



Office of the President

REPUBLIC OF THE PHILIPPINES

8888 Citizens' Complaint Hotline

Ticket Reference Number :	G20231024-899-3
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:	24 October 2023
Name of Client:	Trinidad Hamora Vuelba
Address:	Purok Evarlasting, Ilang-Ilang Street, Santa Monica, Puerto princesa city (capital), Palawan
Contact Details:	0946 742 4001
Nature of call:	2023 - Integrity - Process And Services
Subject:	Alleged Inappropriate Action in Ticket Reference Number P20231012-899-7 Relative to Unfair Process on Filed Complaint in Department of Environment and Natural Resources (DENR) Community Environment an...

Details:

"Ang aming concern ay sagot sa naging letter sa amin ng Community Environment and Natural Resources Office (CENRO) Department of Environment and Natural Resources (DENR) sa reklamo namin na may ticket reference number na P20231012-899-7. Sa letter na pinadala nila ay pinasinungalingan nila ang mga statement namin sa aming report kahit ito naman ang totoo. Kung hindi sila naging bias ay bakit nila inallow na anak lamang ng respondent ang magsalita at humarap sa amin? Bakit rin naging sunod-sunuran sila sa mga sinasabi ng anak ng respondent at wala silang pinakinggan sa panig namin? Ang gusto sana namin ay magharap-harap muli kami sa DENR -CENRO tungkol dito sa aming concern. Sana ay mayroon ng ibang mamagitan na magiging patas sa bawat panig. Sana rin ay mayroong mag-imbestiga kay Ma'am Mildred para sa naging aksyon niya habang namamagitan siya sa amin noon at makita sana nila ang mga pagkakamali sa mga ginawa niya."

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 *****