



OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION
UNIVERSITY OF THE PHILIPPINES

Quezon Hall, UP Diliman, Quezon City, 1101 Philippines
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13 September 2022

MEMORANDUM NO. NGY 22-100

TO : Chancellors
Director, UP-PGH

ATTENTION : Vice Chancellors/Deputy Director for Administration

SUBJECT : **Monitoring of Hotline #8888 and Contact Center ng Bayan (CCB) Resolution and Compliance Rates**

As part of our Citizen/Client Satisfaction mechanism, we are reminding the recording, monitoring, and resolution of complaints filed through Hotline #8888 and Contact Center ng Bayan (CCB)¹, as referred either directly by these portals or by UP System to the CUs/UP-PGH.

Portal	Resolution Rate	Compliance Rate
Hotline #8888 <i>Office of the President (OP)</i>	The percentage of tickets acted upon or <i>closed tickets</i> by a government agency against the total number of endorsed tickets by the Hotline #8888 Citizen's Complaint Center (CCC) without consideration of the 72-hour period to take action as prescribed in Executive Order (EO) No. 6, s.2016.	The percentage of tickets acted upon or <i>closed tickets</i> by a government agency within the 72-hour period to take action, as prescribed in EO No. 6, s.2016.
Contact Center ng Bayan (CCB) <i>Civil Service Commission (CSC)</i>	<i>Negative feedback</i> on government services, processes, and procedures lodged through the CCB are considered <i>resolved</i> after the agency has responded to the referral and provided detailed action taken to correct the reported dissatisfaction and prevent its recurrence.	Percentage of negative feedback resolved by the agency within the prescribed timeline of 72 hours over the total number of negative feedback received within a particular period.

¹ [Resolution Rate monitoring and reporting started for FY 2021 complaints](#)



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If the particular concern cannot be acted upon, the agency has to provide an explanation as to why it cannot be addressed. The negative feedback will be considered *resolved* upon receipt of the reply/explanation from the agency.

If the complaint involves an administrative case, the CCB will still forward the negative feedback to the agency and will request an update on the status of the case. Upon receipt of the reply, the CCB will inform the customer of the feedback from the agency and will consider the ticket resolved.

Reference: [Annex 5](#)

Please monitor and report both the Resolution and Compliance Rates using this [Template \(Sheet A for the Summary and Sheets B and C for the consolidated listing of the complaints and corresponding details\)](#). The report for FY 2022 (in .xls/x and PDF) should be submitted to ovpa@up.edu.ph , cc: ovppf@up.edu.ph on or before 16 January 2023 (Monday).

We would like to highlight that the monitoring and resolution of the complaints in accordance with the guidelines of the Office of the President (OP) and Civil Service Commission (CSC) must be observed on a continuous basis, foremost as part of our feedback mechanism, and with compliance and reporting for the purpose of the Performance-Based Bonus (PBB) as secondary.

For your guidance and compliance.

NESTOR G. YUNQUE

Vice President for Administration and
UP System PBB Committee Chairperson

cc: Office of the President
Offices of the Vice Presidents and Secretary of the University