

**CONTACT CENTER NG BAYAN
2019 Year-end Report**

Public Assistance Information Office

Contact Center Ng Bayan 2019 Year-end Report

Executive Summary

First institutionalized as the public feedback mechanism of the Philippine Government through 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, walk-in to the CSC's Public Assistance Desk and thru mail.

The passage of 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 further strengthened initiatives to improve the quality of public service delivery.

Rule IV (Citizen's Charter) of the said law's Joint Memorandum Circular (JMC) No. 2019-001, series of 2019 or the Implementing Rules and Regulations of Republic Act No. 11032 otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" promulgated on 17 July 2019, provides that the Contact Center ng Bayan (CCB) and the feedback facility of the Civil Service Commission shall be included in the Citizen's Charter of each government agency as part of its complaints mechanism.

A total of 95,062 transactions were received and acted upon by the CCB facility from January to December 2019. Of the 95,062 transactions, 80,926 non-ticketed or simple transactions were resolved on the spot while 5,314 were ticketed transactions which were referred to concerned agencies and CSC offices. Of the ticketed transactions, 6,678 were queries; 4,269 were complaints; 2,442 were request for assistance; 833 were commendations; and 126 were suggestions Resolution rate of all concerns was at 98.91% by the end of December 2019.

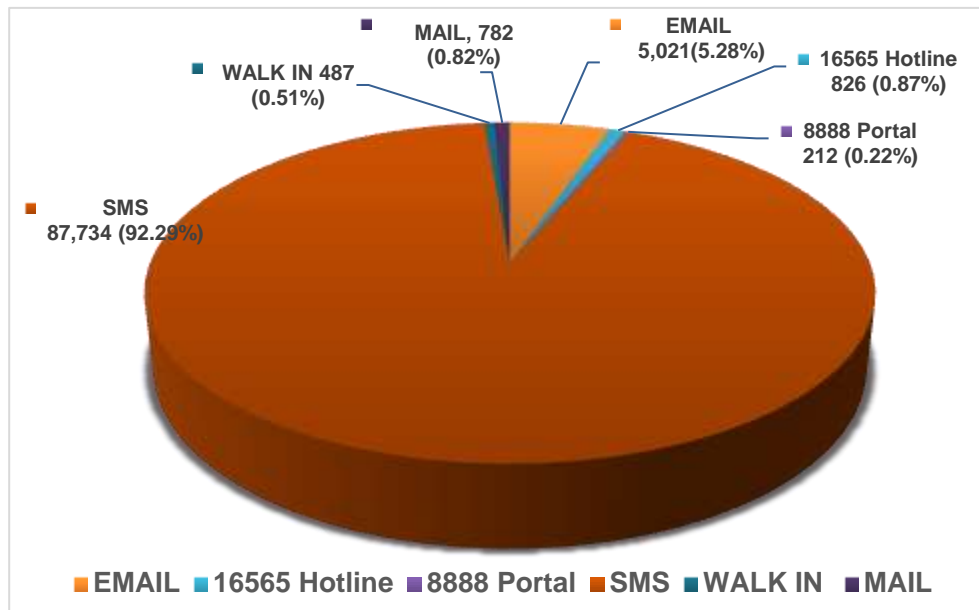
Five hundred and eighty (580) or 0.61 percent of the 95,062 transactions for 2019, were CSC-related reports received. Resolution rate of CSC offices was at 98.10% by end of December 2019.

National Government Agencies (NGAs) which had the most number of complaints on frontline service were the Land Transportation Office and Bureau of Internal Revenue (BIR); among Government-Owned Controlled Corporations (GOCCs), the Social Security System and Home Development Mutual Fund (HDMF).

