

RUSH



Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
DILG-NAPOLCOM Center, EDSA corner Quezon Avenue, West Triangle, Quezon City
<http://www.dilg.gov.ph>



MEMORANDUM CIRCULAR

NO. 2018-143

TO : CITY MAYORS OF ANTIPOLO, BACOR, CALAMBA,
BACOLOD, BAGUIO, TARLAC, ILOILO, CAGAYAN DE ORO,
ZAMBOANGA AND MUNICIPALITY OF TAYTAY, RIZAL

SUBJECT : Orientation Seminar for the Permanent Action Team of the above
Local Government Units in Relation to Citizens Complaint Hotline
8888

DATE : August 23, 2018

Executive Order No. 6, s 2016, Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Complaint was issued by President Rodrigo Roa Duterte, to encourage the people to report their complaints and grievances on acts of red tape or graft and corruption in the government bureaucracy to better serve the Filipino Citizenry.

Corollary to this, Cabinet Secretary Leoncio B. Evasco, Jr. issued a Memorandum for all heads of agencies, including the Local Government Units (LGUs), to designate an overall Permanent Action Team to be responsible in answering the queries, concerns and complaints of the citizens through Hotline 8888. This was followed-up by DILG's issuance of Memorandum Circular No. 2017-109, dated August 23, 2017, requiring all LGUs to designate a Permanent Action Team in their respective area of jurisdiction.

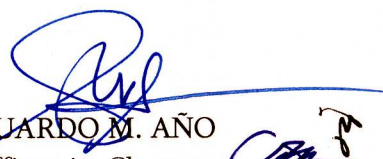

Hence, the DILG and the Office of the Cabinet of the Secretary hereby direct your Permanent Action Officers, *preferably the City Administrator (who shall act as the Permanent Focal Person), an alternate Focal Person (who shall act on behalf of the Permanent Focal Person), and a technical Person, who shall handle the software*, to attend the 8888 orientation seminar on *August 29, 2018, starting 9:00 AM, at the BSA Towers, Ortigas, Mandaluyong City.*

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

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

For further details and queries, you may contact the Public Affairs and Communication Service of DILG at 925-7343 or email at prd.dilg.gov.ph.

For the information and compliance of all concerned.


EDUARDO M. AÑO
Officer-in-Charge, 



DILG-OSEC 07012016-23186



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Training and Orientation on Hotline 8888 Citizen's Complaint, Fact Finding Protocol, and Management of Local Government Complaints for DILG's 8888 Regional Focal Persons and Regional Coordinators
August 28- 30, 2018 BSA Towers, Ortigas, Mandaluyong City

Programme

August 29, 2018
8:00 AM - 5:00 PM

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| I. Invocation | DILG |
| II. National Anthem | DILG |
| III. Welcome Remarks | ASEC JONATHAN E. MALAYA
DILG |
| IV. Overview of the Activity | Public Affairs and Communication Service
DILG |
| V. Briefing/Orientation on Hotline 8888 | Strategic Action and Response Office
OCS, Malacañang |
| VI. Simulation Proper | Strategic Action And Response Office
OCS, Malacañang |
| VII. Open Forum | DILG and OCS, Malacañang |
| VIII. Awarding of Certificate of Partnership | Malacañang Officials
ASEC JONATHAN E. MALAYA |