



Republic of the Philippines  
**Department of Environment and Natural Resources**

Visayas Avenue, Diliman, Quezon City. 1100  
Tel. Nos. (632) 8929-6626 to 29; VOIP Trunkline (632) 8755-3300/8755-3330  
Website: <http://www.denr.gov.ph>

**MEMORANDUM**

**FOR/TO :** **ALL HOTLINE 8888 FOCAL PERSONS**  
Office of the Undersecretary for Legal and Administration  
Office of the Undersecretary for Field Operations – Luzon,  
Visayas, and Environment  
Office of the Undersecretary for Field Operations – Mindanao  
Office of the Undersecretary for Finance, Information Systems,  
and Climate Change  
Office of the Undersecretary for Organizational Transformation  
and Human Resources  
  
Ecosystems Research and Development Bureau  
Forest Management Bureau  
Land Management Bureau  
Biodiversity Management Bureau  
Environmental Management Bureau  
Mines and Geosciences Bureau  
  
National Water Resources Board  
Laguna Lake Development Authority  
National Mapping and Resource Information Authority  
Palawan Council for Sustainable Development Staff  
  
Luzon DENR, EMB, and MGB Regional Offices, PENROs and  
PEMUs  
Visayas DENR, EMB, and MGB Regional Offices, PENROs and  
PEMUs  
Mindanao DENR, EMB, and MGB Regional Offices, PENROs  
and PEMUs

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

**SUBJECT :** **COMPLETION OF UNACTED ACTION CENTER/HOTLINE 8888  
TICKETS FROM CY 2022 TO CY 2023**

**DATE :** **JUN 08 2023**

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As part of the requirements of the DENR Action Center/Hotline 8888 to provide timely and efficient resolution of all complaints, queries, and concerns relating to environment and natural resources, all Hotline 8888 Focal Persons are hereby requested to accomplish and submit your respective reports/actions taken on the unacted Action Center and Hotline 8888 tickets, complaints, queries, and concerns lodged thru/referred to your Office from CY 2022 to CY 2023. This is in line with the upcoming **Mid-Year Webinar-Workshop on the DENR Action Center/Hotline 8888 Tickets' Resolution** tentatively scheduled on **26-29 June 2023**, pursuant to the DENR

***Tayo ang kalikasan!***

Special Order No. 2023-340 dated 08 June 2023. The database of the said unacted tickets can be accessed thru <https://bit.ly/DENR-ACWorkshop2023> which also includes a column allocated for your respective comments/updates per ticket which will become the basis of its closure.

Kindly furnish this Office of your actions taken/investigation reports thru the DENR Action Center/Hotline 8888 Emails, [actioncenter@denr.gov.ph](mailto:actioncenter@denr.gov.ph) and [denr@8888.gov.ph](mailto:denr@8888.gov.ph), with respective proofs of communication with the concerned citizens, not later than **Friday, 16 June 2023**.

For kind consideration.

  
JOE-MAR S. PEREZ