

CONTACT CENTER NG BAYAN

Year End Report

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EXECUTIVE SUMMARY

Established as the public feedback mechanism of the Civil Service Commission (CSC), 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. The establishment of the facility is provided for by the Anti-Red Tape Act of 2007 and CSC Resolution No. 1400995 issued in July 2014. The CCB offers accessible feedback mechanisms: short messaging service (SMS) 0908-8816565, Hotline 1-6565, email address email@contactcenterngbayan.gov.ph, and CCB website www.contactcenterngbayan.gov.ph.

With the passage of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery (EODB EGSD) Act of 2018, the CCB continues its role as a feedback facility on government service delivery. The Implementing Rules and Regulations of the said law provides for the inclusion of the CCB in the Citizen's Charter of every government agency to be part of their complaints mechanism. (Rule IV [Citizen's Charter], Section 2 [g] [i])

Since the CCB started operations, it has received and acted on a total of 797,621 transactions. In 2020, the CCB has processed a total of 136,112 transactions classified as simple, complex, and others. Of the transactions acted upon by the CCB, 91.78% were queries, 4.88% were requests for assistance, 2.50% were complaints, 0.72% commendations, and 0.13% suggestions. Most of these transactions were received thru Facebook page (40.57%), followed by email (30.15%), SMS (28.57%), mail (0.37%), calls (0.26%) and from walk-in customers (0.01%). The remaining 0.07% were transactions received thru the 8888 Complaints Portal. By end of December 2020, the CCB posted a resolution rate of 97.91%.

For 2021, the CCB plans to pursue the upgrading of the CCB infrastructure to enable more efficient operation of the facility; better engage stakeholders in the review of the process, monitoring and evaluation, and reporting protocols; and intensify conduct of CCB promotion activities to widen clientele base.

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I. BACKGROUND

Republic Act No. 11032 or the “Ease of Doing Business and Efficient Government Service Delivery Act of 2018” was signed into law by President Rodrigo R. Duterte on 28 May 2018. The new law, amending RA 9485 or the Anti-Red Tape Act of 2007, provides for the adoption of simplified requirements and procedures that will reduce red tape and expedite transactions in government.

Pursuant to Section 30 of RA 11032, the Civil Service Commission (CSC), with the Department of Trade and Industry (DTI) and the newly created Anti-Red Tape Authority (ARTA), signed Joint Memorandum Circular No. 2019-001 or the Implementing Rules and Regulations (IRR) of RA 11032 on 17 July 2019. Under the IRR of RA 11032, the **Contact Center ng Bayan (CCB)** and the feedback facility of the CSC shall be included in the Citizen’s Charter of government agencies as part of its complaints mechanism. Further, Section 9 (2) Rule VII of the IRR provides that:

“The office or agency shall institute hotline numbers, short message service, information communication technology, or other mechanisms by which clients may adequately express their complaints, comments, or suggestions.”

The CCB, established in 2012 through the joint initiatives of the CSC and the Department of Information and Communications Technology (formerly National Computer Center), was institutionalized through CSC Resolution No. 1400995 as the public feedback mechanism aims to promote accountability among government agencies by providing citizens with tools to report feedback on government frontline services. Using the different CCB access modes: Short Messaging Service (SMS) 09088816565, hotline 1-6565, email address email@contactcenterngbayan.gov.ph, CSC Official Facebook page, and CCB website www.contactcenterngbayan.gov.ph, the public can request for information and assistance on government frontline service procedures, and report commendations, appreciation, complaints, and feedback. Through the years, the CCB has evolved from a 10-seat hosted facility outsourced to a private service provider to a fully-managed contact center facility located at the CSC-Central Office managed by the Public Assistance and Information Office (PAIO). The on-premise facility is operated with 15 seats, from Mondays to Fridays, 8:00 am to 5:00 pm, except holidays.

This 2020 Year-end Report summarizes the accomplishments of the CCB facility from 2012 to 2020, and highlights the activities and initiatives in 2020 amid the COVID-19 pandemic.

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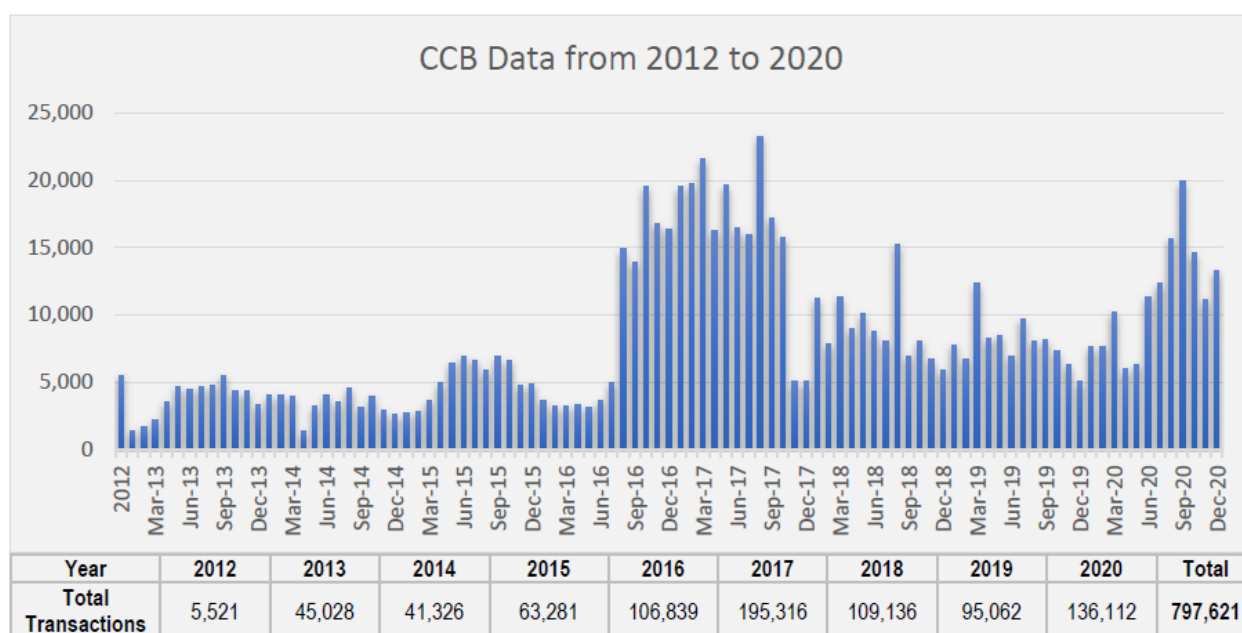
II. SUMMARY OF ACCOMPLISHMENTS FROM 2012 TO 2020

