



Office of the President

REPUBLIC OF THE PHILIPPINES

8888 Citizens' Complaint Hotline

Ticket Reference Number : **P20231114-164-5**
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

Pursuant to Executive Order No. 6¹, s. 2016, may we respectfully transmit the following concern received through the 8888 Citizens' Complaint Hotline:

Date: 14 November 2023
Name of Client: Maricar Gonzales Francisco
Address: Purok Cansilayan, Bato, Taytay, Palawan
Contact Details: 0947 616 1745
maricarayers93@gmail.com
Nature of call: 2023 - Slow/ Inefficient/ Inconvenient Process
Subject: Follow-Up on Survey Authority (SA) Filed with the Department of Environment and Natural Resources (DENR) Community Environmental and Natural Resources (CENRO) Conrad's Corpuz Taytay, Palawan (For Refe...

Details:

"Gusto ko sanang i-follow-up ang na-request ko na survey authority para sa pa-survey ko sa lupa ko. Sa Department of Environment and Natural Resources (DENR) Community Environmental and Natural Resources (CENRO) Conrad's Corpuz, Taytay, Palawan ako nag-request ng aking survey authority. Noong June 2023 pa ako nag-process sa DENR-CENRO Conrad's Corpuz, Taytay, Palawan ng aking survey authority at ang sabi ay two (2) months lang ang pag-process nito pero hanggang ngayon ay wala pa rin kaming feedback."

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 *****