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**Re: Ticket No.: P20231114-164-5 / 1st indorsement / 2023 - Slow/ Inefficient/ Inconvenient Process**

1 message

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**8888 DENR** <denr@8888.gov.ph>

Wed, Nov 15, 2023 at 11:01 AM

To: DENR PENRO <denr8888palawan@yahoo.com>

Cc: DENR Mimaropa Region <mimaroparegion@denr.gov.ph>, Regional Office <denr8888mimaropa@yahoo.com>, R4B CENRO Taytay <cenrotaytay@denr.gov.ph>

Dear Sir/Madam,

Please see the attached referral from Hotline 8888 with Ticket No. P20231114-164-5 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, Nov 14, 2023 at 5:07 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

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**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.



**P20231114-164-5.pdf**

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