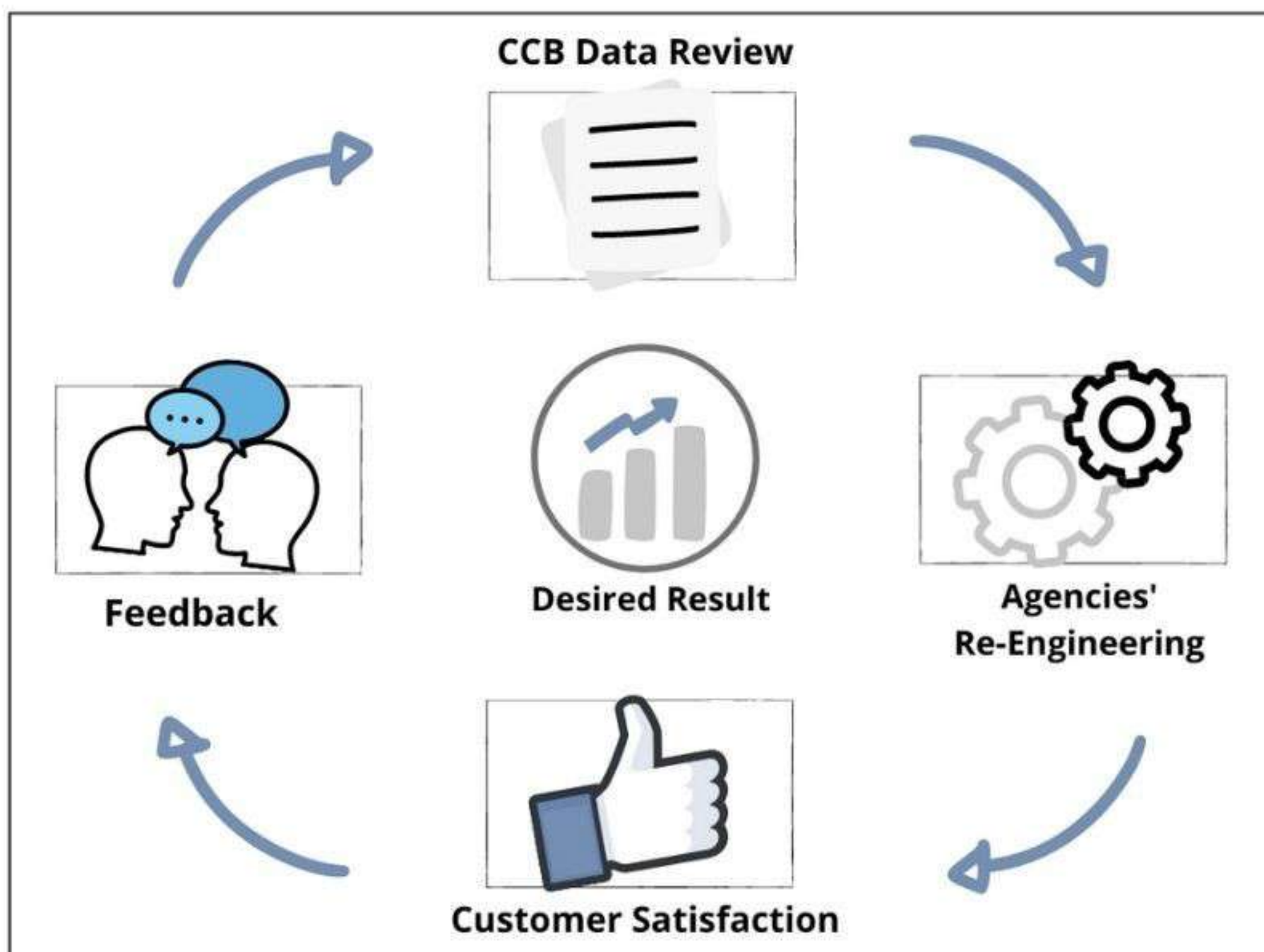


Contact Center ng Bayan Process Flow



The Contact Center ng Bayan (CCB) is a feedback mechanism designated as the government's main helpdesk where citizens can request assistance, report complaints, seek information, and even provide commendations. CCB reviews all received data and partners with government agencies towards re-engineering processes for improvement of service delivery to the people.



CCCB 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*

*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



CCCB CONTACT CENTER ng BAYAN

Your direct line to efficient public service

**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 ng 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



The Contact Center ng Bayan (CCB) of the Philippine Civil Service Commission is a feedback mechanism designated as the government's main helpdesk where citizens can request for information and assistance on government frontline service procedures, and report commendations, appreciation, complaints, and feedback.



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 disposition of an application or request;

e.

Failure to render government service 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.

Filing and/or collusion with filers in consideration of economic and/or other gain or advantage.

Text

0908 881-6565

Call

1-6565*

*1-6565 is an 800 number that can be used from anywhere in the Philippines

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 Gold Award for Communication Management Strategies for Customer Relations



Your direct line to efficient public service

Reporting (filing) any acts enumerated under section 21, of Republic Act No. 11032 is a requirement of being Business and Efficient Government Service Delivery Act of 2018



Text

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 (a) of the Administrative Code (M.C. No. 101-00001), issued in 1917 or the implementing Rules and Regulations of Republic Act No. 11032



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

165 65 is an 800 number that can be used from anywhere in the Philippines



Commission on Human Rights of the Philippines added 4 new photos to the album: Contact Center ng Bayan.

