



Republic of the Philippines
PROVINCE OF BILIRAN
Office of the Governor
Naval - 6560

EXECUTIVE ORDER NO. 003
Series of 2022

**“AN ORDER CREATING THE PERMANENT ACTION TEAM FOR THE
IMPLEMENTATION OF CITIZEN’S COMPLAINT HOTLINE 8888
IN THE PROVINCE OF BILIRAN”**

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 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 regards to the manner of transacting with the public with the objective of reducing red tape and expediting transactions in government;

WHEREAS, President Rodrigo Roa Duterte signed Executive Order No. 6 “Institutionalizing the 8888 Citizen’s Complaint Hotline and Establishing the 8888 Complaint Center” to institutionalize a public hotline involving all agencies of the government, and building on existing public feedback mechanisms for the realization of the Government’s policy to eradicate red tape and corruption;

WHEREAS, DILG Memorandum Circular No. 2017-109 dated August 23, 2017 was also passed, the purpose of which is for the Designation of a Permanent Action Team for the Implementation of Citizen’s Complaint Hotline 8888;

WHEREAS, there is an urgent need to establish an effective system that will eliminate bureaucratic red tape, avert graft and corrupt practices act and improve efficiency of delivery regarding government frontline services;

NOW THEREFORE, I, ROGELIO J. ESPINA, Provincial Governor, Province of Biliran by virtue of the powers vested in me by law, **do hereby create the Permanent Action Team for the Implementation of Citizens’ Complaint Hotline 8888 in the Province of Biliran.**

Section 1. Creation and Composition. The Permanent Action Team for the implementation of Citizens’ Complaint Hotline 8888, hereinafter referred to as the “Action Team” is hereby created to be composed of the following personnel, to wit:

PERMANENT FOCAL PERSON:
ALTERNATE FOCAL PERSON:

DIONISIO B. OLIVA JR.
HOSSANA E. GOMEZ

SECRETARIAT:

1. GEORGE M. PLECERDA
2. AILEEN C. JORNALES



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Section 2. Duties and Responsibilities. The Action Team shall perform the following duties and responsibilities:

1. Answer queries, concerns and complaints of their respective constituents received through the Hotline 8888;
2. Make sound decisions in relation to the feedback received through the said Hotline;
3. Make a concrete and specific action within 72 hours from receipt of the concern by the proper government agency or instrumentality;
4. If the complainant is known, inform the latter and the DILG Regional Office 8888 Center of the action taken and the status of the complaint until its resolution, otherwise, send the same only to the DILG Regional 8888 Center;
5. Coordinate with national government agencies, government-owned and controlled corporations (GOCCs)/government financial institutions (GFIs), LGUS and other instrumentalities of the government in ensuring that prompt action/s are taken on the public's concerns received through the Hotline 8888; and
6. Perform such other functions as may be prescribed by law and ordinance.

Section 3. Separability Clause. Should any provisions of this Order be declared invalid or unconstitutional, the other provisions unaffected thereby shall remain valid and subsisting.

Section 4. Repealing Clause. All orders, proclamations, rules, regulations, or parts thereof, which are inconsistent with any of the provisions of this Order are hereby repealed or modified accordingly.

Section 5. Effectivity. This order shall take effect immediately.

Done this 17TH day of January, 2022, at the Executive Building, Capitol Compound, Brgy. Calumpang, Naval, Biliran, Philippines.


ROGELIO J. ESPINA M.D., FPOA

Governor