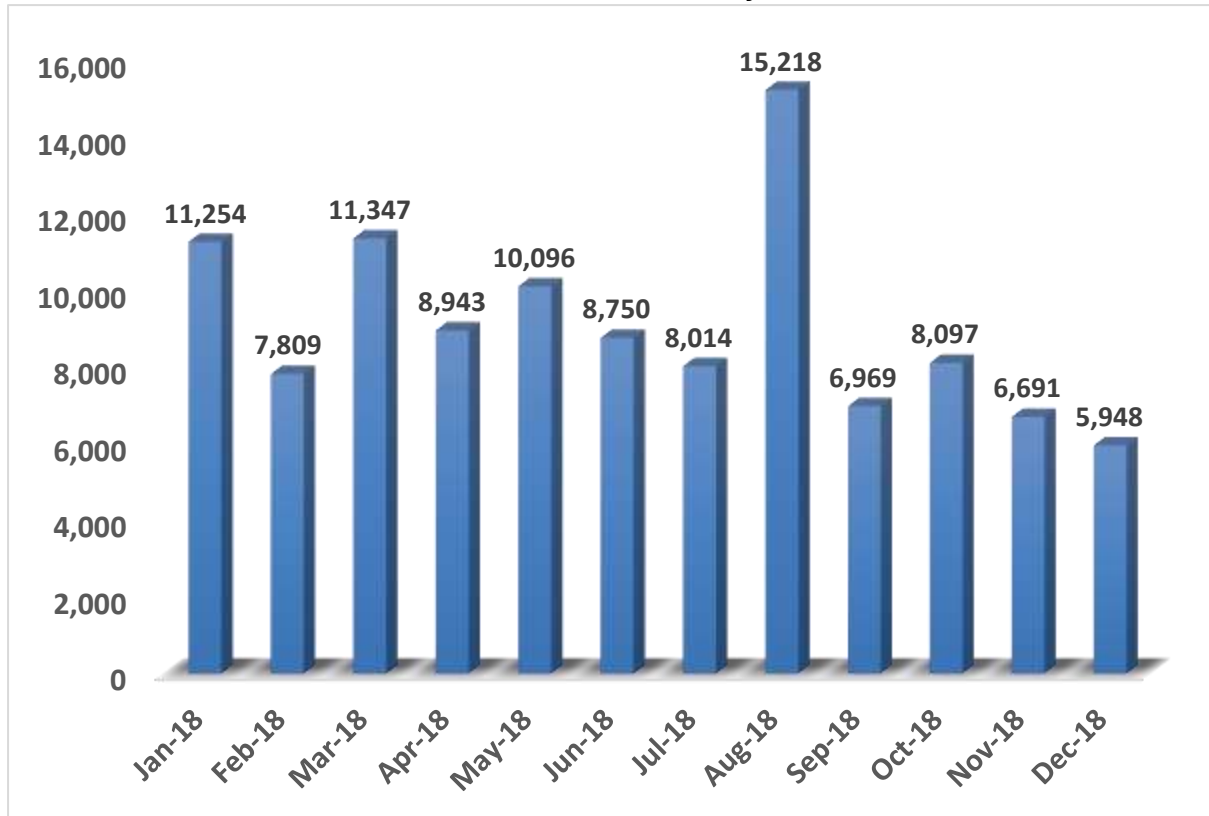
For 2018, a total of 109,136 transactions were received and acted upon by the CCB facility. Of said transactions, 102,432 (93.86%) were received through SMS 0908-8816565 and 0917-8398272; 3,880 (3.56%) from email@contactcenterngbayan.gov.ph; 2,242 (2.05%) from hotline 1-6565; 219 (0.20%) endorsed by 8888 Citizen’s Hotline; 273 (0.25 %) from registered mail; and 90 (0.08%) from walk-in clients.

Chart 1. Total Transactions per Access Mode, January to December 2018



Peak months or periods where transactions were high were January, March and August, which may be attributed to the conduct of Career Service Examinations in March and August when queries on room school assignment and test coverage increased.