May 10 ·

The Contact Center ng Bayan (CCB) is a feedback mechanism designated as the government's main helpdesk where citizens can request for information and assistance on government frontline service procedures, and report commendations, appreciation, complaints, and feedback.

The CCB was established by the Civil Service Commission and the Information and Communications Technology Office-National Computer Center (ICTO-NCC) to support the implementation of Republic Act No. 9485 or the Anti-Red Tape Act (ARTA) of 2007.



COA Information Terms Interest

Transparency Seal



Quick Links

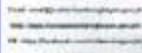
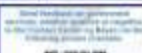


COA at a glance



Citizen's Desk

For reports on allegations of fraud, errors, abuses or mismanagement of public funds.



COA official reapointed to the International Public Sector Accounting Standards Board

Published: 01 October 2021

Commission on Audit (COA) Assistant Commissioner Lydia P. Chito, head of the Commission's Administration Sector, was reappointed as member of the International Public Sector Accounting Standards Board (IPSASB).

Operating under the auspices of the International Federation of Accountants (IFAC), the IPSASB works to strengthen public financial management globally through developing and maintaining acknowledged International Public Sector Accounting Standards (IPSAS) and other high-quality financial reporting guidance for use by governments and other public sector entities.

Appointees to the IPSASB are selected following a rigorous nomination and interview process involving the IFAC Nominating Committee and IPSASB leadership, overseen by the Public Interest Committee.

"I am grateful for the confidence shown by the IFAC and IPSASB leadership. I feel that my reappointment is a recognition not only of my skills but also of the competence and dedication of the officials and auditors of the Commission who worked together to harmonize Philippine Public Sector Accounting and Auditing Standards with international standards and best practices. Rep assured that we will continue to support the advancement of these Standards," said Assistant Commissioner Chito.

A member of the Commission's Gawad Sillang Katarungunang Pinoy in CY 2021, Assistant Commissioner Chito led COA's Government Accounting Sector in the continuous evaluation of the applicability of new and updated IPSAS and their adoption and implementation in the Philippine public sector. She is also a member of the Technical Working Group on Government Payment and Receipt Project in which she actively participates in the review of policies on payments and collections of the government through electronic means. She supervised the development, implementation, enhancement and capacity building on the use of computerized systems on accounting and financial reporting, budgeting and auditing for use by various government agencies, including the Electronic New Government Accounting System (ENGAS) and electronic Budget (eBudget) System.

Meanwhile, IPSASB announced that, for the first time, it will have a majority female Board with ten women and eight men beginning 1 January 2022. IPSASB also said its geographic diversity will also increase with new members from China and Saudi Arabia.

"The IPSASB is leading the way with a majority female Board for 2022" said IPSASB Chair Jani Caruthers in a recent review. "Diversity of Board membership is essential to ensure the delivery of high-quality standards that can strengthen public financial management globally. The appointment of new members from the Asia and Middle East regions will also be important in ensuring that our outputs meet the needs of an increasingly diverse group of users," he added.

Aside from Assistant Commissioner Chito, Ms. Lynn Patterson of the United Kingdom is also reappointed to the Board. The four new Board members are Dr. Anouar Al-Harbi, Saudi Arabia; Mr. Claudio Beer, Switzerland; Mr. Mark Eber-Milbrach, Germany and Mr. Liang Yang, China.

COA Chairperson lectures on COA's constitutional mandate at TMAP General Membership Meeting

Published: 17 October 2021

Commission on Audit (COA) Chairperson Michael G. Aguinaldo discussed the constitutional mandate of the Commission at the Tax Management Association of the Philippines, Inc. (TMAP) General Membership Meeting held on 27 September 2021 through virtual conferencing.

TMAP is a non-stock corporation established to professionalize tax practice and provide a channel for the private sector to participate in drafting of the laws, rules

The Chairperson



The Commissioner



Discs and Awards

Awards to the Best
Notaries of Audited
Notaries in Progress
List of NGOs Invited as Observer:
GAPD Consolidated Shredding Report
as of 16 July 2016
GAPD Consolidated Shredding Report
as of 16 January 2019
1994 Technology (Solid state
drive 17, 2016 in Memory Program
for GPHS College Portal for Emergency
Response Under Republic Act No.
11440 or the DepEdNet Act

News

COA Chair Aguinaldo talks about COA mandate, transparency in PCDOs (TV)
TV show
Read More ...

COVID-19 considerations and the Public
Audit's experience discussed at the
2nd virtual meeting of NTCOA
Working Group on Public Data
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COA Chairperson speaks at ENCEEDS
2021 Accounting Convention
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Job Opportunities

COA Regional Office No. 1/4/2020
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165 65

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*P0+007 per call anywhere in the Philippines via PLDT landline

Vector: Freepress.com



NEWS & UPDATES

Read the Joint Decision of the Sixth Division of the Sandiganbayan in the case of People of the Philippines vs. Raul Rodriguez Lee, et al.

September 23, 2021

People of the Philippines vs. Raul Rodriguez Lee, et al.

Read the Amended Decision of the First Division of the Sandiganbayan in the case of People of the Philippines vs. Constantino G. Jaraula, et al.

September 23, 2021

People of the Philippines vs. Constantino G. Jaraula, et al.

Read the Decision of the Fourth Division of the Sandiganbayan in the case of People of the Philippines vs. Lt. Gen. Jacinto Castillo Ligot, et al.

September 23, 2021

People of the Philippines vs. Lt. Gen. Jacinto Castillo Ligot, et al.



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