

What's up @ dti

DEPARTMENT OF
TRADE & INDUSTRY
PHILIPPINES

An internal information service by the Knowledge Management and Information Service for DTI employees

Follow us on your favorite social networks:  DTI.Philippines  @DTIPhilippines  @DTI.Philippines  DTIPhilippines

DTI receives Certificate of Collaboration from Office of the Cabinet Secretary



Department of Trade and Industry-Management Services Group (DTI-MSG) Undersecretary Ireneo V. Vizmonte receives the Certificate of Collaboration from Strategic Action and Response (STAR) Office Undersecretary Dale S. Cabrera of the Office of the Cabinet Secretary (OCS).

The Office of the Cabinet Secretary (OCS) led by **Strategic Action and Response (STAR) Office Undersecretary Dale S. Cabrera** has awarded the Department of Trade and Industry (DTI), thru **Management Services Group (MSG) Undersecretary Ireneo V. Vizmonte**, with the Certificate of Collaboration last 14 September. This is to certify that the DTI has complied with the requirements for the implementation and operation of the 8888 Citizens' Complaints Hotline.

Joining the team from OCS are **STAR Director III Raquel Abrantes** and **Head of Operations of Hotline 8888 Atty. Erich Josef Ting**.

Created through Executive Order No. 6, s. 2016, the 8888 Citizen's Complaint Hotline is a 24-hour hotline for citizen complaints and an emergency hotline accessible to all Filipinos. Since the start of OCS collaboration with government agencies, including DTI, the Department has already received 507 complaints (as of 14 September 2018). Some 360 or 71.48% of these complaints have been resolved.



DTI-MSG Undersecretary Ireneo V. Vizmonte (leftmost) and STAR Office Undersecretary Dale S. Cabrera (rightmost) together with the DTI-8888 Secretariat (from left) Hazel L. Doplito, Marie M. Trinidad, Elca D. Javier and the representatives from the Office of the Cabinet Secretary Head of Operations of Hotline 8888 Atty. Erich Joseph Ting and STAR Director III Raquel Abrantes.

Most of the complaints forwarded to the Department were consumer-related, Suggested Retail Prices (SRP) implementation, and sales promo in several establishments throughout the country.

The DTI's Permanent Focal Person for the Hotline 8888 is MSG Usec. Ireneo V. Vizmonte while the Alternate Focal Person is **Human Resource and Administrative Services Dir. Joel R. Cruz**. The DTI-8888 Secretariat consists of HRAS staff namely **Ms. Hazel L. Doplito, Ms. Elca D. Javier, and Ms. Marie M. Trinidad**.

Under the supervision of the Office of the Cabinet Secretary, the 8888 Citizens Complaint Hotline is where citizens may report their complaints and grievances on acts of red tape as defined under RA No. 9485 and other relevant laws. They may also report acts of corruption of any national government agency, government-owned or -controlled corporation, government financial institution, and other instrumentalities of the government they experienced or witnessed.

The task of the complaint center is to "immediately" refer the concerned citizen to the government agency involved in the complaint. It mandates a concrete and specific action within 72 hours from receipt of the concern by the proper government agency or instrumentality. Failure to respond will be considered grounds for administrative sanctions.

The complaint center operates 24 hours, seven days a week, except on national holidays and during work suspensions. It provides various communication channels such as text messaging, email, websites, and social media.