Towards a More Responsive Public Service

ROBERTO B. TAN
President and CEO
Outline of Presentation

1. President’s Call for Improved Service
2. PDIC’s Response to the Call
3. Moving Forward to Improve Public Service
I am reiterating my directive to all government agencies from frontline services to our people, from womb to tomb -- to further streamline their respective services to make these truly efficient, and people-friendly.

We want to ensure that our people receive the quality services that they deserve, minus the delays caused by bureaucratic red tape. I expect speedy reforms along this line.
A. Call for Improved Public Service

1. Signed the Freedom of Information Executive Order

2. Created the Presidential Complaint Center

3. Launched the Citizen’s Complaint Hotline (#8888)
1. Freedom of Information Executive Order

- Assures full public disclosure and transparency in the public service
- Directs all government agencies to provide the people with information, records and documents pertaining to official acts, transactions or decisions used as basis for policy development
2. Presidential Complaint Center

- Under the Office of the President, the Center receives complaints and grievances from the public
- Liaises with various departments and agencies of the Government and private institutions and companies on all requests for assistance and information
3. Citizen’s Complaint Hotline (8888)

- Provides a grievance hotline that is open 24 hours a day, 7 days a week
- Receives an average of 1,000 calls per day since its launch
- Refers calls to concerned agencies which must take action of the complaint within 5 working days
B. PDIC’s Response to the Call

1. Continued enhancement of service processes

2. Expanded means of communication

3. Strengthened public awareness programs
1. Enhancement of Service Processes

- Improved efficiency with ISO certification of more processes
- Introduced more responsive and innovative service delivery systems
- Ensured transparency in compliance to Freedom of Information Executive Order
Impact of Enhanced Service Processes

- Efficient delivery of services
- More satisfied clients

<table>
<thead>
<tr>
<th>Overall Customer Satisfaction Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
</tr>
<tr>
<td>4.69</td>
</tr>
</tbody>
</table>

*Note: Maximum Rating of 5*
2. Expanded Means of Communication

- Toll-free calls
- PDIC Hotline
- Website
- E-mail
- SMS blast
- Facebook
- Twitter
- Postal mail
Impact of Expanded Means of Communication

- More feedback received from clients
- More prepared/informed clients before they avail of PDIC’s services

<table>
<thead>
<tr>
<th>Means</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone calls</td>
<td>9,273</td>
<td>10,322</td>
</tr>
<tr>
<td>Letters, E-mail, Facebook messages</td>
<td>3,552</td>
<td>13,373</td>
</tr>
</tbody>
</table>
3. Strengthened Public Awareness

- Refocused information campaign on the wider role of PDIC in the financial system
- Expanded coverage of “Be-A-Wise-Saver” campaign to include local government units and faith-based groups
- Extended public engagements through social media
Impact of Strengthened Public Awareness

- More people engaged through information campaigns
- More people reached through social media

<table>
<thead>
<tr>
<th>Activity</th>
<th>People Reached</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2016</td>
</tr>
<tr>
<td>Social Media (peak per post)</td>
<td>4,120</td>
</tr>
</tbody>
</table>
C. Moving Forward to Improve Public Service

1. Reaching out to the countryside

2. Strengthening partnerships with banks

3. Preparing for possible changes in the financial landscape
1. Reaching out to the countryside

• Boost information campaign in the provinces
• Establish regional satellite offices
• Setup of mobile public assistance offices for a limited period
2. Strengthening partnerships with banks

- Promote stronger banks through mergers and consolidations
- Collaborate with community banks to provide training programs
3. Preparing for possible changes in the financial landscape

- Strengthen coordination with other financial regulators
- Consult with international deposit insurers
“Quality is our standard. Public service is our commitment.”
Towards a More Responsive Public Service

ROBERTO B. TAN
President and CEO