



Republic of the Philippines
Department of Education
Region IV-A
SCHOOLS DIVISION OF QUEZON PROVINCE



23 February 2022

DIVISION MEMORANDUM

DM No. 153, s. 2022

**RESOLUTION OF REPORTED COMPLAINTS FROM HOTLINE #8888
AND CONTACT CENTER NG BAYAN (CCB) FY 2021 FOR THE
GRANT OF PERFORMANCE BASED BONUS IN FY 2021**

**To: OIC – Assistant Schools Division Superintendents
Division Chiefs
Section/Unit Heads
Public School Heads
All Others Concerned**

1. Relative to Memorandum dated February 8, 2022 *Re: Resolution Of Reported Complaints From hotline #8888 And Contact Center Ng Bayan (CCB) FY 2021 For The Grant Of Performance Based Bonus in FY 2021*, all concerned personnel are advised to resolved all complaints the soonest possibles. Please refer to the attached Memorandum for reference.
2. Compliance and widest dissemination of this Memorandum is desired.

ELIAS A. ALICAYA JR., EdD
Assistant Schools Division Superintendent
Officer – In – Charge
Office of the Schools Division Superintendent

Parmjdf23/02/2022

DEPEDQUEZON-TM-SDS-04-009-003



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 HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

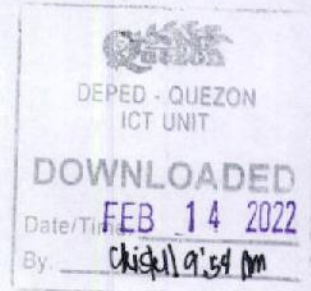
MEMORANDUM
 OM-HROD-2022-0153

FOR : ALL BUREAU AND SERVICE DIRECTORS
 ALL REGIONAL DIRECTORS
 ALL SCHOOL DIVISION SUPERINTENDENTS
 ALL OTHERS CONCERNED

FROM : 
 WILFREDO E. CABRAL
 Regional Director, DepEd NCR and
 Officer-In-Charge, Office of the Undersecretary
 Human Resource and Organizational Development

SUBJECT : *Resolution of Reported Complaints from Hotline #8888 and
 Contact Center ng Bayan (CCB) FY 2021 for the Grant of
 Performance Based Bonus in FY 2021*

DATE : 08 February 2022



The Administrative Order (AO) No. 25 Inter-Agency Task Force (IATF), being the body mandated to monitor and manage the implementation of the Results-Based Performance Management System (RBPMS), issued the Memorandum Circular (MC) No.2021-1 titled "Guidelines on the Grant of Performance-Based Bonus (PBB) for Fiscal Year (FY) 2021 Under Executive Order No. 80, s. 2012 and Executive Order No. 201, s. 2016" and Memorandum Circular (MC) No.2021-2 titled "Supplemental Guidelines on the Grant of the Performance-Based Bonus (PBB) For Fiscal Year (FY) 2021 under Executive Order No. 80, 2021 and Executive Order No. 201, S. 2016" which states that to be eligible for the Performance-Based Bonus (PBB) for FY 2021, the Department must:

Attain a total score of at least 70 points based on the PBB Scoring System and satisfy the criteria and conditions under the four dimensions of accountability: (1) Performance Results, (2) Process Results, (3) Financial Results, and (4) Citizen/Client Satisfaction Results.

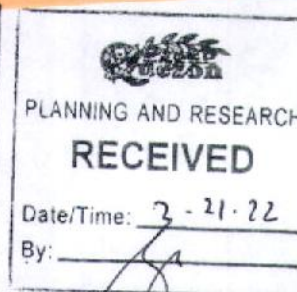
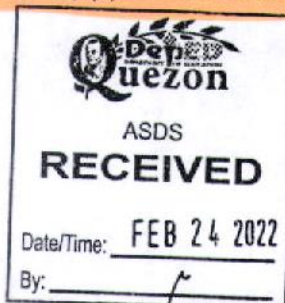


Table 1. FY 2021 PBB SCORING SYSTEM

Criteria and Conditions	Weight	Performance Rating				
		1	2	3	4	5
1. Performance Results	5	5 pts	10 pts	15 pts	20 pts	25 pts
2. Process Results	5	5 pts	10 pts	15 pts	20 pts	25 pts
3. Financial Results	5	5 pts	10 pts	15 pts	20 pts	25 pts
4. Citizen/Client Satisfaction Results	5	5 pts	10 pts	15 pts	20 pts	25 pts
TOTAL SCORE	MAXIMUM = 100 POINTS					

A performance rating of 4 in all criteria will yield a total score of 80 points for the agency. To be able to attain a total score of at least 70 points, DepEd should aim for a performance rating of 4 in at least three (3) criteria.

In such case, while the DepEd will be eligible for the grant of PBB, the unit/office most responsible for the criteria with a performance rating of below 4 will be isolated.

To determine the effectiveness of streamlining, standardization, digitization, and other process improvements in easing transactions with the public, DepEd shall embed feedback mechanisms and systematically measure citizen/client satisfaction in the delivery of services.

CITIZEN/CLIENT SATISFACTION RESULTS

DepEd shall submit to the AO25 Secretariat the results of the FY 2021 Citizen/Client Satisfaction Survey (CCSS) and may provide evidence on the resolution of reported complaints from Hotline #8888 and Contact Center ng Bayan (CCB) received in FY 2021.

