



Office of the President

REPUBLIC OF THE PHILIPPINES

8888 Citizens' Complaint Hotline

Ticket Reference Number : **G20211102-387-10**
Status: Ticket indorsed
Head of Agency : N/A
Agency : Department of Environment
and Natural Resources
Agency Address : N/A
Attention (Focal Person) : Maria Matilda A. Gaddi

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

Date: 2 November 2021
Name of Caller: Jeaneth Zamora
Address: , Santa Lucia, Sablayan,
Occidental Mindoro
Contact Details: 0905 536 2540
jeanethzamora011984@gmail.com
Nature of call: Complaint Against
Government
Regulations/processes/services
Subject: Complaint Regarding Services
Of Community Environment
And Natural Resources
(CENRO) In San Jose,
Occidental Mindoro
Details:

"Ang concern ko ay tungkol sa Community Environment and Natural Resources (CENRO) ng San Jose, Occidental Mindoro. Ang concern ko kasi ay merong ibang tao na nakapagpa-title ng lupa namin kaya nag-request ako sa CENRO San Jose, Occidental Mindoro noong October 27, 2021 na makahingi ng copy ng barangay certificate na ginamit noong taong nagpa-title ng lupa namin. Ang problema ay ayaw nilang ibigay dahil kailangan pa raw nilang magpaalam doon sa nagpa-title ng lupa namin."

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 complaints@8888.gov.ph, on any action/s taken, citing the above ticket reference number. Thank you very much.

¹ "Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center", under the direction and supervision of the Office of the Executive Secretary.

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