



REPUBLIC OF THE PHILIPPINES  
 DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT  
 DILG-NAPOLCOM  
 EDSA Cor. Quezon Avenue  
 Quezon City

January 30, 2018

**MEMORANDUM CIRCULAR**  
**NO. 2018-09**

**TO : CITY MAYORS OF DAVAO, CEBU, METRO MANILA AND THE MUNICIPALITY OF PATEROS**

**SUBJECT : Orientation Seminar for the Permanent Action Team of the Cities of Davao, Cebu and Metro Manila and the Municipality of Pateros in Relation to Citizens' Complaint Hotline 8888**

President Rodrigo Roa Duterte, in his desire to better serve the Filipino citizenry, issued Executive Order No. 6 "Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Complaint Center" to encourage the people to report their complaints and grievances on acts of red tape or graft and corruption in the government bureaucracy.

Relative to this, Cabinet Secretary Leoncio B. Evasco, Jr. issued a Memorandum for all heads agencies, including the Local Government Units (LGUs), to designate an overall Permanent Action Team to answer the queries, concerns and complaints of the citizens through Hotline 8888. By the order of the President, said hotline should already be operational. DILG, therefore issued Memorandum Circular No. 2017-109, dated August 23, 2017, requiring all LGUs to designate a Permanent Action Team in their respective area of jurisdiction.

By invitation of the Office of the Cabinet Secretary, the Permanent Action Team, *preferably the City Administrator (who shall act as the Permanent Focal person), an alternate Focal Person (who shall act on behalf of the Permanent Focal Person), and a Technical Person, who shall handle the software*, of the LGUs of the Cities of Cebu, Davao, Metro Manila and the municipality of Pateros are hereby directed to attend the 8888 orientation seminar on February 8-9, 2018, at the 4<sup>th</sup> Floor, Mabini Hall, Malacañang Palace. The participants of this orientation-workshop shall be divided into two groups and will compose of the following LGUs:

First Group: February 8, 2018

Offices	No. of Participants
Las Piñas LGU	3
Malabon LGU	3
Mandaluyong LGU	3
Marikina LGU	3
Muntinlupa LGU	3
Navotas LGU	3

Parañaque LGU	3
Pasay LGU	3
Pasig LGU	3
Pateros LGU	3
San Juan LGU	3
Taguig LGU	3
Valenzuela LGU	3
DILG NCR Permanent Action	3
DILG Central Office (Public Affairs and Communication Service)	8
Office of Assistant Secretary for Communication and Capacity Development	3
<b>TOTAL</b>	<b>53</b>

### **Second Group: February 9, 2017**


Caloocan LGU	3
Makati LGU	3
Manila LGU	3
Quezon City LGU	3
Cebu City LGU	3
Davao City LGU	3
DILG NCR Permanent Action Team	3
DILG Region VII Permanent Action Team	3
DILG Cebu City Field Office Permanent Action Team	3
DILG Region XI Permanent Action Team	3
DILG Davao City Field Office Permanent Action Team	3
DILG Central Office (Public Affairs and Communication Service)	8
Office of Assistant Secretary for Communication and Capacity Development	3
<b>TOTAL</b>	<b>44</b>



All participants are advised to bring their laptops for the 8888 software and system familiarization.

The payment of all applicable travelling expenses and hotel accommodation of participants from the regions may be authorized, chargeable against their respective local funds, subject to its availability, and to the usual accounting and auditing requirements, and to all pertinent laws, rules and regulations.

The DILG Regional Directors and Field Officers of NCR, Region VII and Region II are likewise directed to cause the dissemination of this Circular in their respective jurisdiction.

For the information and guidance of all concerned.

  
**EDUARDO M. AÑO**  
Officer-In-Charge, DILG

   
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