Contact Center ng Bayan 2019 Year-end Report

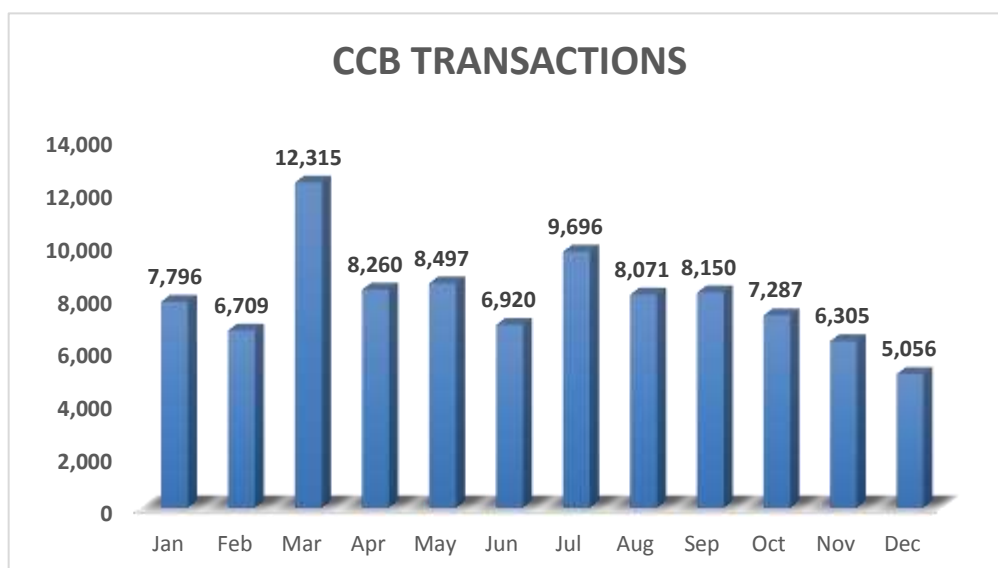
For 2019, a total of 95,062 transactions were received and acted upon by the CCB facility. Of said transactions, 87,734, (92.29%) were received through SMS; 5,021 (5.28%) from email@contactcenterngbayan.gov.ph; 826 (0.87%) from hotline 1-6565; 782 (0.82%) from registered mail; 487 (0.51 %) from walk-in clients; and 212 (0.22%) endorsed by 8888 Citizen’s Hotline.

Chart 1. Total Transactions per Access Mode, January to December 2019



Peak months or periods where transactions were high were during the month of January, March and July. This may be attributed to the conduct of Career Service Examinations-Pen and Paper Test in March and in August when queries on room school assignment and test coverage increased.

Chart 2. CCB Transactions, January to December 2019



Clients' concerns lodged through CCB access channels which bear sufficient details are created into tickets and are assigned reference numbers for easy monitoring, updating, and retrieval.

In 2019, CCB created 14,348 tickets of the total 95,062 transactions. Tickets were created for new clients and for existing clients that have different concern. No tickets were created for the 80,926 outbound and inbound texts and follow-up calls received by CCB agents because they already have an existing ticket.

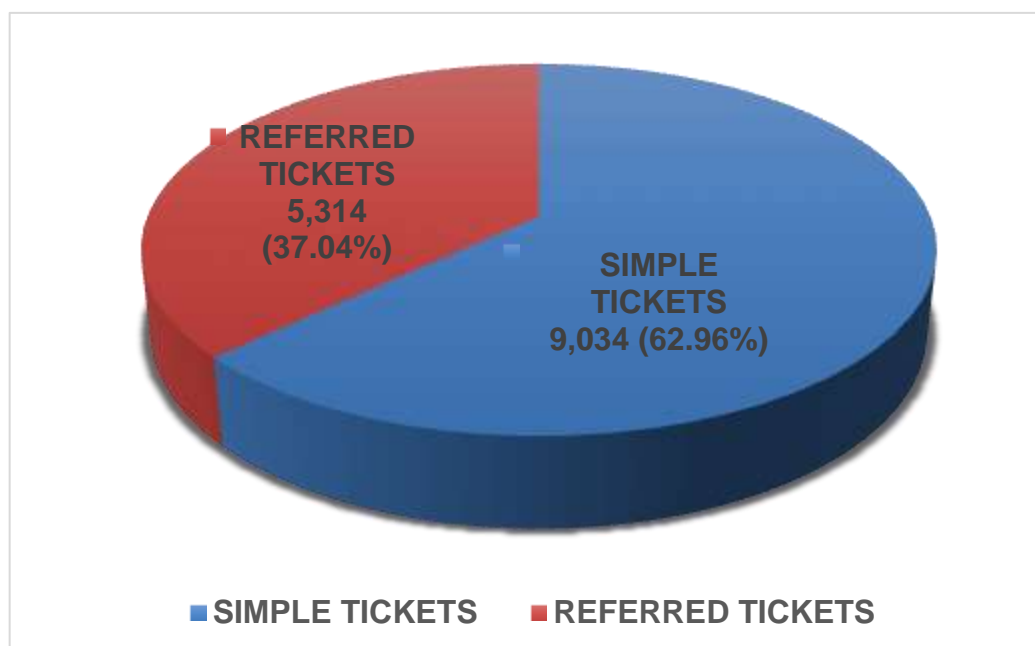
Of the 14,348 tickets created, 9,034 tickets (62.96%) were resolved at the level of the CCB agent and subsequently categorized as filed. The remaining 5,314 (37.04%) tickets were referred to concerned agencies.

