



# Office of the President

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REPUBLIC OF THE PHILIPPINES

## 8888 Citizens' Complaint Hotline

Ticket Reference Number : **P20210518-765-13**  
Status: Ticket closed  
Head of Agency : N/A  
Agency : Department of Environment and Natural Resources  
Agency Address : N/A  
Attention (Focal Person) : Maria Matilda A. Gaddi

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Pursuant to Executive Order No. 6<sup>1</sup>, s. 2016, may we respectfully transmit the following concern received through the 8888 Citizens' Complaint Hotline:

Date: 25 May 2021  
Name of Caller: Reiner T. Bobis  
Address: N/A  
Contact Details: 0920 295 0090  
N/A  
N/A  
Nature of call: Complaint Against Government Regulations/processes/services  
Subject: Concern Regarding Slow Release Of Certification Of Free Patent Application With Number 045312-506

### Details:

"May concern ako tungkol sa Certification of Free Patent Application Number ko na 045312-506 sa Department of Environmental and Natural Resources (DENR) Licenses, Patent and Deeds Division sa El Nido, Palawan. Naasikaso ito noong August 4, 2004 at na-i-forward na ng Provincial Environment and Natural Resources Office (PENRO) iyong submission of Land Management Sector (LMS) - Program during the 5th State of the Nation (SONA) accomplishment na nanggaling rin sa Community Environment and Natural Resources Office (CENRO) - Taytay, Palawan at na forward ito sa DENR Regional Office Region IV-B Mimaropa ngunit hindi ko pa nakukuha iyong Certification of Free Patent Application ko with Number 045312-506. Sana ay matanggap ko na ang Certification of Free Patent. Another Contact Information: 09095447779."

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

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<sup>1</sup> "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.

\*\*\*\*\* This is an automatically generated email, please do not reply \*\*\*\*\*