



Re: Ticket No.: G20231024-899-3 / 1st indorsement / 2023 - Integrity - Process and Services

1 message

8888 DENR <denr@8888.gov.ph>

Fri, Nov 3, 2023 at 10:34 AM

To: DENR PENRO <denr8888palawan@yahoo.com>

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

8888 Complaint Center replied 7 days ago (Fri, Oct 27, 2023 at 05:04 PM)

Status: Second endorsement

Ticket Reference Number: G20231024-899-3

Good day!

This is to respectfully inform your office that the 8888 Center has not received any feedback/status update on the concrete and specific action taken by your agency on the above quoted ticket/ complaint. Please be reminded that pursuant to Executive Order No. 06, s.2016, a citizen's concern lodged through the 8888 Hotline shall have a concrete and specific action within seventy-two (72) hours from receipt thereof. Failure to timely respond to the public's concern within the 72-hour period shall be a ground for administrative sanctions under existing laws and regulations. For your attention and compliance, please. Thank you.

On Wed, Oct 25, 2023 at 10:29 AM 8888 DENR <denr@8888.gov.ph> wrote:

Dear Sir/Madam,

Please see the attached referral from Hotline 8888 with Ticket No. G20231024-899-3 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, Oct 24, 2023 at 8:43 PM complaint8888@malacanang.gov.ph <complaint8888@malacanang.gov.ph> wrote:

Pursuant to Executive Order No. 6¹, 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

actioncenter@denr.gov.ph

Tel no. (02) 8-920-0689

Mobile: 0917-868-3367 (Hotline)

<http://www.denr.gov.ph>

IMPORTANT:

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Office of the Secretary

DENR Action Center/Hotline

Department of Environment and Natural Resources

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