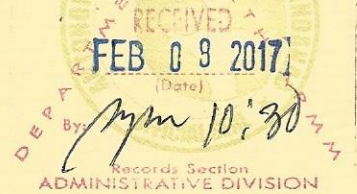




MEMORANDUM

Office Order No.: 033
Series of 2018



FOR/TO : DR. KADIL M. SINOLINDING, JR.
Regional Secretary
Department of Health - ARMM

SUBJECT : COMPLAINT LODGED TO THE 8888 HOTLINE

DATE : FEBRUARY 7, 2018

By virtue of Memorandum Order No. 059 series of 2018 dated 11 January 2018 designating the undersigned as Focal Person of the Office of the Regional Governor - ARMM for 8888 Citizen's Complaint Hotline, this is to inform you that, a complaint against your office, lodged through the 8888 Citizen's Complaint Hotline, has been received.

As such, please send your duly signed response or comment/action taken on this matter to the undersigned within twenty-four (24) hours upon receipt hereof through the ORG-Records Division. Should you deem it efficient to reply via e-mail, you may send the scanned/PDF copy of your duly signed response to records@armm.gov.ph copy furnish to cabsec@armm.gov.ph.

Please see attached complaint with Ticket Reference Number **G20180117-135-0**.

Thank you.

JOHN LOUIE D. BALAGOT
Regional Cabinet Secretary



"Matnuid na Pamamahala Tunga sa **ARMM** na Masagana't Mapayapa"



Office of the President

REPUBLIC OF THE PHILIPPINES

8888 Citizens' Complaint Hotline

Ticket Reference Number : **G20180117-135-0**
Status: Ticket endorsed
Head of Agency : N/A
Agency : ARMM Office of the Governor
Agency Address : N/A
Attention (Focal Person) : Norkhalila Mae Mambuay Campong

Pursuant to Executive Order No. 6, s. 2016, may we respectfully transmit the following concern received through the 8888 Citizens' Complaint Hotline:

Date: 17 January 2018
Name of Caller: N/A
Address: N/A
Contact Details: N/A
N/A
N/A
Nature of call: Private Company
Subject: Complaint Regarding Salary In Midwife In Every Community In ARMM (MECA)

Details:

"May reklamo ako sa aking trabaho, isa akong Midwife dito sa Midwife in Every Community in ARMM (MECA), Lamitan City, Basilan. Kasi Eight (8) years na kaming nagtatrabaho pero walang increase ang aming sahod at hanggang ngayon contract of service pa rin kami. At kapag pumipirma kami ng contract laging walang nakalagay na amount kung magkano ang aming sahod, pero ang natatanggap namin lagi Ten thousand pesos (Php 10,000.00) at walang mga bonus."

Please be reminded of Section 5 of EO No. 6, which states that "a citizen's concern lodged through any of the communication channels shall have a concrete and specific action within 72 hours from the receipt of the concern by the proper government agency or instrumentality".

Kindly send your reply directly to the concerned person/entity, copy furnished complaints@8888.gov.ph, on any action/s taken, citing the above ticket reference number. Thank you very much.

1 "Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center", under the direction and supervision of the Office of the Cabinet Secretary.

***** This is an automatically generated email, please do not reply *****