



Republic of the Philippines
Province of Ilocos Norte
MUNICIPALITY OF SOLSONA
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OFFICE OF THE MUNICIPAL MAYOR

EXECUTIVE ORDER NO. 062 Series of 2019

REORGANIZATION OF THE PERMANENT ACTION TEAM FOR THE IMPLEMENTATION OF CITIZENS' COMPLAINT HOTLINE 8888 OF THE MUNICIPALITY OF SOLSONA, ILOCOS NORTE

WHEREAS, Republic Act No. 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 regard to the manner of transacting with the public, with the objective of reducing red tape and expediting transactions in the government;

WHEREAS, Executive Order No. 06 series of 2016 dated October 14, 2016 of President Rodrigo Roa Duterte institutionalize the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center;

WHEREAS, Memorandum Circular No. 2017-109 dated August 23, 2017 of the Department of the Interior and Local Government (DILG) provides for the creation of the Permanent Action Team for the Implementation of Citizens' Complaint Hotline 8888 in every municipality;

WHEREAS, the Municipality of Solsona hereby re-organize the Permanent Action Team to address the complaints and queries of the public and in compliance to Executive Order No. 6 series of 2016 of President Duterte and to the DILG Memorandum Circular No. 2017-109 dated August 23, 2017;

WHEREAS, there is further a need to reorganize the Permanent Action Team for the Implementation of Citizens' Complaint Hotline 8888 of the Municipality of Solsona, Ilocos Norte due to change of local officials and employees as a result of the local and national elections last May 13, 2019;

NOW THEREFORE, I, JOSEPH E. DE LARA, by the powers vested in me by law as the Municipal Mayor of Solsona, Ilocos Norte, do hereby re-organize the Permanent Action Team for the Implementation of Citizens' Complaint Hotline 8888 of the Municipality of Solsona, Ilocos Norte, as follows:

Section 1. Composition. The following shall compose the Permanent Action Team for the Implementation of Citizens' Complaint Hotline 8888 of the Municipality of Solsona, Ilocos Norte:

PERMANENT FOCAL PERSON:

DR. BERTHA L. DE LARA - Municipal Administrator

ALTERNATE FOCAL PERSON:

MR. ALFONSO JEZIEL M. DE LOS REYES - Private Secretary II

TECHNICAL OFFICER:

MRS. PLAVERI M. GONZALES - Admin. Assistant II/ HRMO-Designate

Section 2. Duties and Functions. The Permanent Action Team for the Implementation of Citizens' Complaint Hotline 8888 of the Municipality shall have the following duties and functions:

1. The action team shall immediately make a sound, concrete and specific action/decision within seventy-two hours (72) from receipt of the complaint/s;
2. The action team shall come up with an appropriate action in as much as the circumstances permit in respond to the complaint made and be able to give a feedback or advice on the status of the complaint until a resolution is made;
3. The action team as far as practicable shall be able to respond on complaints made and respond through any of its communication channels, twenty-four (24) hours a day, seven (7) days a week, from Mondays to Sundays, excluding national holidays and work suspensions; and
4. The action team shall perform other related duties and functions for the fulfillment and attainment of the purpose of Executive Order No. 6 of President Rodrigo Roa Duterte.

Section 3. Repealing Clause. All Executive Orders, Rules and Regulations and other Issuances or parts thereof inconsistent with this Executive Order are hereby repealed and modified.

Section 4. Effectivity. This Executive Order shall take effect immediately upon its approval.

Done this _____ at Solsona, Ilocos Norte.

SGD
JOSEPH E. DE LARA
Municipal Mayor