Chart 2. CCB Transactions, January to December 2018



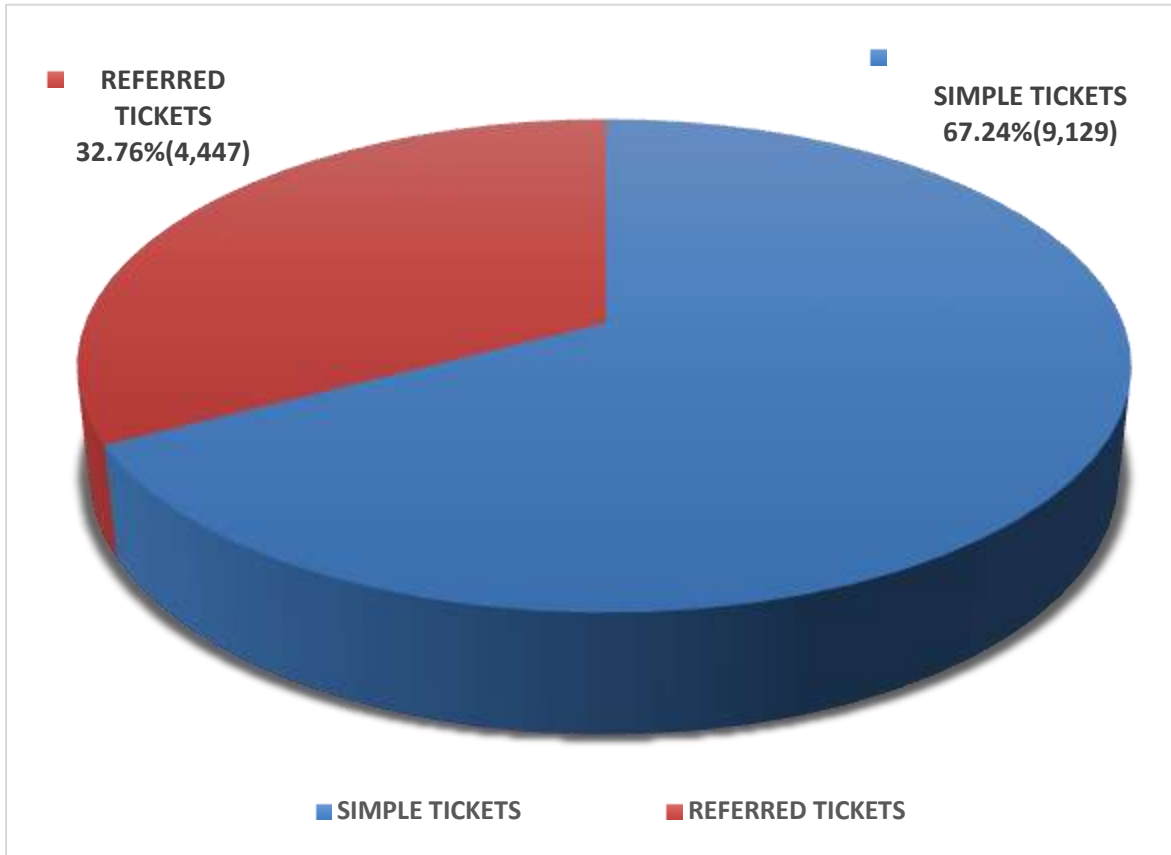
Clients' concerns lodged through CCB access channels and those with sufficient details are created into tickets with reference numbers for easy monitoring, updating and retrieval. Of the total 109,136 transactions, CCB created 13,576 tickets. Tickets were created for new clients and for existing clients that has different concern. No tickets were created for the 95,560 outbound and inbound texts and follow-up calls received by CCB agents.

Out of the 13,576 tickets created, a total of 9,129 tickets (67.24%) were resolved at the level of the CCB agent and subsequently categorized as filed. The remaining 4,447 (32.76%) tickets were referred to concerned agencies.

Simple queries on government procedure and policies, such as requirements for civil service exam applications and grant of special eligibilities which are in the knowledge database and Citizen's Charter posted in government agencies' websites, are immediately acted upon. Tickets are then closed after providing the client with the needed information.

Complex concerns requiring a decision and/or appropriate action from specific CSC offices and government agencies are escalated through a referral system which brings the concern directly to the heads of offices/agencies. Regular follow-ups are done by the agents to ensure that receiving offices act on the referrals. CCB agents were required to do follow-up emails/calls within a three-day interval to get updates on action taken by the offices/agency. Each office or agency has a "Bilis Aksyon Partner" who helps the CCB elevate and monitor action on the referral within the offices/agency concerned. The concerns are considered resolved when the office/agency has replied and feedback is provided to the clients.

