



REPUBLIC OF THE PHILIPPINES
Province of Basilan
CITY GOVERNMENT of ISABELA
OFFICE OF THE CITY MAYOR
2/F Isabela City Hall, Sunrise, Isabela City, Basilan 7300

EXECUTIVE ORDER NO. 10
Series 2024 *Legaspi*

**RECONSTITUTING THE COMPOSITION OF THE 8888 PERMANENT ACTION TEAM
OF THE CITY GOVERNMENT OF ISABELA, PROVINCE BASILAN**

WHEREAS, pursuant to Executive Order No.6 series of 2016 issued by President Rodrigo Roa Duterte, Instituting the 8888 Citizen's Complaint Hotline and establishing the 8888 Complain Center which serve as a mechanism where citizens may report their complaints and grievances;

WHEREAS, relative to the memorandum issued to all government agencies to designate 8888 Permanent Action Team (PAT) whose task is to answer queries, concerns and complaint raised by citizens through the 8888 hotline;

WHEREAS, there is a need to reconstitute or amend the existing 8888 Permanent Action Team of the City Government of Isabela, Basilan Province. The action Team which composed of the personnel with permanent position and capable of making sound decision in relation to the feedback received through 8888 hotline. The technical Officer will be in-charge handling 8888 software;

NOW THEREFORE, I, SITTI DJALIA A. TURABIN - HATAMAN, City Mayor of Isabela City Basilan by Virtue of the power vested in me, do hereby order the creation of 8888 Permanent Action Team, as follows:

Focal Person : **Mr. Pedrito A. Eisma**
City Administrator
Office of the City Mayor

Alternate Focal Person: **Mr. Eugene B. Strong**
City General Service Officer
Office of the City Mayor

Technical Officer II : **Mr. Alshamier I. Laudin**
Legal Researcher
Barangay Affairs and Governance Office/City Administrator
Division
Office of the City Mayor
Contract of Service



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Technical Officer I: **Mr. Efren A. Faminialagao**
System Developer
Barangay Affairs and Governance Office/City Administrator
Division
Office of the City Mayor
Contract of Service

This Executive Order shall take effect immediately.

Done this **25th day of April 2024**, in the City of Isabela, Province of Basilan.


SITTI DJALIA A. TURABIN- HATAMAN
City Mayor



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Series 2024 *Agm*

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Done this 25th day of April 2024, in the City of Isabela, Province of Basilan.


SITTIDJALIA A. TURABIN- HATAMAN
City Mayor



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city government of isabela de basilan



HAPIsabela
OCM-QMS-F15 Rev1-03/01/2023





Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
ISABELA CITY FIELD OPERATIONS UNIT
Ground Flr., SP Building., City Hall of Isabela, Isabela City, Basilan Province
dilgisabelacity@gmail.com/dilg_isabelacitybasilan@yahoo.com.ph

April 23, 2024

HON. SITTI DJALIA T. HATAMAN
Mayor
Isabela City, Basilan

Madam:



Forwarding to your office is a copy of DILG Memorandum dated 22 April 2024, re: **REQUEST FOR CONTACT DETAILS OF THE LGU's 8888 FOCAL TEAM THAT WILL BE GIVEN ACCESS TO THE ONLINE 8888 CITIZEN'S COMPLAINT CENTER PORTAL.**

Recently, from a post in the 8888 Citizen's Complaint Center (CCC), it requested for names and contact information of LGU officials and personnel designated as members of the 8888 Permanent Action Team/8888 Focal Team that will be given access to a web-based system-the 8888 CCC Portal, in order to directly receive and process all requests, complaints and concerns lodged in the 8888 Citizen's Complaint Center (CCC)

In relation to the foregoing, and considering there are members of the previous 8888 Permanent Action Team that are no longer connected with the City Government of Isabela, may we request from your good office for the issuance of an **Executive Order Reconstituting the 8888 Focal Team of the City of Isabela.**

The **8888 Focal Team** shall be composed of the following:

1. One (1) Permanent Focal Person (PFP) - with *Plantilla* position
2. One (1) Assistant Focal Person (AFP) - with *Plantilla* position
3. Two (2) Technical Staff

Using the attached template, may we request the following information of the 8888 Focal Team be provided to our office not later than **April 30, 2024:**

1. Full Name
2. Plantilla Position Title
3. Nature of Employment
4. E-mail Addresses
5. Contact Numbers

Moreover, may we inform you that the Office of the Executive Secretary has coordinated with the National LGPMS-SGLG Technical Working Group **to include the resolution and compliance rates of referrals from the 8888 CCC as criteria in assessing the performance of LGUs for the Seal of Good Local Governance (SGLG)** and other relevant mechanisms of the DILG. By giving LGU 8888 Focal Team access to the 888 CCC Portal, this will streamline the process in addressing the concerns lodged through the 8888 CCC.

We look forward for your most favorable action hereon.

For your information and reference.

Thank you so much and stay safe!

