

**HOTLINE #8888 AND CONTACT CENTER NG BAYAN (CCB)
RESOLUTION AND COMPLIANCE RATES**

For the purpose of evaluating agency performance under the Citizen/Client Satisfaction Results criterion, reported complaints and grievances shall include government service and procedures of the agencies, acts of red tape, corruption, and/or other interferences to public service delivery by any government agency, individuals, or instrumentalities, and exclude queries and/or requests for information. To determine the resolution rates for Hotline #8888 and CCB complaints, agencies may refer to the following:

PORTALS	RESOLUTION RATE
Hotline #8888	The percentage of tickets acted upon or <i>closed tickets</i> by a government agency against the total number of endorsed tickets by the Hotline #8888 Citizens' Complaint Center (CCC) with consideration of the 72-hour period to take action as prescribed in Executive Order (EO) No. 6, s. 2016.¹ The 72-hour period refers to the timeframe within which a government agency is required to act on tickets referred. The period commences upon endorsement of the ticket through the portal account of the government agency and ends upon the closure of the ticket in the said agency's #8888 portal account. Weekends, holidays, and work suspensions are excluded in the counting of the compliance period.
Contact Center ng Bayan (CCB)	The percentage of <i>resolved negative feedback</i> on government services, processes, and procedures lodged through the CCB against the total number of negative feedback received. A negative feedback is considered resolved after the agency has responded to the referral and provided detailed action taken to correct the reported dissatisfaction and prevent its re-occurrence. If the particular concern cannot be acted upon, the agency must provide an explanation as to why it cannot be addressed. The negative feedback will be considered <i>resolved</i> upon receipt of the reply/explanation from the agency. If the complaint involves an administrative case, the CCB will still forward the negative feedback to the agency and will request an update on the status of the case. Upon receipt of the reply, the CCB will inform the customer of the feedback from the agency and will consider the ticket resolved.

¹ [Institutionalizing the 8888 Citizen's Complaint Hotline and Establishing the 8888 Citizen's Complaint Center.](#)

For Hotline #8888, a concrete and specific action shall refer to the actual and factual action to the complaint. It must be within the mandate of the agency and a clear, specific, and relevant response to the concern of the caller. As much as the circumstances permit, the caller shall be given advice on the concrete and specific action taken or feedback on the status of the concern until its resolution, and the agency shall inform the #8888 CCC, through their respective #8888 Agency Portals of the action taken on the complaint, concern, or request. The #8888 CCC requires proof of concrete and specific action taken and proof of communication to the caller.

For government agencies that do not have their own #8888 portal account and whose complaints are coursed through an agency with an existing #8888 portal account (e.g., parent agency and its attached agencies without own portal accounts), the date the complaint/referral is received and the date the proof of action taken was transmitted back to referring agency shall be material in determining the resolution and compliance rates. Should questions arise, the 8888 CCC may require documentary proof indicating the dates that need to be considered.

-Nothing follows-