

# Mayor Belmonte forms 8888 Action Team

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QUEZON CITY Mayor Joy Belmonte has formed a special team to quickly attend to complaints coursed through the President Duterte's Hotline 8888.

In her Executive Order No. 24, Mayor Belmonte formed the 8888 Action Team to address concerns coursed through Hotline 8888 and coordinate action within 48 hours upon receipt of the complaints.

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

Mayor Belmonte designated City Administrator Michael Victor Alimurung or his authorized representative as the focal person of the action team while Carlos Versonilla, chief of the City Radio Communications Service (RCS) will serve as alternate.

An RCS staff will be tasked to act as a technical officer who will administer the 8888 software while three other RCS members shall act as the secretariat.

Aside from responding to citizens' concerns the action team shall implement specific instructions given by the city mayor regarding the complaints.

They will also submit reports to the 8888 Citizens' Complaint Center of the Office of the President regarding the city's actions to the concerns raised. In 2018, Quezon City was hailed by the Office of the President for quickly acting to a complaint raised through Hotline 8888.

The creation of the action team is in response to Malacañang's Memorandum Circular 2017-109 directing city mayors to designate an action team to address complaints sent through the national government's Hotline 8888.