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 in the Citizen's Charter posted in government agencies' websites, are immediately acted upon. Tickets are then closed right 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 are required to do follow-up emails/calls within a three-day interval to get updates on action/s taken by the offices/agencies. CCB agents coordinate with the agency's Bilis Aksyon Partner who helps monitor action on the referral within the office/agency concerned. The concerns are considered resolved when the office/agency has replied and feedback is provided to clients.

Chart 3 shows the classification of the tickets created from January to December 2019.

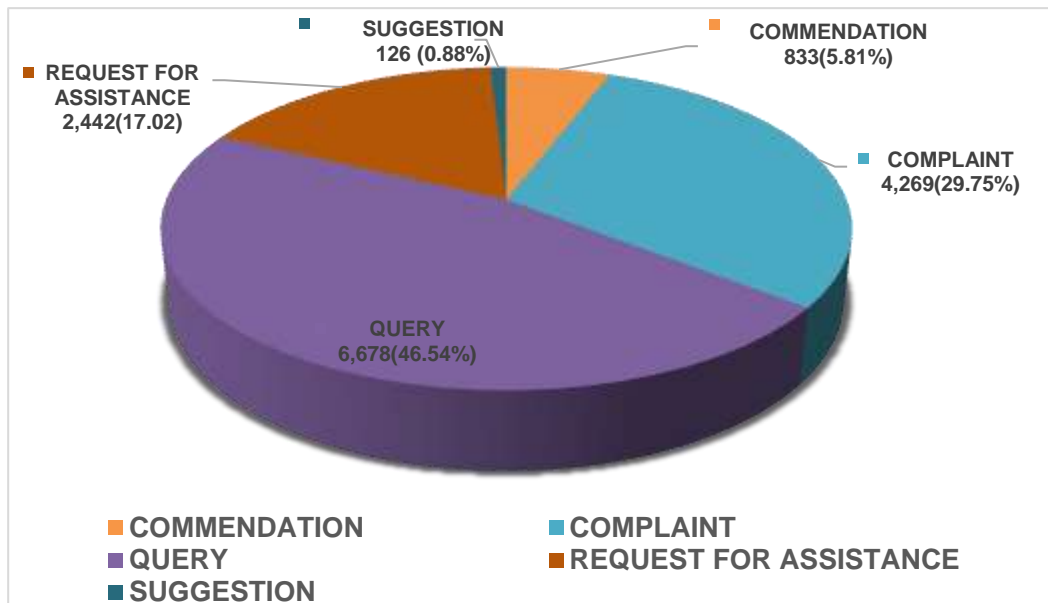
Chart 3. Classification of Tickets Created, January to December 2019



Types of Concerns received by the CCB

Tickets are classified according to the type of the concern: complaint, request for assistance, commendation/appreciation, query, and suggestion. In 2019, 6,678(46.54%) were queries; 4,269 (29.75%) were complaints; 2,442 (17.02%) were request for assistance; 833 (5.81%) were commendations; and 126 (0.88%) were suggestions. Chart 4 presents a graphical presentation of cited data.

