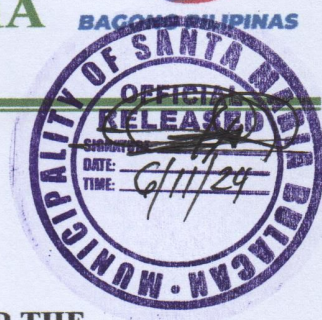




Republic of the Philippines
Province of Bulacan

MUNICIPALITY OF SANTA MARIA
OFFICE OF THE MUNICIPAL MAYOR



EXECUTIVE ORDER NO. 035 - 2024

**“AN ORDER DESIGNATING A 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, Series of 2008 enjoined all agencies to establish a public hotline to effectively receive feedback and monitor customer satisfaction in conformity with RA No. 9485;

WHEREAS, Executive Order No. 06, Series of 2016 institutionalizing the 8888 Citizens' Complaint Center. The Hotline Number shall 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 BARTOLOME R. RAMOS, Municipal Mayor of Santa Maria, Bulacan, by virtue of the powers vested in me by existing applicable laws, do hereby order the *CREATION OF THE LOCAL PERMANENT ACTION TEAM* of the Municipality of Santa Maria, Bulacan.

SECTION I. COMPOSITION.

The Local Permanent Action Team shall be composed of the following:

Permanent Focal Person	:	HANS REGINALD J. ALEJANDRO
Alternate Focal Person	:	BENEDICT M. MALIBIRAN
Technical Officer	:	HARLENE T. SAN VICTORES

SECTION II. DUTIES AND RESPONSIBILITIES

1. Receive report regarding any complaints and grievances on acts of red tape or corruptions.



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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 III. EFFECTIVITY

This Executive Order shall take effect immediately.

Done this 11th day of June 2024 at the Municipal Hall of Santa Maria,
Bulacan.


BARTOLOME R. RAMOS
Municipal Mayor

