



Republic of the Philippines
Department of Education
REGION VIII - EASTERN VISAYAS

January 16, 2023

REGIONAL MEMORANDUM

No. **036**, s. 2023

SUBMISSION OF RESOLUTION OF RECEIVED COMPLAINTS FROM THE 8888 CITIZENS' COMPLAINT HOTLINE AND CIVIL SERVICE COMMISSION – CONTACT CENTER NG BAYAN (CSC-CCB) FOR FY 2022

To: Schools Division Superintendents
All Others Concerned

1. Attached is a MEMORANDUM dated January 3, 2023, issued by Usec. EPIMACO V. DENSING III, Undersecretary and Chief of Staff, DepEd Central Office, relative to their request for updates on the concrete and specific action taken on received complaints from 8888 Hotline and CSC-CCB which is due **on or before January 25, 2023**. Other instructions are stated in the attached memorandum.

2. Immediate dissemination of and compliance with this memorandum are desired.


EVELYN R. FETALVERO, CESO IV
Regional Director

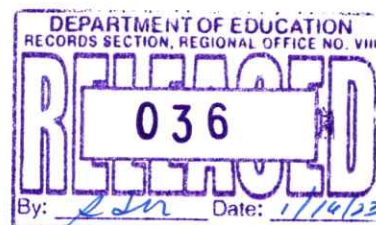
Enclosure: As Stated

References: None

To be indicated in the Perpetual Index under the following subjects:

RESOLUTION OF COMPLAINTS 8888/ CSC-CCB

ORD-LU-ECC





Republic of the Philippines
Department of Education

DEPARTMENT OF EDUCATION
RECEIVED
IN SECTION REGIONAL OFFICE NO. 1

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BY: _____ TIME: 4:45pm

MEMORANDUM

TO : Undersecretaries
Assistant Secretaries
Bureau and Service Directors
Regional Directors
Schools Divisions Superintendent
All Others Concerned

OFFICE OF THE DIRECTOR IV	
Date and Time Received	Signature
13 JAN 2023	[Signature]
Date and Time Released	Signature

ATTN : Regional Public Assistance Coordinators
Division Public Assistance Coordinators

FROM : *[Signature]*
EPIMACO V. DENISING III, CPA, MBA
Undersecretary and Chief of Staff

SUBJECT : **SUBMISSION OF RESOLUTION OF RECEIVED COMPLAINTS FROM THE 8888 CITIZENS' COMPLAINT HOTLINE AND CIVIL SERVICE COMMISSION - CONTACT CENTER NG BAYAN (CSC-CCB) FOR FISCAL YEAR 2022 (FY 2022) FOR THE GRANT OF PERFORMANCE-BASED BONUS (PBB)**

DATE : January 3, 2022

All DepEd offices are requested to provide concrete and specific action taken to the reported concerns from the 8888 Citizens' Complaint Hotline (Hotline #8888) and Civil Service Commission - Contact Center ng Bayan (CSC-CCB) referred to them by the Public Affairs Service - Public Assistance Action Center (PAS-PAAC) in FY 2022.

The 8888 Citizen's Complaint Center (CCC) defined concrete and specific action as "a clear, exact, and relevant response to the concern." Hence, endorsements or referrals to internal offices or attached agencies are not considered concrete and specific actions.

All offices are requested to send the resolution of referred/pending Hotline #8888 and CCB concerns through email at depedactioncenter@deped.gov.ph **on or before January 25, 2023**. Evidence/proof that your office has communicated them to the concerned clients shall also be submitted, following this subject format: "8888 Ticket Reference Number_Response" or "CCB Code_Response" (e.g. SMS-G-20220106-885-35_Response or ECCB102111_Response).

Handwritten: 0210 amml
1/9/23

Please note that failure to submit the requested data and documents on time may lead to isolation in case the Department qualifies for the grant of FY 2022 PBB. Further, misrepresentation of data may be subject to administrative liability under Republic Act No. 11032 titled *"Ease of Doing Business and Efficient Government Service Delivery Act of 2018."*

Memorandum Circular No. 2022-1 titled *"Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year 2022 Under Executive Order (EO) No. 80, s. 2012 and EO No. 2021, s. 2016"* released by the Administrative Order No. 25 Inter-Agency Task Force (AO25 IATF) states that each government agency must satisfy the criteria and conditions under the four (4) dimensions of accountability: Performance Results, Process Results, Financial Results, and Citizen/Client Satisfaction Results.

Under the Citizen/Client Satisfaction Results, agencies are requested to submit a resolution and compliance report on the concerns referred by Hotline #8888 and CSC-CCB and to ensure that all received complaints and grievances were acted upon within the 72-hour processing time prescribed in the Executive Order No. 6, s. 2016 titled *"Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center."*

For reference, below is the summary of the received concerns from Hotline #8888 and CCB in FY 2022 as of January 1, 2023.