Since its pilot-run in 2012, the CCB has consistently fulfilled its role of providing the public information on government services and procedures, while simultaneously receiving feedback from the customers and communicating the feedback gathered to the concerned government agencies, hence giving the public an opportunity to directly contribute in improving government service delivery.

A. Total Transactions Received from 2012 to 2020

The CCB has received and acted on a total of 797,621 transactions from September 2012 to December 2020. The concerns received range from requests for assistance on government transactions, to suggestions for continual improvement, commendations appreciating the service provided, and complaints that can be looked at as basis for streamlining of the government processes. These concerns were either acted on immediately at the level of the CCB agents, or elevated to the heads of the concerned agencies for appropriate action/resolution.

Figure 1. CCB Transactions Received from 2012 to 2020



As seen in the figure above, there was a notable 69% increase in the number of transactions received by the CCB in 2016 compared with total transactions in 2015.

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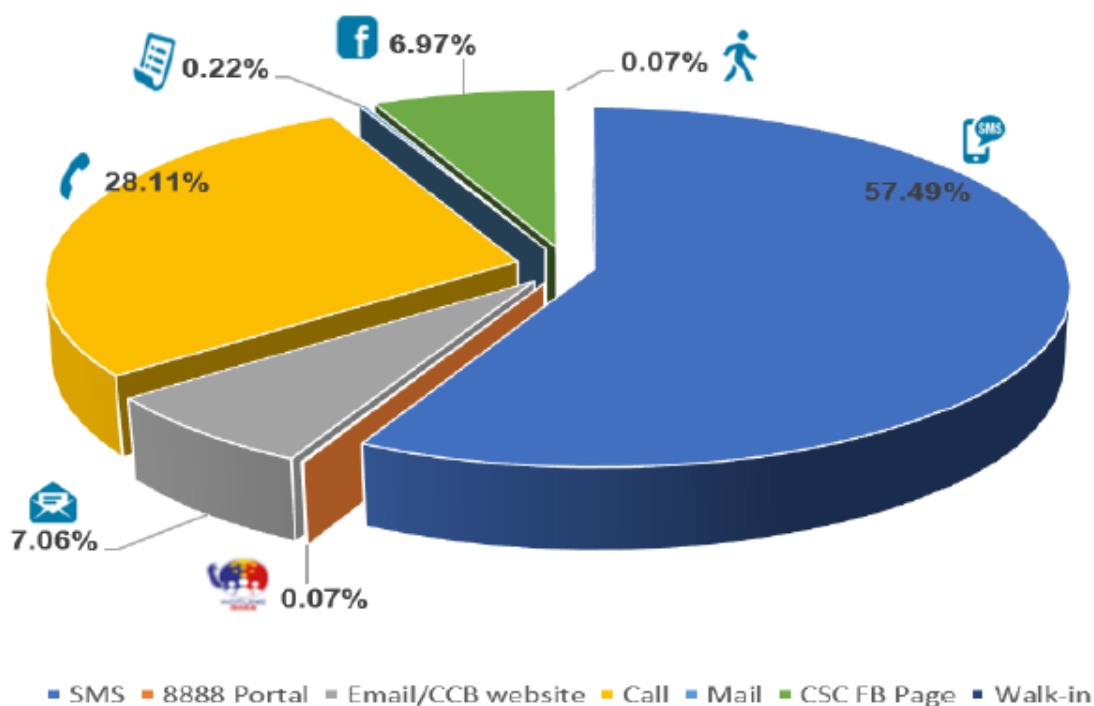
During President Duterte's first State of the Nation Address (SONA) in July 2016, he mentioned the establishment of a complaints hotline to respond to concerns of the public. On 1 August 2016, the CCB facility was tapped to temporarily handle the operations of the Citizen's Complaint Hotline or Hotline 8888 of the Office of the President, the setting-up of which was anchored on Executive Order No. 6 signed by the President in October 2016. As the CCB manages Hotline 8888, call transactions increased which demanded an increase in the number of servicing agents. From the original 15 agents, the CSC hired thirty (30) additional agents and extended its operations from 8AM to 5PM, Mondays to Fridays, to 24 hours/seven days a week. When the operations of Hotline 8888 was turned-over to the Office of the President (OP) on 4 November 2017, the CCB reverted to its original operating hours of 8 am to 5 pm, Mondays to Fridays. Nonetheless, concerns sent through SMS, email, website, and Facebook pages are received 24/7 and processed by the CCB during office hours.

