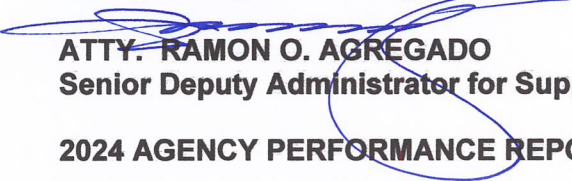


MEMORANDUM

FOR : EDUARDO JOSE L. ALIÑO
Chairman and Administrator

CC : ENGR. LILIBETH S. BAZA
Acting Manager, Planning and Development Office

FROM : 
ATTY. RAMON O. AGREGADO
Senior Deputy Administrator for Support Services

RE : 2024 AGENCY PERFORMANCE REPORT ON 8888 COMPLAINTS

DATE : 09 JANUARY 2025

We submit the SBMA Performance Status Report relative to the citizens' complaints/concerns received and processed by the SBMA 8888 Focal Team thru the 8888 Citizens' Complaint Center (CCC) Portal for the period from January to December 2024 as reflected in the 8888 Online Portal.

Said report shows that there were **seventeen (17)** citizens' complaints/concerns referred to SBMA from 1 January 2024 to 31 December 2024, and that **all 17 were acted upon**. Thus, SBMA obtained a **Compliance Rate of 100%** on promptly acting on the complaints/concerns received within the 72-hour compliance period and a **Resolution Rate of 100%** signifying that all referred complaints/concerns for the said period were acted upon with concrete and specific actions and that all were Approved for Closure by the 8888 CCC.

For your information.



8888 Agency Statistics
Subic Bay Metropolitan Authority (SBMA)
January 01, 2024 - December 31, 2024

Resolution Rate

Total	Acted Upon	Under Processing/Awaiting Feedback	Unacted
17	17 (100%)	0 (0%)	0 (0%)

Compliance Rate

Total	Closed	Within 72h	Beyond 72h	Rate
17	17	17	0	100%

Monthly Status



Breakdown of Tickets per Office/Agency/Bureau under
Subic Bay Metropolitan Authority

Agency Name	Total	Acted Upon	Under Processing	Unacted
No result				

BREAKDOWN OF TICKETS BY CLASSIFICATION							
Classification	Nature	Acted Upon	Under Processing	Unacted	Subtotal	Total	%
Integrity related concerns	Complaint against government official/employees	0	0	0	0	0	0%
	Complaint against government regulations/processes/services	0	0	0	0		
Legal concerns	Pending cases (Criminal/Civil/Administrative/Labor)	0	0	0	0	0	0%
	Executive clemency (Pardon/Parole/Commutation)	0	0	0	0		
	Legal advice/assistance	0	0	0	0		
Funding concerns	Government projects	0	0	0	0	0	0%
	Private organization	0	0	0	0		
Police assistance	Domestic problems (Juvenile delinquency/Spousal abuse)	0	0	0	0	0	0%
	Crime prevention/mitigation	0	0	0	0		
	Other Police concerns	0	0	0	0		
Land/environmental concerns	Agrarian reform related	0	0	0	0	0	0%
	Patent/Stewardship/Registration	0	0	0	0		
	Fisheries and aquatic resources	0	0	0	0		
	Environmental Practices	0	0	0	0		
OFW concerns	Repatriation	0	0	0	0	0	0%
	OFW benefits	0	0	0	0		
	Passports and other consular related issues	0	0	0	0		
	OFW Social Services	0	0	0	0		
Loans and other financial concerns	Government financial institutions	0	0	0	0	0	0%
	Private financial institutions	0	0	0	0		
Consumer concerns	Utilities (Telecoms/Water/Electric)	0	0	0	0	0	0%
	Transportation services	0	0	0	0		
	Goods and produce	0	0	0	0		
Medical concerns	Hospitalization/Hospital Bills	0	0	0	0	0	0%
	Medicines and medical devices (Implants,Prosthetics etc.)	0	0	0	0		
	Medical procedures	0	0	0	0		
Housing concerns	Housing application	0	0	0	0	0	0%
	Complaint against housing developer, HOA	0	0	0	0		
Social services concerns	Transportation	0	0	0	0	0	0%
	Educational	0	0	0	0		
	Burial	0	0	0	0		
	Livelihood	0	0	0	0		
	Financial	0	0	0	0		
	Housing	0	0	0	0		
	Employment	0	0	0	0		
	Relief Goods	0	0	0	0		
Claims	Government insurance/pension/benefits	0	0	0	0	0	0%
	Private insurance	0	0	0	0		
	Payment of just compensation	0	0	0	0		
Employment concerns	Government	0	0	0	0	0	0%
	Private	0	0	0	0		
Comments and suggestions	Comments and Suggestion	0	0	0	0	0	0%
Commendation	Commendation	0	0	0	0	0	0%
Miscellaneous	All other issues not covered	0	0	0	0	0	0%
Government Assistance	Complaint against private individuals/institutions	0	0	0	0	0	0%
	Government Services	0	0	0	0		
2023 Graft and Corruption	2023 - Against Government Official - Executive	0	0	0	0	0	0%
	2023 - Against Government Employee - Executive	0	0	0	0		
	2023 - Against Government Official - Legislative/ Judiciary/ Independent Bodies	0	0	0	0		
	2023 - Against Government Employee - Legislative/ Judiciary/ Independent Bodies	0	0	0	0		
	2023 - Against Government Offices	0	0	0	0		
2023 Frontline Service Procedures	2023 - Discourtesy	0	0	0	0	0	0%
	2023 - Non-observance of Standard Frontline Services	0	0	0	0		
2023 System and Procedures of Government Services	2023 - No Display/ Not Updated/ Non-conformance with Citizens Charter	0	0	0	0	0	0%

