



REPUBLIC OF THE PHILIPPINES
PROVINCE OF ISABELA



OFFICE OF THE GOVERNOR

18 June 2024

Atty. NOEL MANUEL R. LOPEZ

Provincial Administrator

Provincial Government of Isabela

Thru: **Ms. MARILYN G. LOPEZ, Ph.D.**

Provincial Internal Audit and Control Officer

Dear **Sir/Madam**:

Respectfully forwarding herewith the *transcription* of the SMS received and acted upon via the BRO/Migrants/Other Concerns Hotline for the months of **April** and **May, 2024**.

Thank you.

Submitted by:

MARIA NOEMIE O. MEJIA

Development Management Officer II

Noted:

Atty. ELIZABETH C. BINAG

Provincial Information Officer/

Head, Executive Assistants

BRO/MIGRANTS/OTHER CONCERNS SUMMARY OF SMS RECEIVED For APRIL, 2024				
PROGRAM	INQUIRIES REGARDING	NO. SMS OF INQUIRIES	TIMELINE	
			TARGET DATE OF ACTION/RESPONSE	DATE WHEN ACTION/ RESPONSE WAS TAKEN
BRO FOR EDUCATION	APPLICATION/MASTERLIST	16	Within 3 hrs. upon receipt of the SMS	Within 1-3 hrs. upon receipt of the SMS
	MIGRANTS SECTION	6	Within 3 hrs. upon receipt of the SMS	Within 1-3 hrs. upon receipt of the SMS
	DIRECTORY	1	Within 3 hrs. upon receipt of the SMS	Within 1-3 hrs. upon receipt of the SMS
	OTHERS (Follow-up of request, etc.)	2	Within 3 hrs. upon receipt of the SMS	Within 1-3 hrs. upon receipt of the SMS
TOTAL NUMBER OF INQUIRIES via SMS ACTED UPON FOR APRIL, 2024 (Bulk of inquiries are made through calls.)		25		

INQUIRIES ON BRO/MIGRANTS/OTHER CONCERNS via SMS for APRIL, 2024				
No.	Date	Contact No.	Concerns/Queries	Remarks
1	4/1/24	09556097446	<p>Good afternoon, Ma'am. This is Ma. Angelica Cause Mariano from Nagulian Norte, City of Ilagan. Studies at ISU Ilagan Canous. Ask ko lang sana Ma'am bakit wala po akong name sa list, nakapagsubmit naman po ako ng requirements on time at in interview din po kami sa office. Yung mga kasama ko po meron naman name ako wala po.</p> <p>-Iyo po contact number ko 09975494714. Nakitext lang po ako wala po kasi akong load.</p> <p>-Yes, Ma'am tinry ko rin isearch at iniisa isa ko na din po pero wala po talaga name ko. Thank you for replying me po. Dami ko po nmessage pero kayo lang po nagreply. Thank you so much po.</p>	Advised, message and contact number of texter was forwarded to the BROEd Office for their verification.
2	4/1/24	09538643679	<p>Good morning po, Ma'am. May update na po ba kay OFW Conrado Cauan Cabasal po?</p> <p>-Thank's Ma'am</p>	Advised, awaiting feedback from the overseas post. We will make the necessary follow up and will provide updates soon as available.
3	4/8/24	09538643679	<p>Good morning po, Ma'am. May bago na po bang update kay OFW Conrado Cauan Cabasal po? Wife po nya ito.</p> <p>-Thank's Ma'am</p>	Advised, awaiting latest report from the overseas post. We will make the necessary follow up and will provide updates soon as available.
4	4/8/24	09611740764	<p>Good afternoon. Yung concern ko po abut sa masterlist ng magrenew for scholarship. Hindi po kasi nainclude yung name ko po sa 1st sem eh nagpasa naman po ako ng requirements ko before. Salamat po. Jericho P. Angala</p> <p>-Gamu, CP No. 09756586989.</p> <p>-Paverify naman po, salamat!</p> <p>-Thank you so much po. Sa email ko po ba hihinyin ang update?</p>	Advised, message and contact number of texter was forwarded to the BROEd Office, Sir Reymel Resposo, PYDO, for their verification. They will keep in touch with the Texter.
5	4/9/24	09611740764	<p>Good morning, ask ko lang po kung pwede pa rin magpasa kahit walang name sa list? Dati na po kasi akong scholar ng BROEd ngayon lang wala yung pangalan. Thanks po.</p>	Advised - yes, may submit documents for renewal. To please monitor BRO for Education FB pages for the schedule.
6	4/10/24	09556097446	<p>Good afternoon, Ma'am. May I ask po if ano update sa walang name po.</p>	Advised, message and contact number of texter was forwarded to the BROEd Office for their verification. They will advise her soon as application is verified.

