



Office of the President

REPUBLIC OF THE PHILIPPINES

8888 Citizens' Complaint Hotline

Ticket Reference Number : **P20230929-111-6**
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: 29 September 2023
Name of Client: Cleofe Luslos Calvario
Address: Zone I, Maligaya, Boac (capital), Marinduque
Contact Details: 0963 327 2916
N/A
rosebertbacon01@gmail.com
Nature of call: 2023 - Follow-up On Pending Court Cases
(Criminal/Civil/Administrative/Labor)
Subject: Request for Speedy Disposition of Case Number 2021-001 Filed with
the Provincial Environment and Natural Resources Office (PENRO)
Marinduque

Details:

"Noong 2021 ay nag-file ako ng kaso sa Provincial Environment and Natural Resources Office (PENRO) Marinduque na may PENRO case number 2021-001 at ang Alternative Dispute Resolution (ADR) case number ay 2021-001..Ang nangyari, ang mga documents ko ay dinala sa Department of Environment and Natural Resources (DENR) Mimaropa Regional Office sa Manila. Dalawang (2) taon na ang nakalipas pero wala pa rin nangyayari sa ikinaso ko. Noong September 15, 2023 ay pumunta ako sa DENR Mimaropa Regional Office sa Manila para mag-follow-up, doon palang nabuksan ang documents ko at ang sabi sa akin ay natabunan na. Ang sabi sa akin ng DENR Mimaropa Regional Office sa Manila na may kulang na attachment ang PENRO Marinduque. Ang attachment na kulang nila ay ang investigation report. Bumalik ako sa PENRO Marinduque kanina September 29, 2023 at ang sabi sa akin na kung may kulang na attachment dapat ibinalik nila ang documents. Sinabi rin ng PENRO Marinduque na kailangang gumawa ng request ang DENR Mimaropa Regional Office kung ano ang kulang na ipinasa nila. Ang problema ay napakalayo namin sa DENR Mimaropa Regional Office dahil nasa Manila ito at kami naman ay nandito sa Marinduque. Ang gusto ko lang mangyari dito ay mapabilis ang pag-process nila dahil inabot na ito ng dalawang (2) taon na walang nangyari."

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 *****