



HOTLINE
8888

OFFICE OF THE SECRETARY
INTERNAL AUDIT SERVICE

Update as of May 31, 2019

OUTLINE OF PRESENTATION

- Legal Basis of Hotline 8888
- Minimum Operating Standards of EO No. 6, s. 2016
- DA 8888 Citizens' Complaint Hotline
- Non-Compliance with the 72-hour Period
- Update on the Number of DA-Related Complaints Lodged Thru 8888 Citizens' Complaint Hotline



Complaints were formerly being serviced by the CSC thru **Contact Center ng Bayan 16565**

LEGAL BASIS OF HOTLINE 8888

Executive Order No. 6, s. 2016

“Institutionalizing the 8888 Citizens’ Complaint Hotline and Establishing the 8888 Citizens’ Complaint Center”

Hotline 8888 has been operating in the Office of the President since November 4, 2017



Minimum Operating Standards of EO No. 6, s. 2016

- **Communication Channels**

Calls, SMS, e-mail, website/ webpage, social media

- **Operating Hours**

24/7 excluding National Holidays and work suspensions

- **Process Flow**

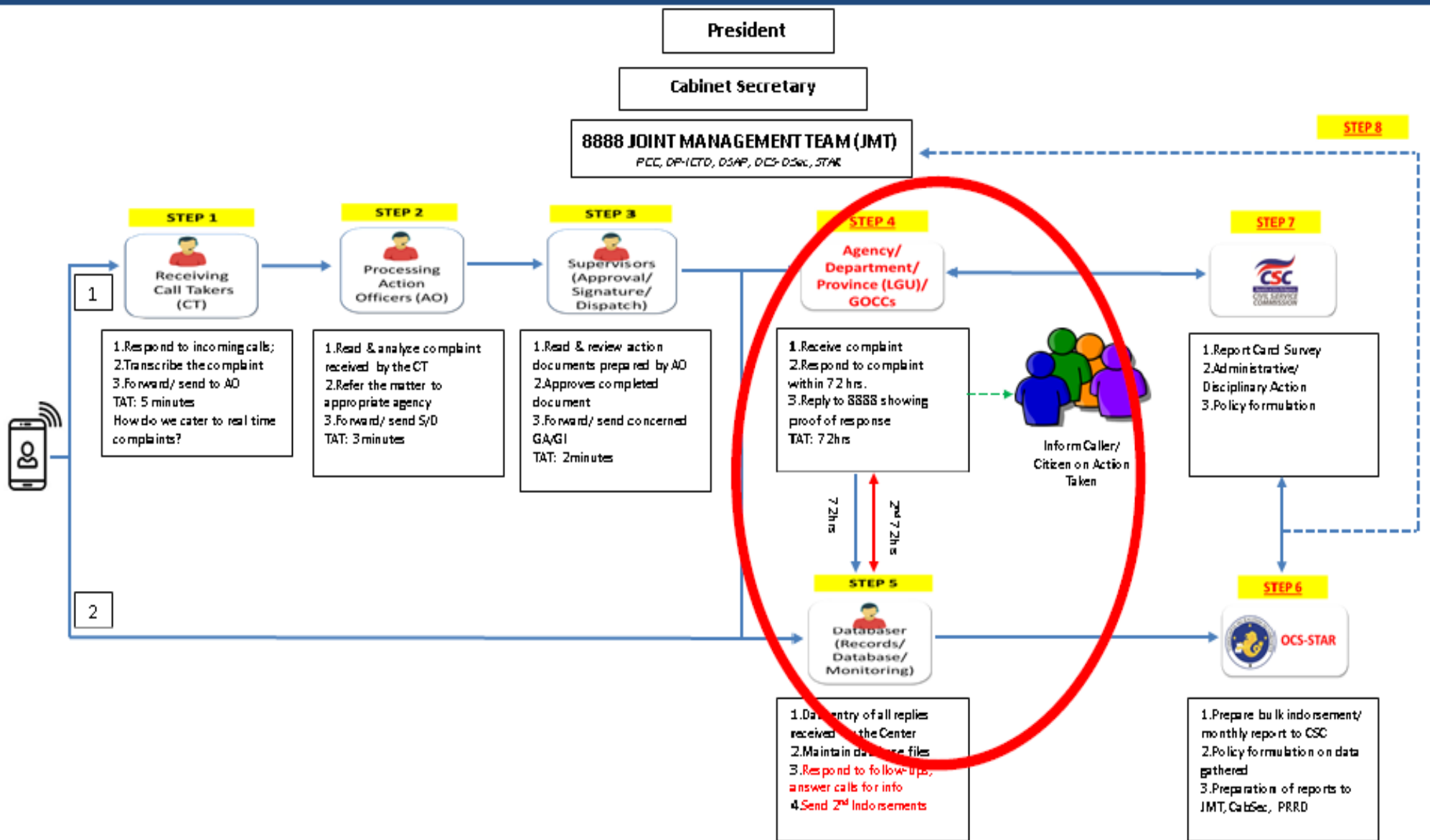
- **Period to Take Action**

Concrete and specific action* within 72 hours from receipt by the proper government agency/ instrumentality