BREAKDOWN OF TICKETS BY CLASSIFICATION							
Classification	Nature	Acted Upon	Under Processing	Unacted	Subtotal	Total	%
	2023 - Failure to Act on Concerns Without Due Cause	0	0	0	0		
	2023 - Slow/ Inefficient/ Inconvenient Process	0	0	0	0		
	2023 - Failure to Attend to Clients During Office Hours or Lunch Break	0	0	0	0		
	2023 - Follow-up on Pending Court Cases (Criminal/Civil/Administrative/Labor)	0	0	0	0		
2023 Police and Public Order Concerns	2023 - Domestic Problems (Juvenile delinquency/Spousal abuse)	0	0	0	0	0	0%
	2023 - Crime Prevention/ Mitigation	0	0	0	0		
	2023 - Public Order and Convenience	0	0	0	0		
2023 Housing Concerns	2023 - Government Housing	0	0	0	0	0	0%
	2023 - Private Developers	0	0	0	0		
	2023 - Homeowners Association - Government	0	0	0	0		
	2023 - Homeowners Association - Private	0	0	0	0		
2023 Land/environmental Concerns	2023 - Ancestral Domain	0	0	0	0	0	0%
	2023 - Agrarian Reform Related	0	0	0	0		
	2023 - Environmental Practices	0	0	0	0		
2023 Consumer Concerns	2023 - Non-Issuance of Official Receipt	0	0	0	0	0	0%
	2023 - Utilities (Telecoms/ Water/ Electric)	0	0	0	0		
	2023 - Transportation Services	0	0	0	0		
	2023 - Goods, Produce, and Services	0	0	0	0		
	2023 - Private Financial Institution	0	0	0	0		
	2023 - Private Insurance	0	0	0	0		
	2023 - Social Welfare Discounts and Privileges	0	0	0	0		
	2023 - Tourism and Leisure	0	0	0	0		
2023 Labor Concerns	2023 - Hospital and Medical Services	0	0	0	0	0	0%
	2023 - Local - Labor Practices	0	0	0	0		
	2023 - Local - Employment Benefit	0	0	0	0		
2023 OFW Concerns	2023 - Migrant Workers - Welfare	0	0	0	0	0	0%
	2023 - Migrant Workers - Consular	0	0	0	0		
2023 Independent Bodies Follow-up or Request for Assistance	2023 - House of Representative	0	0	0	0	0	0%
	2023 - Senate of the Philippines	0	0	0	0		
	2023 - Supreme Court	0	0	0	0		
	2023 - Commission on Elections	0	0	0	0		
	2023 - Commission on Audit	0	0	0	0		
	2023 - Civil Service Commission	0	0	0	0		
	2023 - Commission on Human Rights	0	0	0	0		
	2023 - Office of the Ombudsman	0	0	0	0		
2023 OP Related Concerns	2023 - ODESLA	0	0	0	0	0	0%
	2023 - OES	0	0	0	0		
	2023 - PMS	0	0	0	0		
	2023 - OP Frontline Offices	0	0	0	0		
	2023 - Other OP Offices	0	0	0	0		
2023 Legal Assistance	2023 - Legal Advice/ Legal Assistance	0	0	0	0	0	0%
	2023 - Executive clemency (Pardon/Parole/Commutation)	0	0	0	0		
2023 Social Services Assistance	2023 - Transportation	0	0	0	0	0	0%
	2023 - Educational	0	0	0	0		
	2023 - Burial	0	0	0	0		
	2023 - Livelihood	0	0	0	0		
	2023 - Financial	0	0	0	0		
	2023 - Housing	0	0	0	0		
	2023 - Employment	0	0	0	0		
	2023 - Relief Goods	0	0	0	0		
	2023 - Medical Assistance	0	0	0	0		
2023 Funding Assistance	2023 - Private organization	0	0	0	0	0	0%
2023 Miscellaneous	2023 - All other issues not covered	0	0	0	0	0	0%
2023 Integrity and Conduct	2023 - Integrity and Conduct - Official	0	0	0	0	0	0%
	2023 - Integrity and Conduct - Employee	0	0	0	0		
	2023 - Integrity - Process and Services	0	0	0	0		
2023 Comments and Suggestions	2023 - Caller Dependent	0	0	0	0	0	0%
2023 Commendation	2023 - Commendation	0	0	0	0	0	0%

