



Office of the President

REPUBLIC OF THE PHILIPPINES

8888 Citizens' Complaint Hotline

Ticket Reference Number : **P20201214-774-24**
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

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

Date: 5 May 2021
Name of Caller: Nilo Baculo Jr.
Address: N/A
Contact Details: 0949 176 6611
N/A
N/A
Nature of call: Complaint Against Government Regulations/processes/services
Subject: Complaint Regarding Services Of (DENR), Ermita, Manila
Details:

"Inirereklamo ko ang process ng Department of Environment and Natural Resources (DENR), Ermita, Manila. Ngayong araw, December 14, 2020 ay nagpunta ako sa kanilang opisina para i-claim ang aking ni-request na Subdivision Plan. Ang sabi ng kausap ko doon ay ready to print naman na ito, pero ang problema ay wala raw ang in-charge para dito. Kaya ako raw ay babalik na lamang, ipinaliwanag ko sa kanila na ako ay taga-Mindoro. Bakit wala man lamang officer in-charge na papalit doon sa tao nila? Hindi maganda ang response ng mga employee nila dito. Ang gusto ko sana ay maisaayos naman nila ang kanilang sistema kung wala ang isang employee na in-charge. Dapat mayroon naman mag-substitute dito dahil kaming mga nagpa-process sa kanila ang naaantala."

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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