



## Re: Ticket No.: G20230718-213-4 / 1st indorsement / 2023 - Slow/ Inefficient/ Inconvenient Process

1 message

**8888 DENR** <denr@8888.gov.ph>  
To: DENR Mimaropa Region <mimaroparegion@denr.gov.ph>

Thu, Jul 27, 2023 at 5:29 PM

**8888 Complaint Center** replied 6 days ago (Fri, Jul 21, 2023 at 05:06 PM)

Status: Second endorsement

Ticket Reference Number: G20230718-213-4

Good day!

This is to respectfully inform your office that the 8888 Center has not received any feedback/status update on the concrete and specific action taken by your agency on the above quoted ticket/ complaint. Please be reminded that pursuant to Executive Order No. 06, s.2016, a citizen's concern lodged through the 8888 Hotline shall have a concrete and specific action within seventy-two (72) hours from receipt thereof. Failure to timely respond to the public's concern within the 72-hour period shall be a ground for administrative sanctions under existing laws and regulations. For your attention and compliance, please. Thank you.

On Thu, Jul 20, 2023 at 1:47 PM DENR Mimaropa Region <mimaroparegion@denr.gov.ph> wrote:

Good day!

This is to acknowledge receipt of your email.  
Your concern was immediately forwarded to the Enforcement Division for review and appropriate action

For other inquiries/follow-ups, you may reach them directly at their email address: [enforcement.mimaropa@gmail.com](mailto:enforcement.mimaropa@gmail.com)

Please also be informed that your concern has been assigned with Document Tracking Number E-2023-114212.

To track the status of your concern, please provide the number above for ease of reference.

Thank you and keep safe.

JEZETH MAE G. FADERO  
Mathematician Aide I  
Records Section - DENR MIMAROPA

On Wed, Jul 19, 2023 at 3:53 PM 8888 DENR <denr@8888.gov.ph> wrote:

Dear Sir/Madam,

Please see the attached referral from Hotline 8888 with Ticket No. G20230718-213-4 for prompt action/reply within 72 hours pursuant to Section 5 of EO No. 6.

Due to the increasing volume of complaints received by the 8888 Citizens' Complaint Center from callers refuting claims of concerned offices that they have initiated communication with callers as a measure of a concrete and specific action taken, the 8888 CCC will now be asking the concerned offices to provide proof of their communication/s, such as email attachments and/ or screenshot of text message or call logs before tickets may be approved for closing. If the communication was made through calls using landlines, please indicate in your note the recipient contact number with date and time the call was made so we can properly inform callers during their course of follow up with 8888 CCC of such action.

Thank you!

On Tue, Jul 18, 2023 at 5:17 PM [complaint8888@malacanang.gov.ph](mailto:complaint8888@malacanang.gov.ph) <[complaint8888@malacanang.gov.ph](mailto:complaint8888@malacanang.gov.ph)> wrote:  
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.  
Please see attached PDF.

Thank you



**Office of the Secretary**

**DENR Action Center/Hotline**

**Department of Environment and Natural Resources**

Republic of the Philippines

Visayas Ave., Diliman, Quezon City, Metro Manila, 1100, Philippines

[osec@denr.gov.ph](mailto:osec@denr.gov.ph)

[actioncenter@denr.gov.ph](mailto:actioncenter@denr.gov.ph)

Tel no. (02) 8-920-0689

Mobile: 0917-868-3367 (Hotline)

<http://www.denr.gov.ph>

**IMPORTANT:**

The information contained in the communication is privileged and 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 email in error, please notify us immediately by return email and delete the document. The Action Center/Hotline is neither liable for the proper and complete transmission of the information nor for any delay in its receipt. The Action Center/Hotline accepts no liability for any damage caused by this email or its attachments due to viruses, interference, interception, corruption or unauthorized access.



**Office of the Secretary**

**DENR Action Center/Hotline**

**Department of Environment and Natural Resources**

Republic of the Philippines

Visayas Ave., Diliman, Quezon City, Metro Manila, 1100, Philippines

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