Despite the transfer of the Hotline 8888 operations under the direct supervision of the Office of the Cabinet Secretary, the number of transactions received by the CCB in 2018 to 2019 remained high. Customers who have initially contacted Hotline 8888, upon learning the CCB's other feedback channels, have continuously used the facility in sending feedback on government services. Apart from this, all government agencies were mandated to post information materials on CCB at their frontline service areas. Posters on the access modes and information on concerns that can be lodged with CCB were distributed among government offices to make the public aware of the facility. Stories on CCB were also regularly featured through the weekly radio program, *Serbisyo Pilipinas* with CSC, aired every Wednesday from 12:00 p.m. to 1:00 p.m. via DZRP Radyo Pilipinas 2. In addition, the statement of the President during his 2019 SONA, citing the data provided by the CCB on most complained agencies, has also resulted to intensified public awareness of the CCB as a feedback mechanism.

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In 2020, the number of transactions increased compared to the previous year's transactions despite and/or due to the COVID-19 pandemic. The surge of concerns on the implementation of the Enhanced Community Quarantine (ECQ), Social Amelioration Program (SAP), relief goods distribution, travel rules and requirements, and other government services and operations during the country-wide lockdowns and strict health protocols contributed to the increase in the number of transactions of the CCB.

Figure 1. CCB Transactions Received from 2012 to 2020



Going by the tool which the public used in relaying their concerns from 2012-2020, 458,536 (57.49%) were sent by customers through SMS 0908-8816565 and 0917-8398272. A total of 224,249 (28.11%) were handled calls; 56,314 (7.06%) from email; 55,625 (6.97%) thru Facebook page; 1,780 (0.22%) from registered mail; 591 (0.07%) from walk-in customers; and 526 (0.07%) endorsed by 8888 Citizen's Hotline. Text messaging thus remains the most preferred mode of sending feedback by the CCB customers.

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B. Data on Complaints on Government Frontline Service, 2013-2020

Initially established to support the implementation of the ARTA law, the CCB has given particular attention on complaints related to the delivery of government frontline services.

Figure 1. CCB Transactions Received from 2012 to 2020

Year	2013	2014	2015	2016	2017	2018	2019	2020
Total	1,818	1,745	3,749	11,549	19,629	2,382	1,156	796
1	Slow process (43.40%)	Slow process (31.75%)	Slow process (28.97%)	Slow process (53.34%)	Slow process (56.89%)	Slow process (46.56%)	Slow process (33.22%)	Slow process (32.54%)
2	No Noon Break (13.70%)	Discourtesy (14.96%)	No Noon Break (13.68%)	Discourtesy (7.82%)	Unclear procedures (8.35%)	Discourtesy (11.92%)	Discourtesy (19.03%)	Discourtesy (20.85%)
3	Discourtesy (13.26%)	No Noon Break (12.44%)	Discourtesy (13.39%)	Failure to attend to clients during office hours (5.92%)	Unattended hotline number (8.20%)	Failure to act on request (6.51%)	No Noon Break (8.74%)	Failure to act on request (12.81%)
4	Failure to attend to clients during office hours (7.76%)	Fixing Activities (8.14%)	Failure to attend to clients during office hours (10.11%)	Unclear procedures (5.57%)	Discourtesy (5.70%)	Failure to attend to clients during office hours (5.75%)	Poor service delivery/poor facility (7.70%)	Failure to attend to clients during office hours (6.16%)
5	Fixing activities (7.59%)	Failure to attend to clients during office hours (7.51%)	Fixing activities (7.36%)	No Noon Break (4.85%)	Failure to act on request (5.38%)	No Noon Break (5.65%)	Failure to attend to clients during office hours (6.75%)	Poor service/facility (6.03%)

“Slow process” consistently remained the top reason for customer dissatisfaction; followed by “discourtesy”, both nature of complaints figuring in the top five since 2013.

Again in 2020, “slow process” and “discourteous frontliners” ranked first and second respectively in the nature of complaints. The number of complaints may be attributed to the dissatisfaction of customers on the way government agencies handled the distribution of the Social Amelioration Program (SAP) or cash aid during the pandemic, as evidenced by the sample feedback below:

ECCB100800: “I would like to report about the Social Amelioration Program protocols of MSWD-Mahayag na sobra pong nakakababa ng moral po. A certain x x x whom were tasked to do house to house checking of who should be the appropriate beneficiaries of the SAP on the said area were really ill-mannered. Sinisigawan nila ang mga tao at pinatipon lng nila sa isang lugar at namili lng po sila kung sino ang dpat malista.”

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ECCB101074: "Gsto ko lng po sna ireklamo ang maabusado na tga DSWD, sya po yung boss sa SAP na si x x x. Msakit po siya mgsalita sa amin dto sa barangay, MASUNGIT kung mgsalita po siya prang nanggaling sa bulsa niya ang bnibigay sa amileoration."

However, the data also shows that for the last two (2) years, there was a significant decrease with the percentage of complaints on slow process. From 43.40% in 2013 and jumping-up to 56.89% in 2017, complaints of slow process decreased to 33.22% in 2019. And while slow process was the forerunner in nature of complaints, actual 2020 figures indicate a decrease in number, down to 32.54% owing in part to the enactment of RA 11032 which required all agencies to streamline procedures and comply with the prescribed 3-7-20 days processing time.

Among the salient outcome of CCB operation is that it provided empirical basis for ranking government agencies. The ranking is based on the number of complaints related to service delivery. The table below shows the Top 10 agencies with most number of complaints on delivery of service from 2013 to 2020.

