



2024 Contact Center ng Bayan

Provincial Government of Isabela

From: January
To: November

On All CCB-referred Transactions:

| Name of Agency | No. of All Transactions Received | No. of Transactions Resolved | Resolution Rate | Total # of Upon Agency Initial Action | Compliance Rate |
|----------------------------------|----------------------------------|------------------------------|-----------------|---------------------------------------|-----------------|
| Provincial Government of Isabela | 1 | 1 | 100.00% | 1 | 100.00% |

On All CCB-referred Complaints:

| Name of Agency | No. of Complaints Received | No. of Complaints Resolved | Resolution Rate | Total # of Agency Initial Action | Compliance Rate |
|----------------------------------|----------------------------|----------------------------|-----------------|----------------------------------|-----------------|
| Provincial Government of Isabela | 1 | 1 | 100.00% | 1 | 100.00% |

| Reference Code | Status | Source | Nature of Concern | Agency Referred | Referral Letter (Date Sent) | Turn-Around Time (Upon Agency Initial Action) | Date Resolved | MONTH |
|----------------|----------|--------|-------------------|----------------------------------|-----------------------------|---|---------------|-------|
| ECCB118625 | Resolved | Email | Complaint | Provincial Government of Isabela | 05 March 2024 | 3 | 8 March 2024 | March |