



Republic of the Philippines  
Department of Environment and Natural Resources  
**Provincial Environment and Natural Resources Office**  
**MIMAROPA Region**  
Bgy. Sta. Monica, Puerto Princesa City, Palawan  
E-mail: [penropalawan@denr.gov.ph](mailto:penropalawan@denr.gov.ph)  
Telfax No. (048) 434-8791 / (048) 433-5638

February 13, 2023

**MEMORANDUM**

FOR : The DENR Action Center  
Visayas Avenue, Diliman,  
Quezon City, Manila

The Regional Executive Director  
DENR MIMAROPA Region  
1515 L&S Bldg., Roxas Blvd.,  
Barangay 668, Ermita, Manila

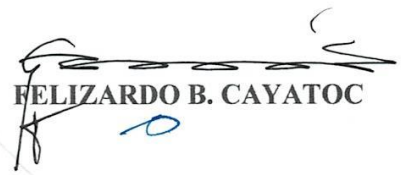
FROM : The Provincial Environment and  
Natural Resources Officer

SUBJECT : **COMPLAINT OF MS. MARICAR G. FRANCISCO BEARING  
TICKET REFERENCE NO. P202303206-895-1 AND P20221214-792-4**

Respectfully forwarded is the letter to The Chief, Municipal Police Station from CENRO Taytay dated February 10, 2023 with enclosures and memorandum from this office addressed to CENRO Taytay dated February 13, 2023.

As such, stated herein are the details and actions taken pertaining to the matter.

For information and record.

  
**FELIZARDO B. CAYATOC**



Republic of the Philippines  
Department of Environment and Natural Resources  
**Provincial Environment and Natural Resources Office**  
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Telfax No. (048) 434-8791 / (048) 433-5638

February 13, 2023

**MEMORANDUM**

TO : The Community Environment and  
Natural Resources Officer  
Taytay, Palawan

FROM : The Provincial Environment and  
Natural Resources Officer

SUBJECT : **COMPLAINT OF MS. MARICAR G. FRANCISCO BEARING  
TICKET REFERENCE NO. P202303206-895-1 AND P20221214-792-4**

ATTACHED : Memorandum from CENRO Coron dated January 26, 2023  
DOCUMENTS

**ACTIONS DESIRED:**

- ☐ For concrete and specific action within 72 hrs. upon receipt.
- ☒ For submission of proof of communication to the caller Ms. Maricar Francisco. Attached a copy of the documentation particularly the recipient contact number with date and time of call, SMS or email transaction with the caller.
- ☐ For submission of immediate final report within five (5) working days.
- ☐ For immediate conduct of investigation/ocular inspection.
- ☐ For referral to concerned office/agency.
- ☐ For information and record.

Submit report on actions taken to this office, 8888 Citizens' Complaint Hotline, Regional Office 8888, DENR Central Office 8888 Hotlines, DENR Action Center Hotline thru Office of the Secretary. Expeditious action is requested as prescribed under Executive Order No. 6, s. of 2016 and in accordance with the provisions of Republic Act No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 as implemented and enforced by the Anti-Red Tape Authority.

Further, please be reminded that failure to timely respond to the public's concern shall be ground for administrative sanctions under existing laws and regulations.

  
**FELIZARDO B. CAYATOC**

Cc: DENR 8888  
Presidential Complaints Center  
RED 8888  
Office of the Secretary ([osec@denr.gov.ph](mailto:osec@denr.gov.ph))  
DR #: 2023-1155  
IAM



Republic of the Philippines  
Department of Environment and Natural Resources  
MIMAROPA Region

**COMMUNITY ENVIRONMENT AND NATURAL RESOURCES OFFICE**

By the National Highway, Poblacion, Taytay, Palawan 5312  
Mobile: 0926-505-9335 TM 0912-171-3889 TNT  
Email: cenrotaytay@denr.gov.ph

February 10, 2023

**The Chief, Municipal Police Station**  
Municipality of Taytay, Province of Palawan  
National Highway, Poblacion, Taytay Palawan

**DENR PENRO  
PALAWAN RECORDS  
RECEIVED**

BY:   
DATE: 02-10-2023 DN 23-155

Sir,

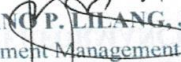
Greetings!

Attached is a copy of the Complaint of Ms Maricar G. Francisco of Sitio Cansilayan, Barangay Bato, Municipality of Taytay, Province of Palawan. The Complaint was lodged at the 8888 Citizen's Complaint Center bearing Ticket Reference No P202303206-895-1 which reached this Office through email. The subject of the Complaint is the detainment of her husband and two children, who are 'foreigners', accordingly. Records of this Office show that the residential premises of the spouses was subjected to legitimate search on September, 2022 pursuant to the Search Warrant issued by the Honorable Judge of Branch 164, Regional Trial Court of Palawan.

As the issue in the Complaint is about detention at your Station, it is respectfully requested that the responding thereto be taken care of by your good office.


Thank you.

Sincerely yours,  
For and in the absence of the CENRO:

  
**MARIANG P. LILANG, JR.**  
Development Management Officer IV  
In-charge, Office of the CENRO  
Per DAO 2022-09, page 3

Copy furnished:  
8888 Citizens' Complaint Hotline  
denr@8888.gov.ph  
complaints@8888.gov.ph  
actioncenter@8888.gov.ph  
[pcc@malacanang.gov.ph](mailto:pcc@malacanang.gov.ph)  
[osec@denr.gov.ph](mailto:osec@denr.gov.ph)  
[denr8888mimaropa@yahoo.com](mailto:denr8888mimaropa@yahoo.com)  
[aksyonkalikasan@denr.gov.ph](mailto:aksyonkalikasan@denr.gov.ph)  
[penro8888palawan@yahoo.com](mailto:penro8888palawan@yahoo.com)  
Ms. Maricar Francisco of So. Cansilayan, Bgy. Bato, Taytay, Palawan

**DENR CENRO  
TAYTAY, PALAWAN  
RELEASED**

BY:   
DATE: FEB 10 2023 CA 434





**Office of the President**  
REPUBLIC OF THE PHILIPPINES

**8888 Citizens' Complaint Hotline**

Ticket Reference Number : **P20230206-895-1**  
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. 6<sup>1</sup>, s. 2016, may we respectfully transmit the following concern received through the 8888 Citizens' Complaint Hotline:

Date: 6 February 2023  
Name of Client: Maricar G. Francisco  
Address: Purok kanslayan, Bato, Taytay, Palawan  
Contact Details: 0999 942 3538  
Nature of call: 2023 - Slow/ Inefficient/ Inconvenient Process  
Subject: Concern Regarding Action Taken In Reference Ticket Number P20221214-792-4 (For Referral To CENRO Taytay, Palawan)

Details:

"Ito ay tungkol sa aking previous concern na may ticket reference number na P20221214-792-4. May coordination naman akong natanggap mula sa Department of Environment and Natural Resources (DENR) ngunit hindi ako satisfied dahil hindi naman nasagot lahat ng mga reklamo o concern ko. Nais ko lamang naman mabigyan ng kasagutan kung bakit nila na-detain ang asawa at dalawang (2) anak kong american citizen with fifty 59 days visa. Sana ay mabigyang kasagutan na lahat ng aking concern at kung maaari matawagan ako para may makausap akong representative at makakasagot sa mga concern ko."

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 \*\*\*\*\*