Very truly yours,



ARNEL O. ALVAREZ
CLGOO

CC: MR. PEDRITO A. EISMA, City Administrator
ATTY. ADZLAN IMRAN, City Legal Officer/Head, 8888 Permanent Action Team



"Matino, Mahusay at Maaasahan"
Ground Flr., SP Bldg, City Hall Complex, City Hall of Isabela
Isabela City, Basilan Province



8888 FOCAL TEAM INFORMATION DETAILS

City of Isabela

1. PERMANENT FOCAL PERSON

FULL NAME	
PLATILLA POSITION TITLE	
NATURE OF EMPLOYMENT	
E-MAIL ADDRESS	
CONTACT NO.	

2. ASSISTANT FOCAL PERSON

FULL NAME	
PLATILLA POSITION TITLE	
NATURE OF EMPLOYMENT	
E-MAIL ADDRESS	
CONTACT NO.	

3. TECHNICAL STAFF (1)

FULL NAME	
PLATILLA POSITION TITLE	
NATURE OF EMPLOYMENT	
E-MAIL ADDRESS	
CONTACT NO.	

1. TECHNICAL STAFF (2)

FULL NAME	
PLATILLA POSITION TITLE	
NATURE OF EMPLOYMENT	
E-MAIL ADDRESS	
CONTACT NO.	

Submitted by :



RELEASED

Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
Regional Office No. IX

President Corazon C. Aquino Regional Government Center, Brgy. Balintawak, Pagadian City
www.region9.dilg.gov.ph

Isabela City Field Operations Unit
Signature: [Signature]
Date: 04/23/2024
Time: 3:10 PM
Control No.: 2024-04-290

RECEIVED
RECORDS UNIT
AND LOCAL GOVERNMENT

MEMORANDUM

TO : ALL PROVINCES, HUC, CITIES AND MUNICIPALITIES IN REGION IX

THRU : THE DILG IX PROVINCIAL AND CITY OFFICES, CLGOOs and MLGOOs

SUBJECT : REQUEST FOR CONTACT DETAILS OF THE LGU'S 8888 FOCAL TEAM THAT WILL BE GIVEN ACCESS TO THE ONLINE 8888 CITIZEN'S COMPLAINT CENTER PORTAL

DATE : 22 APRIL 2024

This is in reference to the announcement posted on the 8888 Citizen's Complaint Center (CCC) Portal, requesting the names and contact information of officials and personnel designated as the 8888 Focal Team for each Local Government Unit (Province, City and Municipality). The said Focal Team will be given direct access to a web-based system, the 8888 CCC Portal, in order to directly receive and process the requests and concerns. The LGU's 8888 Focal Team shall be composed of the following:

- **One (1) Permanent Focal Person (PFP)** – Refers to the officer duly designated by the LGU (Province, City and Municipality) to act, monitor, and oversee the 8888 referrals received by the office;
- **One (1) Assistant Focal Person (AFP)**- In the absence/in lieu of the Permanent Focal Person, the Assistant Focal Person shall act, monitor, and oversee the 8888 referrals received by the LGU;
- **Two (2) Technical Officers**- Refers to the persons in-charge of receiving 8888 referrals, and in maintaining and managing the LGU's 8888 online account/portal. He/she shall regularly check the 8888 portal, inform the PFP/AFP of received 8888 referrals, update and provide feedback, and perform such other functions as instructed by the PFP/AFP.

In light of the above, we kindly request the following information of your 8888 Focal Team:

1. Full Name
2. Plantilla Position Title (Required of the Permanent Focal Person)



Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

Regional Office No. IX

President Corazon C. Aquino Regional Government Center, Brgy. Balintawak, Pagadian City 7016
www.region9.dilg.gov.ph

3. Nature of employment of the other members of the Focal Team (if they do not hold Plantilla Positions)
4. E-mail addresses
5. Contact Number

To facilitate the submission of this information, we have created a Google Form. Kindly fill in the details of the above-mentioned Focal Team Members through the following link:
<https://bit.ly/LGU8888FOCALTEAM>.

We kindly request that you input the contact information of your LGU's Focal Team into the Google Form **not later than 06 MAY 2024**.

We would like to emphasize that through a communication from the Office of the Executive Secretary dated May 16, 2023, we were informed that the Office of the Executive Secretary has initiated coordination with the National Local Governance Performance Management System-Seal of Good Local Governance Technical Working Group (LGPMS-SGLG-TWG) to include the resolution and compliance rates of referrals from the 8888 CCC as criteria in assessing the performance of LGUs for the Seal of Good Local Governance (SGLG) and other relevant assessment mechanisms of the Department of the Interior and Local Government. As such, we hope, that by giving access to your LGU's Focal Team to the 8888 CCC Portal, this will streamline the process in addressing the concerns lodged through the 8888 CCC.

Thank you for your cooperation, and we look forward to your immediate response.


PAISAL O. ABUTAZIL, CESO III
Regional Director
ORD/legal