



Republic of the Philippines  
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS  
**OFFICE OF THE SECRETARY**  
Manila

01-00908  
097.12 DPWH  
02-05-2021

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SPECIAL ORDER )

95 )

NO. \_\_\_\_\_ )

Series of 2021

**SUBJECT: Formal Designation of Hotline 8888 Focal Persons**

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)
Permanent Focal Person	ANDRO V. SANTIAGO	OIC-Director	5304-3202 santiago.andro@dpwh.gov.ph
Alternate Focal Person	ROLANDO C. RODOLFO	OIC- Chief	5304-3207 rodolfo.rolando@dpwh.gov.ph
Technical Officer	JAMIL C. USOP	Sr. Administrative Assistant I	5304-3370 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 supersedes Special Order No. 090, Series of 2018 and shall take effect immediately.

**MARK A. VILLAR**  
Secretary

Department of Public Works and Highways  
Office of the Secretary



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