

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



CCB CONTACT CENTER ng BAYAN
Your direct line to efficient public service



/civilservicegovph



/cscphmedia



csc.gov.ph

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

P5 +VAT per call anywhere in the Philippines via PLDT landlines



CCB CONTACT
CENTER
ngBAYAN
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CCCB CONTACT CENTER ng BAYAN

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Maaaring idulog ang mga sumusunod sang-ayon sa
**Section 21 ng Republic Act No. 11032 o ang Ease of Doing
Business and Efficient Government Service Delivery Act of 2018**

a.

Pagtanggap tumanggap ng application o request kahit kumpleto ang requirements na walang maayos na dahilan;

b.

Paghingi ng karagdagang requirements na hindi nakasaad sa Citizen's Charter;

c.

Pagdagdag ng bayarin na wala sa Citizen's Charter;

d.

Hindi pagbibigay ng written notice ukol sa disapproval ng application o request;

e.

Hindi pagsunod sa nakasaad na processing time ng application o request na walang karampatang dahilan;

f.

Hindi pagtugon sa application o request ng kliyente na nasa loob na ng opisina o ahensya bago ang pagtatapos ng office hours o habang lunch break;

g.

Hindi pagbigay ng official receipt; at

h.

Fixing o kaya'y pakikipag-ugnayan sa mga fixer para sa kita o iba pang pakinabang.

Text

0908 881-6565

Call

1-6565*

*5.00 + 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