REGION / OFFICE		REFERRED (Concerns forwarded by PAS-PAAC to DepEd offices)	RESOLVED (Concerns marked as closed on the Hotline 8888 portal and CCB matrix)	TOTAL NUMBER OF RECEIVED CONCERNS (Referred + Resolved)	RESOLUTION RATE (Resolved / Total)
Region I		31	42	73	57.5%
Region II		51	19	70	27.1%
Region III		59	221	280	78.9%
Region IV-A		211	152	363	41.9%
Region IV- B		33	20	53	37.7%
Region V		18	60	78	76.9%
Region VI		113	169	282	59.9%
Region VII		101	85	186	45.7%
Region VIII		79	19	98	19.4%
Region IX		71	102	173	59%
Region X		88	52	140	37.1%
Region XI		117	21	138	15.2%
Region XII		21	77	98	78.6%
Region XIII		42	31	73	42.5%
CAR		15	17	32	53.1%
NCR		212	230	442	52%
Concerns directly handled by PAAC		0	154	154	100%
DepEd Central Offices	Administrative Service	1	0	1	0%
	Administrative Service-General Services Division	1	0	1	0%

DepEd Central Offices	Bureau of Curriculum Development	1	2	3	66.7%
	Bureau of Education Assessment	0	6	6	100%
	Bureau of Human Resource and Organizational Development	15	8	23	34.8%
	Bureau of Learning Resources	0	1	1	100%
	Bureau of Learners Support Services	0	1	1	100%
	Finance Service-Accounting Division	0	3	3	100%
	Finance Service-Employee Account Management Division	0	1	1	100%
	Information and Communications Technology Service	0	3	3	100%
	International Cooperation Office	19	121	140	86.4%
	Legal Affairs Helpdesk	2	0	2	0%
	Legal Service	0	1	1	100%
	National Educators' Academy of the Philippines	3	1	4	25%
	Office of the Secretary	0	1	1	100%
	Office of the Undersecretary for Administration	2	4	6	66.7%
	Office of the Undersecretary for Finance	1	0	1	0%
	Office of the Undersecretary for Governance and Field Operations	0	1	1	100%

Unit M-106-A, G/F, Mabini Bldg., DepEd Complex, Meralco Ave., Pasig City 1600 Philippines

Telephone Nos.: (02) 8636.1663; 8633-1942 | Fax Nos.: (02) 8638-8641

Email Address: depedactioncenter@deped.gov.ph | Website: www.deped.gov.ph

DepEd Central Offices	Office of the Undersecretary for Human Resource and Organizational Development	3	0	3	0%
	Voucher Program Management Office	2	6	8	75%
Attached Agencies	Early Childhood and Development Council	0	1	1	100%
	Department of Science and Technology	0	1	1	100%
	National Academy of Sports	2	3	5	60%
	National Council for Children's Television	0	3	3	100%
Grand Total		1,314	1,639	2,953	55.5%

Kindly update us on the concerns acted upon or already resolved through the links provided below. Only the Office of the Regional Director, Regional Information Officers, and Regional Public Assistance Coordinators, selected offices in the Central Office shall be granted access to the detailed list of received concerns from Hotline #8888 and CCB. Additional access shall be granted upon request to their respective RPACs.

REGION / OFFICE	LINKS
Region I	https://bit.ly/2022ResolutionRO1
Region II	https://bit.ly/2022ResolutionRO2
Region III	https://bit.ly/2022ResolutionRO3
Region IV-A	https://bit.ly/2022ResolutionRO4A
Region IV-B	https://bit.ly/2022ResolutionRO4B
Region V	https://bit.ly/2022ResolutionRO5
Region VI	https://bit.ly/2022ResolutionRO6
Region VII	https://bit.ly/2022ResolutionRO7
Region VIII	https://bit.ly/2022ResolutionRO8
Region IX	https://bit.ly/2022ResolutionRO9
Region X	https://bit.ly/2022ResolutionRO10
Region XI	https://bit.ly/2022ResolutionRO11
Region XII	https://bit.ly/2022ResolutionRO12
Region XIII	https://bit.ly/2022ResolutionRO13
CAR	https://bit.ly/2022ResolutionROCAR
NCR	https://bit.ly/2022ResolutionRONCR
Administrative Service	https://bit.ly/2022ResolutionAS

DepEd Central Offices	Administrative Service-General Services Division	https://bit.ly/2022ResolutionGSD
	Bureau of Curriculum Development	https://bit.ly/2022ResolutionBCD
	Bureau of Human Resource and Organizational Development	https://bit.ly/2022ResolutionBHROD
	International Cooperation Office	https://bit.ly/2022ResolutionICO
	Legal Affairs Helpdesk	https://bit.ly/2022ResolutionLEAHD
	National Educators' Academy of the Philippines	https://bit.ly/2022ResolutionNEAP
	Office of the Undersecretary for Administration	https://bit.ly/2022ResolutionOUA
	Office of the Undersecretary for Finance	https://bit.ly/2022ResolutionOUF
Attached Agencies	Office of the Undersecretary for Human Resource and Organizational Development	https://bit.ly/2022ResolutionOUHROD
	Voucher Program Management Office	https://bit.ly/2022ResolutionVPMO
	National Academy of Sports	https://bit.ly/2022ResolutionNAS

For further clarifications/concerns, please coordinate with Ms. Grazielle Anne A. Sarical or Ms. Ariane G. Llegado, PAS-PAAC, through the following:

Email address: depedactioncenter@deped.gov.ph

Phone numbers: 8638-7530, 8633-1942

Viber mobile number: 09672498552

Immediate dissemination of and strict compliance with this issuance is directed.

Attachment:
MC No. 2022-01