Republic of the Philippines
Province of Isabela

ACCOMPLISHMENT REPORT

January-February, 2020

OFFICE : Provincial Governor's Office

PROGRAMS, PROJECTS, ACTIVITIES (PPAs)	DESCRIPTION OF PPAs	GOALS/ OBJECTIVES	TARGET ACCOMPLISHMENT FY 2020	ACTUAL ACCOMPLISHMENT Jan-Feb, 2020	OUTCOME	ALLOCATED BUDGET FY 2020	AMOUNT UTILIZED/EXPENSES FY 2020	REMARKS
BRO – HOTLINE	The BRO-Hotline of the Provincial Governor's Office (PGO) caters to queries primarily to the BRO Programs being implemented by the Province; and, other quesries such as status of requests lodged at the PGO and other relevant information requested by the general public.	To provide reliable and accurate information to the general public.		January, 2020 91 SMS Inquiries & various calls February, 2020 57 SMS Inquiries & various calls	Provided on – time, reliable and accurate information to the queries lodged at the BRO-Hotline by the Isabela constituency and the general public.	-	January, 2020 P3,592.87 February, 2020 P3,161.42	-

Prepared by:

MARIA NOE MIE O. MEJIA
Administrative Assistant II

Noted:

ATTY. ELIZABETH P. CUREG-BINAG
Head Executive Assistant /PIO

REPUBLIC OF THE PHILIPPINES
PROVINCE OF ISABELA

GSO DOC
RECEIVED
BY: M. Chua
DATE: 2/11/2020
TIME: 4:25 pm

February 11, 2020

ATTY. NOEL MANUEL R. LOPEZ
Provincial administrator
Province of Isabela

Thru : **DR. MARILYN G. LOPEZ**
Provincial Internal Audit Control Officer

Dear **Sir**:

Greetings!

Respectfully submitting herewith the PGI BRO Hotline *transcription of the SMS Inquiries* and its *Summary* received and acted upon for the month of January, 2020.

Thank you.

MARIA NOEMIE O. MEJIA
Administrative Assistant II

Noted:

ATTY. ELIZABETH P. CUREG-BINAG
Head, Executive Assistant/PIO

SUMMARY OF SMS RECEIVED For JANUARY, 2020					
PROGRAM	**INQUIRIES REGARDING**	**NO. OF INQUIRIES**	**TIMELINE**		
			TARGET DATE OF ACTION/RESPONSE	**DATE WHEN ACTION/RESPONSE WAS TAKEN**	**REMARKS (Expressing satisfaction/appreciation)**
BRO EDUCATION	APPLICATION/ RENEWAL; ISSUANCE OF ID/CERTIFICATES	31	Within 3 hrs upon receipt of the SMS	Within 1-3 hrs upon receipt of the SMS	26
	RELEASE OF ALLOWANCE	15	Within 3 hrs upon receipt of the SMS	Within 1-3 hrs upon receipt of the SMS	13
BRO-LIVELIHOOD	APPLICATION	3	Within 3 hrs upon receipt of the SMS	Within 1-3 hrs upon receipt of the SMS	3
OTHER INQUIRIES	DIRECTORY ASSISTANCE	4	Within 3 hrs upon receipt of the SMS	Within 1-3 hrs upon receipt of the SMS	4
	RUN FOR TAAL	28	Within 3 hrs upon receipt of the SMS	Within 1-3 hrs upon receipt of the SMS	23
	VARIOUS CONCERNS (FOLLOW-UP OF REQUEST, ETC.)	10	Within 3 hrs upon receipt of the SMS	Within 1-3 hrs upon receipt of the SMS	9
TOTAL NUMBER OF INQUIRIES RECEIVED/ACTED UPON FOR JANUARY, 2020 *(Inquiries through calls are not included in this listing)*		**91**			**78**

BRO INQUIRIES (SMS)

January, 2020

(Inquiries thru calls are not included in this listing.)

Good morning po. Saan po banda ang BRO offices dito sa Ilagan? Ask ko lang po kung saan ko makukuha certificate ko po.
-Ano po yung katabi ng office, Ma'am?
-Sige po thank you po.
<January 2, 2020> <09971929756>
<Advised, Queen Isabela Park, Capitol Cmpd., Ilagan.>

Good afternoon po. Tanong ko lang po kung kailan ulit opening ng pag accept ng scholars. Thank you.
-Thank you.
<January 4, 2020> <09998662851>
<Advised, ongoing.>

Good afternoon po. Ask ko lang po kung pwede ko na po kunin yung pang 1st sem allowance ko kasi I ask Sir Reymel noon ang sabi po niya hindi pa daw po kasi nakakapagrelease ng allowance para sa new applicants. I applied for membership po last July. Thank you.
-Sorry August po pala.
-Salamat po.
<January 4, 2020> <09958836734>
<To please wait for further announcements. To monitor BRO for Education FB page for updates.>

Good evening po. Paano po makukuha yung BRO scholar wala po akong certificate at ID.
-Okay po salamat.
<January 4, 2020> <09754907184>
<May claim during the scheduled release.>

Hello po Sir/Ma'am. Pwede pong makuha yung BRO certificate at ID?
-Salamat po.
<January 4, 2020> <09298320083>
<May visit the BROEd Office or to please wait for further announcements. To monitor BRO for Education FB page for updates.>

Pwede pa po ba mag apply ng BROEd?
-Ano pong requirements and qualifications and saan po mag apply.
-Thank you.
-What if may bagsak po or incomplete?
-Thank you!
<January 5, 2020> <09050477981>
<Advised, BROEd requirements and mechanics, if Incomplete, to complete first the grade.>

Good evening Ma'am/Sir itatanong ko lang po sana kung kelan makuha yung BRO allowance for 1st sem. Nagstart po kasi 1st sem namin ng Aug-Dec.

