

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

8888 CITIZENS' COMPLAINT CENTER

25 May 2023

UNDERSECRETARY JOSEPH B. ENCABO

Chairman

COOPERATIVE DEVELOPMENT AUTHORITY

827 Aurora Boulevard Service Road, Brgy. Immaculate Conception
Cubao, Quezon City

Re: Monthly Report of the CDA from January to April 2023

Dear *Chairman Encabo*:

Executive Order (EO) No. 6, s. 2016, institutionalized the 8888 Citizens' Complaint Hotline and established the 8888 Citizens' Complaint Center (8888 CCC) to further bolster government's effort against corruption, reduce red tape and expedite transactions in the government, and to further improve the services of the government to the people.

Further, 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), 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.

Please be informed that there were **23** citizens' concerns referred to your office from January 1, 2023 to April 30, 2023. Of this number, **23** tickets were acted upon. Your office has obtained a compliance rate of **39.13%** on the 72-hour compliance period and **100%** resolution rate on all referred concerns within this period.

We appreciate your cooperation and hope for your assistance in ensuring that the concerns are acted upon as soon as practicable and effect updates through your 8888 portal.

We look forward to our continued partnership in the fight against red tape and corruption, and, the improvement in the effectiveness and efficiency of government service delivery.

Very Truly Yours,


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