

Aug. 16, 2024

FREDDIE T. BERNAL, PhD, CESO III
Director IV, CHED Regional Office 10
Mon James Hayes St. Brgy. 40,
Cagayan de Oro City

Subject: Ticket Reference Number **W20240809-824-4**
***“Alleged Inconvenient Process on Releasing of Documents
in Registrar Office in Mindanao State University-Iligan
City”***

Dear Director Bernal:

I am writing in relation to your email referencing Ticket #: W20240809-824-4, dated August 9, 2024, pertinent portion of which states:

“Grabe ka dugay ang releasing of documents. Morning pa ko nag-submit sa claim of request, hangton ron naghapon nalang 4:20 PM as of this.”

In response, attached hereto as *Annex “A”* is the answer of Mr. Ricardo C. Enguito, MPA (University Registrar), viz:

“Sir:

“Greetings!

“This letter is in response to the CHED 8888 Team, with ticket reference number W20240809-824-2. A certain client of this office has complained of the delay of his/her claim of request, “Morning pa ko nag submit sa claim of request...4:20 pm as of this writing wala pa na release.”

“The Office of the University Registrar regrets that a client has experienced an unfortunate delay in their claim of their documents. It is worth nothing that the university has recently concluded its 2nd Semester-54th commencement exercises, and as a result, this office has been swarmed with a volume of documentary requests (TOR, Diploma, Certifications, etc) of the 1,797 new graduates. After graduation, enrollment for more than 2,000 freshmen students was processed, then followed by the regular enrollment for the old and returning students of more than 10,000 students.

“Generally, this season is what we often call peak season wherein this delay does not happen every day. Unfortunately, a client has experienced trouble from this office but rest assured, the Office of the University Registrar is on top of this

situation and will seek ways to improve and become better in dispensing public services.

“Hoping for your kind understanding.

“Yours truly,

[signed]

“Ricardo C. Enguito, MPA

“University Registrar”

Very Truly Yours,

PROF. ALIZEDNEY M. DITUCALAN, J.D., LL.M
Chancellor, MSU-IIT

Copy furnish:

8888hotline@ched.gov.ph



COMMISSION ON HIGHER EDUCATION

REGIONAL OFFICE X

1st Indorsement

August 13, 2024

COMMISSION ON HIGHER EDUCATION
REGION 10
RELEASED

AUG 14 2024

Time: 2:46
By: [Signature]

Respectfully referred to **ATTY. ALIZEDNEY M. DITUCALAN**, Chancellor, Mindanao State University- Iligan Institute of Technology (MSU-IIT), Tibanga, Iligan City, the attached letter request which was received by this Office on August 12, 2024 from the Office of the CHED 8888 TEAM, thru 8888 Citizens' Complaint Hotline with Ticket Reference No. W20240809-824-4, Commission on Higher Education, HEDC Bldg., C.P. Garcia Avenue, UP Diliman, Quezon City, for your immediate action and comments.

The action taken by your office should be provided to the undersigned, the Office of Planning, Research and Knowledge Management (OPRKM) and 8888 Citizens' Complaints Hotline through 8888hotline@ched.gov.ph citing Ticket Reference No. W20240809-824-4, within three (3) days upon receipt of this communication.

FREDDIE T. BERNAL, PhD., CESO III
Director IV

Incl:
As stated

Cc : oprkmrecords@ched.gov.ph
: 8888hotline@ched.gov
: ched8888@malacañang.gov.ph
Ticket Reference No. W20240809-824-4

FTB/mbf/aemj



Office of the President Malacañang



8888 Citizens' Complaint Hotline

Ticket Reference Number	W20240809-824-4
Status	Ticket indorsed
Head of Agency	N/A
Agency	Commission on Higher Education
Agency Address	N/A
Attention (Focal Person)	Mary Sylvette T. Gumigundo

Pursuant to Executive Order No. 6¹, s. 2016, may we respectfully transmit the following concern received through the 8888 Citizens' Complaint Hotline:

Date:	9 August 2024
Name of Client:	N/A
Address:	N/A
Contact Details:	N/A
Nature of call:	2024 Integrity Process And Services
Subject:	Alleged Inconvenient Process on Releasing of Documents in Registrar Office in Mindanao State University - Iligan City

Details:

Agency: MSU-IIT Registrar's Office
Location Address: Iligan City

Grabe ka dugay ang releasing of documents. Morning pa ko nag-submit sa claim of request, hangton ron naghapon nalang 4:20 PM as of this writing wala pa na release. Grabe ka incompetent and waste of time! Sige lang ko follow up walay definite answer as to what time or pila ka minutes more ayha ma claim! Dili pa gyud ga work ilang Client Satisfaction Survey!

Note: This concern has been lodged through the 8888 Website.

Information contained in this communication is privileged, confidential and created solely for the use of the individual or entity to which it is addressed and is not to be released to the public. If you have received this communication in error, please notify the 8888 Citizens' Complaint Center immediately and delete this communication in accordance with the provision of Republic Act No. 10173, otherwise known as Data Privacy Act of 2012.

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 the 8888 Portal thru your agency 8888 Focal Team, citing the above ticket reference number. Thank you very much.

Prepared by:

Rea Kate A. Mariquit
Legal Assistant I