Chart 4. Types of concerns lodged by the public, January to December 2019



Going over the complaints and classifying them according to government frontline service complaints, the top five were on: (1) slow process of transactions; (2) discourtesy of frontliners; (3) non-observance of the “No Noon Break” policy; (4) poor service delivery/poor facility; and (5) failure of frontliners to attend to clients during office hours. The 3,113 other complaints were 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 government frontline service complaints, January to December 2019

Government Frontline Service Complaints	Number	Percentage
Slow processing of transactions	384	33.22%
Discourteous frontliners	220	19.03%
Non-observance of the “No Noon Break” policy	101	8.74%
Poor service delivery/Poor facility	89	7.70%
Failure to attend to clients during office hours	78	6.75%
Failure to act on request	57	4.93%
Unattended hotline number	52	4.50%
Unclear procedure/s	48	4.15%
Presence of fixer	46	3.98%
Non-observance of queuing systems	17	1.47%
Non-response to letter	14	1.21%
Imposition of additional cost	13	1.12%
No special lane for senior citizen, pregnant women, person with disabilities	11	0.95%
Non-issuance of Official Receipt	10	0.87%
Extortion	8	0.69%
Absence of easy to read identification of frontliner	3	0.26%
Imposition of additional requirements	3	0.26%
Failure to give exact change	1	0.09%
No Citizens Charter	1	0.09%
Total	1,156	100.00%

Reports concerning CSC services

A total of 580 or 0.61 percent of the 95,062 transactions for 2019 were CSC-related reports, received through the 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 with its corresponding resolution rate.

Table 2. Reports received on CSC Offices through 8888 and CCB, January to December 2019

CSC Offices	8888	CCB	Total	Resolution Rate	Average Response Time (in working days)
OCH	-	1	1	100.00%	1 day
OCL	-	6	6	100.00%	1 day
HRRO	-	2	2	100.00%	7 days
OHRMD	-	3	3	100.00%	7 days
RO XII	5	-	5	100.00%	10 days
RO CAR	-	5	5	100.00%	12 days
ERPO	6	27	33	100.00%	12 days
RO VI	9	10	19	100.00%	14 days
RO VIII	3	7	10	100.00%	14 days
RO IV	6	40	46	100.00%	16 days
CSI	-	4	4	100.00%	18 days
RO Caraga	1	4	5	100.00%	21 days
RO ARMM	3	1	4	100.00%	22 days
IRMO	1	17	18	100.00%	22 days
RO NCR	24	74	98	100.00%	25 days
RO III	27	22	49	100.00%	25 days
RO VII	5	19	24	100.00%	26 days
OFAM	-	4	4	100.00%	27 days
RO V	1	14	15	100.00%	30 days
RO I	2	11	13	100.00%	41 days
RO II	2	5	7	100.00%	5 days
RO IX	5	8	13	100.00%	54 days
RO XI	-	6	6	100.00%	176 days
HRPSO	3	45	48	97.92%	23 days
OLA	32	87	119	97.48%	20 days
RO X	7	16	23	95.65%	40 days
Grand Total	142	438	580		

Out of the 580 received and referred to CSC Offices, request for assistance accounted for 383 (66.04%); 122 (21.03%) were complaints; 42 (7.24%) were queries; 23(3.97%) were suggestions; and 10 (1.72%) were commendations. Table 3 presents the types of concerns received.

Table 3. Types of concerns received, January to December 2019

Types of Concerns	Number
Request for Assistance	383
Complaint	122
Query	42
Suggestion	23
Commendation/Appreciation	10
Total	580

Table 4 shows the type of concerns received per CSC office.

