



MC No. 11, s. 2022

MEMORANDUM CIRCULAR

FOR : HEADS OF CONSTITUTIONAL BODIES; DEPARTMENTS, BUREAUS, AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS; GOVERNMENT-OWNED AND/OR CONTROLLED CORPORATIONS WITH ORIGINAL CHARTERS; STATE UNIVERSITIES AND COLLEGES, AND LOCAL WATER DISTRICTS

SUBJECT : Contact Center ng Bayan: Isang Dekada ng Paglilingkod Virtual Summit

The Civil Service Commission's Contact Center ng Bayan (CCB) will be celebrating its tenth year as one of the Philippine government's main feedback mechanisms that serve as the Filipino citizen's direct line in providing feedback on the efficiency of government service delivery. This will be part of the 122nd Philippine Civil Service Anniversary (PCSA) celebration this month of September.

In line with the PCSA 10-year theme, *Transforming Public Service in the Next Decade: Honing Agile and Future-Ready Servant-Heroes*, CCB aims to strengthen its operations in line with its vision to become a future-proof, technology-driven, top-of-mind government contact center facility that sustainably meets the needs and expectations of its stakeholders and interested parties. The fulfillment of this vision shall support government agencies in providing citizen-centric, responsive, reliable, transparent services through improved systems, processes, and procedures that are anchored on the ideas of excellent customer experience and public service delivery effectiveness and efficiency

For the past ten (10) years, the CCB has promoted participatory governance and transparency by providing easy access channels for the public to reach the government and express their feedback and other concerns on service delivery. The facility receives complaints on government offices' non-conformance with their respective Citizen's Charters; requests for assistance on pending requests and applications; queries on procedures and requirements; suggestions for further improvement of systems and processes; and commendation/appreciation of efficient service. Anchored on Republic Act (RA) No. 9485 or the Anti-Red Tape Act of 2007, the CCB now continues its operations under RA No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018. The contact

Bawat Kawani, Lingkod Bayani

information of CCB is now also required to be on government agencies' citizen's charters, and the complaints resolution rate reported by the facility is now linked to the performance-based bonus.

The evolution of the CCB and its role in government service delivery improvement also coincides with the journey of government agencies in customer relations and developing ease of doing business.

To commemorate this important milestone, the CSC will be hosting the **CCB: Isang Dekada ng Paglilingkod Virtual Summit** on **27 September 2022, at 2 p.m.** to highlight the accomplishments of the facility together with its partner agencies, and to recognize the top performing agencies with the highest resolution rates for the past decade. The virtual summit will also feature a video message from President Ferdinand R. Marcos Jr. and a message from Vice President Sara Zimmerman Duterte. The summit will be streamed live through the CSC's official Facebook Page (<https://tl-ph.facebook.com/civilservicegovph>), CSC's YouTube Channel (<https://www.youtube.com/c/CSCPHmedia>), and Radio Television Malacañang's official Facebook Page (<https://www.facebook.com/rtvm.gov.ph>).

Heads of agencies are enjoined to organize virtual or onsite group watching activities. Human resource management offices and public information offices are also requested to share the link to the Livestream with their respective partners and stakeholders, and to take photos of their respective agencies' group watching activities for posting on their agency's social media sites using **#CCBDekadaSummit** **#CCBIsangDekadaNgPaglilingkod** **#PCSA2022** or **#ResilientGovernmentPH**. The photos may also be sent to email@contactcenterngbayan.gov.ph for inclusion in post-event features on CSC's social media accounts and publications.



ATTY. KARLO A. B. NOGRALES
Chairperson

20 September 2022