** actual and factual action to the complaint. It must be within the mandate of the Government Agency/Instrumentality and a clear, exact, and relevant response to the caller/ complainant*

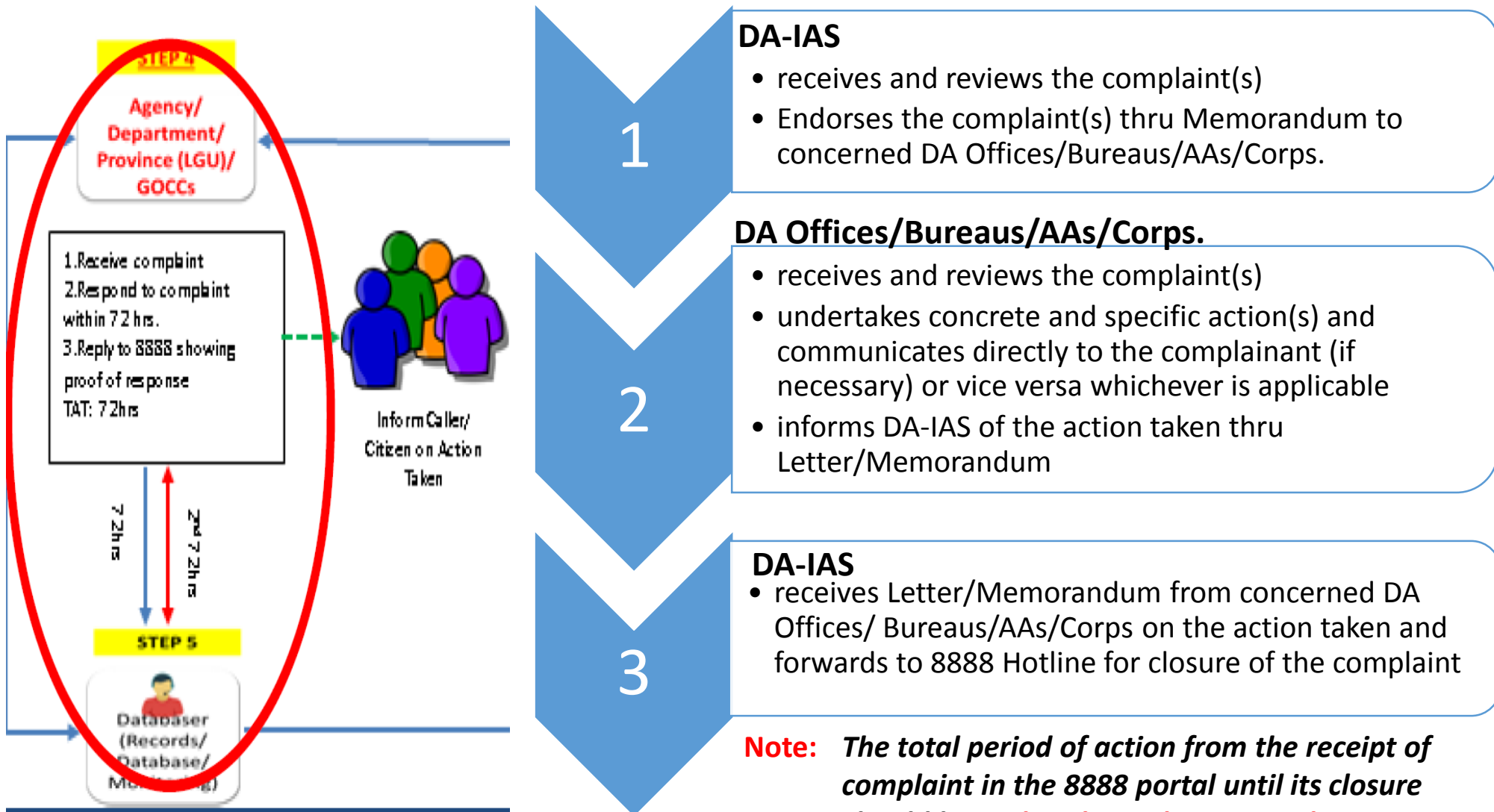


PROCESS FLOW



DA 8888 Citizens' Complaint Hotline

DA access to the 8888 portal commenced on September 17, 2018



DA 8888 Citizens' Complaint Hotline

Special Order No. 1130, s. 2017

“Designated Focal Persons for Hotline 8888”

Permanent Focal Person

Dir. Danilo Francisco Luna, DA-IAS

Alternate Focal Person

Executive Dir. Clint D. Hassan, DA-MAV

DA-Internal Audit Service

in-charge of receiving 8888 referrals, and in maintaining and managing the agency's 8888 online account/ portal.



