

SENATE

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P. S. RES. NO. 550

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Introduced by SENATOR LEILA M. DE LIMA

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**RESOLUTION**  
**DIRECTING THE PROPER SENATE COMMITTEE TO CONDUCT AN**  
**INQUIRY, IN THE EXERCISE OF CONGRESS'S OVERSIGHT FUNCTION,**  
**ON THE IMPLEMENTATION OF EXECUTIVE ORDER NO. 06 SERIES OF**  
**2016 INSTITUTIONALIZING THE 8888 CITIZENS' COMPLAINT**  
**HOTLINE, PARTICULARLY ON THE REPORTED FAILURE THEREOF,**  
**WITH THE END IN VIEW OF LEGISLATING REMEDIAL MEASURES**

*WHEREAS*, Article II, Section 27 of the Constitution provides that “[t]he State shall maintain honesty and integrity in the public service and take positive and effective measures against graft and corruption”;

*WHEREAS*, Section 2 of Republic Act No. 9485 (RA 9485) or the “Anti-Red Tape Act of 2007” states that the State shall, among others, “take appropriate measures to promote transparency in each agency with regard to the manner of transacting with the public, which shall encompass a program for the adoption of simplified procedures that will reduce red tape and expedite transactions in government”;

*WHEREAS*, in 2016, President Duterte signed Executive Order No. 6 (EO No. 6), which seeks “to institutionalize a public complaints hotline involving all agencies of the government, and build on existing public feedback mechanisms for the realization of the Government’s policy to eradicate red tape and corruption”<sup>1</sup>;

*WHEREAS*, pursuant thereto and to “Administrative Order (AO) No. 241 (s. 2008), [which] enjoined all agencies to establish a public hotline to effectively receive feedback and monitor customer satisfaction in conformity with RA No. 9485,”<sup>2</sup> EO No. 6: (a) established hotline number “8888” as the Citizens’ Complaint Hotline Number (the “8888” telephone hotline),<sup>3</sup> which shall, as far as practicable, be manned by “live agents”<sup>4</sup>; and (b) mandated the “8888 Citizens’ Complaint Center [to] serve as a

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<sup>1</sup> Sixth WHEREAS Clause of E.O. No. 6, s. 2016.

<sup>2</sup> Third WHEREAS Clause.

<sup>3</sup> Section 1.

<sup>4</sup> Section 5(b).

mechanism where citizens may report their complaints and grievances on acts of red tape... and/or corruption of any national government agency, government-owned or – controlled corporation (GOCC) / government financial institution (GFI), and other instrumentalities of government”<sup>5</sup>;

*WHEREAS*, Section 5 further provides for the “minimum operating standards” of the 8888 Citizens’ Complaint Center, such as enjoining it to provide other communication channels, including Short Message Service (SMS)/Text Access, Electronic mail (E-mail), Website/Webpage, Social Media, and other emerging communication medium,<sup>6</sup> which shall allow it to operate twenty-four (24) hours a day, seven (7) days a week, excluding national holidays and work suspensions<sup>7</sup>;

*WHEREAS*, according to an article published by the *Philippine Star* earlier this year, the 8888 Telephone Hotline served **54,743** calls in its first five (5) months of operation (from August to December 2016), but, due to several difficulties, including the fact that the unit is “terribly ... undermanned”, a staggering “**1.4 million** calls were un-served because the citizens either abandoned the line or couldn’t wait in queue”<sup>8</sup>;

*WHEREAS*, the same article reported that “[n]early half [or 49.02%] of the concerns were [mere] queries, ranging from government office locations to official requirements to basic rights,” 17.69% were requests for assistance, thousands were suggestions and commendations, and **only 31.49%** were actual complaints<sup>9</sup>;

*WHEREAS*, of the actual complaints, the same report disclosed that most “were against bureaucratic red tape and its consequences,” (such as slow government processes, unclear procedures, discourtesy, failure to attend clients during office hours and breach of no noon break rule, etc.), while only **700** were complaints about extortion, fixers and non-issuance of official receipts and definitely none were about multimillion-peso rackets or anomalous contracts<sup>10</sup>;

*WHEREAS*, *Rappler*, in an earlier report published on 05 January 2017, similarly reported that a half of the served 8888 calls were not related to the implementation of the Anti-Red Tape Act or to government front line services<sup>11</sup>;

*WHEREAS*, more recently, in a *GMA News Online* article published last 21 August 2017, Dr. Fe Mendoza, Dean of the University of the Philippines (UP) National College of Public Administration and Governance (NCPAG), was quoted as saying that the 8888 Hotline has not been an effective tool to curb corruption and that the public

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<sup>5</sup> Section 2.

<sup>6</sup> Section 5(a).

<sup>7</sup> Section 5(b).

<sup>8</sup> Jairus Bondoc. “Some suggestions for Hotline 8888,” *Philippine Star* Opinion, 20 January 2017. <http://www.philstar.com/opinion/2017/01/20/1664383/some-suggestions-hotline-8888>, (last visited 08 November 2017).

<sup>9</sup> *Ibid.*

<sup>10</sup> *Ibid.*

<sup>11</sup> Michael Bueza. “8888 hotline: Most complaints lodged vs SSS, LTO,” *Rappler News*, 05 January 2017. <https://www.rappler.com/move-ph/issues/corruption/147101-sss-lto-most-complaints-8888-hotline-csc> (last visited 06 November 2017).

still has to be educated about the true intent of the program<sup>12</sup> – which is to curb rampant red tape and corruption in Government;

*WHEREAS*, many concerned citizens have also expressed their dismay about the implementation of the program, particularly since telephone companies charge them a fee (around ₱5.00/minute) if they call the hotline from their mobile phones,<sup>13</sup> whereas there is no charge if they call via landline;

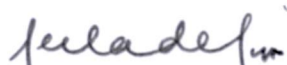
*WHEREAS*, such mobile phone charges mean that prepaid mobile phone users would not be able to access the hotline either by call or SMS if they have no remaining credits;

*WHEREAS*, Congress has the responsibility to conduct a probe and study the implementation of 8888 Complaint Hotline as to its effectivity and equal accessibility to all citizens;

*WHEREAS*, every peso of Filipino taxpayers' money must be spent on programs and government services that actually work and are responsive to their needs, and not on programs launched merely to cosmetically or superficially fulfill campaign promises;

***NOW THEREFORE, BE IT RESOLVED***, as it is hereby resolved, to direct the appropriate Senate Committee to conduct an inquiry, in the exercise of Congress's oversight function, on the implementation of Executive Order No. 06 Series of 2016 institutionalizing the 8888 Citizens' Complaint Hotline, particularly on the reported failure thereof, with the end in view of legislating remedial measures.

*Adopted,*

  
**LEILA M. DE LIMA**

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<sup>12</sup> Anna Felicia Bajo. "8888 not effective as anti-corruption hotline, says UP prof," *GMA News Online*, 23 August 2017. <http://www.gmanetwork.com/news/news/nation/623025/8888-not-effective-as-anti-corruption-hotline-says-up-prof/story/> (last visited 06 November 2017).

<sup>13</sup> Failon Ngayon, "Hotlines 911 & 8888", published on 6 August 2016. <https://www.youtube.com/watch?v=Infylzysovc> (last visited 06 November 2017).