The requirements under the Citizen/Client Satisfaction Results shall be scored as follows:

Table 2. Rating Scale for Citizen/ Client Satisfaction Results				
1	2	3	4	5
No submission/ Did not conduct CCSS	Low satisfaction rate with unresolved #8888/ CCB complaints	Average satisfaction rate with unresolved #8888/CCB complaints	Average satisfaction rate With 100% #8888/CCB complaints resolved	High satisfaction rate with 100% #8888/CCB complaints resolved

Resolution of Reported Complaints from Hotline #8888 and CCB:

- a. In consideration to its first year of implementation (FY 2021), the requirements under this target shall only cover the resolution rate of agencies to the complaints received from Hotline #8888 and CCB in FY 2021.

Agencies shall submit reports, evidence, and/or documentation summarizing the Hotline #8888 and CCB complaints received in FY 2021 and their status if resolved or pending, as complemented in the data gathered from Hotline #8888, CCB databases, and the monthly reports provided by the Office of the President and the Civil Service Commission to all agencies.

- b. Reported complaints and grievances shall cover government service and procedures of the agencies, acts of red tape, corruption, and/or other interferences to public service delivery by any government agency, individuals, or instrumentalities.
- c. To determine the resolution and compliance rates to Hotline #8888 and CCB complaints, agencies may refer to the following:

Portals	Resolution Rate	Compliance Rate
Hotline #8888	The percentage of tickets acted upon or closed tickets 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 act as prescribed in Executive Order (EO) No. 6, s. 20161	The percentage of tickets acted upon or closed tickets by a government agency within the 72-hour period to act, as prescribed in EO No. 6, s. 2016.
Contact Center ng Bayan (CCB)	Negative feedback on government services, processes, and procedures lodged through the CCB are considered resolved after the agency has responded to the referral and provided detailed action taken to correct the reported dissatisfaction and prevent its reoccurrence. If the particular concern cannot be acted upon, the agency must 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.	Percentage of negative feedback resolved by the agency within the prescribed timeline of 72 hours over the total number of negative feedbacks received within a particular period.

For Hotline #8888, a concrete and specific action shall refer to the actual and factual action to the complaint. It must be within the mandate of the agency and a clear, specific, and relevant response to the concern of the caller. As much as the circumstances permit, the caller shall be given advice on the concrete and specific action taken or feedback on the status of the concern until its resolution, and the agency shall inform the #8888 CCC, through their respective #8888 Agency Portals, of the action taken on the complaint, concern, or request. The #8888 CCC requires proof of concrete and specific action taken and proof of communication to the caller.

Below is the summary per region of the all reported complaints received last FY 2021 through the Hotline #8888:

Office	Status of all reported complaints received through the hotline #8888 for FY 2021			Percentage (%) of Resolution (Resolved / Total)
	Resolved	Pending and Referred	Total	
Central Office	0	7	7	0%
No. Office Indicated	61	52	113	54%
Region I	1	41	42	2%
Region II	3	33	36	8%
Region III	4	103	107	4%
Region IV-A	15	89	104	14%
Region IV-B	1	24	25	4%
Region V	29	30	59	49%
Region VI	47	224	271	17%
Region VII	8	105	113	7%
Region VIII	4	43	47	9%
Region IX	9	81	90	10%
Region X	3	101	104	3%
Region XI	0	73	73	0%
Region XII	0	48	48	0%
CARAGA	1	26	27	4%
CAR	4	4	8	50%
NCR	17	143	160	11%
TOTAL	207	1,227	1,434	14%

In this regard, all offices are hereby requested to resolve all reported complaints received last FY 2021 through the Hotline #8888 and CCB.

For the copy of the complaints received and for the status updating, kindly access this link: <https://tinyurl.com/CCSSPBB2021>.

Please follow the procedures below:

1. On the List of Received Complaints from CCB and #8888 for FY 2021 found in the link, Please refer to column C (Status) for the status of the complaints received. All referred and pending status needs to be resolved with appropriate action. You may refer to column K (Ticket Reference Number) in checking the email sent by Public Assistance Action Center (PAAC) if you already resolved the complaints/queries.
2. All offices are requested to respond and take appropriate action to the email thread that PAAC sent to your office. Please copy furnish PAAC with the evidence/proof that your office has communicated the resolutions of the complaints to the clients. Kindly name the responses with this format: (8888 Ticket Reference Number)_Response.
3. All offices are requested to update the Columns L and M of the Google sheet by providing the status and date resolved.
4. Kindly upload your evidence/proof of the resolution of the complaints to this link: <https://tinyurl.com/ResolutionCCSSPBB2021>.

Please be reminded that unresolved complaints may result in non-compliance and isolation.

We would appreciate receiving the updates and proof of resolution **on or before February 21, 2022**. The CCSS DepEd CO Focal Persons and DepEd PBB Secretariat shall consolidate the status and submitted proofs as attachment to our final submission to AO 25 Secretariat.

For further clarification, please contact Mr. Luke Sismaet, Mr. Ariane Llegado, or Ms. Grazielle Sarical of the Public Assistance Action Center through:

Email address: action@deped.gov.ph

Telephone numbers: 8636-1663, 8633-1942, 8634-0222, 8638-8641,
8638-7530, 8638-7529, 8638-7531, 8635-9817

Mobile numbers: 0919-456-0027 (Smart), 0995-921-8461 (Globe)

For your information and appropriate action.

[BHROD-OED/mbfabian]