



JUL 04 2018

PPA MEMORANDUM ORDER
NO. 09 - 2018



To : **All Assistant General Managers
All Department Managers
All Port Managers
Other Responsibility Center Heads
All Concerned**

Subject: **GUIDELINES FOR 8888 CITIZENS' COMPLAINT**

1. AUTHORITY.

- 1.1. Executive Order No. 6, "***Institutionalizing the 8888 Citizen's Complaint Hotline and Establishing the 8888 Citizens' Complaint Center***" dated October 14, 2016.

2. PURPOSE.

- 2.1 To guide and assist the Departments, Port Management Offices (PMOs), and other Responsibility Centers (RC) in dealing with citizen's concerns/issues lodged through the Presidential Complaint Center (Office of the President), Contact Center ng Bayan (Civil Service Commission) and Department of Transportation (DOTr) pursuant to Executive Order No. 6.
- 2.2 To establish a monitoring team and maintain records for all 8888 citizen's concerns/issues.
- 2.3 To ensure timeliness in addressing the 8888 citizen's concerns/issues, in compliance with the prescribed period.

3. COVERAGE.

These guidelines shall apply to all 8888 citizen's concerns/issues lodged through the Presidential Complaint Center (PCC), Contact Center ng Bayan (CCB) and DOTr, and referred to PPA for action.

4. PPA 8888 CITIZENS' COMPLAINT FOCAL TEAM.

To institutionalize the 8888 Citizen's Complaint (Hotline 8888), there shall be a PPA 8888 Citizen's Complaint Focal Team composed of the following:

Permanent Focal Person:

JASMIN A. PARARUAN
Attorney VI/ Corporate Board Secretary, OCBS

Alternate Focal Person :

JAN PEARL F. PORTUGAL
Attorney III/ Deputy Corporate Board
Secretary, OCBS

Technical Officers :

OPERATIONS

KARLO F. MADRILEJO
Port Operations Chief, POSD

JENNELIZA D. REBONG
Port Operations Chief, POSD

ENGINEERING

JACINTA S. MANALON
Executive Secretary/Executive Assistant, DSD

ROLANDO T. QUERUBIN
Division Manager, DED, PPDD

ARLINA G. MAGPALE
Principal Engineer A, PCMD

FINANCE AND ADMINISTRATION

DANILO M. ESTOESTA
Cashiering Services Chief, TD

ELADIO Y. VILLAVERT, JR.
Human Resource Management Officer IV, HRMD

The Office of the Corporate Board Secretary is hereby designated as the Permanent Focal Person/Alternate focal Person, and shall primarily be responsible for the following:

- a. Conduct initial evaluation of all citizen concerns/issues received by PPA from the PCC, CCB or DOTr;
- b. Together with the Technical Officers of the PPA 8888 Citizen's Complaint Focal Team, maintain a record of all documents relating to citizen concerns/issues;
- c. Provide assistance to the RCs on matters relating to these guidelines; and
- d. Communicate with the PCC on all matters concerning citizen complaints.

The Technical Persons shall be responsible for monitoring and facilitating the timely response to the action required from the RC concerned, as well as their compliance with these guidelines.

5. PROCEDURE.

The following procedure shall be followed in all 8888 citizen's concerns/issues lodged through the PCC, CCB and/or DOTr:

5.1. Receipt of 8888 Citizen's Concern/Issue.

All 8888 citizen's concerns/issues received, either thru personal service, registered mail or electronic mail, by RC's from PCC, CCB and/or DOTr must be properly marked with the date and time of actual receipt, and the name with signature of the person who received the same. It shall be referred/transmitted immediately to the Permanent Focal Person/Alternate Focal Person at the Office of the Corporate Board Secretary or thru electronic mail @ ppa8888ccc@ppa.com.ph.

5.1.a. 8888 Citizen's concerns/issues received until 4:30 P.M. shall, within the same day, be transmitted immediately and without delay.

5.1.b. For 8888 citizen's concerns/issues received after 4:30 P.M. may be transmitted to the Permanent Focal Person/Alternate Focal Person within the same day or the following day but not later than 8:30 A.M.

5.2. Evaluation and Indorsement of the 8888 Citizen's Concern/Issue.

After receipt of the 8888 citizen's concern/issue, the Permanent Focal Person/Alternate Focal Person shall evaluate the same whether it is a proper PPA concern.

Concerns/issues within the competence or jurisdiction of other government agencies or instrumentalities, shall be referred to the proper government agency or instrumentality.

Upon determination that the matter is a proper PPA concern, the Permanent Focal Person/Alternate Focal Person shall transmit it to the Office of the General Manager. The Office of the GM shall determine and indorse it to the appropriate RC, thru RC Head, for action copy furnished the following:

- a. The Complainant;
- b. The office of origin of the citizen's concern/issue, to wit:

PCC: complaints@8888.gov.ph;
CCB: email@contactcenterngbayan.gov.ph; or
DOTr: dotrpublicassistance@gmail.com

- c. PPA 8888 Citizen's Complaint Technical Officers concerned.

Indorsement to RC-concerned shall be thru the Office 365 accounts assigned to the RC Heads concerned. No other accounts shall be used.

For clarity, RC Head shall refer to the Department Manager, Port Manager or Other RC Heads in the Head Office.

The indorsement shall emphasize the ticket/reference number assigned, date of PPA's receipt of the 8888 citizen's concern/issue and a directive to the RC Head to take action within the prescribed period.

5.3. Action on the 8888 Citizen's Concern/Issue.

All actions on the 8888 citizen's concern/issue must be concrete and specific.

Upon receipt of the indorsement of the 8888 citizen's concern/issue, the RC Head shall immediately act on it and reply within the time to complete the 72 hours period prescribed in EO No. 6.

All replies must be timely and sent directly by phone call, mail or email to the complainant/parties concerned, copy furnished the following:

- a) The office of origin of the 8888 citizen's concern/issue, to wit:

PCC: complaints@8888.gov.ph;
CCB: email@conctactcenterngbayan.gov.ph;
DOTr: dotrpublicassistance@gmail.com;

- b) Permanent Focal Person: ppa8888ccc@ppa.com.ph
- c) AGM concerned thru their respective email addresses; and
- d) PPA 8888 Citizens' Complaint Technical Officers concerned.

For anonymous complaints, reply must be made directly to the office of origin of the 8888 citizen's concern/issue.

The Technical Officers shall monitor the timely compliance of the RC concerned and ensure that a copy of the replies be filed with the PPA 8888 Citizen's Complaint Focal Team Records.

6. 8888 CITIZEN'S CONCERNS/ISSUES RECEIVED BY RC CONCERNED.

As time is of the essence in acting on all 8888 citizen's concerns/issues, RC Heads or RCs who directly received an 8888 citizen's concern/issue lodged through PCC, CCB, and/or DOTr, must immediately act on the same and reply directly to the complainant/parties concerned, copy furnished the offices and officials mentioned in Item 5.3.

7. KEEPING OF RECORDS.

The PPA 8888 Citizen's Complaint Focal Team and all RCs shall create and maintain accurate and reasonably complete records of important information in appropriate formats, and implement a records management system that facilitates easy identification, retrieval, and monitoring of all 8888 citizen's concerns/issues.

For strict compliance.


JAY DANIEL SANTIAGO
General Manager

PROCESS FLOW FOR 8888 CITIZEN'S CONCERNS OR ISSUES LODGED THROUGH THE PCC, CCB OR DOTR

