



Republic of the Philippines
Bangsamoro Autonomous Region in Muslim Mindanao
OFFICE OF THE CHIEF MINISTER

Bangsamoro Government Center, Governor Gutierrez Avenue, Rosary Heights VII, Cotabato City 9600

ADMINISTRATIVE ORDER NO. 00029
Series of 2026

**ADOPTION OF THE COMMUNITY MONITORING AND ACTIONABLE CONCERNS
TRACKING SYSTEM (CM-ACTS) AS A FEEDBACK MECHANISM
IN THE BANGSAMORO GOVERNMENT**

WHEREAS, Republic Act No. 11032, otherwise known as the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, affirms the State's policy to uphold integrity, accountability, and sound management of public affairs and property, and to institutionalize effective measures that ensure the efficient and timely delivery of government services;

WHEREAS, Section 3(i), Introductory Provisions of the Bangsamoro Administrative Code No. 13, declares that *"The Bangsamoro Government, in pursuit of moral governance, shall maintain honesty, integrity, transparency and accountability, participation in governance, and take positive and effective measures against graft and corruption"*;

WHEREAS, in promotion of these principles, the Community Monitoring and Actionable Concerns Tracking System (CM-ACTS) was developed and officially launched on January 23, 2023 as a digital platform aimed at advancing the community feedback mechanism in the Bangsamoro Autonomous Region in Muslim Mindanao (BARMM), and strengthening communication between the Bangsamoro people and their government;

WHEREAS, the Office of the Cabinet Secretariat (OCS) supervises the CM-ACTS and manages the 8888 Citizens' Complaint Center;

NOW, THEREFORE, I, ABDULRAOF A. MACACUA, Chief Minister of the Bangsamoro Autonomous Region in Muslim Mindanao, by virtue of the powers vested in me by law, do hereby order:

Section 1. Adoption of the Community Monitoring and Actionable Concerns Tracking System. The Community Monitoring and Actionable Concerns Tracking System (CM-ACTS) is hereby adopted as the primary feedback mechanism in the Bangsamoro Autonomous Region in Muslim Mindanao (BARMM) to address public grievances and service-related concerns and to ensure the prompt and appropriate action on issues raised to the regional government.

Section 2. Creation of the Technical Working Group. A Technical Working Group (TWG) for the CM-ACTS is hereby created, to be composed of representatives from the Office of the Cabinet Secretariat (OCS), Information and Communications Office (ICO), Bangsamoro Information Office (BIO), and the Bangsamoro Information and Communications Technology Office (BICTO). The TWG shall be responsible for ensuring the effective operation, maintenance, and continuous improvement of the CM-ACTS platform.

Section 3. Promotion and Public Engagement. All Bangsamoro ministries, offices, and agencies (BMOAs) shall include CM-ACTS information and access links on their official

social media pages and websites to promote and increase the visibility of the system, and to encourage public utilization.

The Bangsamoro Information Office (BIO), the Information and Communications Office (ICO), and the information and communications units of the BMOAs shall assist in information drives, media campaigns, and other related promotional activities for the CM-ACTS.

Section 4. Focal Web Managers. The BMOAs shall designate a Focal Web Manager who shall serve as the focal person responsible for facilitating and coordinating the resolution of issues and concerns addressed to their respective offices through the CM-ACTS.

Section 5. Monitoring and Recognition. The Office of the Cabinet Secretariat (OCS) shall monitor the real-time processing of complaints received through the CM-ACTS and may establish a recognition mechanism for offices that demonstrate outstanding responsiveness and efficiency in addressing concerns.

Section 6. Separability Clause. If any provision of this Order is declared invalid or unconstitutional, the remaining provisions not affected thereby shall remain in full force and effect.

Section 7. Repealing Clause. All executive orders, rules, regulations, or parts thereof inconsistent with this Order are hereby repealed, amended, or modified accordingly.

Section 8. Effectivity. This Order shall take effect immediately.

DONE in the **City of Cotabato**, this 12th day of February 2026.


ABDULRAOF A. MACACUA
Chief Minister



OCM-BARMM/AMS-RD
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OFFICE OF THE CHIEF MINISTER
AND RECORDS DIVISION
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By: Bhadi Etnam
Date: 13 FEB 2026
Time: 10:05
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