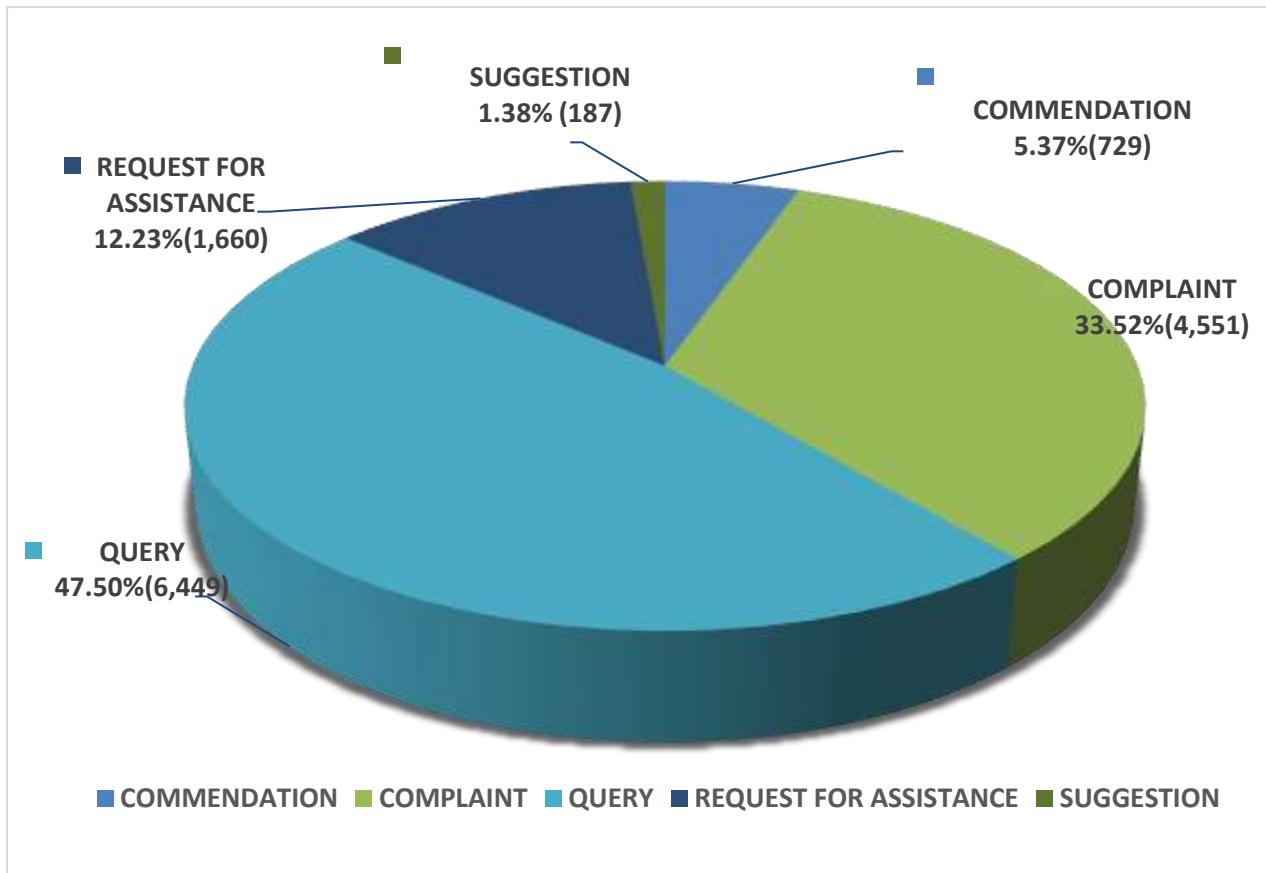
Chart 3. Classification of Tickets Created, January to December 2018



Types of Concerns lodged with CCB

Tickets are classified according to the type of the concern: complaint, request for assistance, commendation/appreciation, query, and suggestion. In 2018, 6,449 (47.50%) were queries; 4,551(33.52%) were complaints; 1,660 (12.23%) were request for assistance; 729 (5.37%) were commendations; and 187 (1.38%) were suggestions. Chart 4 shows a graphical presentation of cited data.

Chart 4. Types of concerns lodged by the public, January to December 2018



Going over the complaints and classifying them according to ARTA-related offenses, the top five were on: (1) slow process of transactions; (2) discourtesy of frontliners; (3) failure to act on request; (4) failure of frontliners to attend to clients during office hours; and (5) non-observance of the “No Noon Break” policy. The 2,169 other complaints were non-ARTA-related, such as graft and corrupt practices and administrative discipline and personnel actions. Below is the complete list of ARTA-related complaints lodged by the public.

Table 1. Nature of ARTA-related complaints, January to December 2018

Nature of Report	Number
Slow Processing of Transactions	1,109
Discourteous Frontliners	284
Failure to Act on Request	155
Failure to Attend to Clients during Office Hours	137
Non-observance of the No Noon Break	135
Presence of Fixer	98
Poor Service Delivery/Poor Facility	91
Unclear Procedure/s	91
Non response to letter	64
Unattended Hotline Number	57
Non observance of queuing system	32
Non Issuance of Official Receipt	29
No Special Lane for SC, PW, PWD	28
Imposition of Additional Cost	24

Extortion	23
Imposition of Additional Requirements	12
No Citizens Charter	6
Failure to Give Exact Change	4
Absence of Easy to Read Identification of Frontliner	2
No Public Assistance and Complaints Desk	1
	2,382

Reports concerning CSC

Out of the 109,136 transactions for 2018, a total of 419 or 0.39 percent were CSC-related reports received through different channels of CCB and endorsed by the 8888 Citizen's Complaint Hotline. These reports were referred to concerned CSC Offices for appropriate action. Table 2 shows the number of CSC reports received and referred per office.

Table 2. Reports on CSC Received and Referred, January to December 2018

CSC Offices	CCB	8888	Total	Percentage
CSI	1	0	1	0.24%
ERPO	18	4	22	5.25%
HRPSO	15	3	18	4.30%
IRMO	17	7	24	5.73%
OFAM	2	1	3	0.72%
OLA	42	35	77	18.38%
RO I	4	4	8	1.91%
RO II	4	1	5	1.19%
RO III	3	4	7	1.67%
RO IV	18	3	21	5.01%
RO V	3	0	3	0.72%
RO VI	6	7	13	3.10%
RO VII	11	11	22	5.25%
RO VIII	6	2	8	1.91%
RO IX	5	4	9	2.15%
RO X	11	9	20	4.77%
RO XI	11	3	14	3.34%
RO XII	8	4	12	2.86%
RO ARMM	10	3	13	3.10%
RO CAR	6	0	6	1.43%
RO Caraga	4	3	7	1.67%
RO NCR	70	36	106	25.30%
	275	144	419	100.00%

Table 3 shows the type of concerns received per CSC office.

