



11 February 2025

Engr. EDUARDO JOSE L. ALIÑO

Chairperson and Administrator
Subic Bay Metropolitan Authority
Bldg. 229, Waterfront Road, Central Business District
Subic Bay Freeport Zone

Attention: **Ms. VIVIAN O. ABALOS**
Department Manager III, Human Resource Management
Department
Bilis Aksyon Partner

Dear **Chairperson Aliño:**

Greetings from the Civil Service Commission (CSC)!

The Contact Center ng Bayan (CCB) of the CSC is recognized in the Philippine Development Plan (PDP) 2023-2028 as a key component in the monitoring and resolution of citizen's feedback. It serves as a strategic initiative for enhancing public feedback loops at the national level-thus providing a transformative potential for fostering social accountability and improving citizens' trust and confidence in government (*Part IV, Chapter 14, Strategy Outcome 2*).

To support the development of effective, accountable, and transparent institutions at all levels of government, the CSC's CCB consistently monitors the responses and compliance of government agencies to all CCB concerns referred to them. This effort aligns with the PDP's Results Matrices which include the following performance indicators: 1. Complaints referral rate sustained (%) and 2. Complaints compliance rate sustained (%) as outlined in Chapter 14, Subchapter Outcome 1.2.

In line with this, may we provide you with a copy of your office's performance report on the resolution and compliance of all concerns referred to your office by the CCB for FY2024 covering 1 January 2024 to 31 December 2024.

*We would like to inform you that of the **1** citizen's concerns referred to your agency, **1** complaint or **100%** were acted upon and tagged as resolved. While **0** complaints or **0%** out of **1** CCB-referred complaints were acted by your agency within the three (3) working days period required by Republic Act (RA) No. 11032 to respond and/or act on citizen feedback. We would like to commend you for your efforts in ensuring concerns referred to your office are resolved and acted upon on time.*

Agency: Subic Bay Metropolitan Authority Period Covered: <u>1 January 2024 to 31 December 2024</u>		
No. of Complaints Referred by CCB to the SBMA	1	
No. of Complaints Resolved by SBMA	1	Complaints Resolution Rate: 100%

Bawat Kawani, Lingkod Bayani

No. of Complaints Acted Upon by the SBMA within three (3) Working Days	0	Complaints Compliance Rate: 0%
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The CSC's 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 under Republic Act (RA) No. 9485 or the Anti-Red Tape Act of 2007.

With the passage of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery (EODB EGSD) Act of 2018, amending RA 9485, the CCB continues its role as a feedback facility on government service delivery. The Implementing Rules and Regulations of the said law provide for the **inclusion of the CCB in the Citizen's Charter of every government agency to be part of their complaint's mechanism.** (Rule IV [Citizen's Charter], Section 2 [g] [i])

Thank you for continuously partnering with us in ensuring all concerns are immediately acted upon/resolved. We look forward to our continued partnership in the fight against red tape and corruption.

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.

Very truly yours,

FIABERNA U. SALUMBIDES

Director IV

Public Assistance and Information Office