-Salamat po.

<January 5, 2020> <09261660508>

<To monitor BRO for Education FB page for updates.>

Hello Madam/Sir. Ask ko lang how to claim the BRO if wala po binigay na certificate sa amin.

-Sige po thank you.

<January 6, 2020> <09356858450>

<Per Sir Reymel, they will visit the schools later to distribute Cert and ID. Advised.>

Good morning po Ma'am/Sir. May I ask po if yung pinost nyo sa page na until 13 na lang po ang kuhanan ng allowance yung 1st sem po ba doon is 1st sem 2019? Thank you.

-Sige po salamat.

<January 6, 2020> <09362907486>

<1st sem 2018.>

Hello po good evening pwede pa po ba mag apply ng scholarship for 2nd sem po. Sa ISU Ilagan po nag aaral.

<January 7, 2020> <09262533551>

<Advised, yes.>

Good evening po. Kasama pa po ba kaming mga magulang sa pag claim ng allowances?

-Salamat.

<January 7, 2020> <09365143638>

<Advised, those whose names were not included in the list before, no need to accompany by their parents.>

Pwede po ba Xerox yung assessment form?

-Hanggang kailan po pwede mag apply?

<January 8, 2020> <09262533551>

<Advised, yes.>

Hello po Sir/Ma'am. Good evening. Tanong lang po kung paano makakuha ng allowance yung mga wala pong Certificate and BRO ID?

-Thank you po.

<January 8, 2020> <09152003569>

<Per Sir Reymel, they will visit the schools on a later date to distribute.TO please follow BRO for Education FB page for updates.>

Good morning po. Pwede po magtanong. Kelan namin makukuha yung BRO kaming mga 1st year sabi po kasi nila pagtapos ng tree planting namin makukuha tapos may certificate pa kami. Response pls. Thank you po.

-Wala po kasing updates sa FB pages kaming 1st year nag apply naguguluhan kasi may nagsasabing may nakakuha na daw?

-Kelan po kami next year?

-Salamat po.

<January 8, 2020> <09653722283>

<Advised, ongoing release is SY 2018-2019, for 1st year SY 2019-2020, no schedule yet. To please monitor/follow BRO for Education FB page for announcements.>

Good pm po. Update ko lang po sana yung sa BROEd scholar.
-Thank you.
<January 10, 2020> <09759433079>
<Advised to please monitor/follow BRO for Education FB page for announcements.>

Good afternoon Ma'am/Sir kasali daw po ba ang mga 1st year college mabigyan ng allowance yung 1st sem po.
-Salamat po.
<January 10, 2020> <09566058714494>
<Advised, yes.>

Good pm Ma'am/Sir. Ask ko lang po sana kung kailan marelease yung inaplayan ng mga anak namin kasi tapos na 1st sem nila sana po maibigay na po kasi ngayon na nila kailangan umpisa na naman po another sem. Thank you po.
-Salamat din po sa di pagdedma sa saloobin namin.
<January 10, 2020> <09552035832>
<Advised to please monitor/follow BRO for Education FB page for announcements.>

Good morning Ma'am. Meron nap o bas a individual livelihood. Cubag poi to Ma'am.
-Sige po salamat.
<January 11, 2020> <09262854337>
<Advised, no instructions yet regarding individual BRO livelihood.>

A blessed day po Ma'am/Sir. Ask ko lang po kung pwede na pong magrenew ng Bro scholarship for this sem?
-Salamat po.
<January 12, 2020> <0955230456>
<Advised, yes.>

Hello po Ma'am/Sir. Ask ko lang po sana if paano po makukuha yung Certificate at ID po namin ng Bro.
-Thanks.
<January 12, 2020> <09977013574>
<Advised, the BROEd Team will visit the schools later to distribute.>

Hi Sir/Ma'am. Legit po ba yung sabi nila na pwede na kukuha ng allowances?
<January 13, 2020> <09057091969>
<Advised, for legitimate instructions and updates, to please monitor/follow BRO for Education FB page.>

Hello po Ma'am/Sir. Paano ko po makukuha yung sa BROEd po na nung Saturday ko pa lang pinasa yugn papel ko po at ang sabi po sa akin ay ipaprocess po muna tsaka ako tawagan. Makukuha ko pa po ba? BROEd Cordon po.
-Maraming salamat po.
<January 13, 2020> <09759560770>
<Advised, yes. To please wait for further instructions / updates from the BROEd.>

Good evening po. Yung voter's cert po pwede po Xerox?
<January 13, 2020> <09262533551>
<Advised, original.>

Good day Ma'am/Sir. Pwede na po ba magrenew sa BROEd?
-Salamat po.
<January 14, 2020> <09277167627>
<Per Sir Reymel, to please renew after the Bambanti Festival.>

Good afternoon po. Paano po mag apply ng BRO? Pwede pa po ba?
-Pwede po pag sa Tugue nag aaral?
-New po 2nd year.
-Ok po salamat.
<January 14, 2020> <09352623393>
<Advised, BROEd requirements/mechanics.>

Good am po. Magtatanong lang po sana if paano po pag nawala po yung pinirmahan niyo po na yun ipapakita namin pag nagrelease po ng allowance sa 1st sem 2019-2020? Salamat po.
<January 14, 2020> <09067832057>
<To please approach BROEd Staff on the schedule of release.>

Good morning Sir/Ma'am. Can I ask a question? When can we renew our scholarship po?
-Thank you so much.
<January 16, 2020> <09556329707>
<May submit renewal this Feb.>

Good evening po. Kailan po renewal for 2nd sem?
<January 16, 2020> <09359643728>
<Advised, may renew this Feb.>

Hindi po pwede magrenew ng walang COG? Di pa po kasi nainput lahat ng grades po.
-Sige po salamat po.
<January 16, 2020> <09058714494>
<Advised, yes.>

Hi Ma'am. Ask ko lang po may ibibigay pa po ba kayong certificate kahit natatakan na po yung assessment namin?
-Kelan po pwede makuha?
-Salamat po.
<January 16, 2020> <09360577625>
<Advised, yes.May claim during the scheduled release, or, to please wait for the BROEd Staff who will visit the schools later.>

Good morning po. Pwede po ba magtanong Ma'am/Sir?
-Kailan po nag livelihood Sir/Ma'am.
-Salamat.

