



Office of the President

REPUBLIC OF THE PHILIPPINES

8888 Citizens' Complaint Hotline

Ticket Reference Number : **W20230902-843-3**
Status: Ticket indorsed
Head of Agency : N/A
Agency : Department of Environment and Natural Resources
Agency Address : N/A
Attention (Focal Person) : USEC. Marilou G. Erni

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

Date: 2 September 2023
Name of Client: Teresita D. Obrien
Address: Manor Court, National Road,, Payompon, Mamburao (capital),
Occidental Mindoro
Contact Details: 0998 457 1368
obrien.tess@yahoo.co.uk
Nature of call: 2023 - Slow/ Inefficient/ Inconvenient Process
Subject: Alleged Inaction of Community Environment and Natural Resources
Officer (CENRO) Sablayan, Occidental Mindoro Relative to Filed
Complaint

Details:

I have previously filed (dated 17 March 2022) against Mr Anastacio Santos, Community Environment and Natural Resources Officer (CENRO) of Sablayan, Occidental Mindoro. A copy of the original complaint is hereby attached for your ease of reference (the "Complaint").

It has been more than a year since the Complaint has been submitted. Unfortunately, I have not received any acknowledgement that the Complaint is being investigated or provided any updates in relation to the outcome of such investigation.

Given the severity of the actions taken by Mr Santos, the lack of action taken in relation to the Complaint is deeply concerning.

Note: This concern has been lodged through the 8888 Website.

Information contained in this communication is privileged, confidential and intended solely for the use of the individual or entity to whom it is addressed and others authorized to receive it. If you are not the intended recipient, you must not disclose or use the information contained in it. If you have received this communication in error, please notify the 8888 Citizens' Complaint Center immediately and dispose this communication in accordance with the provision of Republic Act No. 10173, otherwise known as Data Privacy Act of 2012.

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 the 8888 Portal thru your agency 8888 Focal Team, citing the above ticket reference number. Thank you very much.

"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 *****