



MEMORANDUM

Office Order No.: 068
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 28, 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 **G20180227-213-7**.

Thank you.

JOHN LOUIE D. BALAGOT
Regional Cabinet Secretary

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|--|--------------------|
| Autonomous Region in Muslim Mindanao Office of the Regional Governor Records Division, AMS | |
| RELEASED | |
| BY : | <i>[Signature]</i> |
| DATE : | 2/28/18 |
| TIME : | 10:55 |
| CTRL NO. : | |

ORG-ARMM RD-AMS
AAA074363



"Matuwid na Pamamahala Tungo sa **ARMM** na Masagana't Mapayapa"

8888 Citizens' Complaint Hotline

Ticket Reference Number : **G20180227-213-7**
Status: Ticket indorsed
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: 27 February 2018
Name of Caller: Urie Ibbih
Address: N/A
Contact Details: 0910 536 3445
N/A
N/A
Nature of call: Caller Dependent
Subject: Requesting For Assistance Regarding Terminal Pay
Details:

"Hihingi ako ng tulong para mapabilis ang pag proseso ng terminal pay ko. Sanitary inspector ako sa Sitangkai Tawi-Tawi. Nag retire ako noong June 2016, hanggang ngayon hindi ko pa nakukuha ang terminal pay ko sa DOH Tawi-Tawi. Sa integrated provincial health office tawi-tawi ako na-assign. Sana matulungan niyo ako na mapabilis ang pag proseso ng terminal pay ko."

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 *****