



REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT  
DILG-NAPOLCOM Center, EDSA corner Quezon Avenue, Quezon City

August 23, 2017

**MEMORANDUM CIRCULAR**

No. 2017-109

**TO : ALL PROVINCIAL GOVERNORS, CITY MAYORS,  
MUNICIPAL MAYORS, DILG REGIONAL DIRECTORS, AND  
THE REGIONAL GOVERNOR OF THE ARMM**

**SUBJECT : Designation of a Permanent Action Team for the Implementation  
of Citizens' Complaint Hotline 8888**

President Rodrigo Roa Duterte signed Executive Order No. 6 "Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Complaint Center." Said Hotline Number 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.

Relative to this, Cabinet Secretary Leoncio B. Evasco, Jr. signed a Memorandum for all heads of agencies to designate an overall Permanent Action Team to answer the queries, concerns and complaints of the citizenry through the Hotline 8888.

The creation of a Permanent Action Team is also cascaded to the Local Government Units (LGUs) to answer the queries, concerns and complaints of their respective constituents received through the Hotline 8888.

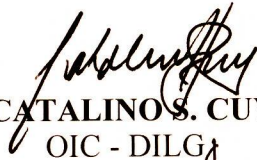
**The Action Team must be capable of making sound decisions in relation to the feedback received through the said Hotline. The team must consist of a Permanent Focal Person, an Alternate Focal Person and a Technical Officer who will be handling the 8888 software.**

Composition of formed Permanent Action Team must be submitted to your respective DILG offices for consolidation.

All Regional Directors are hereby directed to cause the widest dissemination of this Memorandum Circular to all the LGUs within their respective areas of jurisdiction.

Consolidated list of Permanent Action Team should be forwarded to the office of the undersigned, copy furnished DILG-PACC, for submission to the Office of the Cabinet Secretary.

For the information and guidance of all concerned.

  
CATALINO S. CUY  
OIC - DILG