<January 17, 2020> <09650485412>

<Advised, individual BRO-Livelihood is not open for application.>

Good day po ask ko lang kung pwede na magrenew ng BRO scholar pwede na po ba kumuha ng Certificate?

-Ok po thanks sa info. God bless.

<January 17, 2020> <09550675664>

<Advised, may renew after Bambanti Festival, refer Certificate during renewal.>

Hello good afternoon po. Ask lang po kung pwede na magrenew BRO scholar for 2nd sem?

-Salamat po and God bless.

<January 17, 2020> <09057951557>

<Advised, yes.>

Hello po. Open na po ba ang renewal ng scholarship for 2nd sem po?

-Until po?

-Ok po salamat.

<January 17, 2020> <09953180295>

<Advised, yes, until March.>

Good evening po. Pwede po ba yung Voter's Certification ko last July yung ipapasa ko for renewal?

-Salamat po sa matyagang pagreply sa tanong po.

-Pwede pa po ba mag apply yung mga may gusto sa bRoEd?

-Salamat po.

<January 18, 2020> <09663627395>

<Advised, yes.>

Ma'am good morning. Yolanda Balila po ito taga San Antonio, Ilagan tanong lang po tungkol sa livelihood program maraming salamat po.

-Sa Capitol po sana paano po maka avail. Paano po sa OWWA wala kasi ako trabaho ngayon.

-Salamat po Ma'am sa oras.

<January 18, 2020> <09979168343>

<Advised, BRO-Livelihood individual application is on hold. Regarding OFW livelihood, referred to OWWA.>

Good afternoon po. Kailan po namin pwedeng kunin yung Certficate of scholarship namin? Salamat po.

-Salamat.

<January 18, 2020> <09652240558>

<Advised, to please monitor BRO for Education FB page for updates.>

Good afternoon po. Ask ko lang po Ma'am/Sir kelan po start ng pagpasa if mag apply ng scholar for BROEd.

-1st year 2nd sem ngayon/

-Salamat po.

<January 21, 2020> <09989027285>

<Advised,per Sir Reymel, to submit application after Bambanti.>>

Ma'am/Sir good evening. Pwede pong malaman if may update nap o sa mga scholar for 2019-2020.

-Nakamonitor po ako lagi Ma'am/Sir.

-Sige po salamat.
<January 22, 2020> <09653720272>
<Advised, yes.>

Open po ba application ng BROEd bukas.
-Salamat po.
<January 23, 2020> <09754780604>
<Advised,per Sir Reymel, to submit application after Bambanti.>>

Hello po good afternoon po. Ask ko lang po kung meron na po bang certificate po sa mga nagrenew kasi hindi po ako nabigyan wala naman text. Salamat po. Shiela Legaspi nag aaral sa IC.
-Salamat po God bless.
<January 24, 2020> <09261771701>
<Advised, to please monitor BRO for Education FB page for updates.>

Good afternoon. Kailan naming makukuha yung check ng scholar naming last sem?
-Salamat.
<January 24, 2020> <09364509190>
<Advised, to please monitor BRO for Education FB page for updates.>

Ma'am kailan po due date ng pagpasa ng requirements sa BROEd?
-Maraming salamat po.
<January 24, 2020> <09366001169>
<Advised, ongoing, until March.>

Good afternoon. Kailan po makukuha yung certificate ng BRO for 1st sem? BRO scholar here.
-Thank you po.
<January 25, 2020> <09972107935>
<Advised, to please wait for further instructions.>

Hello po. I'm one of your BROEd scholar po. Ask ko lang po kung kailan pwede magpasa ng requirements po. Salamat po.
-Ok po salamat po.
<January 27, 2020> <09771780012>
<Advised, to pls proceed to PYD Office.>

Hello po. I'm Trisha Mae A. Liggayu po a BS accountancy student of ISU-Main Campus. May I ask po if mandatory po for all applicants of BROEd scholarship ang pagpunta sa Ilagan for FunRun on Thursday? And matatanggal ka po ba agad kapag hindi kapumunta?
<January 27, 2020> <09082495634>
<Advised, BROEd scholars are highly encouraged to participate in the activity.>

Good morning Ma'am. Pwede po mag apply ng scholarship after Bambanti?
-Okay po salamat po.
<January 29, 2020> <09056646828>
<Advised, yes.>

Good morning po Ma'am/Sir. Matanong ko lang if kelan po ,akuha yung BRO scholarship po.

-Thanks po Ma'am.

<January 30, 2020> <09059555938>

<Advised, to please follow BRO for Education FB page for updates.>

Good am po Ma'am/Sir. Ako po si Sharmaine taga San Fabian, Echague po kailan po pwede mag apply ng BRO scholarship?

-Pwede po magpasa sa Extension sa San Fabian malapit lang po kami doon.

-Ano po requirements.

-Salamat po Ma'am/Sir.

