



# Office of the President

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REPUBLIC OF THE PHILIPPINES

## 8888 Citizens' Complaint Hotline

Ticket Reference Number : **G20231201-425-14**  
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

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Pursuant to Executive Order No. 6<sup>1</sup>, s. 2016, may we respectfully transmit the following concern received through the 8888 Citizens' Complaint Hotline:

Date: 1 December 2023  
Name of Client: N/A  
Address: N/A  
Contact Details: N/A  
N/A  
N/A  
Nature of call: 2023 - Discourtesy  
Subject: Alleged Discourteous Employee of Bureau of Plan in Provincial  
Environment and Natural Resources Officer (PENRO) Calapan City,  
Oriental Mindoro

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Details:

"Inirereklamo ko si Delia Almarez na ang position niya ay Land Management Office III (LMO) empleyado siya ng Bureau of Plan ng Provincial Environment and Natural Resources Officer (PENRO) Calapan City, Oriental Mindoro. Tumawag ako sa kanilang number na 0432887442 para magtanong lang tungkol sa email ko sa kanila noong, November 2023. Tungkol sa pre-patent application dahil hanggang ngayon wala silang acknowledgement sa email ko. Naisipan kong tumawag sa kanila para itanong ang email at nakausap si Delia, habang nag-uusap kami at hindi pa niya nasasagot ang gusto kong malaman ay binababa niya ang tawag ko, ayaw na niyang makipag-usap. Sana naman kausapin nila ang tao na tumatawag sa kanila, hindi pa nila nasasagot ang mga tanong ko at hindi pa tapos ang pag-uusap namin ay binaba na niya agad ang tawag."

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 \*\*\*\*\*