



Office of the President

REPUBLIC OF THE PHILIPPINES

8888 Citizens' Complaint Hotline

Ticket Reference Number : **P20220318-890-5**
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: 18 March 2022
Name of Caller: Maria Teresita M. Luna
Address: Metate, Yook, Buenavista,
Marinduque
Contact Details: 0999 490 0583
maritzluna@outlook.com
Nature of call: Complaint Against
Government
Regulations/processes/services
Subject: Follow Up Regarding Filed
Complaint In Department
Environment And Natural
Resources (DENR), Boac,
Marinduque
Details:

"Ang concern ko ay ang Department Environment and Natural Resources (DENR), Boac, Marinduque. Nag-file ako ng reklamo noong August 6, 2021, ngunit pinadalhan lamang ako ng letter at na-check lamang ang area. Wala pa rin silang ginawagang aksyon hindi pa rin napaalis ang mga nakatira sa aking pagmamay-aring lupa. Ang lupa ko ay located sa Yook, Buenavista, Marinduque. Nag-follow up ako noong November 21, 2021 thru email pero wala silang sagot sa akin. Nais ko sanang mangyari ay paalisin na nila ang mga nakatira sa aking lupa dahil nagnanakaw pa sila ng mga electric wire at water pipes. Sana ay maaksyunan kaagad ito. Anytime puwede ako matawagan."

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.

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