



Office of the President

REPUBLIC OF THE PHILIPPINES

8888 Citizens' Complaint Hotline

Ticket Reference Number : **G20220105-111-8**
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: 5 January 2022
Name of Caller: Jeaneth Delos Reyes Zamora
Address: , Santa Lucia, Sablayan,
Occidental Mindoro
Contact Details: 0926 316 0031
Nature of call: Complaint Against
Government Official/employees
Subject: Follow-up Complaint In
Reference To Ticket Number
G20211204-763-16

Details:

"Nakatawag na ako sa 8888 Hotline na ang reference ticket number ay G20211204-763-16 at binigyan na din ako ng focal number ng 8888. Ang problema kasi dito ay iyong nakausap ko na ibinigay na focal number, ang sinasabi ay naaksiyonan na pero iyong mga inireklamo ko ay mga nakaupo pa rin sa opisina nila. Kung talagang naaksiyonan na ito, dapat wala na sila sa opisina nila. Gusto ko sanang mangyari dito ay maalís na sila sa puwesto o kaya ay palitan sila."

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.