



# Office of the President

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REPUBLIC OF THE PHILIPPINES

## 8888 Citizens' Complaint Hotline

Ticket Reference Number : **W20230514-760-17-1**  
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: 14 May 2023  
Name of Client: N/A  
Address: N/A  
Contact Details: N/A  
N/A  
N/A  
Nature of call: 2023 - Slow/ Inefficient/ Inconvenient Process  
Subject: Alleged Slow Process of the Department of Environment and Natural Resources (DENR) Puerto Princesa, Palawan Relative to Filed Complaint Regarding Burning of Waste

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#### Details:

In early January, I made several attempts to ask the above barangay to deal with the issue of open burning of trash in the street near our house. I sent several requests to them via Facebook Messenger that were ignored. On January 17, I put my concerns in writing (including photographic evidence) to Kagawad Joenie Lim, who did not even have the courtesy to acknowledge it. I wrote to Kagawad Lim as he had previously been responsive to me on Messenger when I first raised this issue in 2021. At that time, he advised that nothing could be done until the pandemic had passed. I was not unhappy with that response but kept a mental note to follow up at a later stage.

However, in January, I became much more concerned with this pollution because, the previous month, my wife had been diagnosed with breast cancer. As a result, on January 9, she underwent a mastectomy, and as of today, she is about halfway through a six-month course of chemo which severely weakens her immunity. Of course, I don't want her breathing contaminated air from these streetside fires, which often contain carcinogens such as plastics and rubber, in addition to leaves. And, of course, she has a basic right to breathe clean air. If a fire is burning, our house will stink of smoke if the wind blows in our direction. No consideration is given by the offenders, who clearly do not care about their neighbours' well-being or quality of life.

In late January, I was pleased to learn of Republic Act 9003 (Section 48, paragraph 3), which prohibits the open burning of trash and, as far as I could determine, would be enforced by DENR. Therefore, having received no help whatsoever from the barangay, on January 29, I emailed DENR Puerto Princesa concerning this issue, including a copy of the letter/photos I previously sent to Kagawad Lim.

After acknowledging my email, Ms Queenie de Jesus of CENRO/DENR telephoned me and explained that they would visit the area and get back to me. I emphasised to her that we did not want to be identified in case of repercussions, and I would appreciate the same discretion from you. The next day I believe she inspected our vicinity but told us they would be referring to their regional office, which would probably result in a follow-up directly with the Barangay, but she would keep us informed.

Two months passed, and we had not heard from Ms de Jesus. Therefore, on March 30, I asked my wife to call her (0947 524 5546) for an update. Ms de Jesus informed her that we would hear from her the following week. We heard nothing.

Another six weeks passed, and we had still not heard from Ms de Jesus. On April 18, my wife texted Ms de Jesus, who said they were still waiting for an update from the regional office.

On May 4, my wife enquired again. On May 8, Ms de Jesus replied, promising to get back to us with an update the same day. Disappointingly, no update was received!

My wife texted Ms de Jesus again on May 11, asking for an update, but, as usual, we have not received a reply.

It is now three and a half months since I first wrote to DENR/CENRO Puerto Princesa, and nothing has happened. I am extremely disappointed that DENR/CENRO appears to be dragging its feet over this matter. Why is the regional office not responding to them promptly if that indeed is the obstacle? Of course, I am equally disappointed that the barangay, particularly Kagawad Joenie Lim, totally ignored my written complaint (which contained clear photographic evidence he could act on).

I look forward to your help and would appreciate your swift intervention in this matter.

Note : This concern was also endorsed to Department of the Interior and Local Government (DILG)

MIMAROPA

Note: This concern has been lodged through the 8888 Website.

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 \*\*\*\*\*