BREAKDOWN OF TICKETS BY CLASSIFICATION							
Classification	Nature	Acted Upon	Under Processing	Unacted	Subtotal	Total	%
2023 Inquiry	2023 - Inquiry on Government Services and Processes	0	0	0	0	0	0%
2024 Graft and Corruption	2024 - Against Government Official	0	0	0	0	0	0%
	2024 - Against Government Employee	0	0	0	0		
	2024 - Against Government Offices	0	0	0	0		
2024 Integrity and Conduct	2024 – Integrity and Conduct – Official	0	0	0	0	10	58.82%
	2024 – Integrity and Conduct – Employee	5	0	0	5		
	2024 – Integrity – Process and Services	5	0	0	5		
2024 Frontline Service Procedures	2024 - Discourtesy	1	0	0	1	4	23.53%
	2024 – Poor Service Facility	0	0	0	0		
	2024 – Unclear Procedures	0	0	0	0		
	2024 – Non-Response to Request/Letter	0	0	0	0		
	2024 – Unattended Hotline Number or Email	0	0	0	0		
	2024 – Non-Observance of Queuing Systems	0	0	0	0		
	2024 – No Special Lane for SC, PWD, PW	0	0	0	0		
	2024 – No Public Assistance and Complaint Desk	0	0	0	0		
	2024 - Slow/Inefficient/Inconvenient Process	3	0	0	3		
2024 ARTA Related Concerns	2024 – Refusal to accept request with complete requirements without due cause	0	0	0	0	0	0%
	2024 – Imposition of additional requirements other than those listed in the Citizen’s Charter	0	0	0	0		
	2024 – Imposition of additional costs not reflected in the Citizen’s Charter	0	0	0	0		
	2024 – Failure to give applicant a written notice on the disapproval of an application	0	0	0	0		
	2024 – Failure to render government services within the prescribed processing time without due cause	0	0	0	0		
	2024 – Failure to attend to clients during Official Working Hours or non-compliance with no Lunch Break policy	0	0	0	0		
	2024 – Failure or refusal to issue official receipts	0	0	0	0		
	2024 – Fixing and/or collusion with fixers	0	0	0	0		
	2024 – Failure to set-up the most current and updated Citizen’s Charter	0	0	0	0		
	2024 – Violation of the Zero-Contact Policy	0	0	0	0		
	2024 – Selling, offering to sell, or recommending specific brands or fire extinguisher	0	0	0	0		
2024 Police and Public Order Concerns	2024 - Domestic Problems (Juvenile delinquency/Spousal abuse)	0	0	0	0	0	0%
	2024 - Crime Prevention/ Mitigation	0	0	0	0		
	2024 - Public Order	0	0	0	0		
2024 Transportation Concerns	2024 – Public Utility Vehicles (Bus, Taxi, Jeepneys, E-Jeep)	0	0	0	0	1	5.88%
	2024 – Private Vehicles	0	0	0	0		
	2024 – Ships	0	0	0	0		
	2024 – Airports	0	0	0	0		
	2024 - Roads and Highways	0	0	0	0		
	2024 – Ports	1	0	0	1		
2024 Health Concerns	2024 – Private Hospital Concerns	0	0	0	0	0	0%
	2024 – Violation of Health Protocols	0	0	0	0		
	2024 – Private Health Practitioners	0	0	0	0		
2024 LGU Concerns	2024 – Community-Related Concerns	0	0	0	0	0	0%
	2024 – Local Projects	0	0	0	0		
	2024 – Concerns Regarding Establishments	0	0	0	0		
	2024 – Road Obstruction	0	0	0	0		
2024 Housing Concerns	2024 - Government Housing	0	0	0	0	0	0%
	2024 - Private Developers	0	0	0	0		
	2024 - Homeowners Association - Government	0	0	0	0		
	2024 - Homeowners Association - Private	0	0	0	0		
2024 Land/ Environment Concerns	2024 - Land Ownership	0	0	0	0	0	0%
	2024 - Agrarian Reform Related	0	0	0	0		
	2024 - Environmental Practices	0	0	0	0		
	2024 – Fisheries and Aquatic Resources	0	0	0	0		
2024 Education Related Concerns	2024 – Private Schools (Pre-school up to Senior High)	0	0	0	0	0	0%
	2024 – Private Colleges/Universities	0	0	0	0		