Figure 1. CCB Transactions Received from 2012 to 2020

Rank	2013	2014	2015	2016	2017	2018	2019	2020
1	Land Transportation Office	Land Transportation Office	Land Transportation Office	Social Security System	Social Security System	Land Transportation Office	Land Transportation Office	Social Security System
2	Social Security System	Social Security System	Social Security System	Land Transportation Office	Land Transportation Office	Social Security System	Social Security System	Land Transportation Office
3	Government Service Insurance System	Land Registration Authority	Bureau of Internal Revenue	Department of Foreign Affairs	Home Development Mutual Fund	Bureau of Internal Revenue	Bureau of Internal Revenue	Bureau of Internal Revenue
4	Bureau of Internal Office	Bureau of Internal Office	Land Registration Authority	Bureau of Internal Office	Department of Foreign Affairs	Land Registration Authority	Land Registration Authority	Department of Social Welfare and Development
5	Professional Regulation Commission	Home Development Mutual Fund	Home Development Mutual Fund	Home Development Mutual Fund	Bureau of Internal Revenue	Home Development Mutual Fund	Home Development Mutual Fund	Philippine Statistics Authority
6	Land Registration Authority	National Bureau of Investigation	Philippine Health Insurance Corporation	Land Registration Authority	Land Registration Authority	Philippine Statistics Authority	Professional Regulation Commission	Land Registration Authority
7	Home Development Mutual Fund	Department of Health (Hospitals)	Department of Foreign Affairs	Government Service Insurance System	Government Service Insurance System	Department of Foreign Affairs	Philippine Statistics Authority	Department of Interior and Local Government
8	National Statistics Office (PSA)	Government Service Insurance System	National Bureau of Investigation	Philippine National Police	Philippine National Police	Professional Regulation Commission	Department of Foreign Affairs	Philippine Postal Corporation
9	Philippine Health Insurance Corporation	Philippine Statistics Authority	Philippine Statistics Authority	Philippine Statistics Authority	Land Transportation Franchising and Regulatory Board	Philippine Health Insurance Corporation	Philippine Postal Corporation	Home Development Mutual Fund
10	Department of Foreign Affairs	Professional Regulation Board	Land Bank of the Philippines	Professional Regulation Commission	Philippine Statistics Authority	National Bureau of Investigation	National Bureau of Investigation	Department of Health

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From 2013 to 2015 and from 2018 to 2019, the Land Transportation Office (LTO) has landed the top spot on agencies with the highest number of complaints related to frontline service delivery. The Social Security System (SSS) has also reached the top spot in 2016 to 2017 and in 2020. The high number of complaints received by these agencies may be attributed to the size of their clientele.

Through the feedback gathered by the CCB, heads of offices of the reported agencies are made aware of the need to improve the quality of service being delivered by their respective agencies. As a result of the feedback, the LTO, the SSS, and other government agencies which landed in the top 10 have instituted several measures to address allegations of slow process, discourtesy, unattended hotline numbers, and other ARTA-related concerns. The SSS, on its part, pushed for the “digitalization and the process of acquiring new digital infrastructure for the improvement of its services to its members and pensioners” (www.sss.gov.ph). Based on SSS report, members can now avail of the services such as online application for SS number issuance, employment report submission, salary loan application, as well as filing of maternity and sickness notification, through different electronic and self-service facilities of the pension fund.

The CCB was also able to note the initiatives and improvements implemented by government agencies to address the public’s concerns, such as:

Land Transportation Office (LTO)

- Creation of seven additional Driver’s Licensing Renewal offices to address the high volume of transactions
- Development of LTO Online Pass for the driver’s license applicants and motor vehicle owners to schedule appointments in order to avoid the influx of the transacting public

Bureau of Internal Revenue (BIR)

- Extension on the filing of Annual Income Tax Returns (ITRs), until June 15, 2020, which can be done online through eBIR Forms and Electronic Filing and Payment System facilities or Efps
- Adoption of e-payment facilities such as GCash and Paymaya

Land Registration Authority (LRA)

- Creation of the Citizen’s Land Registration Portal for lodging registration information and uploading supporting documents, enabling the transacting public to encode their transaction entries and print their application forms.

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Aside from designating Bilis Aksyon Partners (BAP) for the CCB, government agencies such as BIR, SSS, LRA, GSIS, DSWD and PhilHealth have also created dedicated email addresses where referrals were sent and monitored by their special action team, which resulted to speedy resolution of public feedback.

C. Other CCB Accomplishments

In 2015, the CSC gained recognition from the International Association of Business Communicators (IABC) for its communication campaign to promote CCB as the government-wide feedback mechanism. The CSC was awarded on 9 March 2015 with the Philippine Quill Award of Merit under Division 2: Communication Management – Category 15: Customer Relations.

The CCB was also among the top three (3) finalists in the International Open Government Partnership (OGP) Conference in 2015 as voted by various Philippine civil society organizations. Furthermore, the CSC has also showcased CCB as a breakthrough program during the ASEAN Republic of Korean Committee Summit attended by 11 heads of state in the Asia and the Pacific, and Mexico Open Government Conference participated in by more than 100 countries.

