

**Office of the President  
of the Philippines  
Malacañang**

**8888 CITIZENS' COMPLAINT CENTER**

**THE OFFICER-IN-CHARGE**

Cooperative Development Authority  
827 Aurora Blvd., Service Road, Brgy. Immaculate Conception  
Cubao, Quezon City

**Re: Resolution Rate of the CDA as of June 30, 2022**

Sir/Madam:

The 8888 Citizens' Complaint Center was established to serve as a mechanism where citizens may report their complaints and grievances on acts of red tape, as defined under Republic Act (RA) No. 9485, as amended by RA No. 11032, and/or corruption of any national government agency, government-owned or -controlled corporation, government financial institution, and other instrumentalities of the government.

Pursuant to Memorandum Circular No. 2022-1 item 4.4 of the Inter-Agency Task Force on the Harmonization of National Government Performance, Monitoring, Information and Reporting Systems or the Guidelines on the Grant of the Performance Based Bonus (PBB) for Fiscal Year 2022, the resolution and compliance to the 72-hour prescribed period to take action on all concerns from the 8888 Hotline shall form part of the requirements for government agencies and offices to receive PBB. In this regard we will continue sending your agency's monthly resolution rate to inform you of your Office's monthly performance for guidance.

We are pleased to inform you that of the **37** citizens' concerns referred to your office as of June 30, 2022, **37** tickets or 100% were acted upon. We would like to commend your efforts in ensuring that all citizens' concerns referred to your office are acted upon on time.

For further clarification, the 8888 Citizens' Complaint Center can be accessed through 8249-8310 local 8212 or email us at [8888admin@malacanang.gov.ph](mailto:8888admin@malacanang.gov.ph).

Thank you and we look forward to our continued partnership in the fight against red tape and corruption.

Very Truly Yours,



**DIR. BERNADETTE B. CASINABE**  
Head, 8888 Citizens' Complaint Center

