



CCB CONTACT CENTER ng BAYAN

Your direct line to efficient public service

Report the following acts under Section 21 of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018

- a.** Refusal to accept application or request with complete requirements being submitted by an applicant or requesting party without due cause;
- b.** Imposition of additional requirements other than those listed in the Citizen's Charter;
- c.** Imposition of additional costs not reflected in the Citizen's Charter;
- d.** Failure to give applicant or requesting party a written notice on the disapproval of an application or request;
- e.** Failure to render government services within the prescribed processing time on any application and/or request without due cause;
- f.** Failure to attend to applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break
- g.** Failure or refusal to issue official receipts; and
- h.** Fixing and/or collusion with fixers in consideration of economic and/or other gain or advantage.

Text
0908 881-6565
Call
1-6565*

*P5.00 + VAT per call anywhere in the Philippines via PLDT landlines from 8 am to 5 pm, Monday to Friday

Log-on to

www.contactcenterngbayan.gov.ph
www.facebook.com/civilservicegovph

The International Association of Business Communicators (IABC) awarded the Contact Center ng Bayan the 2014 Quill Award for Communication Management Strategies for Customer Relations

The Contact Center ng Bayan (CCB) plays a vital role in the implementation of Republic Act No. 11032 otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018"



The CCB, the feedback facility of the Civil Service Commission, shall be included in the Citizen's Charter of every government agency, as part of their feedback mechanism.

Rule IV (Citizen's Charter), Section 2 (g) (i) of Joint Memorandum Circular (JMC) No. 2019001, series of 2019 or the Implementing Rules and Regulations of Republic Act No. 11032



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Send feedback on government services, whether positive or negative, to the Contact Center ng Bayan via the following access channels:

SMS : 0908 881 6565

Email: email@contactcenterngbayan.gov.ph

Web: <https://contactcenterngbayan.gov.ph/>

FB: <https://facebook.com/civilservicegovph/>

Call: 165 65

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