

2017-07-001



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF CUSTOMS

MASTER COPY

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MEMORANDUM

TO : ALL DEPUTY COMMISSIONERS
ALL DISTRICT COLLECTORS
ALL SUB-PORT COLLECTORS

SUBJECT : DESIGNATION OF BOC HOTLINE OFFICERS FOR
HOTLINE 8888

DATE : 30 June 2017

Pursuant to the implementation of Executive Order No. 06, "Institutionalizing the Citizens' Complaint Hotline and Establishing the Citizens' Complaint Center," all Deputy Commissioners, District Collectors and sub-port collectors are hereby directed to designate their respective Hotline Officers who will be directly responsible in attending and monitoring all Hotline 8888 complaints or concerns that will be endorsed by the BOC's Hotline 8888 Focal Officer, Deputy Commissioner Gerardo Gambala thru the Technical Officer, Gerty Pagaran of Public Information and Assistance Division.

The MISTG is also directed to provide official email addresses for the Hotline Officers.

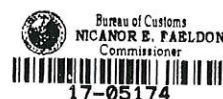
Attached is the copy of Executive Order No. 06 for reference. As per Executive Order, agencies shall be held administratively liable for failure to act on any Hotline 8888 endorsed complaints or requests.

The names, email addresses and mobile numbers of the Hotline Officers must be submitted to the Office of Deputy Commissioner Gerardo Gambala on or before July 08, 2017, with copies furnish to PIAD.

PIAD may be reached thru 705-6000 or email, piad@customs.gov.ph for inquiries.

For strict compliance.


NICANOR E. FAELDON
Commissioner



JUN 30 2017



MALACAÑAN PALACE
MANILA

BY THE PRESIDENT OF THE PHILIPPINES

EXECUTIVE ORDER NO. 06

**INSTITUTIONALIZING THE 8888 CITIZENS' COMPLAINT HOTLINE AND
ESTABLISHING THE 8888 CITIZENS' COMPLAINT CENTER**

WHEREAS, Article II, Section 27 of the Constitution provides that the State shall maintain honesty and integrity in the public service and shall take positive and effective measures against graft and corruption;

WHEREAS, Republic Act (RA) No. 9485, otherwise known as the Anti-Red Tape Act of 2007, provides that the State shall take appropriate measures to promote transparency in each agency with regard to the manner of transacting with the public, with the objective of reducing red tape and expediting transactions in government;

WHEREAS, Administrative Order (AO) No. 241 (s. 2008), enjoined all agencies to establish a public hotline to effectively receive feedback and monitor customer satisfaction in conformity with RA No. 9485;

WHEREAS, Section 2 of AO 241 mandated agencies to interconnect their current and future public assistance systems with the government-wide citizen's helpline once the same is established;

WHEREAS, the Civil Service Commission (CSC) collaborated with the National Computer Center (NCC) of the Department of Science and Technology (DOST) to establish the Contact Center ng Bayan (CCB) Project, to serve as a public feedback mechanism for the Government to link the public and certain frontline agencies;

WHEREAS, there is a need to institutionalize a public complaints hotline involving all agencies of the government, and build on existing public feedback mechanisms for the realization of the Government's policy to eradicate red tape and corruption;

WHEREAS, Executive Order No. 1 dated 30 June 2016 placed certain agencies under the supervision of the Office of the Cabinet Secretary (OCS) to develop programs and projects that promote social education to enable people's participation in effecting real change by keeping watch of the affairs of the government, and listen to people's feedback;

WHEREAS, Article VII, Section 17 of the Constitution provides that the President shall ensure that the laws are faithfully executed;

NOW, THEREFORE, I, RODRIGO ROA DUTERTE, President of the Republic of the Philippines, by the powers vested in me by law, do hereby order:

SECTION 1. Institutionalization of the 8888 Citizens' Complaint Hotline. The hotline number "8888" is hereby institutionalized as the Citizens' Complaint Hotline number.

THE PRESIDENT OF THE PHILIPPINES

SECTION 2. Establishment of the 8888 Citizens' Complaint Center. There is hereby established an 8888 Citizens' Complaint Center which shall serve as a mechanism where citizens may report their complaints and grievances on acts of red tape, as defined under RA No. 9485 and other relevant laws, and/or corruption of any national government agency, government-owned or -controlled corporation (GOCC) / government financial institution (GFI), and other instrumentalities of the government.

