



Office of the President

REPUBLIC OF THE PHILIPPINES

8888 Citizens' Complaint Hotline

Ticket Reference Number : **G20210520-787-16**
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: 20 May 2021
Name of Caller: Luningning Lagui
Address: 40 Gladiola St. Belmas Compound Zone 19, Barangay 184, Pasay city, NATIONAL CAPITAL REGION (NCR)
Contact Details: 0917 830 1790
Nature of call: Complaint Against Government Regulations/processes/services
Subject: Follow-up Regarding Filed Complaint In DENR Roxas Boulevard Against CENQ Homes
Details:

"Gusto ko sanang i-follow up sa Department of Environment and Natural Resources (DENR) Roxas Boulevard ang tungkol sa complaint ko about sa CenQHomes. Nag-submit ako ng mga documents ko sa DENR noong March 29, 2021 patungkol sa nakuha kong bahay through Home Development Mutual Fund / Pag-IBIG (HDMF) pero hanggang ngayon ay wala pa silang feedback sa akin. Gusto ko sanang malaman ang status ng complaint ko? Sana ay maaksyunan ng gobyerno ang concern ko."

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.