



MUNICIPAL MAYOR OF BAYAMBANG

EXECUTIVE ORDER No. 50

Series of 2019

“AMENDMENT TO EXECUTIVE ORDER NO.34, SERIES 2017 AN ORDER DESIGNATING THE PERMANENT ACTION TEAM AND IMPLEMENTING THE CITIZENS COMPLAINT HOTLINE 8888 AND THE MUNICIPAL HOTLINE #4357”

WHEREAS, Republic Act (R.A) 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 government;

WHEREAS, Administrative Order (A.O) No. 241 (S. 2008), enjoined all agencies to establish a public hotline to effectively receive feedback and monitor customer satisfaction in conformity with R.A. No. 9485;

WHEREAS, Section 2 of Administrative Order 241 mandated agencies to interconnect their current and future public assistance systems with the government-wide citizen’s helpline once the same is established;

WHEREAS, there is a need to institutionalize a public complaints’ hotline involving all agencies of the government, and build on existing public feedback mechanisms for the realization of the Government’s policy to eradicate red tape and corruption;

WHEREAS, Executive Order No. 6 of the President was issued “Institutionalizing the 8888 Citizens’ Hotline and Establishing the 8888 Complaint Center” where citizens may report their complaints and grievances on acts of red tape, as defined under R.A. No. 9485;

WHEREAS, DILG Memorandum Circular No. 2017-109 dated August 23, 2017 directs the designation of a Permanent Action Team for the implementation of Citizens Hotline 8888;

WHEREAS, Local Government Code of the Philippines, Chapter 1. Section 5(c) The General welfare provisions in this code shall be liberally interpreted to give more powers to local government units in accelerating economic development and upgrading the quality of life for the people in the community;



WHEREAS, The Local Government of Bayambang designates #4357 as the municipal/local citizens' complaint center;

NOW, THEREFORE, I, CEZAR T. QUIAMBAO, Municipal Mayor of Bayambang, Pangasinan, by virtue of the powers vested in me by law, do hereby order the creation of a Permanent Action Team (PAT) for the implementation of the 8888 Citizens' Complaint Hotline and Municipal Hotline #4357 and the designation of PAT-In-Charge in the Municipality of Bayambang.

SECTION 1. COMPOSITION.

The Permanent Action Team shall be composed of the following:

- Permanent Focal Person :** **ATTY. RAYMUNDO B. BAUTISTA JR.**
Municipal Administrator
- Alternate Focal Person :** **MR. GERMAINE LEE A. ORCINO**
Legal Office Staffer
- Technical-In-Charge :** **MR. WILFREDO T. PETONIO**
Legal Office Staffer

SECTION 2. DUTIES AND RESPONSIBILITIES.

The Team shall be responsible to answer promptly all queries, concerns and complaints of the citizenry through the 8888 Citizen's Hotline Complaint and the Municipal Hotline #4357 and these aligned with the Anti-Red Tape Act.

SECTION 3. EFFECTIVITY.

This Executive Order shall take effect immediately.

Done this 14th day of November, 2019 at the Municipality of Bayambang, Pangasinan.

DR. CEZAR T. QUIAMBAO
Municipal Mayor