<January 31, 2020> <09975880001>

<Advised, application is ongoing, yes may submit in Extension Office in San Fabian, provided requirements.>

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OTHER INQUIRIES (SMS)

January, 2020

(Inquiries thru calls are not included in this listing.)

Good am po. Wala pa po ba yung 5k ng farmers?
-Salamat.
<January 5, 2020> <09487919017>
<To please coordinate first with their MAO.>

Hello po good afternoon. Ask ko lag po if meron na yung inaplayan namin na financial assistance for medical students. Thank you.
-Thank you po.
<January 8, 2020> <09664081788>
<Referred to Ms. Agnes Balmaceda for instructions as to their request.>

Good morning Ma'am/Sir. Inquire po akmi kung paano magrequest ng space sa Skypark for motorcycle display sa incoming Bambanti festival. Salamat sa reply.
-Salamat.
<January 5, 2020> <09050311849>
<To please coordinate first with the Vice Gov Office, Vice Gov is the Director General of Bambanti 2020. Provided number.>

Hello po. Good day. Ask ko lang po kung ano po yung mga requirements for securing BRO scholarship for masteral po? Until when po pagpasa requirements? Salamat.
-Salamat po.
<January 16, 2020> <09324692352>
<Advised, requirement-assessemnet of fees, cert of indigency, valid id (Xerox), letter addressed to the Gov. May submit at the Gov. Office anytime – office hours.>

Pwede pa po ba magregister sa iRun for Taal?
-May slot pa po ba?
-Saan po?
-Salamat po.
<January 22, 2020> <09058744751>
<Advised, to please register at the PYD Office.>

Kelan po maibibigay yung P5,000 para sa mga magsasaka?
-Salamat.
<January 22, 2020> <09756587425>
<Advised to please coordinate with their MAO.>

Good am. Pwede po ba makahingi number ng Echague Assessor's?
-Thank you po.
<January 22, 2020> <09368842238>
<Provided contact number of LGU-Echague.>

Good pm po. Saan po kami pwede magregister sa iRun for Taal? Sa Echague po aksi kami.

-Wala po ba sa Echague Main Campus Registrar?

-Thanks.

<January 23, 2020> <09677618421>

<Advised, to pls proceed to PYD Office.>

Pwede po ba malaman contact number ng LGU-Quirino? Good am po.

-Salamat po.

<January 23, 2020> <09564994093>

<Advised, contact number of MSWD Quirino.

Nakabukas po ba Capitol bukas para sa registration ng iRun for Taal?

-Thanks.

<January 24, 2020> <09161778815>

<Advised, yes.>

Good evening Sir/Ma'am. Open po ba ang office nyo bukas magregister po sana kami sa Ilagan. Salamat po sa response.

-Salamat po.

<January 24, 2020> <09651761827>

<Advised, yes.>

May pasok po ba sa araw ng FunRun? Lalo na po sa katulad ko estudyante.

-Salamat po.

<January 24, 2020> <091613886345>

<Advised, to wait for further instructions.>

Hello po. Pwede pa po ba magparegister sa Irun for Taal bukas?

-Salamat po.

<January 25, 2020> <09261090608>

<Advised, yes.>

Good morning po. Pwede po ba makuha number ni Sir Reymel Resposo?

-Salamat po.

<January 25, 2020> <09654553129>

<Advised, yes.>

Good evening po. Required po ba attend FunRun ang BRO scholars?

-Salamat po.

<January 25, 2020> <09360696699>

<Advised, yes.>

Good afternoon po. Pwede po ba send na lang sag mail yung registration form?

<January 25, 2020> <09056934801>

<Advised, no.>

Good evening po. May pasok po ba sa Monday? Kasi sabi po Isabela Day.
-Thanks sa response.
<January 25, 2020> <09067819385>
<Advised, yes>

Good pm po. Kailangan po ba namin magregister sa iRun for Taal kung di pa po namin alam kung tanggap kami sa scholar. Nag apply po ako 1st sem pero wala pa balita kung natanggap. Thanks.
-Ay ok po Ma'am. Ask ko lang po kasi Cordon pa po ako manggaling. Salamat po.
<January 25, 2020> <09772780889>
<Advised, BROEd scholars are highly encouraged to participate. As long as submitted complete documents for the BROEd scholarship, its almost as good as accepted. To please follow BRO for Education FB page for updates.>

Good afternoon. Pwede pa magparegister bukas para sa FunRun?
-Thank you po.
<January 26, 2020> <09168430948>
<Advised, yes.>

Good morning po. Tanong lang po sana kung pwede magparegister ditto sa Cauayan yung makiFun Run?
<January 26, 2020> <09266055971>
<Advised, to pls proceed to PYD Office.>

Good afternoon po. Pwede pa po ba magparegister bukas para sa FunRun may hahabol pa daw po na ibang student.
-Thank you.
<January 26, 2020> <09103647930>
<Advised, yes.>

Good evening po. May pasok po bukas?
<January 26, 2020> <09755975342>
<Advised, yes.>

Good evening Sir. Pwede po magtanong about po sa Registration Fee ng FunRun. Paano po yung walang claim stub?
-Yung acknowledgement receipt lang po yung binigay.
-Ok po thank you po.
<January 27, 2020> <09558313744>
<Advised, no problem as long as they have registered for the FunRun and they have the A/R, will also receive shirt as long as they will present their A/R>

Sir pwede pa po ba magparegister sa 3k Run.
-Thanks.
<January 27, 2020> <09057748552>
<Advised, yes.>

Good morning po. Pwede po ipadala na lang namin ang stub namin sa kakilala kasi po may pasok po kami today. Textback please.
-Salamat po.
<January 27, 2020> <09066269239>
<Advised, yes.>

