MEMORANDUM

TO: ALL POEA OFFICIALS AND EMPLOYEES
AND THOSE ON DUTY AND/OR TO BE
ASSIGNED AT THE POEA INFORMATION
AND ASSISTANCE CENTER (PIAC)

SUBJECT: POEA 24 HOUR HOTLINES AND BASIC TELEPHONE
COURTESY

Date: 13 September 2001

This is to call your attention in regard to the non-observance of the
guidelines in operating the 24 Hour POEA Information and Assistance Center,
including the 25 June 2001 Memorandum issued by DA Angeles Wong Garcia.
We have in the past received complaints, the first being from Sec. Patricia A. Sto.
Tomas who was then in Geneva, Switzerland, regarding the absence or failure of
the duty officer to answer calls made thru the hotlines. Today, our attention was
again called, this time by Undersecretary Manuel Imson who informed us that
when he called the hotline yesterday, the assigned personnel who answered did
not even know how to properly answer the call or to observe the basic telephone
courtesies.

In view of the several incidents of this nature, such incompetency can no
longer be tolerated among POEA officials and personnel. No personnel,
regardless of rank, should be allowed to continue their employment if they do not
know how to observe basic telephone courtesies. Aside from the personnel
involved, their immediate superior shall be held responsible and accountable in
enforcing this standard of conduct and behavior.

Appropriate administrative sanctions, in accordance with existing Civil
Service Rules and Regulations, will be imposed against those who fail to comply
with this instruction.

For your guidance and strict compliance.

[Signature]

ROSA LINDA D. BALDOZ
Administrator