



MC No. 23, s. 2014

TO : ALL HEADS OF CONSTITUTIONAL BODIES; DEPARTMENTS, BUREAUS AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS; GOVERNMENT - OWNED AND CONTROLLED CORPORATIONS WITH ORIGINAL CHARTERS; AND STATE UNIVERSITIES AND COLLEGES

SUBJECT : Mandatory Display of the Contact Center ng Bayan (CCB) Posters

The Contact Center ng Bayan (CCB) is institutionalized as the public feedback mechanism of the government anchored on Republic Act No. 9485 or the Anti-Red Tape Act (ARTA) of 2007 through Civil Service Commission (CSC) Resolution Number 1400995. The CCB empowers citizens to effectively participate in the improvement of the frontline service delivery, systems and procedures through their feedback relayed via the CCB access modes: 0908-8816565 for text messages, 1-6565 for calls, and www.contactcenterngbayan.gov.ph for emails.


All heads of agencies are enjoined to support the massive dissemination of information on the CCB by displaying posters in conspicuous places in all their respective frontline service offices. The posting of CCB posters shall be inspected by the CSC during the conduct of spot-checks, ARTA Watch, and Report Card Survey (RCS).

CSC shall initially provide CCB posters; agencies may replicate the same. The soft copy of the CCB poster is available via the CCB website: contactcenterngbayan.gov.ph.

Attached is a sample copy of the CCB poster for your reference.

For inquiries regarding the Anti-Red Tape Act of 2007 and the Contact Center ng Bayan, you may contact CSC's Public Assistance and Information Office via (02) 932-0111 and (02) 932-0179 or email feedback@webmail.csc.gov.ph.

For strict compliance.


FRANCISCO T. DUQUE III, MD, MSc
Chairman

SEP 30 2014

In a Race to Serve: Responsive, Accessible, Courteous and Effective Public Service

MAY REKLAMO KA BA?

CCB contact center ng bayan

Maaaring idulog ang mga sumusunod:

 <ul style="list-style-type: none"> • Kotong • Suhol • Red Tape 	 <p>Pakikipag-sabwatan sa fixer</p>	 <p>Tigil serbisyo tuwing lunch break</p>	 <p>Walang tao sa Public Assistance & Complaints Desk</p>	 <p>Walang Citizen's Charter sa ahensya</p>
 <p>Dagdag bayarin o requirements na wala sa Citizen's Charter</p>	 <p>Hindi magalang sa kliyente</p>	 <p>Walang special lane para sa senior citizen, buntis o may kapansanan</p>	 <p>At iba pang sagabal sa mahusay na serbisyo</p>	

Republic Act No. 9485 or the Anti-Red Tape Act (ARTA) of 2007 Section 7. Accountability of the Heads of Agencies, provides

The head of the office or agency shall be primarily responsible for the implementation of this Act and shall be held accountable to the public in rendering fast, efficient, convenient and reliable service.

The Contact Center ng Bayan (CCB) was established as the government's public feedback mechanism anchored on ARTA, pursuant to CSC Resolution No. 1400995, promulgated on July 10, 2014.



**Mag-text sa
0908 881 6565
Tumawag sa
1-6565***

*P100 + VAT per call anywhere in the Philippines via PLDT landline

Mula 8am to 5pm, Lunes hanggang Biyernes

**Mag log-on sa
www.contactcenterngbayan.gov.ph**

Paalala sa lahat ng alangan ng pamahalaan. Ang pambayad sa 10 ay dapat nakapagpapaliwalat sa lahat ng ibang "frontline service offices". Tugutin sa 10 ay mababaw ng ibang mga alangan.