Table 3. Type of Concerns Received per CSC Office, January to December 2018

Office	Commendation	Complaint	Query	Request for Assistance	Suggestion	Total
CSI	1	-	-	-	-	1
ERPO	-	5	3	13	1	22
HRPSO	-	2	8	7	1	18
IRMO	3	12	-	8	1	24
OFAM	-	2	-	-	1	3
OLA	-	11	3	63	-	77
RO I	-	2	-	6	-	8
RO II	-	2	-	3	-	5
RO III	-	4	1	2	-	7
RO IV	-	7	-	14	-	21
RO V	-	1	-	2	-	3
RO VI	-	6	-	7	-	13
RO VII	-	6	1	15	-	22
RO VIII	-	1	-	7	-	8
RO IX	-	3	-	6	-	9
RO X	-	12	-	8	-	20
RO XI	1	3	-	10	-	14
RO XII	-	3	-	9	-	12
RO ARMM	-	2	1	9	1	13
RO CAR	-	2	-	4	-	6
RO Caraga	-	2	-	5	-	7
RO NCR	3	38	1	64	-	106
Total		126				419

Ranking the nature of CSC-related reports received and referred, the top five were: (1) request for assistance on the status of filed complaint/appeal/petition for review with 88 (21.00%); (2) request for investigation of other government offices with 82 (19.57%); (3) complaint on the issuance of Certificate of Eligibility (COE) with 34 (8.11%); (4) query on CSC policies with 22 (5.25%); and (5) request for assistance on the grant of eligibilities under special laws and CSC issuances with 19 (4.53%). Below is the complete list of the nature of reports lodged by the public.

Table 4. Nature of Reports Received/Referred, January to December 2018

Nature of Report	Total	Percentage
Request for assistance on the status of filed complaint/appeal/petition for review	88	21.00%
Request for investigation of other government office/s	82	19.57%
Complaint on the issuance of Certificate of Eligibility (COE)	34	8.11%
Query on CSC policies	22	5.25%
Request for assistance on the grant of eligibilities under special laws and CSC issuances	19	4.53%
Complaint on the filing of application for CSE-PPT	15	3.58%
Complaint against CSC officials/employees	15	3.58%
Request for legal assistance	15	3.58%
Complaint on the resolution of filed complaint/appeal/petition for review	14	3.34%
Request for assistance on the Correction of Personal Information (COPI)	9	2.15%
Complaint on the processing of appointment	9	2.15%
Complaint on the processing of COPI	8	1.91%
Appreciation on quality service	8	1.91%
Request for assistance on the processing of appointment	7	1.67%
Complaint on unattended hotline number	7	1.67%
Complaint on the conduct of Career Service Examination (CSE)	7	1.67%
Complaint on the processing of application for the grant of eligibilities under special laws and CSC issuances	6	1.43%
Request for assistance on the issuance of COE	6	1.43%
Failure to act/respond on requests/letters	6	1.43%
Request for assistance on the authentication of COE	5	1.19%
Request for assistance on accessing CS examination result	4	0.95%
Feedback on the conduct of CSE	4	0.95%
Request for assistance on the correction of information in the COE/Eligibility Card	4	0.95%
Request for assistance on the filing of the application for CSE	3	0.72%
Feedback on the Computerized Examination (COMEX)	2	0.48%
Request for assistance to investigate CSC officials/employees	2	0.48%
Query on the issuance of COE	2	0.48%
Query on the implementation of CSC decision	2	0.48%
Complaint on the issuance of eligibility card	2	0.48%
Request for assistance on the issuance of Certificate of Union Accreditation	1	0.24%
Query on eligibilities granted under special laws and CSC issuances	1	0.24%
Complaint on the CSC policy on leave	1	0.24%
Complaint on accessing the CSC Website	1	0.24%
Complaint on the online application for "Certificate of No Pending Administrative Case"	1	0.24%
Complaint on accessing the Online Career Service Examination Result Generation System (OCSERGS)	1	0.24%
Complaint on the awarding of Outstanding Public Servants	1	0.24%
Suggestion on the processing of COE	1	0.24%
Suggestion on the automatic grant of CS Eligibility	1	0.24%
Suggestion on the use of social media sites in the government	1	0.24%
Suggestion on CSC parking slot	1	0.24%

Suggestion on the approval of temporary appointments	1	0.24%
Total	419	100.00%

The top five complaints against CSC offices were on: (1) issuance of Certificate of Eligibility (COE); (2) conduct of CSC officials/employees; (3) resolution of filed complaint/appeal/petition for review (4) filing of application for Career Service Examination-Paper and Pen Test (CSE-PPT); and (5) processing of appointment. Below is the complete list of the complaints.