BREAKDOWN OF TICKETS BY CLASSIFICATION

Classification	Nature	Acted Upon	Under Processing	Unacted	Subtotal	Total	%
	2024 – Private Vocational Institutions	0	0	0	0		
	2024 – Public Schools (Pre-school to Senior High)	0	0	0	0		
	2024 – State Colleges and Universities	0	0	0	0		
	2024 – Public Vocational Institutions	0	0	0	0		
2024 Consumer Concerns	2024 - Non-Issuance of Official Receipt	0	0	0	0	1	5.88%
	2024 - Utilities (Telecoms/ Water/ Electric)	0	0	0	0		
	2024 - Transportation Services	0	0	0	0		
	2024 - Goods, Produce, and Services	0	0	0	0		
	2024 - Private Financial Institution	0	0	0	0		
	2024 - Private Insurance	0	0	0	0		
	2024 - Social Welfare Discounts and Privileges	1	0	0	1		
	2024 - Tourism and Leisure	0	0	0	0		
	2024 – E-commerce and Delivery Application and other emerging platforms	0	0	0	0		
2024 Labor Concerns	2024 - Local - Labor Practices	0	0	0	0	0	0%
	2024 - Local - Employment Benefit	0	0	0	0		
	2024 – Private Employer	0	0	0	0		
2024 OFW Concerns	2024 - Migrant Workers - Welfare	0	0	0	0	0	0%
	2024 - Migrant Workers - Consular	0	0	0	0		
2024 Legal Concerns	2024 - Executive Clemency (Pardon/Parole/Commutation)	0	0	0	0	0	0%
	2024 - Follow-up on Pending Cases (Criminal/Civil/Administrative/Labor)	0	0	0	0		
	2024 – Just Compensation	0	0	0	0		
2024 Social Services Assistance	2024 - Transportation	0	0	0	0	0	0%
	2024 - Educational	0	0	0	0		
	2024 - Burial	0	0	0	0		
	2024 - Livelihood	0	0	0	0		
	2024 - Financial	0	0	0	0		
	2024 - Housing	0	0	0	0		
	2024 - Employment	0	0	0	0		
	2024 - Relief Goods	0	0	0	0		
	2024 – Rescue	0	0	0	0		
	2024 - Legal Advice/ Legal Assistance	0	0	0	0		
	2024 – Repatriation	0	0	0	0		
	2024 - Medical	0	0	0	0		
2024 Funding Assistance	2024 - Private organization	0	0	0	0	0	0%
2024 Miscellaneous	2024 - All other issues not covered	1	0	0	1	1	5.88%
2024 Comments and Suggestion	2024 – Comments	0	0	0	0	0	0%
	2024 – Suggestions	0	0	0	0		
2024 Inquiry	2024 – Inquiry on Government Services and Processes	0	0	0	0	0	0%
2024 Commendation	2024 – Commendation	0	0	0	0	0	0%
Total No. of Tickets		17	0	0	17	17	

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