Table 4. Type of Concerns Received per CSC Office, January to December 2019

Office	Commendation	Complaint	Query	Request for Assistance	Suggestion	Total
CSI	-	-	-	3	1	4
ERPO	-	8	3	15	7	33
HRPSO	-	1	21	21	5	48
HRRO	-	-	-	2	-	2
IRMO	-	7	1	6	4	18
OCH	-	-	-	1	-	1
OCL	4	-	-	1	1	6
OFAM	-	2	-	-	2	4
OHRMD	-	1	-	1	1	3
OLA	1	2	3	112	1	119
RO I	-	2	-	11	-	13
RO II	-	1	-	6	-	7
RO III	2	12	1	34	-	49
RO IV	-	20	2	24	-	46
RO IX	-	1	-	12	-	13
RO V	2	5	2	6	-	15
RO VI	-	7	-	12	-	19
RO VII	-	6	1	17	-	24
RO VIII	-	3	1	6	-	10
RO X	-	6	2	15	-	23
RO XI	-	2	-	3	1	6
RO XII	-	1	-	4	-	5
RO ARMM	-	1	-	3	-	4
RO CAR	-	-	2	3	-	5
RO Caraga	-	1	-	4	-	5
RO NCR	1	33	3	61	-	98
Total	10	122	42	383	23	580

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

Table 5 lists the nature of complaints received.

Table 5. Nature of Complaints, January to December 2019

Nature of Complaints on Services	Number	Percentage
Issuance of Certificate of Eligibility (COE)	36	29.51%
Conduct of Career Service Examination	28	22.95%
Filing of application for CSE-PPT	13	10.66%
Resolution of filed complaint/appeal/petition for review	9	7.38%
Conduct of CSC officials/employees	8	6.56%
Processing of appointment	4	3.28%
Unattended hotline number	4	3.28%
Computerized Examination (COMEX)	4	3.28%
Processing of application for the grant of eligibilities under special laws and CSC issuances	3	2.46%
Accessing the Online Career Service Examination Result Generation System (OCSEGRS)	3	2.46%
Online application for "Certificate of No Pending Administrative Case"	2	1.64%
Verification of Civil Service Eligibility	2	1.64%
Submission of Original Copy of Authenticated Certificate of Eligibility	1	0.82%
Processing of COPI	1	0.82%
Issuance of Certified Copies of Documents	1	0.82%
Incorrect Personal Information	1	0.82%
Slow Processing of Transaction	1	0.82%
Issuance of eligibility card	1	0.82%
Grand Total	122	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 2019

Office	Nature of Complaints	Number	Percentage
ERPO	Computerized Examination (COMEX)	4	3.28%
	Accessing the Online Career Service Examination Result Generation System (OCSEGRS)	3	2.46%
	Issuance of eligibility card	1	0.82%
HRPSO	Submission of Original Copy of Authenticated Certificate of Eligibility	1	0.82%
IRMO	Issuance of Certificate of Eligibility (COE)	5	4.10%
	Verification of Civil Service Eligibility	1	0.82%
	Issuance of Certified Copies of Documents	1	0.82%
OFAM	Unattended hotline number	1	0.82%

