

Joy forms quick response team for Hotline 8888

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Quezon City Mayor Joy Belmonte has formed a special team that would ensure quick response to complaints coursed through the national government's Hotline 8888.

In an executive order, Belmonte directed the creation of the "8888 Action Team," which will coordinate actions within 48 hours upon receipt of complaints filed through the hotline created by the Duterte administration.

The creation of the team stemmed from a memorandum circular issued by Malacañang in 2017, directing city mayors to designate a group that will address complaints reported through the hotline.

The team, which will be part of the Citizen's Complaint Center under the Office of the Cabinet Secretary, will ensure that all reported concerns are addressed properly and sent to the right agency for appropriate actions.

Belmonte designated city administrator Michael Victor Alimurung or his authorized representative as the focal person of the action team.

Carlos Versonilla, chief of the city's Radio Communications Service (RCS), will serve as Alimurung's alternate.

An RCS staff will act as technical officer, who will administer the 8888 software. Three other RCS members will act as secretariat.

Aside from responding to citizens' concerns, the action team may also implement specific instructions given by the mayor regarding the complaints.

It will also submit reports about the actions taken by the city government to the 8888 Citizens' Complaint Center of the Office of the President.

In 2018, the Quezon City government was hailed by the Office of the President for quickly acting on a complaint raised through the hotline.