Table 5. Nature of Complaints on CSC Offices, January to December 2018

Nature of Complaints	Number	Percentage
Issuance of Certificate of Eligibility (COE)	32	25.40%
CSC officials/employees	15	11.90%
Resolution of filed complaint/appeal/petition for review	14	11.11%
Filing of application for CSE-PPT	14	11.11%
Processing of appointment	9	7.14%
Processing of COPI	8	6.35%
Unattended hotline number	7	5.56%
Conduct of Career Service Examination	7	5.56%
Failure to act/respond on requests/letters	6	4.76%
Processing of application for the grant of eligibilities under special laws and CSC issuances	6	4.76%
Issuance of eligibility card	2	1.59%
Awarding of Outstanding Public Servants	1	0.79%
Accessing the CSC Website	1	0.79%
CSC policy on leave	1	0.79%
Computerized Examination (COMEX)	1	0.79%
Online application for "Certificate of No Pending Administrative Case"	1	0.79%
Accessing Online Career Service Examination Result Generation System (OCSERGS)	1	0.79%
Total	126	100.00%

Table 6 shows the nature of complaints received and referred per CSC Office.

Table 6. Nature of Complaints Received per CSC Office, January to December 2018

Office		Number	Percentage
ERPO	Complaint on the conduct of Career Service Examination	2	1.59%
	Feedback on the Computerized Examination (COMEX)	1	0.79%
	Complaint on accessing Online Career Service Examination Result Generation System (OCSERGS)	1	0.79%
	Complaint on the issuance of eligibility card	1	0.79%
HRPS O	Complaint on CSC policy on leave	1	0.79%
	Failure to act/respond on requests/letters	1	0.79%
IRMO	Complaint on the issuance of Certificate of Eligibility (COE)	10	7.94%
	Complaint on accessing the CSC Website	1	0.79%
	Complaint against CSC officials/employees	1	0.79%
OFAM	Complaint on unattended hotline number	1	0.79%

	Complaint against CSC officials/employees	1	0.79%
OLA	Complaint on the resolution of filed complaint/appeal/petition for review	9	7.14%
	Failure to act/respond on requests/letters	1	0.79%
	Complaint on the online application for "Certificate of No Pending Administrative Case"	1	0.79%
RO I	Complaint against CSC officials/employees	2	1.59%
RO II	Complaint on the issuance of Certificate of Eligibility (COE)	1	0.79%
	Complaint on the processing of appointment	1	0.79%
RO III	Complaint on unattended hotline number	2	1.59%
	Complaint on the filing of application for CSE-PPT	1	0.79%
	Complaint on the processing of appointment	1	0.79%
RO IV	Complaint against CSC officials/employees	2	1.59%
	Complaint on the filing of application for CSE-PPT	1	0.79%
	Complaint on the conduct of Career Service Examination	1	0.79%
	Complaint on the processing of appointment	1	0.79%
	Complaint on the processing of application for the grant of eligibilities under special laws and CSC issuances	1	0.79%
	Complaint on unattended hotline number	1	0.79%
RO V	Complaint against CSC officials/employees	1	0.79%
RO VI	Complaint on the processing of application for the grant of eligibilities under special laws and CSC issuances	2	1.59%
	Complaint on the issuance of Certificate of Eligibility (COE)	2	1.59%
	Complaint against CSC officials/employees	1	0.79%
	Complaint on the conduct of Career Service Examination	1	0.79%
RO VII	Complaint on the issuance of Certificate of Eligibility (COE)	3	2.38%
	Complaint against CSC officials/employees	2	1.59%
	Complaint on the processing of COPI	1	0.79%
RO VIII	Complaint on the issuance of Certificate of Eligibility (COE)	1	0.79%
RO IX	Complaint against CSC officials/employees	1	0.79%
	Complaint on the issuance of eligibility card	1	0.79%
	Failure to act/respond on requests/letters	1	0.79%
RO X	Complaint on the filing of application for CSE-PPT	5	3.97%
	Complaint on the issuance of Certificate of Eligibility (COE)	3	2.38%
	Failure to act/respond on requests/letters	3	2.38%
	Complaint on the processing of application for the grant of eligibilities under special laws and CSC issuances	1	0.79%
RO XI	Complaint on the issuance of Certificate of Eligibility (COE)	2	1.59%
	Complaint on unattended hotline number	1	0.79%
RO XII	Complaint against CSC officials/employees	1	0.79%
	Complaint on the issuance of Certificate of Eligibility (COE)	1	0.79%
	Complaint on the processing of appointment	1	0.79%
RO ARMM	Complaint on the processing of application for the grant of eligibilities under special laws and CSC issuances	1	0.79%
	Complaint on the issuance of Certificate of Eligibility (COE)	1	0.79%
RO CAR	Complaint on awarding of Outstanding Public Servants	1	0.79%
	Complaint against CSC officials/employees	1	0.79%

