

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.

The CCB may be reached via the following platforms:

- Hotline: 1-6565 accessible via PLDT and Smart landlines nationwide
- SMS/Text Access: 0908-8816565
- Email: email@contactcenterngbayan.gov.ph
- Website: www.contactcenterngbayan.gov.ph
- Facebook page: www.facebook.com/contactcenterngbayan

Alternatively, the CSC Public Assistance Center (PAC) offers the following feedback facilities:

- TextCSC: 0917-8398272
- Hotline: (02)932-0111
- Email: paio@csc.gov.ph
- Walk-in/personal: visit to the PAC at Ground Floor, Civil Service Commission Central Office, Batasan Hills, Diliman, Quezon City

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



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





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 kilyente 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



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.

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