



Republic of the Philippines
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
CENTRAL OFFICE
Manila

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11-02-2017

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SPECIAL ORDER

SUBJECT: Formal Designation of Hotline 8888 Focal Persons

NO. 139
Series of 2017
11-02-17

Pursuant to Executive Order No. 6, series of 2016, and Memorandum dated October 18, 2017 of Cabinet Secretary Leoncio B. Evasco, Jr., the following officials/staffs are hereby designated as Hotline 8888 Focal Persons, to assist the Office of the Cabinet Secretary (OCS), in its collaboration efforts and interconnection and integration of public feedback mechanisms:

	Name	Designation	Contact Details (Direct line, email add, mobile no.)
Permanent Focal Person	KAREN OLIVIA V. JIMENO	Undersecretary	304-3459 jimeno.karen@dpwh.gov.ph
Alternate Focal Person	ELIZABETH P. PILORIN	Director IV	304-3202 pilorin.elizabeth@dpwh.gov.ph
Technical Officer	JAMIL C. USOP	Sr. Administrative Assistant I	304-3370 usop.jamil@dpwh.gov.ph

The roles and responsibilities of the 8888 Focal Persons are as follows:

Permanent Focal Person (PFP)- Officer designated by the Department to act, monitor and oversee the 8888 referrals received by the office. The PFP shall have a central coordinating role and responsibility in ensuring that the department provides a concrete coordinating specific action of 8888 referrals within 72 hours as prescribed by E.O. 06. S. 2016.

Alternate Focal Person (AFP)- In the absence/ in lieu of the PFP, the AFP shall act, monitor and oversee the 8888 referrals received by the office. The AFP shall assist the PFP in deciding the concrete and specific action on the 8888 referral and in ensuring compliance thereto.

Technical Officer (TO)- Person in charge of receiving 8888 referrals and in maintaining and managing the department's 8888 online account/portal. He shall regularly check the 8888 portal, inform the PFP/AFP of received 8888 referrals, update and provide feedback and perform such other functions as instructed by the PFP/AFP.

This Order shall take effect immediately.


MARK A. VILLAR
Secretary

17.1.1 WGS/MAV/EPP

Department of Public Works and Highways
Office of the Secretary



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Office of the President
of the Philippines

LBE-2017- 291

MEMORANDUM FROM THE CABINET SECRETARY

FOR : DEPARTMENT SECRETARIES AND HEADS OF AGENCIES

SUBJECT : Issuance of Special Order for Hotline 8888 Designated Focal Persons

DATE : 18 October 2017

In line with relevant provisions of the Executive Order No. 6, s. 2016, we would like to request the Department Secretaries and Heads of Agencies, including selected attached agencies and government-owned and -controlled corporations (GOCCs), to issue a Special Order formally designating the permanent and alternate focal persons, and technical officer/s for the 8888 Citizens' Complaint Hotline (Hotline 8888). This is to finalize the official list of the 8888 focal persons and establish your agency's accountability over received 8888 referrals.

We wish to underscore that the focal persons should be capable of making sound decisions on your behalf on matters brought forth by the complaints and grievances received through the Hotline 8888. Attached is a brief definition of their roles and responsibilities for easy reference.

Kindly submit a copy of the Special Order, copy furnished your respective supervising agency (if applicable), to the Office of the Cabinet Secretary, Premier Guest House, J.P. Laurel St., Malacañang, Manila, and/or to the Hotline 8888 Secretariat through email address 8888admin@malacanang.gov.ph not later than **Friday, 27 October 2017**. For queries and other concerns, your representative may contact Ms. Ace Loyola-Montas at telephone numbers 736-1008 or 784-4286 local 6824.

For compliance, please. Thank you very much.


LEONCIO B. EVASCO, JR.