Good am Sir. Paano po maclaim yung shirt may pasok naman po kami. Ok lang po ba na ipakuha sa iba.
-Thanks po.
<January 27, 2020> <09389870073>
<Advised, yes. To present claim stub.>

Good morning Ma'am/Sir. Meron po bang pasok buong Isabela ngayon. Di ba opening ng Bambanti Festival. I'm studying here in Echague.
-Thanks po.
-Sige po maraming salamat.
<January 27, 2020> <09128279609>
<Advised, no declaration that today is holiday.>

Good morning po. Pwede po ba makuha yung tshirt namin.
-From ISU Echague po pero taga Ilagan po.
-Sige po thank you so much.
-Pwede po 51 pcs kunin ko.
-Thank you po.
<January 27, 2020> <09357989046>
<Advised, to present claim stub, please proceed to PYD Office.>

Good morning po. Pag acknowledgement receipt may matatanggap po ba na tshirt?
-Thanks po.
<January 27, 2020> <09676577821>
<Advised, yes, to present claim stub, to pls proceed to PYD Office.>

Good afternoon po. Saan po pwede magparegister para po sa FunRun sa 29? Cauayan Area po.
-Thank you po.
-Last na po pwede po humabol bukas?
-Salamat po.
<January 28, 2020> <09665436477>
<Advised, to please register today at the PYDO or Masa Masid Office at Queen Isabela Park, Ilagan>

Hello po. Makaka avail po ba ng damit yung yung umabot ng 6k pataas po?
-Salamat po.
<January 28, 2020> <09365137374>
<Advised, yes, per Sir Reymel.>

Good am. Tanong lang po kung pwede iclaim ng ibang tao yung shirt?

-Hanggang ilan po ang makakaclaim?

-Sige po thank you po.

<January 28, 2020> <09554165155>

<Advised, yes, as long as they have to present their claim stub.>

Good morning po. We just want to clarify things out. Regarding your post that January 28 are intended for those registrants with acknowledgedemnt Receiopt I am one of the thousands of students who just travelled to the provincial Capitol yesterday went home embarrassed. Do we still have the chance to have a DriFit shirt?

-BF20-07412 po Acknowledgement receipt ko.

<January 28, 2020> <09161288061>

<Advised, yes. Per Sir Reymel, those who have claim stub, their schedule to claim was yesterday. For those who have acknowledgement receipt, may claim today.>

Pwede pa po ba kumuha ng shirt for FunRun?

-Thank you po.

<January 28, 2020> <09771780012>

<Advised, to pls proceed to PYD Office.>

Good afternoon po. Paano po magregister sa FunRun?

<January 28, 2020> <09967334850>

<Advised, to pls proceed to PYD Office.>

Hi po. Pwede po ba makijoin kahit naiwan yung ticket?

-May available pa po bang tshirt?

-Salamat.

<January 29 2020> <09069632615>

<Advised, to pls proceed to PYD Office.>

Hello po ano po oras yung funrun?

-Thanks po.

<January 29, 2020> <09676577821>

<Advised, 3pm.>

Hello po good morning. Can I ask po kung pwede pang magregister for Irun for Taal?

-Sige po maraming salamat po.

<January 29, 2020> <09215430529>

<Advised, yes, to pls proceed to PYD Office.>

Paano po mga BRO scholars na may pasok, kasi wala daw memo na excuse kami.

-Sige po salamat.

<January 29, 2020> <09564833886>

<Advised, to still inform the school that he/she will be attending the Fun Run.>

Ma'am may we request contact number of Santiago City. Thank you.

-Thank you, ma'am.

-Incorrect po yung number.

-Thank you po.

<January 29, 2020> <09175408508>

<Provided contact number of Mayor's Office, Santiago City>

Good morning po Ma'am/Sir. Pwede pa po ba iclaim yung t-shirt ko nung FunRun kasi hindi kop o nakuha may trangkaso po kasi ako. Salamat sa pagtugon.

-Aww. Ok salamat po.

<January 30, 2020> <09556817800>

<Advised, no available t-shirts, all shirts were distributed during the FunRun.>

Good pm po Ma'am. Follow up lang p okay Marites Honorio OFW po.

-Salamat po Ma'am.

<January 31, 2020> <09068574611>

<Advised, no update yet from the post, will make a follow-up.>

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REPUBLIC OF THE PHILIPPINES
PROVINCE OF ISABELA

March 16, 2020

ATTY. ELIZABETH P. CUREG-BINAG
Head, Executive Assistant/
Provincial Information Officer
Province of Isabela

Dear **Ma'am**:

Greetings!

Respectfully submitted herewith the PGI BRO Hotline *transcription of the SMS Inquiries* and its *Summary* received and acted upon for the month of February, 2020.

Thank you.

MARIA NOEMIE O. MEJIA
Administrative Assistant II

SUMMARY OF SMS RECEIVED For FEBRUARY, 2020					
PROGRAM	**INQUIRIES REGARDING**	**NO. OF INQUIRIES**	**TIMELINE**		
			TARGET DATE OF ACTION/RESPONSE	**DATE WHEN ACTION/RESPONSE WAS TAKEN**	**REMARKS (Expressing satisfaction/appreciation)**
BRO EDUCATION	APPLICATION/ RENEWAL; ISSUANCE OF ID/CERTIFICATES	25	Within 3 hrs upon receipt of the SMS	Within 1-3 hrs upon receipt of the SMS	25
	RELEASE OF ALLOWANCE	10	Within 3 hrs upon receipt of the SMS	Within 1-3 hrs upon receipt of the SMS	9
OTHER INQUIRIES	DIRECTORY ASSISTANCE	2	Within 3 hrs upon receipt of the SMS	Within 1-3 hrs upon receipt of the SMS	2
	OFW CONCERNS	8	Within 3 hrs upon receipt of the SMS	Within 1-3 hrs upon receipt of the SMS	7
	VARIOUS CONCERNS (FOLLOW-UP OF REQUEST, ETC.)	12	Within 3 hrs upon receipt of the SMS	Within 1-3 hrs upon receipt of the SMS	10
TOTAL NUMBER OF INQUIRIES RECEIVED/ACTED UPON FOR FEBRUARY, 2020 *(Inquiries through calls are not included in this listing)*		**57**			**53**

BRO INQUIRIES (SMS)

February, 2020

(Inquiries thru calls are not included in this listing.)

