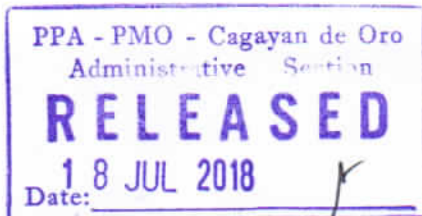


18 JUL 2018



PHILIPPINE  
PORTS  
AUTHORITY



**PMO MO/C MEMORANDUM CIRCULAR**

No. 006-18

**TO :** **DIVISION AND TERMINAL MANAGERS**  
**ALL OTHERS CONCERNED**  
PMO MO/C

**SUBJECT :** **GUIDELINES FOR 8888 CITIZENS' COMPLAINT**

This pertains to the Philippine Ports Authority (PPA) MEMORANDUM ORDER No. 09-2018 dated 04 July 2018, issued by the PPA Head Office and received by this Office last 10 July 2018, vis-à-vis the Guidelines and Procedures for 8888 Citizens' Complaints lodged through the Presidential Complaint Center (PCC), Contact Center ng Bayan (CCB) and Department of Tourism (DOTr).

Relative hereto, the aforementioned Memorandum has executed to ensure efficiency and timeliness in addressing citizen's complaints/concerns/issues, establishment of a monitoring team and maintenance of the records pertaining herewith. Herein below are the procedures and measures to be complied in all 8888 citizen's concerns/issues, to wit:

**1. Receipts of 8888 Citizen's Concerns/Issues**

- 1.1** All 8888 citizen's concerns/ issues received, either thru personal service, registered mail or electronic mail, by Port Manager or Department Manager and other Responsibility Heads concerned must be ***properly marked with date and time of actual receipt and the name with signature of the person who received the same;***
- 1.2** It shall be immediately transmitted to the ***Permanent Focal Person (PFP) Atty. Jasmin A. Pararuan or to the Alternate Focal Person (AFP), Atty. Jan Pearl F. Portugal at the Office of the Corporate Board Secretary or thru email at [ppa8888ccc@ppa.com.ph](mailto:ppa8888ccc@ppa.com.ph);***
- 1.3** All 8888 Citizen's concerns/issues received ***until 4:30 pm shall within the same day, be transmitted immediately and without delay*** whereas, those received ***after 4:30 pm maybe transmitted on same day or the following day but not later than 8:30 A.M.***

**2. Evaluation and Indorsement of the 8888 Citizen's Concern/Issues**

- 2.1** After receipt of the 8888 concerns/issues, the PFP or the AFP shall evaluate the same, to determine whether it is a PPA concern, otherwise it will be referred to the other appropriate agency;
- 2.2** Upon determination that it is a PPA concern, the PFP or AFP shall transmit the same to the office of the General Manager and shall indorse it to the appropriate RC/s thru Office 365 accounts highlighting ***on the ticket/ reference number assigned, date of PPA's receipt and a directive***

**to the RC Head to take action within the prescribed period, copy furnished the following:**

- a. The Complainant;
- b. The office of origin of the 8888 citizen's issue/concern, to wit:
  - b.1 PCC: [complaints@8888.gov.ph](mailto:complaints@8888.gov.ph);
  - b.2 CCB: [email@contactcenterngbayan.gov.ph](mailto:email@contactcenterngbayan.gov.ph);
  - b.3 DOTr: [dotrpublicassistance@gmail.com](mailto:dotrpublicassistance@gmail.com);
- c. PPA 8888 Citizen's Complaint Technical Officers concerned.

### **3. Action on the 8888 Citizen's Concern/Issues**

- 3.1 Upon receipt of the indorsement of the 8888 citizen's concern/issue, the RC Head shall immediately act on it with **specific and concrete actions, and reply within the time to complete the 72 hours period prescribed under EO 6**;
- 3.2 As RC Heads, **Terminal Managers and Division Managers** are enjoined to specifically act and reply on any complaints, issues, and concerns affecting their areas of responsibility within the prescribed period, unless there is a need to revisit and reinforce the preliminary reports of the Division Managers or Terminal Managers;
- 3.2 All replies must be timely and sent directly by phone call, mail, or email to the complainant/parties concerned, copy furnished the following:
  - a. The Office of origin of the 8888 citizen's concern/issue, to wit:
    - a.1 PCC: [complaints@8888.gov.ph](mailto:complaints@8888.gov.ph);
    - a.2 CCB: [email@contactcenterngbayan.gov.ph](mailto:email@contactcenterngbayan.gov.ph);
    - a.3 DOTr: [dotrpublicassistance@gmail.com](mailto:dotrpublicassistance@gmail.com)
  - b. Permanent Focal Person: [ppa8888ccc@ppa.com.ph](mailto:ppa8888ccc@ppa.com.ph)
  - c. AGM concerned thru their respective email addresses; and
  - d. PPA 8888 Citizens' Complaint Technical Officers concerned.

For anonymous complaints, reply must be made directly to the Office of Origin.

### **4. Keeping of Records**

The PPA 8888 Citizen's Complaint Focal Team and all RC's shall create and **maintain accurate and reasonably complete records** of important information in appropriate formats, and implement a **records management system** for easy identification, retrieval, and monitoring of all 8888 citizen's concerns/issues.

For guidance and compliance.

  
ISIDRO V. BUTASLAC, JR.