

BREAKDOWN OF TICKETS BY CLASSIFICATION (CDA)							
Classification	Nature	Acted Upon	Under Processing	Unacted	Subtotal	Total	%
<b>Integrity related concerns</b>	Complaint against government official/employees	2	0	0	2	<b>17</b>	45.95%
	Complaint against government regulations/processes/services	15	0	0	15		
<b>Legal concerns</b>	Pending cases (Criminal/Civil/Administrative/Labor)	1	0	0	1	<b>1</b>	2.7%
	Executive clemency (Pardon/Parole/Commutation)	0	0	0	0		
	Legal advice/assistance	0	0	0	0		
<b>Funding concerns</b>	Government projects	0	0	0	0	<b>0</b>	0%
	Private organization	0	0	0	0		
<b>Police assistance</b>	Domestic problems (Juvenile delinquency/Spousal abuse)	0	0	0	0	<b>0</b>	0%
	Crime prevention/mitigation	0	0	0	0		
	Other Police concerns	0	0	0	0		
<b>Land/environmental concerns</b>	Agrarian reform related	0	0	0	0	<b>0</b>	0%
	Patent/Stewardship/Registration	0	0	0	0		
	Fisheries and aquatic resources	0	0	0	0		
	Environmental Practices	0	0	0	0		
<b>OFW concerns</b>	Repatriation	0	0	0	0	<b>0</b>	0%
	OFW benefits	0	0	0	0		
	Passports and other consular related issues	0	0	0	0		
	OFW Social Services	0	0	0	0		
<b>Loans and other financial concerns</b>	Government financial institutions	0	0	0	0	<b>2</b>	5.41%
	Private financial institutions	2	0	0	2		
<b>Consumer concerns</b>	Utilities (Telecoms/Water/Electric)	0	0	0	0	<b>0</b>	0%
	Transportation services	0	0	0	0		
	Goods and produce	0	0	0	0		
<b>Medical concerns</b>	Hospitalization/Hospital Bills	0	0	0	0	<b>0</b>	0%
	Medicines and medical devices (Implants,Prosthetics etc.)	0	0	0	0		
	Medical procedures	0	0	0	0		
<b>Housing concerns</b>	Housing application	0	0	0	0	<b>0</b>	0%
	Complaint against housing developer, HOA	0	0	0	0		
<b>Social services concerns</b>	Transportation	0	0	0	0	<b>0</b>	0%
	Educational	0	0	0	0		
	Burial	0	0	0	0		
	Livelihood	0	0	0	0		
	Financial	0	0	0	0		
	Housing	0	0	0	0		
	Employment	0	0	0	0		
	Relief Goods	0	0	0	0		
<b>Claims</b>	Government insurance/pension/benefits	0	0	0	0	<b>1</b>	2.7%
	Private insurance	1	0	0	1		
	Payment of just compensation	0	0	0	0		
<b>Employment concerns</b>	Government	0	0	0	0	<b>0</b>	0%
	Private	0	0	0	0		
<b>Comments and suggestions</b>	Comments and Suggestion	0	0	0	0	<b>0</b>	0%
<b>Commendation</b>	Commendation	0	0	0	0	<b>0</b>	0%
<b>Miscellaneous</b>	All other issues not covered	0	0	0	0	<b>0</b>	0%
<b>Government Assistance</b>	Complaint against private individuals/institutions	10	0	0	10	<b>16</b>	43.24%
	Government Services	6	0	0	6		
Total No. of Tickets		<b>37</b>	<b>0</b>	<b>0</b>	<b>37</b>	<b>37</b>	

  
**Dir. BERNADETTE B. CASINABE**  
 8888 Citizens' Complaint Center

  
**Dir. RODERIC R. GABIA**  
 Head, OP-ICTO