

CONTACT CENTER NG BAYAN

Timeline

September 27, 2012

March 31, 2014



- Launching of CCB with 6 member agencies including CSC
- Pilipinas Teleserv as Generalist while CSC as Special Action Team with only 3 Action Officers and 3 Job Orders

- Contract with Pilipinas Teleserv ended
- The PUP BPO Center served as back-up facility of the CCB with its 10 Generalist agents escalating concerns to CSC's Special Action Team

May 31, 2014



- Establishment of an On-Premise Contact Center Facility in CSC commenced
- CCB, thru the Integrated ARTA Program, was invited to be a part of the GGAC (Good Governance & Anti-Corruption Cluster) and PhI-OGP (Open Government Partnership), initiatives both spearheaded by the DBM to strengthen good governance

July 7, 2014



- CSC hired 12 CCB staff composed of 1 Team Leader, 2 Asst. Team Leaders, and 9 Agents
- Launched the partnership with the Office of Sen. Bam Aquino for the WASAK Project
- PUP BPO Center served as Generalist Agents while CSC CCB Team served as Special Action Team

March 9, 2015

April 1, 2015



- CSC received the Quill Award for CCB's Communication Strategies for Customer Relations



- Contract with PUP ended
- CSC on-premise CCB now acts as both Generalist Agents and Special Action Team
- 4 agencies are added as new CCB members
- Original member agencies are already connected to the CCB system in CSC
- The CCB, thru the Integrated ARTA Program, is officially a part of the 2015-2017 OGP Plan

August 1, 2016 November 3, 2017

November 4, 2017 and beyond



- CCB serviced 8888 Citizen's Complaint Hotline from August 1, 2016 to November 3, 2017 CCB operated 24/7 with 45 agents.


CCB CONTACT
CENTER
ng BAYAN

Your direct line to quality government service

Text  **0908-8816565**

Call  **1-6565**
*5.00/Mot per call anywhere in the philippines
via PLOT landlines

Email  email@contactcentermbayan.gov.ph

Web  <http://contactcentermbayan.gov.ph/contact-us>

Mondays to Fridays
8am - 5pm
as of July 16, 2018

- CCB serviced from November 4, 2017 to July 15, 2018, Mondays to Fridays 6am – 12am with 20 agents.
- CCB serviced from July 16, 2018 and beyond Mondays to Fridays 8am – 5pm with 15 agents.