7	4/10/24	09171129035	<p><i>Good afternoon po. Pwede po magtanong?</i></p> <p><i>-Kung pwede po magpasa ng requirements kahit may Inc. pero yung Inc. po research po namin.</i></p>	<p>Referred to Sir Reymel Resposo, BROEd Coordinator/PYDO, yes, for Research Subject - incomplete, may submit requirements. Advised texter.</p>
8	4/10/24	09171309744	<p><i>Good morning po. Magtatanong po sana kung bakit di po nakasama kapatid ko sa 1st Sem 2023-2024. Nakapagsubmit naman po kami on time at nacheck din po completeness ng documents before na receive po. Layugan, Jhen Maerylle po. Roxas, Isabela. Thank you.</i></p> <p><i>-Thank you po.</i></p>	<p>Advised, message and contact number of texter was forwarded to the BROEd Office, Sir Reymel Resposo, PYDO, for their verification. They will keep in touch with the Texter.</p>
9	4/11/24	09611740764	<p><i>Good morning. Ano na po update about sa inquiry ko po na no name sa list po. Thank you.</i></p>	<p>Advised, this is subject for verification by the BROEd Office. He will be informed by the BroEd Staff soon as verified.</p>
10	4/11/23	09152810944	<p><i>Dear Sir/Ma'am, Greetings of the day! I am writing to notify you about the thing that noticed in the most current list of scholars renewal for 2nd sem 2023-2024. I was shocked to see that despite fulfilling all eligibility requirements and timely submission of the required forms, my name was not included in the list. I value your consideration of this issue and hope to hear back shortly. I appreciate your quick response to this matter. Thank you and God bless! -Sincerely, Julius Taguba, BROEd Scholar</i></p> <p><i>-Thank you po sana maibalik yung name ko dati naman na po kasi akong tumatanggap ngayon lang po biglang natanggal.</i></p>	<p>Advised, message and contact number of texter was forwarded to the BROEd Office, Sir Reymel Resposo, PYDO, for their verification. They will keep in touch with the Texter.</p>
11	4/13/24	09947834954	<p><i>Good afternoon, BRO! May I ask po if pwede po kami magrenew in the scholarship po kahit naincomplete po ang grades namin? Like we have a proof and letter coming from our school po na kaya wala kaming grades sa subject na iyon dahil hindi pa namin natatapos po. Per blank kasi siya in our COG po. It is possible pa rin po ba na pwede mag apply po? Thank you and God bless!</i></p>	<p>Referred to Sir Reymel Resposo, BROEd Coordinator/PYDO, to please complete first their grades. Advised Texter.</p>
12	4/15/24	09190986276	<p><i>Hello po good afternoon po. This is Patrick Cristobal from DOST RO2. Ma'am ask ko lang po kung meron si governor Albano po bukas? Mag courtesy call po sana yung mga Auditors po namin from Central Office po. Thank you.</i></p> <p><i>-Thank you.</i></p>	<p>Advised to please contact EA Ruben Pagayatan at 09176302794 for the Governor's schedule.</p>
13	4/15/24	09538643679	<p><i>Good morning po, Ma'am. May bago na po bang balita tungkol kay OFW Conrado Cauan Cabasal, wife po nya ito. Salamat po.</i></p> <p><i>-Thank's Ma'am</i></p>	<p>Advised, awaiting latest report from the overseas post. We will make the necessary follow up and will provide updates soon as available.</p>