Good evening po. I'm a student from ISU Main. Magtatanong lang po sana kung pwede pa po mag apply ng scholarship ng BRO po. New applicant po.
-Sige po salamat po.
<February 1, 2020> <09101016675>
<Advised, yes, application is ongoing. >

Hello po have a nice day ask ko lang po sana kung kailan ang last day ng renewal po for BRO Scholarship. Salamat po God bless.
<February 3, 2020> <09774739314>
<Advised, until March. >

Good pm Ma'am/Sir. Scholar ni Art Jocel Manzano, ISU RMAIS wala pa.
<February 3, 2020> <09973492053>
<Referred to Sir Reymel Resposo. Per Sir Reymel, he will advise Texter.>>

Hello Ma'am/Sir good morning po. Ask ko lang po sana kung may pangalan po ba ako name list ng 1st sem kasi po hindi ako nakakuha noon sa gym taga Cabagan po ako .
-Kinausap ko po si Gov sabi po nya ask sa inyo para kunin ko na lang daw po salamat God bless.
-JC Datul po Ugad, Cabagan 2018-2019 kasi po mga kasama ko nakakuha nap o dyan office nyo.
-Ok po salamat po.
<February 4, 2020> <09658699672>
<Referred to Sir Reymel, Sir Reymel communicated with the scholar.>

Good morning po. Kelan po ba release ng BRO po.
-Thank you po Ma'am/Sir.
<February 4, 2020> <09059555938>
<Advised to please follow and monitor BRO for Education FB page for updates regarding release of allowance.>

Hello po pwede pa po ba magpasa ng requirements ng BROED bukas po for 2nd sem ng SY 2018-2019.
-Kasi po kakatapos ng internship ko so anong year po ipapasa.
-Ok po salamat po.
<February 6, 2020> <09056646828>
<Advised, application for SY 2018-2019 is already closed, to apply for this present sem. >

Sir/Ma'am magandang hapon po. Hanggang kelan po ang renewal ng BRO scholar ngayong 2nd sem? Salamat po.
-Sige po salamat po sa info.
<February 6, 2020> <09469434187>
<Advised, until March.>

Good morning po Ma'am/Sir. Ask ko lang po sana yung scholarship ng bRO kelan po ba ang release, update nga po kasi sabi nyo po noon January irerelease. Thanks po.

-Ok po salamat po.

<February 7, 2020> <09268778747>

<Advised to please follow and monitor BRO for Education FB page for updates regarding release of allowance.>

Ma'am/Sir good am po. Ask ko lang po sana if pwede na po magrenew BRO scholarship. Ty po.

-Ok po ty po.

<February 7, 2020> <09758264151>

<Advised, renewal is ongoing until March.>

Good afternoon po. Bukas po ba yung office nyo po? Magrenew po sana bukas.

-Ask ko lang po kapag outside Isabel aka po nag aaral pwede nap o makuha yung allowance po during renewal of scholarship bukas?

-Sige po salamat po ng marami.

<February 7, 2020> <09058714494>

<Advised, office is open tomorrow. Release will be scheduled on a later date.>>

Good pm po. Ask ko lang po kung pwede na po magrenew ng scholarship 2nd sem 2019-2020.

-Salamat po.

<February 8, 2020> <09358311627>

<Advised, yes. >>

Good am po pwede po magtanong kung kailan po release ng scholarship?

-Hindi po ako nakakuha nung 1st sem po.

-Ok po thank you.

<February 9, 2020> <09358833979>

<Advised, to please follow and monitor BRO for Education FB page for updates.>>

Ma'am ano po requirements sa BROEd po?

-Salamat po.

<February 12, 2020> <09976180082>

<Advised, BROEd requirmenets.>>

Kelan po pwede mag apply ng scholarship for this 2nd sem?

-Thanks.

<February 12, 2020> <09360580377>

<Advised, application is ongoing.>>office is open tomorrow. Release will be scheduled on a later date.>>

Hello po good am po. I just want to ask lang po kung hanggang kailan renewal ng BROEd. Meron pa po ba hanggang next week po?

-Salamat po.

<February 13, 2020> <09100543613>

<Advised, application/renewal is ongoing.>>

Morning po. Ask ko lang po sana kung pwede na po mag apply ng scholarship po?

-Ok salamat sa info.

<February 13, 2020> <09277147350>

<Advised, yes. >

Good morning po. Pwede po magrenew ngayon? Thank you po God bless.

-Thank you po.

<February 15, 2020> <09174307829>

<Advised, yes. >>

Good morning po. Tanong ko lang po kung open ba ang office nyo bukas for submission of requirements para sa BRO. Salamat po.

-Monday to Saturday lang pwede magpasa?

-Okay po salamat po.

<February 15, 2020> <09973759799>

<Advised, BROEd Office is open for renewal Monday-Sat. Closed during Sundays.>>

Ask ko lang po BRO if meron nap o allowance.

-Thanks.

<February 15, 2020> <09066272673>

<Advised, to please follow and monitor BRO for Education FB page for updates.>>

Good morning po. Open po ba ang office for accepting the requirements of BRO for Education?