RO Caraga	Complaint on the conduct of Career Service Examination	1	0.79%
	Complaint on the processing of appointment	1	0.79%
RO NCR	Complaint on the issuance of Certificate of Eligibility (COE)	8	6.35%
	Complaint on the filing of application for CSE-PPT	7	5.56%
	Complaint on the processing of COPI	7	5.56%
	Complaint on the resolution of filed complaint/appeal/petition for review	5	3.97%
	Complaint on processing of appointment	4	3.17%
	Complaint against CSC officials/employees	2	1.59%
	Complaint on the conduct of Career Service Examination	2	1.59%
	Complaint on unattended hotline number	2	1.59%
	Complaint on the processing of application for the grant of eligibilities under special laws and CSC issuances	1	0.79%
Total		126	

Report on Other Government Agencies

Tables 7 and 8 lists down the top national government agencies and local government units with the most number of complaints as well as the nature of complaints for each agency received from January to December 2018.

Table 7. Agencies with Most Number of Complaints, January to December 2018

Rank	Agency	Total No. of Complaints	Percentage	Nature of Complaints
1	Land Transportation Office	307	33.12%	Slow Process (127); Fixing Activities (52); Discourtesy (32); Poor Facility (16); Non-observance of queuing systems (11)
2	Social Security System	144	15.53%	Slow Process (52); Discourtesy (16); No Noon Break (16); Unclear Procedure/s (12); Failure to Attend to Clients during Office Hours (11);
3	Bureau of Internal Revenue	107	11.54%	Slow Process (41); No Noon Break (17); Failure to Attend to Clients during Office Hours (11); Failure to Act on Request (10); Fixing Activities (9)
4	Land Registration Authority	77	8.31%	Slow Process (36); Failure to Attend to Clients during Office Hours (12); No Noon Break (10); Unclear Procedure/s (3)
5	Home Development Mutual Fund	75	8.09%	Slow Process (42); Unattended Hotline Number (7); Poor Facility (6); Unclear Procedure/s (5); Discourtesy (4); Failure to Attend to Clients during Office Hours (2)

6	Philippine Statistics Authority	64	6.90%	Slow Process (28); Poor Facility (8); Discourtesy (8); Unclear Procedure/s (5); Non observance of queuing systems (3);
7	Department of Foreign Affairs	45	4.85%	Discourtesy (16); Unattended Hotline Number (5); Slow Process (5); Fixing Activities (5); Unclear Procedure/s (5)
8	Professional Regulation Commission	39	4.21%	Slow Process (15); No Noon Break (3); Discourtesy (5); Unclear Procedure/s (4); Failure to Attend to Clients during Office Hours (4)
9	Philippine Health Insurance Corporation	36	3.88%	Slow Process (10); Discourtesy (8); Fixing Activities (4); No Noon Break (4); Failure to Attend to Clients during Office Hours (3)
10	National Bureau of Investigation	33	3.56%	Slow Process (5); Unclear Procedure/s (4); Discourtesy (4); No Noon Break (4); Failure to Attend to Clients during Office Hours (3)

Table 8. LGUs with Most Number of Complaints, January to December 2018

Rank	Agency	Total No. of Complaints	Percentage	Top 5 Nature of Complaints
1	Quezon City	17	29.31%	Failure to Act on Request (7); Discourtesy (6); Slow Process (2); Poor Facility (1)
2	Manila	13	22.41%	Slow Process (4); Failure to Attend to Clients during Office Hours (4); Discourtesy (3); Failure to Act on Request (2)
3.5	Muntinlupa City	5	8.62%	Discourtesy (4); No Noon Break (1); Slow Process (1); Failure to Act on Request (1);
3.5	Taguig City	5	8.62%	Imposition of Additional Cost (1); Slow Process (1); No Noon Break (1); Failure to Act on Request (1); Fixing Activities (1)
5	Pasig City	4	6.90%	Failure to Act on Request (2); Poor Facility (1); Discourtesy (1)
7.5	Antipolo City	3	5.17%	Unclear Procedure/s (1); No Citizens Charter (1); No Noon Break (1); Failure to Act on Request (1)
7.5	Paranaque	3	5.17%	Failure to Act on Request (1); No Noon Break (1); Imposition of Additional Cost (1);

7.5	Pasay City	3	5.17%	Unclear Procedure/s (1); Slow Process (1); Imposition of Additional Cost (1)
7.5	Valenzuela City	3	5.17%	Discourtesy (1); Unattended Hotline Number (1); Slow Process (1)
10	Las Pinas City	2	3.45%	Failure to Act on Request (1); Discourtesy (1)

Resolution Rate

The CCB ensures that transactions are in compliance with the number of days required under ARTA. By end of December, 94.60% of the total number of simple and complex transactions have been resolved. The remaining 5.4% active tickets were lodged in December 2018, and are expected to be resolved in the early part of 2019. Table 9 shows the resolution rate of CSC Offices on referrals from CCB.

