

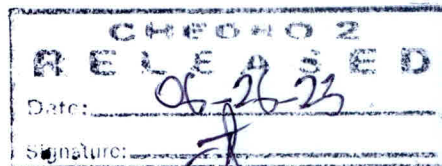


COMMISSION ON HIGHER EDUCATION

REGIONAL OFFICE II

REGIONAL MEMORANDUM

No. 166, series of 2023



**FOR : ALL PRESIDENTS/HEADS/OFFICERS-IN-CHARGE OF STATE
UNIVERSITIES AND COLLEGES (SUCs) IN REGION 2**

**SUBJECT : LIST OF NAMES OF OFFICIALS AND PERSONNEL DESIGNATED TO
THE 8888 FOCAL TEAM**

DATE : JUNE 26, 2023

Attached for the information and guidance of all concerned is a copy of the Memorandum of CHED Chairperson **DR. J. PROSPERO E. DE VERA III** directing SUCs to provide a list of names of officials and personnel designated to the 8888 Focal Team of the institution.

The composition of the team and the roles of each member is indicated on the said Memorandum. Attached is the Agency Account Status/Registration Form to be accomplished by each institution and shall be submitted **not later than June 27, 2023** to **8888hotline@ched.gov.ph**, cc: **ro2.8888@ched.gov.ph**.

Inquiries may be directed to the CHED 8888 Hotline via email at **8888hotline@ched.gov.ph** or via landline at 028 441 1169.

The CHED Chairperson looks forward to the continued partnership in the fight against red tape and corruption and the improvement in the effectiveness and efficiency of government service delivery.

Digitally signed by Atty.
Marco Cicero F. Domingo
Date: 2023.06.26 17:05:00
+08'00'

ATTY. MARCO CICERO F. DOMINGO
OIC-Director IV

Encl.: as stated

Give us feedback: bit.ly/CHEDRO2CSM



Republic of the Philippines
OFFICE OF THE PRESIDENT
COMMISSION ON HIGHER EDUCATION



MEMORANDUM FROM THE OFFICE OF THE CHAIRPERSON

TO : PRESIDENTS/HEADS OF STATE UNIVERSITIES AND COLLEGES (SUCS)

SUBJECT : LIST OF NAMES OF OFFICIALS AND PERSONNEL DESIGNATED AS 8888 FOCAL TEAM

DATE : 05 May 2023

Pursuant to Section 5 (c) of Executive Order No. 6, s 2016, a citizen's concern received through any of the communication channels of the 8888 Citizen's Complaint Center (CCC) shall immediately be referred, directly or indirectly, to the concerned government agency, office or instrumentality for appropriate action.

The 8888 CCC has encouraged government agencies to create the 8888 portal for attached and/or supervised government agencies, state universities and colleges (SUCs), local government units (LGUs) and others through an advisory in the 8888 portal.

In order to streamline the process in addressing concerns lodged through the portal, the 8888 CCC is inviting the SUCs to be their partner government agency so that they may directly refer concerns through their respective digital portal.

In line with this, you are hereby directed to **provide a list of names of officials and personnel designated as the 8888 Focal Team of your institution.** The said Focal Team will be given access to a web-based system, the 8888 CCC Portal, in order to directly receive and process the requests and concerns. This Team shall be composed of the following:

a. One (1) Permanent Focal Person (PFP)

- Refers to the officer duly designated by the institution to act, monitor, and oversee the 8888 referrals received by the office, preferably with a rank of at least a University/College Secretary.

b. One (1) Assistant Focal Person (AFP)

- In the absence/lieu of the PFP, the AFP shall act, monitor and oversee the 8888 referrals received by the officer; and
- Shall have a rank of at least a Director, unless the existing organizational set-up provides otherwise.

c. Two (2) Technical Officers

- Refers to the person/s in-charge of receiving 8888 referrals, and in maintaining and managing the institution's 8888 online account/portal; and
- Shall regularly check the 8888 portal, inform the PFP/AFP of received referrals, update and provide feedback, and perform such other functions as instructed by the PFP/AFP.

Attached is the Agency Account Status/Registration Form to be accomplished by your institution and shall be submitted to us through 8888hotline@ched.gov.ph within three (3) working days.

The Commission is looking forward to our continued partnership in the fight against red tape and corruption and the improvement in the effectiveness and efficiency of government service delivery.

For further inquiries, kindly contact us through Tel. No. (02) 8441-1169 or you may reach us via email 8888hotline@ched.gov.ph.

For your appropriate action.


J. PROSPERO E. DE VERA, III, DPA
Chairperson



8888 CITIZENS' COMPLAINT CENTER

AGENCY ACCOUNT STATUS / REGISTRATION FORM



Office : _____

Address : _____

Permanent Focal Person	Landline	Mobile No.	Email Address
1. _____ Alternate Focal Person	_____	_____	_____
1. _____ Technical Officers	_____	_____	_____
1. _____	_____	_____	_____

Approved by: _____

Printed Name over Signature
Head of Agency

Date

NOTE:
Please accomplish and return this Form within fifteen days from receipt.