



MC No. 02, s. 2023

## 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 :** *Isang Dekada ng Paglilingkod Coffee Table Book*

On 27 September 2022, the Civil Service Commission's (CSC) Contact Center ng Bayan (CCB) celebrated its 10<sup>th</sup> year as one of the Philippine government's main feedback mechanisms. The CCB serves as the Filipino citizen's direct line in providing feedback on the efficiency of government service delivery.

With this, a commemorative coffee table book entitled *Isang Dekada ng Paglilingkod* was provided to government agencies, which shall serve as knowledge material on establishing and managing public feedback mechanisms and strengthening public assistance. This features the accomplishments of government agencies in complaints resolution, process improvements, and streamlining, as a result of implementing Republic Act (RA) No. 9485 or the Anti-Red Tape Act of 2007, and RA No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

While the CSC has distributed printed copies, everyone is encouraged to share the digital copies which are available through this link: [https://bit.ly/ccb\\_ctb](https://bit.ly/ccb_ctb).

For the past ten (10) years, the CCB promoted participatory governance and transparency by providing easy access channels for the public to reach the government and express their feedback and other concerns. RA No. 11032 also requires the inclusion of the CCB as part of the complaints mechanism in the Citizen's Charter of every government agency. The CCB's report on complaints resolution rate is now one of the validation criteria for the grant of the annual Performance-Based Bonus, in accordance with the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information, and Reporting Systems (IATF AO25) Memorandum Circular.

The CCB is also included in the Philippine Development Plan (PDP) 2023-2028 or the Philippines' Medium-Term Development Program under the administration of

Bawat Kawani, Lingkod Bayani

President Ferdinand R. Marcos Jr. Under Part IV, Chapter 14, Strategy Outcome 2 of the PDP, public feedback loops are emphasized, to wit:

*“Effective feedback loops provide precise and timely responses to citizens’ demands. Thus, enhancing these loops presents a transformative potential for social accountability and improving citizens’ trust and confidence in government.*

*To operationalize this strategy, the government will ensure the functionality, efficiency, and effectiveness of helplines, hotlines, and helpdesks outlined in existing laws.*

*At the national level, the monitoring of citizen reports will be improved through the EODB and EGSD Acts, the Anti-Red Tape Authority’s (ARTA) Harmonized Client Satisfaction Measurement, the Civil Service Commission’s (CSC) Contact Center ng Bayan, and people’s feedback mechanisms required in national agency websites.”*

A chapter of the coffee table book highlights the decade’s top-performing government agencies. These agencies have also been recognized during the *Isang Dekada ng Paglilingkod* Virtual Summit streamed live over CSC’s and Radio Television Malacañang’s official social media channels last 27 September 2022 (scan the QR code below to watch).

**ATTY. KARLO A. B. NOGRALES**  
Chairperson

Scan here to watch/re-watch the *Isang Dekada ng Paglilingkod* Virtual Summit!

18 April 2023