May 23, 2023

**REN REYES GUILLERMO**

64 Purok 2, Sawat,

Camiling, Tarlac City

09102065322

<renguillermo016@gmail.com>

Dear **Mr. Guillermo:**

This is in response to your complaint forwarded by 8888 Citizens’ Complaint Hotline with **Ticket Reference No: P20230522-902-1**with subject **“Follow-up on Release of Health Emergency Allowance (HEA) for Health Workers in Bayambang, Pangasinan, Region I.”**

We regret to inform you that as per record of this office Nuestro Senior Santo Niño Hospital Inc., has not yet submitted their CREC Report for the period of February to December 2022. The CREC Report is a mandatory requirement as it is the basis for the amount the individual health care worker be entitled. Once the approved report has been submitted to DOH CHD-I the HEA benefits will be processed for release when funds are available. We suggest that you follow up the submission of your CREC to your health facility.

Thank you.

Very truly yours,

**PAULA PAZ M. SYDIONGCO, MD, MPH, MBA, CESO IV**

Director IV