14	4/15/24	09774494246	Good morning Ma'am. Request po sana kami ng Travel Authority ni Mayor Christopher Mamauag. April 29-May 6, 2024, Malaysia and Sri Lanka. -Personal Travel. Malaysia April 29-May 1, Sri Lanka-May 1-5. -Thank you, Ma'am email na po after.	Message was referred to HEA Atty. Liz Binag.
15	4/15/24	09611740764	Hello po. Ask ko lang if need ko po ulit magpasa ng PSA Birth Certificate if magpapasa ako? Wala po kasi yung name ko sa list ng renewal. Thanks po.	Advised, to please submit PSA Birth Cert if 17 y/o and below, and Voter's Cert. if 18 y/o and above.
16	4/19/24	09611740764	Hello po. Ano po update regarding sa query ko noong April 8 po? Thanks po. (No name in the BROEd masterlist)	Advised, this is subject for verification by the BROEd Office. He will be informed by the BroEd Staff soon as verified.
17	4/22/24	09675505287	Good afternoon, Ma'am. Sa April 24, 2024 4am po ang pick up ng remains dito sa Cainta. Maraming salamat po. -Mabbalo po tu dakal nikamu.	Request for service vehicle to fetch remains in Manila, per Atty. Binag, coordinated with PGSO.
18	4/22/24	09265517020	Good morning po. May balita na po ba about sa complain ko sa asawa ko na si Remelyn Malaque. -Okay po Ma'am. Thanks po.	Advised, OFW Welfare Case was endorsed to DMW and OWWA for their appropriate intervention. We will provide updates soon as available.
19	4/23/24	09161760714	Hello po, good pm! Sir/Ma'am ask ko lang sana kung bakit wala yung name ko sa final list of renewal? Pls po, Angel Lu F. Cabel. Salamat po.	Advised, message and contact number of texter was forwarded to the BROEd Office, Sir Reymel Respos, PYDO, for their verification. They will keep in touch with the Texter.
20	4/25/24	09256494532	Hello Ma'am, I am Marjay C. Bumalod from Cab 17-21, Ilagan City currently taking Mastre in Information Technology at ISU Cauayan. I submitted the requirements and renewed my scholarship last year unfortunately I am not on the released list of expanded scholarship for SY 2023-2024. This is so vital for me to be included to support my financial needs. May I ask to check my papers and what is the reason why I am not included in the masterlist. I allotted a time to submit my requirements last year and I felt bad for me. -Any feedback po about my concern? -Thank you.	Advised, message and contact number of texter was forwarded to the BROEd Office, Sir Reymel Respos, PYDO, for their verification. They will keep in touch with the Texter.
21	4/25/24	09754470530	Good afternoon po. Can I apply for BRO Expanded Scholarship.	Advised, to please follow and monitor BRO for Education FB page for the mechanics and updates regarding the scholarship.

22	4/26/27	09265517020	<i>Ma'am pahelp naman po about sa aking asawa na si Remelyn Malaque kawawa po sya dun sa agency nya sa Saudi pinag iinitan daw sya tapos wala sya makain sana po matulungan nyo kami para mapabilis po pag uwi nya. Thanks po, Madam.</i>	Advised, OFW Welfare Case was endorsed to DMW and OWWA for their appropriate intervention. We will makethe necessary follow-up and will provide updates soon as available.
23	4/27/24	09750532294	<i>Good morning. Request po for number at the Provincial Hospital. -Thank you po.</i>	Provided number of AO Carmencita Foronda of the GFNDMH.
24	4/29/24	09267872351	<i>Hello po. Pwede po ba mag apply ng scholarship ng Expanded even if wala sa list ng 1st sem 2023-2024 masterlist?</i>	Advised, yes.
25	4/30/24	09068724293	<i>Good evening. Open po ba ang BROEd Office bukas? -Sige po, thank you po.</i>	Referred to Sir Reymel, advised Texter, office is close tomorrow.

x-x-x-x

BRO/MIGRANTS/OTHER CONCERNS SUMMARY OF SMS RECEIVED For MAY, 2024				
PROGRAM	INQUIRIES REGARDING	NO. SMS OF INQUIRIES	TIMELINE	
			TARGET DATE OF ACTION/RESPONSE	DATE WHEN ACTION/ RESPONSE WAS TAKEN
	MIGRANTS	5	Within 3 hrs. upon receipt of the SMS	Within 1-3 hrs. upon receipt of the SMS
	DIRECTORY	9	Within 3 hrs. upon receipt of the SMS	Within 1-3 hrs. upon receipt of the SMS
	OTHERS (Follow-up of request, etc.)	5	Within 3 hrs. upon receipt of the SMS	Within 1-3 hrs. upon receipt of the SMS
TOTAL NUMBER OF INQUIRIES via SMS ACTED UPON FOR MAY, 2024 (Bulk of inquiries are made through calls.)		19		