Table 9. CSC Offices' Resolution Rate, January to December 2018

CSC Offices	Total Resolved	Total Referred	Resolution Rate
CSI	1	1	100.00%
ERPO	22	22	100.00%
HRPSO	15	18	83.33%
IRMO	24	24	100.00%
OFAM	3	3	100.00%
OLA	42	77	54.55%
RO I	8	8	100.00%
RO II	4	5	80.00%
RO III	7	7	100.00%
RO IV	21	21	100.00%
RO V	3	3	100.00%
RO VI	13	13	100.00%
RO VII	21	22	95.45%
RO VIII	7	8	87.50%
RO IX	8	9	88.89%
RO X	19	20	95.00%
RO XI	12	14	85.71%
RO XII	12	12	100.00%
RO ARMM	10	13	76.92%
RO CAR	5	6	83.33%
RO Caraga	6	7	85.71%
RO NCR	106	106	100.00%
Total	369	419	88.07%

Government Agencies Resolution Rate

Tables 10 and 11 presents the agencies and local government units with the most number of resolved tickets.

Table 10. Agencies with Most Number of Tickets Resolved, January to December 2018

No.	Agency	Total Resolved	Total Referred	Resolution Rate
1.5	Bureau of Internal Revenue	223	223	100.00%
1.5	Land Bank of the Philippines	80	80	100.00%
3	Philippine Health Insurance Corporation	82	85	96.47%
4	Social Security System	348	366	95.08%
5	Government Service Insurance System	86	90	95.56%
6	Home Development Mutual Fund	244	261	93.49%
7	Professional Regulation Commission	55	60	91.67%
8	Philippine Statistics Authority	104	114	91.22%
9	Department of Foreign Affairs	93	102	91.17%
10	Department of Public Works and Highways	45	52	86.54%

Table 11. LGUs with Most Number of Tickets Resolved, January to December 2018

No.	LGUs	Total Resolved	Total Referred	Resolution Rate
1	Pasay City	8	8	100.00%
2	Mandaluyong City	8	8	100.00%
3	Tacloban City	5	5	100.00%
4	Zamboanga City	5	5	100.00%
5	Muntinlupa City	11	12	91.67%
6	Parañaque City	10	11	90.91%
7	Cebu City	7	8	87.50%
8	Pasig City	6	7	85.71%
9	Quezon City	30	37	81.08%
10	Baguio City	6	8	75.00%

Commendations and Success Stories

For 2018, a total of 729 (0.67%) of the transactions received were commendations from the clients. Below are some of the commendations received from clients appreciating the assistance extended by the CCB:

Corrected SSS Member's Personal Data

Ticket Reference Code: **IRN0224461**

The CCB received thru text message a request for assistance on October 1, 2018 for the change of date of birth and cancellation of other SSS number:

“Sana po ay matulungan niyo ako kasi nagfile ako sa SSS San Fernando, Pampanga branch. Para po ito sa change ng date of birth at cancellation other sss number. Three times na ako

pabalik balik hanggang ngayon wala pa po result. Ang concern ko ay mapalitan August 5, 1958 to August 13, 1957 na date of birth. Pang 6 months na po bukas pero wala pa po result. Thank you po. Galing po ako ngayon sa SSS San Fernando Pampanga at sabi po follow up nil. Si Carolina Nugayan po nakausap ko. Hindi ko po kasi nadala stub kanina pagpunta ko pero noong sabi after 3 months follow up ka. Pumunta ako tapos sabi after 5months. Pag punta ko wala na naman po.”

CCB referred the customer’s concern to the Social Security System (SSS) on October 3, 2018. On December 4, 2018, the CCB received this update from the customer:

“Good morning po, mgppasalamat lng po ako sa inyo at sa CCB at naayos na yung change date of birth ko sa sss pampanga branch.thank po uli.”

Approved HDMF Reimbursement Claim

Ticket Reference Code: **IRN0225983**

The CCB received thru text message a request for assistance on November 15, 2018 for the release of his reimbursement claim:

“Magpapatulong po sana ako makuha ang reimbursement ko sa Philhealth 500 Shaw Blvd. Mandaluyong. Hanggang ngayon po mahigit 60 days na ‘on process’ pa rin ang status. Per call center agent Alex 2 emails were sent to Philhealth claims department NCR North Caloocan but no reply received to date. He said he tried to call 361 0716 to follow up but no one is answering the phone. Nagfollow up na po ulit ako nitong Monday sa call center at si Mr. Alex nga ang nakausap ko at ganoon pa rin ang status for processing pa rin daw at sabi niya tumawag na rin siya sa Caloocan pero walang sumasagot. Sabi niya sa akin subukan ko rin tumawag sa Caloocan. Tumawag po ako at tama si Mr. Alex ring lang ng ring, walang sumasagot sa 361-0716. Please help me. Thank you po.”

The concern was referred to the Home Development Mutual Fund (HDMF) on November 16, 2018. On December 18, 2018, CCB received an email from the customer extending his appreciation for the assistance provided:

“Salamat sa pagtugon sa aming hinaing. Sa totoo lang nawawalan na kami ng pagasa dahil mahigit 3-buwan na ang nakakaraan ay wala pa ring linaw ang aming hinaing kaya kami ay lumapit na sa contactcenterngbayan.gov.ph.

