



APR 18 2024

SPECIAL ORDER )

**SUBJECT: Designation of Hotline 8888 Focal Persons**

NO. 67 )  
Series of 2024 )

4/18/2024

Pursuant to Executive Order No. 6, series of 2016, "Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center," the following officials/staff are hereby designated as Hotline 8888 Focal Persons to assist the 8888 Citizens' Complaint Hotline under the Office of the Executive Secretary, Office of the President in its collaboration, efforts, interconnection, proper facilitation and integration of public feedback mechanisms:

	Name	Designation	Contact Details (Direct line and email address)
Permanent Focal Person	MARICHU A. PALAFOX	Undersecretary	5304-3242 <a href="mailto:palafox.marichu@dpwh.gov.ph">palafox.marichu@dpwh.gov.ph</a>
Alternate Focal Person	ANDRO V. SANTIAGO	OIC-Division Chief	5304-3267 <a href="mailto:santiago.andro@dpwh.gov.ph">santiago.andro@dpwh.gov.ph</a>
Technical Officer	CHARMAINE ANN A. MONTAÑO	Draftsman II	5304-3370 <a href="mailto:montano.charmaine@dpwh.gov.ph">montano.charmaine@dpwh.gov.ph</a>
Alternate Technical Officer	JAMIL C. USOP	Administrative Assistant IV (CoS)	5304-3370 <a href="mailto:usop.jamil@dpwh.gov.ph">usop.jamil@dpwh.gov.ph</a>

The roles and responsibilities of the 8888 Focal Persons are as follows:

- Permanent Focal Person (PFP) - Officer designated by the Department to act, monitor and oversee the 8888 referrals received by the Office. The PFP shall have a central coordinating role and responsibility in ensuring that the department provides a concrete coordination of specific action of 8888 referrals within 72 hours as prescribed by E.O. 06. S. 2016.
- Alternate Focal Person (AFP) - In the absence/ in lieu of the PFP, the AFP shall act, monitor and oversee the 8888 referrals received by the Office. The AFP shall assist the PFP in deciding the concrete and specific actions to be taken on the 8888 referral and in ensuring compliance thereto.
- Technical Officer (TO) - Person in charge of receiving 8888 referrals and in maintaining and managing the department's 8888 online account/portal. 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.

- Alternate Technical Officer (ATO) – In the absence/ in lieu of the TO, the ATO will be incharge of receiving 8888 referrals, maintaining and managing the department's 8888 online account/portal. He shall regularly check the 8888 such other functions as instructed by the PFP/AFP.

This Order supersedes Special Order No. 147, Series of 2022 and shall take effect immediately upon approval.

  
**MANUEL M. BONOAN**  
Secretary

17.1.1 CAM/AVS/RDR/UMAP

Department of Public Works and Highways  
Office of the Secretary