INQUIRIES ON BRO/MIGRANTS/OTHER CONCERNS via SMS for MAY, 2024				
No.	Date	Contact No.	Concerns/Queries	Remarks
1	5/2/24	09972260583	<i>Ma'am follow-up ko lang po kung ano na update dun sa concern ko sa aking asawa na si Virginia Calimlim na nasa Malaysia. -Salamat po, Ma'am.</i>	Advised, OFW Welfare Case was endorsed to DMW and OWWA for their appropriate intervention. We will provide updates soon as available.
2	5/3/24	09536890236	<i>Good morning po, Ma'am. Ako po pala si Avelina Lumauig tiga Tumauni. Ako po yung galing noon sa Saudi na nahulog. Wala pa update galing dyan sa OWWA, Ilagan, Maam. Ang dami ko po message sa kanila then tumawag hindi po sila nagreresponse. -Dalawa po yun Ma'am medical at livelihood assistance. -Okay po maraming salamat po.</i>	Made a follow-up call to OWWA. Advised OFW.
3	5/6/24	09985554312	<i>Ma'am may we request for the number of PYDO. Thank you.</i>	Provided PYDO number.
4	5/6/24	09363518600	<i>Good morning po. Pwede po ba mahingi number ni Sir Reymel. -Salamat po.</i>	Provided PYDO number.
5	5/6/24	09265517020	<i>Ma'am paano ko po susunduin asawa ko walang wala po ako ngayon. -Paano po yung nacancel po ticket ng asawa ko si Remelyn Malaque di daw po sya hinatid ng Staff.</i>	Advised, there is an OWWA Airport Assistance Desk at the NAIA, OFW may approach the guard or the Desk for assistance.
6	5/8/24	09171345522	<i>Good morning, Ma'am. Ano po email ng Governor's Office po. -Thank you so much, Ma'am.</i>	Provided email address of the Governor's Office.
7	5/14/24	09367237093	<i>Ma'am good morning, ask ko lang po yung contact details at email address po ng PG PESO po ng Isabela. Thank you. -Thank you, Ma'am.</i>	Provided PESO email address and hotline number.
8	5/15/24	09178135583	<i>Hi, Ma'am. This is Jeremiah po. Re sa Client Satisfaction Survey sa FTA ni Gov. Alban po from May 10-13, 2024, nagcheck po kami ang naisend ay Citizen's Charter Service Request Form. Baka pwede po kami makarequest po ng CSS form po na filled up. Thanks po.</i>	Advised, PGO already emailed filled up CSS Form to DILG.
9	5/16/24	09057879269	<i>Ma'am pasuyo po number ng DILG na pwede tawagan para makapag follow up po kami ng FTA. -Sige po, Ma'am. Salamat po.</i>	Provided DILG Isabela Hotline.
10	5/20/24	09772368696	<i>Good afternoon. May we request for the name and number of Tourism Officer?</i>	Provided details to Texter.

			<i>-Noted, Ma'am. Thank you. -Michelle Ting, Nat'l. Historical Commission of the Phils.</i>	
11	5/21/24	09178727963	<i>Hi! This is Em-em Garcia from NAPC. Dalawa po kaming attend ng meeting, saan po ang venue? Thanks. -Thank's po.</i>	Advised, meeting at the Governor's Office.
12	5/22/24	09269246221	<i>Looking for work baka po meron. CSC passer.</i>	Advised, may visit HRM Office at the Ground Floor of the Prov'l. Capitol, or, may submit application letter at the Governor's Office.
13	5/24/24	09364012371	<i>Good morning Ma'am. Inform lang po na cancel po yung shipment of remains ng Kuya ko po. Update ko na lang po kayo, Ma'am. -Opo nacontact na po naming ang Driver, si Sir Delfin. -Thank you.</i>	Message was noted and advised Ma'am Marites Maramag of GSO.
14	5/27/24	09296420855	<i>Ma'am pwede po makahingi ng cellphone number na pwede tawagan po sa Tumauni please. -Thank you so much.</i>	Provided contact number of LGU-Tumauni
15	5/27/24	09209892017	<i>Good afternoon. Can we have a contact number of Aurora, Isabela? -Thank you.</i>	Provided contact number of LGU-Aurora.
16	5/29/24	09171877911	<i>Ma'am ask lang po sana if my reports ng damage or effects ng Typhoon Aghon ang PDRMO po? -Thank you po.</i>	Advised, may please coordinate with the PDRMO, provided number.
17	5/30/24	09178264595	<i>Sir good pm. Engr. Alan po sa DOLE. Can I call? -Regarding sa Union nyo po sa PG. -Thanks, Ma'am.</i>	Provided number of Ma'am Cyrille Nolasco.
18	5/30/24	09813155474	<i>Ako po si Gregorio Castro nakatira sa San Manuel, Naguilian, Isabela. Asawa ko po si Vanessa Edroso Castro sya po ay nagtungo sa Riyadh. KSA noong May 20, 2024 ang anyang agency ay Star World ako po ay humihingi ng tulong para sa kanyang pag-uwi dito sa atin dahil sya po ay nahihirapan sya ay ikinulomg daw sa loob ng kotse ng kanyang amo na muntik na nya ikamatay kaya kami po ay humihingi ng tulong para makauwi. Nagpapasalamat po sa agarang tulong. -Thank you, Ma'am.</i>	Message was noted, request was endorsed to DMW and OWWA for their appropriate intervention.
19	5/31/24	09393612814	<i>Ma'am pwede po makahingi ng number sa DILG-Isabela? Thank you. -Thanks po.</i>	Provided DILG-Isabela Hotline number.

x-x-x-x