Non-Compliance with the 72-hr Period

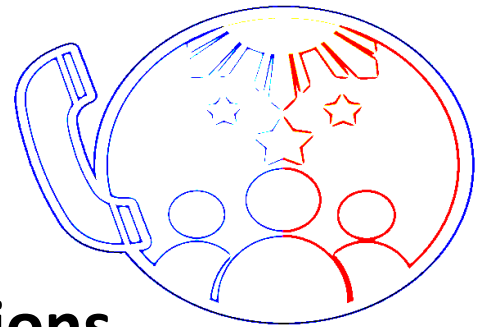


- Follow-up communication will be sent by the 8888 Center.
- The GA/GI shall be given another 72-hour period
- Civil Service and other administrative sanctions

Administrative Sanctions per EO No. 6, s. of 2016

“Without prejudice to the appropriate criminal liability, failure on the part of a government agency or employee to timely respond to the public’s concerns received through the 8888 Citizens’ Complaint Center, or any violation of the provision of this Order, shall be a ground for administrative sanctions under existing laws and regulations.”

Non-Compliance with the 72-hr Period



PBB Requirement: 5.0. Good Governance Conditions

5.c. Maintain or Update the Citizens' Charter or its equivalent

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“The Certificate of Compliance (CoC) submitted pursuant to CSC MC No. 14, s. 2017 shall be the basis for the validation for FY 2018. For agencies which have not submitted the CoC, the same shall be complied with pursuant to the guidelines set forth in CSC MC No. 14, s. 2017 and shall be submitted on or before August 1, 2018 to the CSC’s Office for Strategy Management through the AO 25 Secretariat. The CSC validation shall be complemented with reports on feedback and complaints from citizens gathered by the OP, PMS, CSC, and PCOD from 8888 Hotline and the FOI portals. The CSC shall issue guidelines in the validation of the Citizen’s Charter requirements for FY 2018.”

Update on the Number of DA-Related Complaints Lodged Thru 8888 Citizens' Complaint Hotline



OFFICE/AGENCY	NO. OF COMPLAINTS RECEIVED	NO. OF RESOLVED COMPLAINTS	% ACCOMPLISHED
	from November 4, 2017	as of May 31, 2019	
DA - CENTRAL OFFICE	168	129	77
ACEF	4	4	100
ADMINISTRATIVE SERVICE	27	8	30
AMAS	91	66	73
FMR	41	35	85
HVCDP	2	1	50
ICTS	4	3	75
OSEC	13	7	54
OPERATIONS	5	5	100
PRDP	1	1	100
SAAD	1	1	100

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	from November 4, 2017	as of May 31, 2019	
DA - REGIONAL FIELD OFFICES (RFO)	324	263	81
DAF - ARMM	1	1	100
CAR	2	2	100
DA - RFO I	14	13	93
DA - RFO II	25	22	88
DA - RFO III	55	30	55
DA - RFO IV-A	15	11	73
DA - RFO IV-B	34	29	85
DA - RFO V	6	6	100
DA - RFO VI	20	11	55
DA - RFO VII	22	11	50
DA - RFO VIII	37	16	43
DA - RFO IX	17	12	71
DA - RFO X	21	16	76
DA - RFO XI	30	29	97
DA - RFO XII	38	35	92
DA - RFO XIII	23	19	83

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	from November 4, 2017	as of May 31, 2019	
DA - BUREAUS	155	122	79
Agricultural Training Institute (ATI)	9	9	100
Bureau of Agricultural Research (BAR)	2	1	50
Bureau of Agriculture and Fisheries Standards (BAFS)	1	1	100
Bureau of Animal Industry (BAI)	29	21	72
Bureau of Fisheries and Aquatic Resources (BFAR)	110	67	61
Bureau of Plant Industry (BPI)	14	10	71
Bureau of Soils and Water Management (BSWM)	16	13	81

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DA - ATTACHED AGENCIES	30	28	93
Agricultural Credit Policy Council (ACPC)	4	4	100
Fertilizer and Pesticide Authority (FPA)	10	10	100
National Meat Inspection Service (NMIS)	12	8	67
Philippine Carabao Center (PCC)	4	4	100
Philippine Center for Postharvest Development and Mechanization (PhilMech)	2	1	50
Philippine Council for Agriculture and Fisheries (PCAF)	0	0	0
Philippine Fiber Industry Development Authority (PhilFIDA)	0	0	0
Philippine Rubber Research Institute (PRRI)	2	1	50

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DA - ATTACHED CORPORATIONS	87	92	106
Human Settlements Development Corporations (HSDC)	2	2	100
National Dairy Authority (NDA)	0	0	0
National Food Authority (NFA)	48	44	92
National Tobacco Authority (NTA)	12	9	75
Philippine Coconut Authority (PCA)	1	1	100
Philippine Crop Insurance Corporation (PCIC)	26	26	100
Philippine Fisheries Development Authority (PFDA)	3	3	100
Philippine Rice Research Institute (PhilRice)	2	2	100
Quedan and Rural Credit Guarantee Corporation (QUEDANCOR)	1	1	100
Sugar Regulatory Administration (SRA)	4	4	100
CONVERGENCE	13	13	100
National Convergence Initiative for Sustainable Rural Development (NCISRD)	1	1	100
National Technical Committee on Land Use Matters (NTECLUM)	12	12	100

Will update monthly to keep the concerned Head of Offices, Bureaus, Attached Agencies and Corporations under the Department.