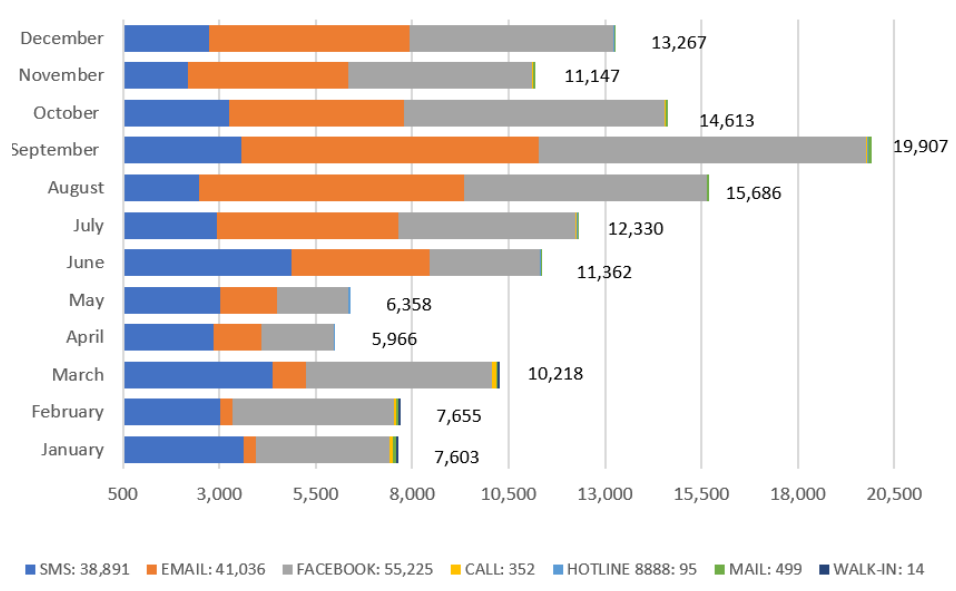
The CCB databank has been used as an important source of information not only by CSC but also by other government agencies. For instance, the CCB data on 10-most reported agencies in 2014 and 2015 were subjected to the Report Card Survey or RCS. The CCB data was also used in 2018 during the assessment of ARTA Program implementation initiated by the United Nations Development Programme Philippines (UNDP) and the National Economic and Development Authority (NEDA). During the 2019 SONA, President Duterte has mentioned the top five agencies based on the number of complaints received through the CCB that need to "drastically" improve its services. The statement of the President further encouraged the public to use the CCB facility to report their concerns while transacting in government offices.

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III. CCB DATA FROM JANUARY 2020 TO DECEMBER 2020

In support to the President’s call for continued public service delivery during the pandemic, the CCB remained operational amid the Covid-19 crisis, receiving and acting on feedback from customers thru its text messaging service, email, website, and CSC Facebook page. However, the operation of hotline 1-6565 was temporarily suspended starting 16 March to 31 December 2020 as the CCB agents adopted alternative work arrangements during the community quarantine.

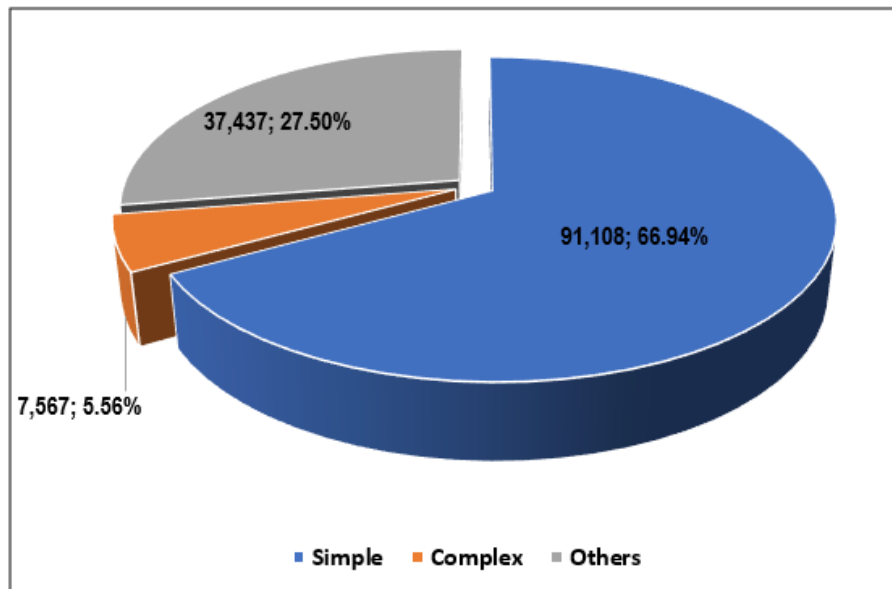
Figure 3. Total Transactions Received per Access Mode



From January to December 2020, a total of 136,112 transactions were received and acted upon by the CCB facility. Of said transactions, 55,225 (40.57%) were received through the CSC Official Facebook page; 41,036 or 30.15% from email@contactcenterngbayan.gov.ph; 38, 891 (28.57%) through SMS; 499 or 0.37% from registered mail; 352 or 0.26% from hotline 1-6565; 14 (0.01 %) from walk-in clients; and 95 (0.07%) endorsed by 8888 Citizen’s Hotline.

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Figure 3. Total Transactions Received per Access Mode



The CCB categorizes transactions that are acted upon as either simple or complex. Simple transactions are concerns that are normally resolved at the level of the CCB agents and supervisors, such as providing information on queries on government services and procedures. Complex transactions refer to matters that require involvement of other government agencies. The CCB also tagged as “Others” the transactions which do not need further action such as replies of clients and agencies, follow-ups on existing concerns, duplicate messages, and additional queries.

