



MEMORANDUM

TO : **ALL ACTION CENTER/HOTLINE 8888 FOCAL PERSONS**

- Central Office Services
- Bureaus
- Attached Agencies
- Regional Offices
- PENROs and CENROs

FROM : **THE HEAD**
DENR Action Center/Hotline 8888

SUBJECT : **DISSEMINATION AND INTERIM IMPLEMENTATION OF THE
DENR ACTION CENTER/HOTLINE 8888 MANUAL OF
OPERATIONS**

DATE : **SEP 06 2023**

The DENR Action Center/Hotline 8888 Manual of Operations is hereby issued as one of the mechanisms in establishing a responsive government-citizen helpline in addressing concerns about the country's environment and natural resources. The Manual establishes the procedural and substantive guidelines in processing the tickets lodged before the Department. As the Action Officers on the ground, the end-users of the Manual are the Action Center/Hotline 8888 Focal Persons and shall utilize the same as the primary authority and reference concerning ticket resolution.

The DENR Action Center/Hotline 8888 Manual of Operations is a working manual and will continuously be expanded and updated to reflect all the developments and innovations being implemented by the Action Center. The target completion of the Manual of Operations will be the end of the Fiscal Year.

For this purpose, all Action Center/Hotline 8888 Focal Persons are hereby requested to implement the provisions in the Manual on an interim basis and submit comments/recommendations for its enhancements. The undersigned shall make the necessary arrangements for the finalization and completion of the Manual.

For consideration.


JOE-MAR S. PEREZ