



10 March 2022

Dr. Enrico C. Paringit

Philippine Council for Industry, Energy, and Emerging
Technology Research and Development (DOST-PCIEERD)
4th and 5th Level Science Heritage Bldg.,
Science Community Complex,
Gen. Santos Avenue, Bicutan,
Taguig City

Dear **Dr. Paringit**:

Greetings from the Civil Service Commission (CSC)!

The Contact Center ng Bayan (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 on the Anti-Red Tape Act of 2007 and CSC Resolution No. 1400995 issued in July 2014.

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

Further, in accordance with the Memorandum Circular No. 2021 -1 item 4.4 of the Guidelines on the Grant of the Performance Based Bonus (PBB) for the fiscal year of 2021, we are providing you a copy of your office's performance report on the resolution of all concerns referred to your office from the Contact Center ng Bayan for the period covering 1 January 2021 to 31 December 2021.

We are pleased to inform you that the CCB did not receive any public feedback in relation to the delivery of the services of your agency.

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.

Thank you.

Very truly yours,

MARIA LUISA SALONGA JAGAMATA, PhD, CESO V
Director IV

Bawat Kawani, Lingkod Bayani

Public Assistance and Information Office