

Good News
Department of Labor and Employment
Bureau of Working Conditions
28 December 2021

BWC 8888 Accomplishments for 2021



Office of the President
REPUBLIC OF THE PHILIPPINES

8888 Citizens' Complaint Hotline

In 2016, Executive Order No. 06 was signed by the president to institutionalize the 8888 Citizens' Complaint Hotline and establish the 8888 Citizens' Complaint Center to function as a mechanism where citizens may request assistance or report complaints. It serves as the frontline desk that receives clients' grievances and requests for assistance and clarification and is responsible for its referral to the appropriate agency.

As of November 2021, the DOLE-Bureau of Working Conditions accomplished all the ticket referrals with a total number of 275 complaints and requests for assistance within the process cycle time. Top complaints and queries received were about claims of last/final pay, overtime pay, withholding of salary, and clarification on work-from-home arrangements and vaccination.

Aside from the requests for assistance, numerous commendations were also received by the Bureau. Clients expressed their gratitude and appreciation for the Bureau's quick response.

Even during a state of national calamity, the BWC guarantees the public that it will continue to answer the demands and expectations of the citizens and will never fail to deliver its services without delay.

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