-Open po ba kahit 12:30 magpasa?

-Maraming salamat po.

<February 18, 2020> <09263627578>

<Advised, yes.>>

Good morning po Ma'am/Sir pwede nap o bang magrenew ng scholarship?

-Hanggang kailan po ang end ng pagrenew Ma'am/Sir?

-Salamat po.

<February 19, 2020> <09279333979>

<Advised, until March.>>

Good evening po ask ko lang po kung kailan deadline ng renewal ng BRO scholar for 2nd sem?

-Salamat po God bless.

<February 19, 2020> <09569101471>

<Advised, until March.>>

Good morning po. Hanggang anong month po matatapos ang pag apply sa scholarship po? Yung deadline?

-Salamat po.

<February 21, 2020> <09262533551>

<Advised, until March.>>

Good morning po Ma'am/Sir. Tanong ko lang po kung pwede na magparenew sa BRO? 1st year student po aksi kami. Thank you po.

-Kahit po ba wala pa kaming nakuha?

-Salamat po.

-Wala po ba cut-off ang renewal?

-Salamat po.

<February 23, 2020> <09156461665>

<Advised, yes, every sem should submit renewal. To please for further instructions as to date of release of allowance the previous sem. To please BRO for Education FB page for updates. Renewal is until March.>>

Good day po Ma'am. Ano po requirement ng BRO scholar renew po. Salamat po.

-Thank you po. God bless.

<February 21, 2020> <09362767214>

<Advised, COG and Assessment of Fees.>>

Good evening po. Hanggang kailan po pwede magpasa ng requirements for BRO scholarship?

-Thanks.

<February 21, 2020> <09998662851>

<Advised, application is ongoing until March.>>

Good day po kailan po ang releasing ng BROEd scholarship. Salamat po.

-Salamat po.

<February 24, 2020> <09663485149>

<Advised to please follow and monitor BRO for Education FB page for updates regarding release of allowance.>

Good pm po Ma'am/Sir. Kailan po renewal ng BROEd?

-Salamat po.

<February 24, 2020> <09999979521>

<Advised, renewal is ongoing.>>

Ma'am ano po requirements pag nag apply ng BROEd?

-Salamat po God bless po.

<February 27, 2020> <09352636602>

<Advised, BRO Ed documentary requirements.>>

Meron po akong tanong, paano po kung naka apply na po dati nung hindi pa nag start ang class, magrenewal pa rin po ba?

-Salamat Ma'am.

<February 27, 2020> <09352636602>

<Advised, every sem, should apply for renewal.>>

Hello po good morning. Tanong ko lang po kung kailan deadline ng renewal ng BRO scholarship.

-Nagrenew po ako last year sa Cauayan pero walang binigay na Certificate of Release pwede po ba kunin yung Certificate sa Ilagan or sa caauyan po kung saan nag parenew last year. Textback salamat.

-Anong date po ng March ang deadline kasi po sabi sabi hanggang Feb. 29 lang.

-Thanks Ma'am.

<February 28, 2020> <09752744009>

<Advised to please follow and monitor BRO for Education FB page for updates regarding deadline of renewal and distribution of Certificates.>>

Ma'am saan po malapit magpass po ng application? Sa Ramon po kasi location ko.

-Ano po pangalan ng office?

-Thanks po and have a good day.

<February 28, 2020> <09655472648>

<Advised, may submit at the Gov Extension Office in Brgy. San Fabian, Echague.>>

Good day po. Ask ko lang po sana kung kelan pwede kunin yung certificate ng 1st sem?

-Salamat po.

<February 29, 2020> <09277147350>

<Advised to please follow and monitor BRO for Education FB page for updates regarding release of allowance.>

Good morning po. Kailan po ang release ng BROEd allowance?

Ok po salamat.

<February 29, 2020> <09261660508>

<Advised to please follow and monitor BRO for Education FB page for updates regarding release of allowance.>

Good morning po. Kailan po ang release ng BROEd allowance?

-Thanks.

<February 29, 2020> <09613989314>

<Advised to please follow and monitor BRO for Education FB page for updates regarding release of allowance.>

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OTHER INQUIRIES (SMS)

February, 2020

(Inquiries thru calls are not included in this listing.)

Hello Ma'am good afternoon. Patulong po sana ko kung sakali alam nyo klangan kung punta po hingi ng tulong sa SWAD. Naconfine po kasi nanay ko at pamangkin ngayon sa CVMC. Hingi po s sana kami ng tulong kaso hindi ko alam requirements.
-Sige po Ma'am, maraming salamat po.
<February 1, 2020> <09556650928>
<Advised that DSWD-SWAD is not under the Capitol, provided still requirements of SWAD.>

Good pm Ma'am, isa po akong OFW na nagloan noon at nakabayad na po kami at gusto po sana namin magloan kung pwede pa po ako po si Leonida Calderon dito sa Aurora, Alicia.
<February 3, 2020> <09358997446>
<Advised, no instructions yet on renewal of livelihood assistance for OFWs>

Good morning, Ma'am. Yung complaint po Michael A. Ramos po. Ma'am mali po ata ako sa address ng asawa ko po. Jizan po sya sa Saudi po.
-Salamat po Ma'am.
<February 6, 2020> <09952050304>
<Acknowledged SMS with appreciation. Noted.>

Sir/Ma'am paano po yung sa ITaal na nag Fun Run po kami di po kami naka attendance.
<February 7, 2020> <09477390921>
<Advised, as long as attended the FunRun.>>

Good pm Madam. Nasa Philippine Embassy na po si Jona May Corpus Evangelista. Salamat po sa inyo.
<February 7, 2020> <09382512336>
<Acknowledged SMS with appreciation. Noted.>>