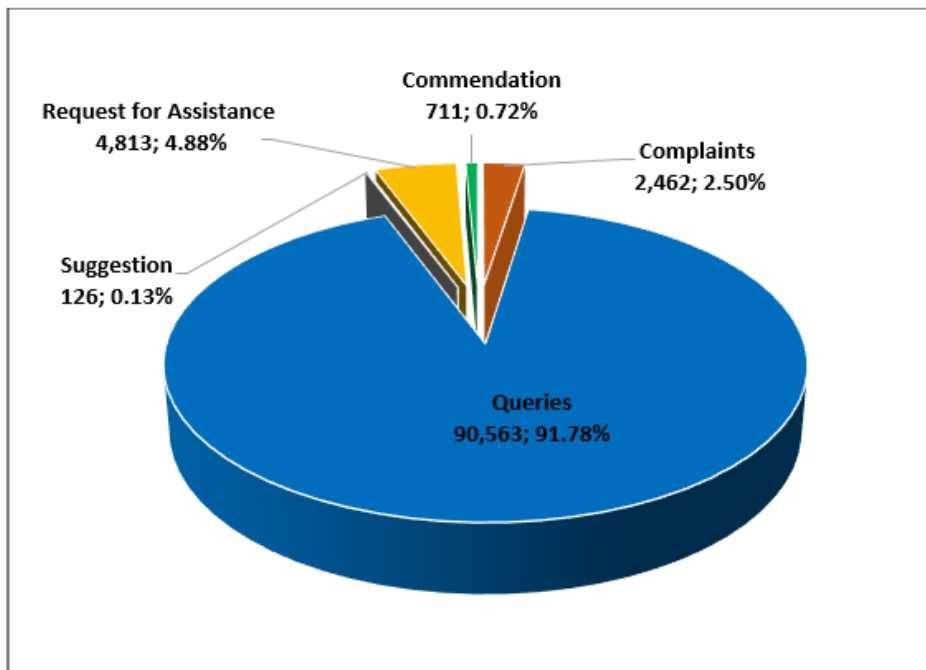
Of the 136,112 transactions received in 2020, a total of 7,567 (5.56%) complex concerns were referred to other government agencies; 91,108 (66.94%) simple concerns were addressed directly by the CCB agents; while the remaining 37,437 (27.50%) consisting of follow-ups, replies and additional queries were recorded and updated in the CCB database. By end of December 2020, the CCB resolved a total 96,613 complex and simple transactions, posting a resolution rate of 97.91%.

The CCB also classifies concerns that are acted upon according to nature: complaint, request for assistance, commendation/appreciation, query, and suggestion.

A total of 90,563 (91.78%) of the transactions that were acted upon in 2020 were queries; 4,813 (4.88%) were requests for assistance; 2,462 (2.50%), complaints; 711 (0.72%), commendations; and 126 (0.13%), suggestions. Figure 5 presents a graphical presentation of cited data.

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Figure 5. Nature of Transactions Received, January to December 2020



Government Agencies with Highest Resolution Rate

Table 3 shows the top ten agencies with the highest resolution rate as of end of December 2020.

Table 3. Top 10 Agencies with Highest Resolution Rate
(Based on list of agencies with 25 or more referrals received)

NO.	Agency	Total Resolved	Total Referred	Resolution Rate
1 - 2	Land Bank of the Philippines	55	55	100.00%
	Philippine Health Insurance Corporation	58	58	100.00%
3	Bureau of Internal Revenue	581	588	98.81%
4	Land Transportation Office	294	317	92.74%
5	Social Security System	1154	1254	92.03%
6	Local Water Utilities Administration	27	31	87.10%
7	Home Development Mutual Fund	122	142	85.92%
8	Bureau of Fire Protection	30	35	85.71%
9	Professional Regulation Commission	29	34	85.29%
10	Department of Public Works and Highways	38	45	84.44%

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The CCB ensures that actions on public feedback are in compliance with the number of days required under RA 11032. To do such, the CCB regularly monitors the resolution rate of the concerns referred to government agencies. Aside from conducting regular follow-ups, the CCB initiated the conduct of bulk follow-ups on unresolved concerns. The CCB also introduced the online matrix of referrals which government agencies/offices may utilize to monitor the status of public feedback referred. Focal persons of the offices were given authority to access the online system which in effect aided the smooth flow of communication between the CCB and the focal person/s and allowed a more speedy resolution of referred concerns.

Report on Referrals from 8888 Citizen's Hotline on CSC Concerns

The following data show the summary of CSC-related reports received from the Office of the President through the 8888 Citizen's Complaint Hotline (Hotline 8888) for the period 03 January to 31 December 2020

Table 4. Summary of Referrals from Hotline 8888 on CSC Concerns

OFFICE	TOTAL TICKETS	STATUS	
		RESOLVED	IN PROGRESS
OCH	1	1	0
OCL	1	1	0
CSLO	1	1	0
ERPO	1	1	0
OLA	18	18	0
HRPSO	6	6	0
PAIO	20	20	0
IRMO	1	1	0
NCR	9	9	0
CSC RO II	2	2	0
CSC RO III	3	3	0
CSC RO IV	3	3	0
CSC RO V	1	1	0
CSC RO VI	6	6	0
CSC RO VII	4	4	0
CSC RO IX	5	5	0
CSC RO X	2	2	0
CSC RO XI	3	3	0
CSC RO XII	2	2	0
CSC CAR	1	1	0
CSC BARMM	1	1	0
CSC CARAGA	2	2	0
Total	93	93	0
Others (concerns on LGUs: referred by PAIO to appropriate agency)	2	2	0

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An assigned CCB agent regularly checks the 8888 Portal for new tickets assigned by the 8888 Citizens Complaint Hotline (Hotline 8888), and updates status of the tickets that had been acted upon.

From January to December 2020, Hotline 8888 has endorsed 95 tickets to CSC thru the 8888 Portal. The CSC posted a 100.00% resolution rate for acting on the tickets referred by Hotline 8888. Of these tickets, 93 were directly addressed by the CSC while two (2) were referred by PAIO to the concerned local government units (LGUs). Based on the data from Hotline 8888, 58 or 61.05% of the concerns were complaints against government agencies/employees and on government regulations/processes/services; 17 or 17.89% were concerns regarding employment in the government; eight (8) or 8.42% were follow-ups on pending cases; seven (7) or 7.37% were appreciation/commendations; three (3) or 3.16% were concerns on benefit claims; while the remaining two (2) or 2.11% were concerns on the processing of clearances.

Attached is a Matrix of Referrals from Hotline 8888 on CSC Concerns.

IV. SUMMARY OF CCB TRANSACTIONS DURING THE ECQ

The CCB received more than 15,000 transactions during the implementation of the Enhanced Community Quarantine (ECQ), from 17 March to 31 May 2020. Of these transactions, a total of 1,166 were referred to other government agencies for resolution. Table 5 shows the top nature of concerns lodged by the public during this period.

