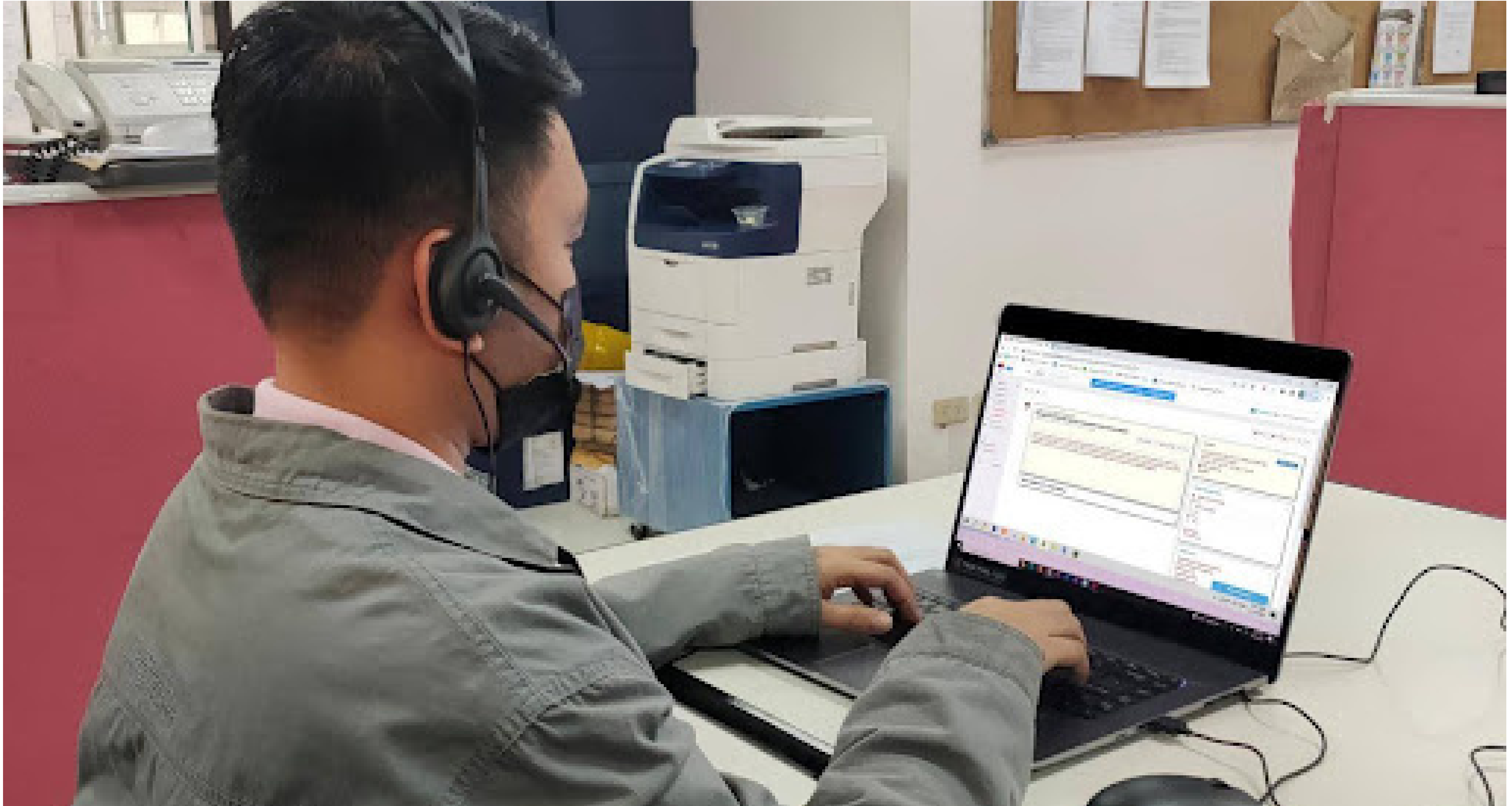


VII. CUSTOMER FEEDBACK MECHANISMS



To be more accessible and responsive to its stakeholders especially its gaming patrons and charity program beneficiaries, PCSO utilizes a variety of methods to generate and act on external feedbacks such as inquiries, complaints, suggestions, as well as commendations/compliments made to PCSO.

These methods and mechanisms include the Office of the President's 8888 Hotline System, the online feedback, and the official PCSO social media accounts.

A. 8888 Hotline

From January to December 2023, the PCSO achieved a 100% resolution rate for concerns received in the 8888 Hotline, answering and resolving 202 out of 202 concerns/complaints received.

VII. CUSTOMER FEEDBACK MECHANISMS

Table 16. Summary of 8888 Hotline for CY 2023

Month	No. of Tickets Received	No. of Tickets Closed	Percentage of Closed Tickets
January	95	95	100%
February	11	11	100%
March	15	15	100%
April	9	9	100%
May	8	8	100%
June	8	8	100%
July	8	8	100%
August	8	8	100%
September	8	8	100%
October	15	15	100%
November	9	9	100%
December	8	8	100%
Total	202	202	100%

B. Online Feedback

PCSO replied to 98.23% of online feedback received in 2023, while the remaining 1.77% (17 concerns) were referred to respective units, as summarized below.

Table 17. Monthly Online Feedback for CY 2023

Month	Received	Replied	Referred
January	69	66	3
February	82	78	4
March	96	96	0
April	92	92	0
May	99	99	0
June	85	85	0
July	68	68	0
August	76	74	2
September	87	86	1
October	81	80	1
November	78	75	3
December	48	45	3
Total	961	944	17

VII. CUSTOMER FEEDBACK MECHANISMS

C. PCSO Social Media Accounts

PCSO's official social media accounts also serve as portals and communication channels with the Agency's customers. The public may visit the Agency's official Facebook pages which are www.facebook.com/pcsoofficialsocialmedia and the PCSO Games Online Hub.