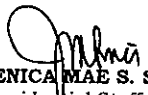


BREAKDOWN OF TICKETS BY CLASSIFICATION (CDA)

Classification	Nature	Acted Upon	Under Processing	Unacted	Subtotal	Total	%
2023 Graft and Corruption	2023 - Against Government Official - Executive	0	0	0	0	0	0%
	2023 - Against Government Employee - Executive	0	0	0	0		
	2023 - Against Government Official - Legislative/ Judiciary/ Independent Bodies	0	0	0	0		
	2023 - Against Government Employee - Legislative/ Judiciary/ Independent Bodies	0	0	0	0		
	2023 - Against Government Offices	0	0	0	0		
2023 Frontline Service Procedures	2023 - Discourtesy	0	0	0	0	0	0%
	2023 - Non-observance of Standard Frontline Services	0	0	0	0		
2023 System and Procedures of Government Services	2023 - No Display/ Not Updated/ Non-conformance with Citizens Charter	0	0	0	0	6	26.09%
	2023 - Failure to Act on Concerns Without Due Cause	0	0	0	0		
	2023 - Slow/ Inefficient/ Inconvenient Process	6	0	0	6		
	2023 - Failure to Attend to Clients During Office Hours or Lunch Break	0	0	0	0		
	2023 - Follow-up on Pending Court Cases (Criminal/Civil/Administrative/Labor)	0	0	0	0		
2023 Police and Public Order Concerns	2023 - Domestic Problems (Juvenile delinquency/Spousal abuse)	0	0	0	0	0	0%
	2023 - Crime Prevention/ Mitigation	0	0	0	0		
	2023 - Public Order and Convenience	0	0	0	0		
2023 Housing Concerns	2023 - Government Housing	0	0	0	0	0	0%
	2023 - Private Developers	0	0	0	0		
	2023 - Homeowners Association - Government	0	0	0	0		
	2023 - Homeowners Association - Private	0	0	0	0		
2023 Land/environmental Concerns	2023 - Ancestral Domain	0	0	0	0	0	0%
	2023 - Agrarian Reform Related	0	0	0	0		
	2023 - Environmental Practices	0	0	0	0		
2023 Consumer Concerns	2023 - Non-Issuance of Official Receipt	0	0	0	0	5	21.74%
	2023 - Utilities (Telecoms/ Water/ Electric)	0	0	0	0		
	2023 - Transportation Services	0	0	0	0		
	2023 - Goods, Produce, and Services	0	0	0	0		
	2023 - Private Financial Institution	4	0	0	4		
	2023 - Private Insurance	1	0	0	1		
	2023 - Social Welfare Discounts and Privileges	0	0	0	0		
	2023 - Tourism and Leisure	0	0	0	0		
2023 - Hospital and Medical Services	0	0	0	0			
2023 Labor Concerns	2023 - Local - Labor Practices	0	0	0	0	0	0%
	2023 - Local - Employment Benefit	0	0	0	0		
2023 OFW Concerns	2023 - Migrant Workers - Welfare	0	0	0	0	0	0%
	2023 - Migrant Workers - Consular	0	0	0	0		
2023 Funding Assistance	2023 - Private organization	0	0	0	0	0	0%
2023 Miscellaneous	2023 - All other issues not covered	4	0	0	4	4	17.39%
2023 Integrity and Conduct	2023 - Integrity and Conduct - Official	0	0	0	0	8	34.78%
	2023 - Integrity and Conduct - Employee	1	0	0	1		
	2023 - Integrity - Process and Services	7	0	0	7		
2023 Comments and Suggestions	2023 - Caller Dependent	0	0	0	0	0	0%
2023 Commendation	2023 - Commendation	0	0	0	0	0	0%
2023 Inquiry	2023 - Inquiry on Governmetn Services and Processes	0	0	0	0	0	0%
Total No. of Tickets		23	0	0	23	23	

Prepared by:


JENICA MAE S. SUÑER
 Presidential Staff Officer V, 8888 Citizens Complaint Center

Approved by:


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