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Table 5. Type of Feedback Received during the ECQ

	Type of Feedback Referred	Total Feedback	Percentage
1	Concern on Social Amelioration Program	137	11.73%
2	Report against government official/employee/s	112	9.59%
3	Concern on the distribution of relief goods/assistance	78	6.68%
4	Report against government office/agency	77	6.59%
5	Repatriation of OFWs/seafarers	74	6.34%
6	Request for financial assistance	48	4.11%
7	Report against local/barangay official/s	46	3.94%
8	Suggested actions during COVID-19 outbreak	44	3.77%
9	Report against private establishment/individual	36	3.08%
10	Concern on loan application	31	2.65%
11	Concern on travel ban	27	2.31%
12	Request for extension of service	23	1.97%
13	Appreciation for quality service	22	1.88%
14	Concern on the implementation of IATF guidelines	22	1.88%
15	Concern on SBWS Program	16	1.37%
16	Concern on alternative work arrangement during ECQ	15	1.28%
17	Non-compliance with the ECQ guidelines	15	1.28%
18	Concern on leave credits	14	1.20%
19	Report against local/barangay official/s in connection with the ECQ	14	1.20%
20	Concern on DOLE Camp Assistance	13	1.11%

Of the referred concerns, 11.73% were feedback on the distribution of the Social Amelioration Program (SAP); 9.59% were complaints against government officials or employees; 6.68% were concerns on the distribution of relief goods/assistance; 6.59% were complaints against government agencies; and 6.34% were requests for assistance for the repatriation of the Overseas Filipino Workers (OFW) who were displaced due to COVID-19.

V. INCREASE IN CCB TRANSACTIONS FROM 2018 TO 2020

Based on the following data, there was a 43% increase in the transactions handled by the CCB from 95,062 in 2019 to 136,112 transactions in 2020. Overall, this showed that more clients had resorted to using the CCB as an alternative helpline in bringing their concerns to government agencies amid the community quarantine and adoption of work from home arrangement.

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Figure 6. CCB Transactions, 2018 to 2020



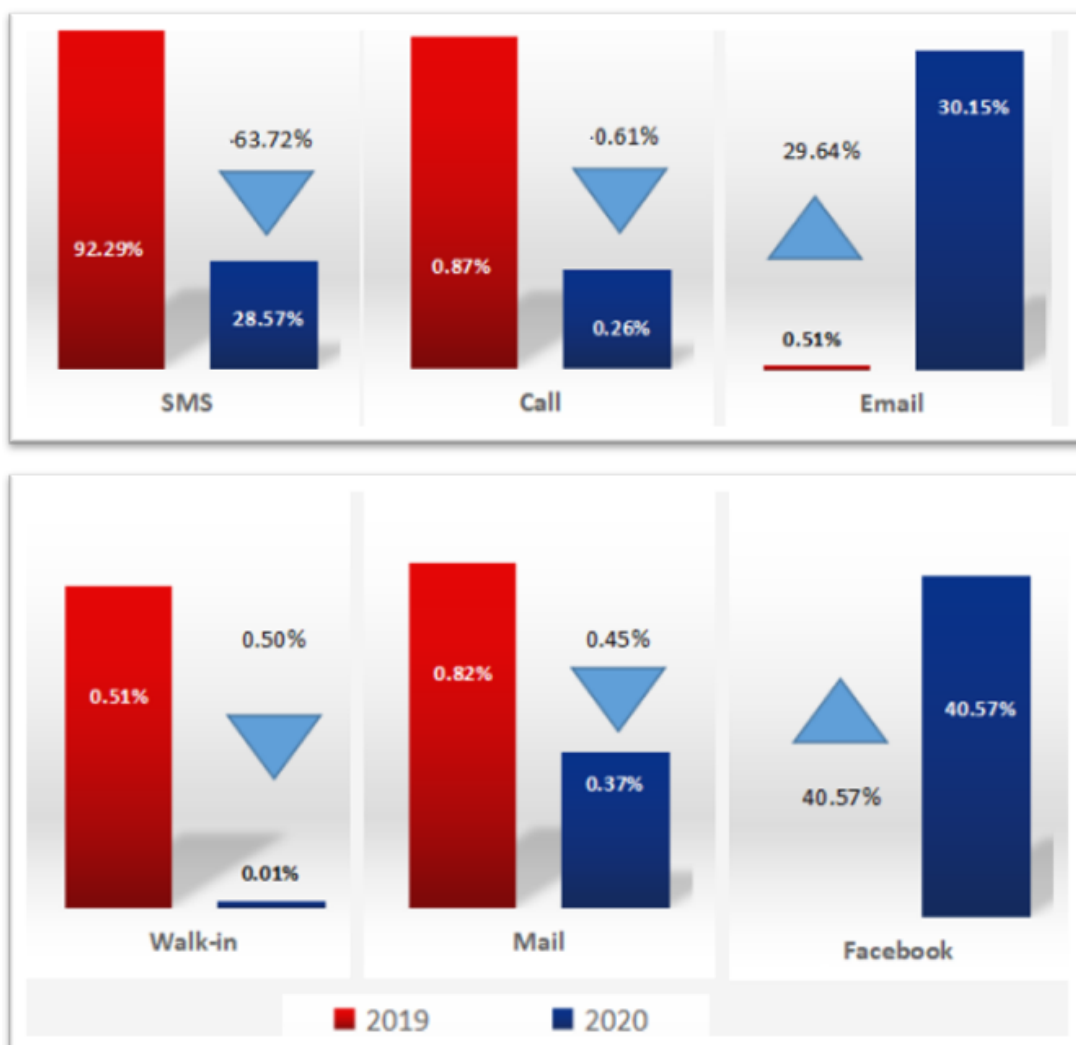
Looking at the number of transactions per month, the transactions consistently peaked in March of 2018 and 2019. This may be attributed to the conduct of Career Service Examinations–Pen and Paper Test in March when queries on testing schedule, room school assignment, and test coverage increased. In terms of lowest and highest CCB transactions in 2020, the month of April recorded the lowest number of transactions at 5,966, which was even lower than the transactions received in 2018 and 2019 for the same month. Highest number of transactions were received in September 2020 at 19,907, which was almost 32% higher than the combined transactions of 15,119 received on the same month in 2018 and 2019. The decrease in the number of transactions in April 2020 may be attributed to the community lockdowns implemented in several provinces in the country. During this time, most of the transactions were requests for assistance on social amelioration program (SAP) and other subsidies/welfare assistance from the government. However, steady increase started from May to September, where concerns other than SAP were recorded. In September, the transactions has significantly increased due to queries regarding the online photography contest, the 2020 online career fair, and other activities conducted by the CSC for the Philippine Civil Service Anniversary.

