

# **DSWD cited by CSC for high resolution rate of public complaints**

The Department of Social Welfare and Development (DSWD) was recognized by the Civil Service Commission (CSC) as among the top 10 agencies with the highest resolution rate for the Contact Center ng Bayan (CCB) for the year 2021 and first quarter for year 2022.

The DSWD posted a resolution rate of 95.10% or 97 resolved cases out of 102 complaints received or concerns regarding services (alleged corruption, poor delivery of programs, etc.) for 2021.

The CCB is a facility that provides easy access channels for the public to reach the government and express their feedback and other concerns on service delivery. It receives complaints on government offices' non-conformance with their respective Citizen's Charters; requests for assistance on pending requests and applications; queries on procedures and requirements; suggestions for further improvement of systems and processes; and commendation/appreciation of efficient service.

Republic Act No. 11032 (RA 11032) or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 requires the inclusion of the CCB as part of the complaints mechanism in the Citizen's Charter of every government agency.

## **8888 Citizen's Complaint Center**

In a related development, the Department also

garnered a 100% resolution rate for concerns related to the 8888 Citizens' Complaint Center. As of May 31, 2022, all of the 24,251 citizen concerns that were referred by the Agency Operation Center (AOC) to the different DSWD Central and Field Offices were acted upon and already closed in the 8888 portal.

The 8888 Citizen's Complaint Center allows concerned citizens to report complaints on alleged cases of corruption and poor delivery of programs and services by local government units, national government agencies, and government-owned and controlled corporations.

The DSWD vowed to strengthen and enhance its mechanisms to ensure that government integrity and transparent public service is upheld. ###