	Conduct CSC officials/employees	1	0.82%
OHRMD	Conduct CSC officials/employees	1	0.82%
OLA	Online application for "Certificate of No Pending Administrative Case"	2	1.64%
RO I	Issuance of Certificate of Eligibility (COE)	1	0.82%
	Filing of application for CSE-PPT	1	0.82%
RO II	Resolution of filed complaint/appeal/petition for review	1	0.82%
RO III	Issuance of Certificate of Eligibility (COE)	4	3.28%
	Filing of application for CSE-PPT	4	3.28%
	Processing of appointment	2	1.64%
	Conduct CSC officials/employees	2	1.64%
RO IV	Conduct of Career Service Examination	17	13.93%
	Filing of application for CSE-PPT	2	1.64%
	Issuance of Certificate of Eligibility (COE)	1	0.82%
RO IX	Conduct of Career Service Examination	1	0.82%
RO V	Resolution of filed complaint/appeal/petition for review	1	0.82%
	Filing of application for CSE-PPT	1	0.82%
	Unattended hotline number	1	0.82%
	Issuance of Certificate of Eligibility (COE)	1	0.82%
	Processing of application for the grant of eligibilities under special laws and CSC issuances	1	0.82%
RO VI	Issuance of Certificate of Eligibility (COE)	3	2.46%
	Resolution of filed complaint/appeal/petition for review	2	1.64%
	Conduct of CSC officials/employees	2	1.64%
RO VII	Issuance of Certificate of Eligibility (COE)	3	2.46%
	Conduct of Career Service Examination	1	0.82%
	Processing of Correction of Personal Information	1	0.82%
	Processing of appointment	1	0.82%
RO VIII	Issuance of Certificate of Eligibility (COE)	2	1.64%
	Unattended hotline number	1	0.82%
RO X	Issuance of Certificate of Eligibility (COE)	3	2.46%
	Resolution of filed complaint/appeal/petition for review	1	0.82%
	Conduct of Career Service Examination	1	0.82%
	Conduct of CSC officials/employees	1	0.82%
RO XI	Filing of application for CSE-PPT	1	0.82%
	Conduct of CSC officials/employees	1	0.82%
RO XII	Processing of application for the grant of eligibilities under special laws and CSC issuances	1	0.82%
RO ARMM	Resolution of filed complaint/appeal/petition for review	1	0.82%
RO Caraga	Issuance of Certificate of Eligibility (COE)	1	0.82%

RO NCR	Issuance of Certificate of Eligibility (COE)	12	9.84%
	Conduct of Career Service Examination	8	6.56%
	Filing of application for CSE-PPT	4	3.28%
	Resolution of filed complaint/appeal/petition for review	3	2.46%
	Incorrect Personal Information	1	0.82%
	Slow Processing of Transaction	1	0.82%
	Unattended hotline number	1	0.82%
	Verification of Civil Service Eligibility	1	0.82%
	Processing of appointment	1	0.82%
	Processing of application for the grant of eligibilities under special laws and CSC issuances	1	0.82%
Grand Total		122	

Report on Other Government Agencies

Out of the 1,156 complaints on government frontline service, the top five (5) agencies with the most number of complaints received were against LTO (14.01%), SSS (9.69%), BIR (9.60%), LRA (7.01%) and HDMF (5.45%). Table 7 lists down the top 10 national government agencies with the most number of complaints as well as the nature of complaints for each agency received from January to December 2019.

Table 7. Agencies with Most Number of Complaints, January to December 2019

Rank	Agency	Top 5 Nature Of Complaints	Total No. of Complaints	Percentage (No. of Complaints on Agency over Total Number of Complaints)
1	Land Transportation Office (LTO)	Slow Process (64); Fixing Activities (35); Discourtesy (14); Poor Service Delivery (7); Failure to Attend to Clients during Office Hours (7)	162	14.01%
2	Social Security System (SSS)	Slow Process (49); Discourtesy (25); Poor Service Delivery (8) Failure to Attend to Clients during Office Hours (7); Non-observance of No Noon Break Policy (6)	112	9.69%
3	Bureau of Internal Revenue (BIR)	Slow Process (34); Discourtesy (20); Poor Service Delivery (16); Unclear Procedure/s (11); Non-observance of No Noon Break Policy (10)	111	9.60%
4	Land Registration Authority (LRA)	Slow Process (21); Non-observance of No Noon Break Policy (16); Failure to Attend to Clients during Office Hours (14); Discourtesy (9); Unattended Hotline Number (4)	81	7.01%
5	Home Development Mutual Fund (HDMF)	Slow Process (33); Unclear Procedure/s (8); Discourtesy (5); Non-observance of No Noon	63	5.45%

