



Office of the President

REPUBLIC OF THE PHILIPPINES

8888 Citizens' Complaint Hotline

Ticket Reference Number : **P20231117-315-9**
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: 17 November 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 Inconvenience Caused By Demand Letter From Department of Environment and Natural Resources (DENR), Regional Office Palawan

Details:

”Ako ay mayroong concern sa Department of Environment and Natural Resources (DENR), regarding sa demand letter na aking natanggap noong November 14, 2023 from DENR, Regional Office Palawan. Ang nakalagay kasi ay mayroon daw kaming violation regarding water discharge permit starting 2013. Ako ay nagtataka dahil newly acquired at newly operational lang ang aking business. Ako ay nagtataka rin dahil nakapangalan sa aking establishment ang violation na hindi ko alam sa kanila kung saan nila nakuha ang mga record na iyon. Ang sabi nila ay gumawa raw ako ng position paper notarized by attorney together with supporting documents na hindi pa kami nag-operate ng mga taon na iyon. Ang position paper at mga documents na hinihingi nila ay for review pa raw. Sana ay maayos nila ang mga record nila at ma-lift ang mga penalty dahil nagsu-suffer ang mga establishment na hindi naman talaga operational ngunit nakatanggap ng demand letter.”

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 *****