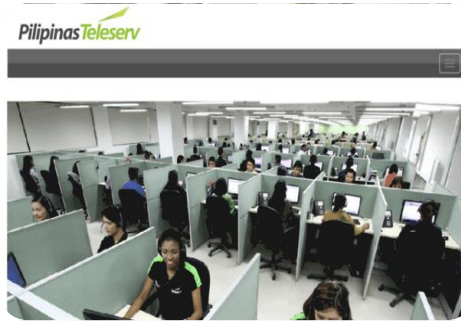


CCB Timeline

September 27, 2012

March 31, 2014



- Launching of CCB with 6 member agencies including CSC
- Pilipinas Teleserv as Generalist while CSC as Special Action Team with only 3 Action Officers and 3 Job Orders

- Contract with Pilipinas Teleserv ended
- The PUP BPO Center served as back-up facility of the CCB with its 10 Generalist agents escalating concerns to CSC's Special Action Team

May 31, 2014



- Establishment of an On-Premise Contact Center Facility in CSC commenced
- CCB, thru the Integrated ARTA Program, was invited to be a part of the GGAC (Good Governance & Anti-Corruption Cluster) and Phil-OGP (Open Government Partnership), initiatives both spearheaded by the DBM to strengthen good governance

July 7, 2014



- CSC hired 12 CCB staff composed of 1 Team Leader, 2 Asst. Team Leaders, and 9 Agents
- Launched the partnership with the Office of Sen. Bam Aquino for the WASAK Project
- PUP BPO Center served as Generalist Agents while CSC CCB Team served as Special Action Team

March 9, 2015

April 1, 2015 and beyond



- **CSC received the Quill Award for CCB's Communication Strategies for Customer Relations**



- **Contract with PUP ended**
- **CSC on-premise CCB now acts as both Generalist Agents and Special Action Team**
- **4 agencies are added as new CCB members**
- **Original member agencies are already connected to the CCB system in CSC**
- **The CCB, thru the Integrated ARTA Program, is officially a part of the 2015-2017 OGP Plan**