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CCB Transactions per Access Mode, 2019-2020

As shown in Figure 7, there was a decrease of more than 63% in the number of feedback received through SMS, from 92.29% in 2019 to 28.57% in 2020; while the customers who used emails increased to more than 29%, from 0.51% in 2019 to 30.15% in 2020. Similarly, more customers started sending feedback using the CSC Facebook page, thus contributed to 40.57% increase in the CCB transactions. Calls received decreased by 0.61% due to the temporary suspension of the 1-6565 hotline in 2020.

Figure 7. CCB Transactions per Access Mode, 2019-2020



The increase in the number of feedback received through Facebook and email may be attributed to more customers becoming active in using social media platforms during the community quarantine. Restricted mobility has also contributed to the increased time spent by the customers doing online activities

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VI. CCB LOGISTICS

In 2020, the CCB had eight (8) personnel on contract of service (COS) employment: one (1) Assistant Team Leader for Operations, one (1) Systems Administrator, and six (6) Agents. The facility operated from 8 AM to 5 PM, Mondays-Fridays, except holidays and work suspension. Despite the limited workforce and adoption of work-from-home arrangements, the CCB agents were able to take on the challenge of responding to the deluge of reports during the pandemic within the timeline as provided under RA 11032.

VII. PLANS FOR 2021

The current pandemic challenged the government to step-up its efforts in providing quality service to the citizens. As the public confronts the continuing threat of COVID-19, the government must also endeavor to improve its services and adopt systems that would limit face-to-face transactions and eliminate bureaucratic red tape. To realize these goals, agencies must then invest in service automation, adopt better technologies, and improve government-to-citizen communications.

Given these premises, the CCB plans to pursue the upgrading of the CCB infrastructure to enable more efficient operation of the facility; better engage stakeholders in the review of the process, monitoring and evaluation, and reporting protocols; and intensify conduct of CCB promotion activities to widen clientele base

On CCB infrastructure:

1. The CCB facility has been in operation for six (6) years. Due to the accumulated data stored in the Proinsight database, the CCB has been experiencing system downtime, especially when retrieving the tickets created in the system. Aside from the database, the software installed in the computers used by the agents are already outdated. The slow opening of computer applications, frequent crashes, and system downtime affect not only the productivity of the CCB agents but the day-to-day operation of the facility. To address these issues, the CCB facility must be upgraded with new systems and equipment. The CCB should procure a cloud-based system with unlimited data storage to eliminate downtime when retrieving stored data. The CCB should also customize the existing system and dashboard based on current operations requirement, especially with the passage of and compliance with the provisions of RA 11032.

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2. While most CCB transactions were received thru SMS, the CCB agents use an old phone model to receive and respond to these messages. Connecting the phones to the computers as well as consolidating the SMS for data storage prove to be a challenge. The CCB must also procure new devices and adopt new technology to upgrade its current SMS system so that it can effectively and efficiently respond to concerns sent by the public. The CCB must also ensure that the new system includes provision for sending text blasts.

3. Physical storage of files is another challenge. Printed CCB documents/communications and office supplies are placed within the same area where the CCB workstations are located. To avoid cramping the CCB work area, there must be a specific area/room for storage of its supplies and documents. The CCB should also adopt a regular schedule to perform 5S in its work area.

On CCB Operations/Process:

Based on the assessment of ARTA implementation conducted by the UNDP and NEDA, the CCB should consider the following:

4. The CCB should engage its stakeholders in the conduct of a review of its process, monitoring and evaluation, and reporting protocols. The result of the review should be used as basis for policy and process improvements. The review should also include identifying the parameters in closing complaints, determining types of issues that require additional information, referring of cases to concerned agencies with corresponding documents, information received, follow-up mechanisms for referred complaints and the closing of the complaints.

5. The CCB should continue the regular conduct of the Stress Management Session. A specialized training should also be conducted to enhance the competencies of the agents in handling and monitoring of CCB concerns.

On CCB Promotions

To encourage the customers who availed of the services of government agencies to provide feedback using the CCB facility, and to engage the support of agency heads in ensuring fast resolution of referred concerns, the following activities may be carried out by the CCB:

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6. The CCB should forge a strong partnership with its BilisAksyon Partners (BAP) and engage their assistance for stricter monitoring of the reports forwarded to their respective agencies. A quarterly online meeting with the CCB partners may also be initiated to provide them updates on CCB data and other initiatives.

7. The CCB should utilize available online platforms such as Facebook, YouTube, email, websites and other social media tools to regularly showcase notable success stories and best practices.

8. The CCB may also intensify its promotional campaign by producing a series of TVCs and radio plugs to be aired via different TV and radio channels nationwide.