Salamat din sa pamunuan at tauhan ng contactcenterngbayan.gov.ph na tumulong sa amin na kundi dahil sa kanila ay di magkakaroon ng linaw ang aming hinaing.

Posted SSS Loan Payment

Ticket Reference Code: **IRN0226547**

The CCB received an email requesting assistance on December 4, 2018, for the correction of posting of her loan payment:

“Hi CSC, I sent an email to SSS to member_relations@sss.gov.ph dated October 23, 2018 stated that I found out through online that my payment

For my short Term loan paid at Bayad Center was posted in my previous loan in 2016 (already closed) supposed to be will be posted in my present loan which is 2017 in the amount of Php 1, 2000.00.

FORTUNATELY, they replied on my email on the following day dated October 24, 2018 that they currently coordinating this matter to Cash Department for their thorough evaluation and immediate action.

Perhaps, upon checking online as of December 01, 2018 my payment still posted in 2016.

Moreso I made a several follow up on my concern dated November 6, 9, and 15 respectively but I didn't received any reply from them, NO ACTION, TOO SLOW and NO DEVELOPMENT YET.

Pls. screenshots emails to them. And see attached OR. And ID for your reference. Looking a immediate action on this matter."

The concern was referred to the Social Security System (SSS) on December 5, 2018. On December 20, 2018, CCB received this update from the cusotmer:

"Awesome. Upon checking online it was already posted in my present loan. Thanks for the assistance. Merry Christmas and Happy New Year in advance. Thank you so much."

Resolved Long-standing Complaint

Ticket Reference Code: **IRN0220700**

The Contact Center ng Bayan (CCB) received thru email a request for assistance on June 25, 2018, for no permanent action of the LGU, LTO and MBDA, regarding ta long-standing complaint on tricycles along the main road of Palihan, Hermosa, Bataan:

"Our Local Government, LTO, and MBDA here in 'Bataan' has NO permanent action regarding our "years" of complaints about the TRICYCLE TODA illegally terminal/parking/picking-up commuters along the main road super highway which they not allowed to operate. They located in-front of main road intersection in-front of Hermosa Ecozone, address: Palihan, Hermosa, Bataan. They disrespectfully blocking residential and commercial entrances and driveways including my home and business. They are causing a lot of traffics and accidents when rush hours and at night. They causing as the main obstructions along the road, I hope this message could reach the people in the government that really wants discipline and changes and help us."

CCB referred the customer's concern to the Municipal Government of Hermosa on June 26, 2018. On December 1, 2018, the CCB received this email from the customer:

"Thank you for taking the time for making actions. I sincerely appreciate the time you spent seeing onto this matter. I actually seeing a progress happening in our Town. City Officials and Local Brgy. Officials are now sending away "illegal parking vehicle" and "Tricycle TODA", along the side road even thou it not every day. I hope you'll continue this good Government program. To keep our Country better."

Recommendations and Future Plan

There is an ongoing assessment of ARTA Program implementation initiated by United Nations Development Programme Philippines (UNDP) and the National Economic and Development Authority (NEDA). Said assessment presents the data visualization and storytelling on CCB data. The following are recommendations on part of CCB to improve government services based on research results.

- For certain concerns, several weeks pass before any action is taken. Considering how critical response time is for customers, it is imperative that stricter service levels in responding to complainants and forwarding concerns to offices be imposed for the CCB. Based on data, actions can be taken in 24 hours or less in many cases - bringing the wait time down to this for all ARTA class types would be ideal.
- The CCB should monitor the types of issues that genuinely require additional information versus those that can be directly escalated. Many issues were reduced to pure feedback for offices, as the CCB did not receive a reply from complainants with more information on their concerns within 48 hours. There is a risk of losing significant opportunities for many offices to improve their service quality whenever no clear action is expected from the said offices. In addition, the template for collecting more information from respondents should be tailored so that information already provided is not asked for again.
- Ensure that there are clear and consistent metrics for closing complaints. A number of complaints were deemed closed but were left unexplained in the CCB dataset. Clear metrics must be put in place to ensure that all complaints are properly acknowledged and acted upon.
- Make sure that any data collected is forwarded to appropriate agencies. A number of complaints deemed closed were not escalated to the respective agencies, which may have improved their services had they received these specific complaints. As such, the CCB may consider sending all concerns to the agencies, even as pure feedback for issues not deemed to require action.
- Enforce stricter monitoring on more serious allegations that currently tend to get ignored. ARTA concerns like Bribery and Extortion, Fixing Activities, Imposition of Additional Requirements, and Imposition of Additional Cost were often not acted upon; these classes had the highest portion of total responses with no action taken. These serious allegations should be addressed head-on instead of delaying action until the issue expires, in order to ensure good governance across all offices, and having dedicated CCB personnel monitoring the status of such issues could greatly improve response rates and issue resolution.