SECTION 3. Lead Agency. The 8888 Citizens' Complaint Center shall be under the direction and supervision of the OCS.

SECTION 4. Collaboration with Government Agencies and Integration of Existing Public Feedback Mechanisms. The OCS, in coordination with the Office of the Special Assistant to the President (OSAP), is hereby directed to collaborate with other government agencies, in the operation of the 8888 Citizens' Complaint Center, and enter into such arrangements necessary for the possible interconnection and integration of existing public feedback mechanisms, such as the CCB Project of the CSC.

Concerned government agencies and offices shall designate their respective focal and technical officers who shall assist the OCS in its collaboration efforts, and interconnection and integration of public feedback mechanisms.

SECTION 5. Minimum Operating Standards. The 8888 Citizens' Complaint Center shall have the following minimum operating standards:

- a. **Communication Channels.** In addition to the "8888" telephone hotline, the 8888 Citizens' Complaint Center shall provide other communication channels which may include:
 - Short message service (SMS)/Text access;
 - Electronic mail (E-mail);
 - Website/Webpage; and
 - Social media, as well as any other emerging communication medium;
- b. **Operating Hours.** The 8888 Citizens' Complaint Center shall operate, through any of its communication channels, twenty-four (24) hours a day, seven (7) days a week, from Mondays to Sundays, excluding national holidays and work suspensions. As far as practicable, live agents shall respond to calls made through the telephone hotline facility;
- c. **Process Flow.** A citizen's concern received through any of the communication channels shall immediately be referred, directly or indirectly, to the concerned government agency, office or instrumentality for appropriate action. As much as the circumstances permit, the complainant shall be given advice or feedback on the status of the concern until its resolution; and
- d. **Period to Take Action.** A citizen's concern lodged through any of the communication channels shall have a concrete and specific action within seventy-two (72) hours from receipt of the concern by the proper government agency or instrumentality.

SECTION 6. Cooperation of Other Government Agencies. To ensure that the general public is served efficiently and expeditiously, all national government agencies, GOCCs/GFIs, and other instrumentalities of the government are enjoined to cooperate with the OCS to ensure prompt action on the public's concerns received through the 8888 Citizens' Complaint Center.

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SECTION 7. Funding. The initial funding requirements for the implementation of the 8888 Citizens' Complaint Center shall be determined by the Department of Budget and Management, subject to compliance with applicable laws, rules and regulations. Appropriations for the succeeding years shall be incorporated in the budget proposals of the OCS and other concerned government agencies, offices and instrumentalities.

SECTION 8. Implementing Rules and Operational Guidelines. The OCS, with the assistance of the OSAP and other concerned government agencies, offices, and instrumentalities, shall formulate and issue rules and operational guidelines for the implementation of this Order.

SECTION 9. Reports. The OCS shall submit, within six (6) months from the effectivity of this Order, a report to the President on the implementation hereof.

Thereafter, the OCS shall submit quarterly reports to the President, through the OSAP, on the activities and accomplishments of the 8888 Citizens' Complaint Center.

SECTION 10. Administrative Sanctions. Without prejudice to the appropriate criminal liability, failure on the part of a government agency or employee to timely respond to the public's concerns received through the 8888 Citizens' Complaint Center, or any other violation of the provisions of this Order, shall be a ground for administrative sanctions under existing laws and regulations.

SECTION 11. Separability. If any provision of this Executive Order is declared invalid or unconstitutional, the other provisions not affected thereby shall remain valid and subsisting.

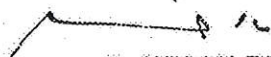
SECTION 12. Repeal. All issuances, orders, rules and regulations or parts thereof which are inconsistent with the provisions of this Executive Order are hereby repealed or modified accordingly.

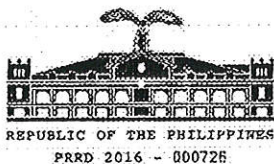
SECTION 11. Effectivity. This Executive Order shall take effect upon publication in a newspaper of general circulation.

DONE, in the City of Manila, this 14th day of October in the year of Our Lord, Two Thousand and Sixteen.

Redacted


By the President:


SALVADOR C. MEDIALDEA
Executive Secretary



CERTIFIED COPY:

MARIANITO M. DIMAANDAL
DIRECTOR IV
MALACANANG RECORDS OFFICE