Good pm po. Hanggang anong oras po bukas ang office nyo po ngayon?
-Thank you po Ma'am/Sir.
<February 8, 2020> <09058714494>
<Advised, until 5PM.>>

Good pm Madam/Sir update ko lang po sana yung renew namin sa BRO MSE dun po sa pangdagdag negosyo po kay Luz Forto po at Hydie Tandayu may form na po kaming nafill upan sa BRO Office po.Salamat po.
-Salamat din po Ma'am.
<February 10, 2020> <09064011684>
<Advised, BRO Livelihood for individual program has been suspended.>>

Ma'am pwede po humingi ng tulong sa inyo ako po si Marites Casinova taga San Mateo.
-Tulong po ng training ko sa pangkabuhayan pero wala pa po ako natanggap.
-Marites Casanova, Gaddanan, San Mateo.
-Thank you po.

<February 10, 2020> <09754777149>
<Followed up livelihood assistance from OWWA. Per OWWA advised, to please wait for their notification.>>

Good pm po. Pwede po ask ko lang sana ano mga requirements sa pag apply ng Coast Guard na post ninyo kung pwede lang po.God bless.
-Salamat po.
<February 11, 2020> <09351761141>
<Advised, interested applicants may proceed to OLPC Cauayan starting Monday, Feb 24 to 28, 2020..>>

Can we have number of Santiago City Isabela. Good am.
-Sorry po sa abala pero lahat ng tinatawagan ko wala sumasagot kaya nagbakasakali ako meron pa pwede tawagan doon if ok po hingin number.
-Salamat po.
<February 12, 2020> <09366773441>
<Provided number of LGU Santiago City.>>

Meron na po ba balita kay Tita Jonaliza Rapisora?
-Thanks Ma'am.
<February 15, 2020> <09366004014>
<Advised, no update yet from PCG China. To follow-up.>>

Good am Madam. Hanggang kelan po kaya maghihintay si Jona May Corpus Evangelista para makauwi po. Mama po nya ito.
-Salamat po sa inyo.
<February 17, 2020> <09382512336>
<Acknowledged SMS with appreciation. Noted.>>

Good afternoon Ma'am/Sir, pwede po mag apply ng work, taga Fugu po ako.
-Saan po office nyo Sir/Ma'am?
-Thank you po.
<February 18, 2020> <09364409833>
<Advised, may apply at the Provincial HR Office at Provincial Captiol, Ilagan.>>

Hello po pwede po magsubmit ng F/A masteral po. Pumunta kasi ako nung Friday sabi onhold daw.
-Ok salamat.
<February 20, 2020> <09975340230>
<Advised, for the meantime the PGI put on hold F/A for masteral while awaiting SP Resolution, for the masteral to be converted into scholarship. Monitor for updates.>>

Sir/Ma'am can we have contact number of San Mateo, Isabela.
-Thanks.
<February 20, 2020> <09171458648>
<Provided number of LGU-San Mateo. >>

Good pm po Sir. Pwede po ba kami makahingi ng tulong nyo kasi po nadisgrasya anak namin kailangan po operahan nung Sabado kaso kailangan daw po namin magprovide ng 12k para sa materyales wala naman po kaming permanenteng trabaho para makaprovide ng ganun na halaga please po kung pwede lang po.
-Sige po salamat po talagang wala po kaming pwedeng lapitan at mahiraman kaya nagbakasakali po. Kaya po kaya macover ito buong 12 kasi may nahiraman po kami 2k lang.
-Salamat po.
<February 20, 2020> <09656681537>
<Advised, documentary requirements for F/A, to please prepare 2 original sets for Gov and Vice Gov. The Social Worker will assess.>>

Hello po good am po. Ask ko lang po kung hanggang kailan po pwede magpasa ng requirements para po sa scholarship ng nagmamasteral?
-Ganun po ba kailan po kaya pwede magpasa?
-Sige po maraming salamat po.
<February 21, 2020> <09324692352>
<Advised, for the meantime the PGI put on hold F/A for masteral while awaiting SP Resolution, for the masteral to be converted into scholarship. Monitor for updates.>>

Good am po Ma'am. Ano po sabi papauwiin na daw po si Marites Honorio?
-Kasi sabi nya hindi na daw nya kaya at tapos na kontrata niya.
-Salamat po.
<February 22, 2020> <09068574611>
<Advised, case endorsed to OWWA/POLO. Awaiting feedback. For follow-up.>>

Good morning po. Magtatanong lang po sana kung buka spo yung extension office na kahit holiday? Magrenew po sana bukas.
-Echague po.
-Baka hindi po open Echague?
-Sige po salamat.
<February 25, 2020> <09386197449>
<Advised, Echague Extension is closed during weekends.>>

Good am po. Pwede pa po ba mag apply ng financial assistance?
<February 27, 2020> <09303522095>
<Clarified, for what specific F/A, no reply.>>

Hi Ma'am, good pm. Ask ko lang kung napirmahan na po yung recommendation ko.
-Mark Lorette Gapaz po.
-Salamat po Ma'am kunin ko na lang bukas po. Thanks a lot.
<February 26, 2020> <09558871425>
<Advised, yes. >>

Good pm. Ask ko sana kung may program ng lending/financial assistance for business ang mga Balik-Manggagawa?

-Ok thanks.

-Ok po thanks so much. Wala po ba need documents bago magpalista para iprepare na. Thanks so much.

-Ok thank you so much.

-God bless.

<February 27, 2020> <09176882959>

<Referred to OWWA, yes, they have Entrepreneurship Development livelihood Program, it's a loan with 1 day seminar. To please proceed to OWWA QIP Ilagan to be listed in the seminar. Bring documents abroad.>>

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