



EXECUTIVE ORDER NO. 36

Series of 2025

REORGANIZING THE PERMANENT ACTION TEAM FOR THE IMPLEMENTATION OF CITIZENS COMPLAINT HOTLINE 8888

WHEREAS, Article II, Section 27 of the Constitution provides that the state shall maintain honesty and integrity in the public service and shall take positive and effective measures against graft and corruption;

WHEREAS, Republic Act (RA) 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 (AO) No. 241 (s.2008) enjoined all agencies to establish a public hotline to effectively receive feedback and monitor customer satisfaction in conformity with RA No. 9485;

WHEREAS, 8888 Citizen's Complaint Center has been institutionalized to serve as a mechanism where citizens may report their complaints and grievances on acts of red tape and other relevant laws, and/or corruption of any national government agency, government-owned or controlled corporation, government financial institution and other instrumentalities of the government.

NOW THEREFORE, I, NEIL ANDREW N. NOCON, Municipal Mayor of the Municipality of Los Baños, Province of Laguna, by virtue of the powers vested in me by law, do hereby order the reorganization of the 8888 Citizen's Complaint Center Permanent Action Team of Los Baños, as follows:

Section 1. COMPOSITION. The 8888 Citizen's Complaint Center Permanent Action Team shall be composed of the following:

Permanent Focal Person	Atty. Virgilio A. Tiongson, Jr.	Municipal Administrator
Alternate Focal Person	Ms. Miraflor O. Tado	MGDH (HRMO)
Technical Officer	Sitti Fatima A. Traje	Office of the Municipal Administrator

Section 2. DUTIES AND RESPONSIBILITIES The Team shall:

1. Receive report regarding any complaints and grievance on acts of red tape or corruptions.
2. Act on the complaints within 72 hours.
3. Must be able to make a sound decision in relation to the feedback received through the Hotline number.

Section 3. EFFECTIVITY. The order shall take effect immediately.

DONE this 12th day of September, 2025 at Los Baños, Laguna.

HON. NEIL ANDREW N. NOCON
Municipal Mayor