		Break Policy (4); Failure to Act on Request (3);		
6	Professional Regulation Commission (PRC)	Slow Process (22); Discourtesy (7); Poor Service Delivery (6); Non-observance of No Noon Break Policy (5); Failure to Attend to Clients during Office Hours (4);	54	4.67%
7.5	Philippine Statistics Authority (PSA)	Slow Process (13); Discourtesy (6); Poor Service Delivery (4); Unattended Hotline Number (3); Non-observance of No Noon Break Policy (3)	33	2.85%
7.5	Department of Foreign Affairs (DFA)	Slow Process (10); Discourtesy (7); Poor Service Delivery (3); Unattended Hotline Number (2); Failure to Attend to Clients during Office Hours (2)	33	2.85%
9	Philippine Postal Corporation (PHILPOST)	Slow Process (9); Unattended Hotline Number (6); Discourtesy (3); Non-observance of No Noon Break Policy (2); Poor Service Delivery (2);	25	2.16%
10	National Bureau of Investigation (NBI)	Slow Process (6); Failure to Attend to Clients during Office Hours (4); Discourtesy (3); Non-observance of No Noon Break Policy (3); Service Delivery (2);	24	2.08%

Tables 8 presents the agencies with the most number of resolved tickets.

Table 8. Agencies with High Resolution Rate, January to December 2019

No.	Agency	Total Resolved	Total Referred	Resolution Rate
1	Land Bank of the Philippines	40	40	100.00%
2	Bureau of Internal Revenue	416	417	99.76%
3	Social Security System	411	414	99.28%
4	Philippine Health Insurance Corporation	56	57	98.25%
5	Department of Agrarian Reform	36	37	97.30%
6	Professional Regulation Commission	85	88	96.59%
7	Department of Foreign Affairs	99	104	95.19%
8	Government Service Insurance System	92	100	92.00%
9	Local Water Utilities Administration	41	45	91.11%
10	Department of Labor and Employment	30	33	90.91%

Success Stories

While reports received by CCB were mostly complaints, there were bright spots on the monitoring of frontline services.

Offensive security guard

CCB received an email from an anonymous client on 24 January 2019 complaining the discourteous behavior of a security personnel at the Research Institute for Tropical Medicine (RITM). Part of the client's email reads:

"Ilang beses ko na syang pinaLagpas sa mga jokes nyang hindi nakakaAya dahil nababastusan ako. Actually I'm a wise person dahil nagRerecord ako for real as evidence Pero in other side nagpapatawad naman ako kaya pinapalagpas ko ang mga jokes nya at hindi ko nirirecord for my evidence na sinabi nya yon as joke. But this time sobra na sya. Kailangan dapat masabihan sya ng minsan ay manahimik sya at mapili NG maayos ang sasabihin nya. very offensive for me ang mga jokes nya. Bukod Don sa harap pa NG ibang tao..."

CCB referred the client's concern to RITM on the same day of receipt. On a letter dated 29 January 2019, RITM informed CCB that upon investigation, the said security guard was issued a written reprimand by the Detachment Commander for "Security Violation (Code of Ethics) he committed (1st offense) and that repetition of the said offense or other similar offense will impose drastic actions in the future."

No frontliner

CCB received an anonymous text message on 29 October 2019 reporting the alleged failure of the Department of Science and Technology (DOST)-Iligan to attend to clients during office hours:

“Went to DOST ILIGAN at 2:00 pm. Their office lights are open but no personnel inside. Their doors are locked. We waited for 30 mins but still no personnel...”

CCB referred the client’s complaint to DOST on 29 October 2019. On 4 November 2019, the CCB received a response from DOST informing that upon investigation, it was found out that the contractual personnel assigned to serve as skeletal force during said date left his post without informing his supervisor. His contract ended on 31 October 2019 and was no longer considered for renewal as a result of the complaint:

“As Mr. Catane’s contract ended last October 31, 2019, he will no longer be considered for renewal and his daily time record will be validated accordingly. Further, the staff concerned was verbally reprimanded by the undersigned. We hope this will clarify the matter and no recurrence of similar incidence in our office will happen in the future.”

Inclusive Service

CCB received an anonymous text message on 27 September 2019 on the alleged discourtesy of the assigned staff of Public Assistance and Complaints Desk at the Land Transportation Office (LTO) in Las Piñas City:

“Good morning po gusto ko lang po sanang ireport 'yung tao po sa public assistance help desk dahil hindi po maayos makipag-usap, mainit po ang ulo kapag lalaki ang kausap o nagtatanong pero kapag babae napakabilis ina-assists pa hanggang matapos.”

