



23 January 2022

PRESIDENT ALADINO C. MORACA
Central Philippines State University
Kabankalan City,
Negros Occidental

Dear **President Moraca**:

Greetings from the Civil Service Commission (CSC)!

The **Contact Center ng Bayan (CCB)**, established as the public feedback mechanism of the CSC, aims to promote accountability among government agencies by providing the customers with accessible channels to report feedback on government frontline services. The establishment of the facility was anchored on Republic Act (RA) No. 9485 or the Anti-Red Tape Act of 2007 and CSC Resolution No. 1400995 issued in July 2014.

With the passage of RA No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery 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])


Under Administrative Order (AO) No. 25 Memorandum Circular No. 2022-1 or the *Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year 2022 Under Executive Order (EO) No. 80, s. 2012 and EO No. 201, s. 2016* issued by the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems dated 24 March 2022 requires Citizen/Client Satisfaction Results (item 4.4) as one of the criteria for PBB.

We are pleased to inform you that the CCB did not receive any public feedback in relation to the delivery of the services of your agency.

For any clarification, please feel free to contact the CCB through the following access modes: short messaging service (SMS) 0908-8816565, email address email@contactcenterngbayan.gov.ph, and CCB website www.contactcenterngbayan.gov.ph.

Thank you.

Very truly yours,


MARIA LUISA SALONGA-AGAMATA, PhD, CESO V
Director IV
Public Assistance and Information Office

Bawat Kawani, Lingkod Bayani