

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

**8888 CITIZENS' COMPLAINT CENTER**

**ATTY. VITALIANO N. AGUIRRE II**  
Vice-Chairman and Executive Officer  
National Police Commission  
DILG-NAPOLCOM Center  
EDSA corner Quezon Avenue, Quezon City

**Re: Resolution Rate of the NAPOLCOM as of December 31, 2021**

Sir:

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.

In accordance with Memorandum Circular No. 2021-1 item 4.4 of the Guidelines on the Grant of the Performance Based Bonus (PBB) for fiscal year 2021, we are furnishing you a copy of your agency's performance report on the resolution of all concerns referred to your office from the 8888 Citizens' Complaint Center (8888 CCC) for the period of January 1, 2021 to December 31, 2021 which shall form part of the criteria for the grant of PBB 2021.

We are pleased to inform you that of the **153** citizens' concerns referred to your office from January 1, 2021 to December 31, 2021, **153** 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.

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

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

Copy furnished:  
**ATTY. RICARDO P. BERNABE III**  
Undersecretary, Office of the Executive Secretary



Office of the President - Office of the Executive Secretary  
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