



Office of the President

REPUBLIC OF THE PHILIPPINES

8888 Citizens' Complaint Hotline

Ticket Reference Number : **P20230302-669-4**
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. 6¹, s. 2016, may we respectfully transmit the following concern received through the 8888 Citizens' Complaint Hotline:

Date: 2 March 2023
Name of Client: Israeli Zamora
Address: Sitio Langka, Zone II (Pob.), Socorro, Oriental Mindoro
Contact Details: 0928 241 8533
israelizamora27@gmail.com
Nature of call: 2023 - Slow/ Inefficient/ Incovenient Process
Subject: Concern Regarding Alleged Inefficient Service In Record Section Of
Department Of Environment And Natural Resources (DENR) Mimaropa
Region

Details:

"Inirereklamo ko ang Record Section ng Department of Environment and Natural Resources (DENR) Mimaropa Region dahil mabagal ang kanilang proseso. Naka-online na kami para sa aming transaction pero inabot pa kami ng tatlong (3) araw dito sa kanila at galing pa kami ng probinsya. Dapat kapag natapos mag-online ay for pick up na lamang pero nagtatagal dahil daw sa wala ang mga pumipirma at mali-mali ang ibinibigay na request namin. Sana ay ayusin ang proseso nila ng mapabilis ito."

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 *****