CCB referred the client’s concern to LTO on 29 September 2019. On 10 October 2019, the CCB received LTO’s response stating that:

“...the Help Desk personnel was immediately reminded of his obligations, that the transacting public should be accommodated with utmost respect at all times. Further, the undersigned instills to all employees in this office the accountability that must be exercised while working in a public office.”

Erring Mentor

CCB received a complaint from a certain “Division Office of Bukidnon Officer/Employee” on 01 July 2019 against Mr. Riomar M. Tan, employee of the Department of Education (DepEd), Division of Bukidnon, Malaybalay City relative to his unauthorized absences, tardiness in reporting for duty, and loafing during office hours.

CCB referred the complaint to DepEd on 1 July 2019. On 12 December 2019, DepEd sent a letter informing the CCB that the disciplining authority in exercise of its power to commence administrative proceeding as provided by in Section 3 of DepEd Order No. 49, series of 2006 formally charged Mr. Riomar M. Tan for Frequent Unauthorized Absences.

Recommendations and Future Plans

The implementation of the Anti-Red Tape Act (ARTA) was the subject of monitoring and evaluation project of the National Economic and Development Authority (NEDA) in partnership with the United Nations Development Programme (UNDP)-Philippines. As CCB is part of ARTA implementation, the facility became part of the study.

Based on the assessment of ARTA Program implementation, the following are recommendations on the CCB to improve government services, with the corresponding action plan:

Recommendation	CCB Action Plan/s	Timeline
1. Impose stricter service levels in responding to complainants and forwarding concerns to offices.	<ul style="list-style-type: none"> • Update the CCB Central Knowledge Base to ensure that customers' concerns are forwarded to appropriate offices/agencies. • Design an application on the CCB website where customers can check the status of their concern using reference code. CCB customers will be advised to check the website for updates. 	<ul style="list-style-type: none"> • Regularly • 3rd week of February
2. Streamline CCB measures. The CCB should monitor the types of issues that genuinely require additional information against those that can be directly escalated to offices.	<ul style="list-style-type: none"> • Review the CCB process flow and CCB letter referral template. • Make personalized reply to clients instead of sending templated message. • Improve the quality control. 	<ul style="list-style-type: none"> • 1st week of February • 1st week of February • Continuous
3. Ensure that there clear and consistent metrics for closing complaints.	<ul style="list-style-type: none"> • Review the criteria in closing complaints (level of agencies and complainants). • Inform the agencies of the process of resolution of CCB report. 	<ul style="list-style-type: none"> • 2nd week of February • 3rd week of February

<p>4. Make sure that any data collected is forwarded to appropriate agencies.</p>	<ul style="list-style-type: none"> • Draft new CCB letter referral template. • Assign to CCB agent the bulk follow-up of unresolved tickets and reporting on the performance of the agency. 	<ul style="list-style-type: none"> • 1st week of February • Every 1st working day of the succeeding month.
<p>5. Ensure stricter monitoring on more serious allegations that currently tend to be ignored.</p>	<ul style="list-style-type: none"> • Prepare list of concerns considered as serious allegations especially those that are related to RA 11032 and ensure consistent monitoring of the action taken by the agencies. 	<ul style="list-style-type: none"> • 2nd week of February

ANNEX A

Background on CCB Establishment

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, 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."

Under Rule IV (Citizen's Charter), Section 2 (g) of Joint Memorandum Circular (JMC) No. 2019-001, series of 2019 or the Implementing Rules and Regulations of Republic Act No. 11032 promulgated on 17 July 2019, it provides that the Contact Center ng Bayan (CCB) and the feedback facility of the Civil Service Commission shall be included in the Citizen's Charter of each government agency as part of its complaints mechanism.

CCB Operations

The Contact Center ng Bayan currently has ten 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 working hours.