



Republic of the Philippines
Department of Environment and Natural Resources

Visayas Avenue, Diliman, Quezon City

Tel Nos. 929-6626 to 29; 929-6633 to 35

926-7041 to 43; 929-6252; 929-1669

Website: <http://www.denr.gov.ph> E-mail: web@denr.gov.ph

MEMORANDUM

TO : USEC for Legal, Administration, Human Resources and
Legislative Affairs
USEC for Field Operations & Environment
Director, Legal Affairs Service
Director, Strategic Communication and Initiative Service
Regional Executive Director –NCR
PENRO Ifugao – CAR
Regional Executive Director – Regional Office – 1, II, III, IVA
PENRO Rizal -IVA
Regional Executive Director – Regional Office – IVB
PENRO Occidental Mindoro; PENRO Palawan
Regional Executive Director – Regional Office – VI
PENRO Iloilo; PENRO Negros Occidental
Regional Executive Director – Regional Office – VII
PENRO Negros Oriental
Regional Executive Director – Regional Office – VIII
PENRO Leyte
Regional Executive Director – Regional Office – XI
Regional Executive Director – Regional Office – XIII
PENRO Surigao del Norte; PENRO Surigao del Sur
Regional Director, EMB – NCR
Regional Director, EMB – IVA
Regional Director – Mines & Geosciences Bureau– Regions VI, VII, IX
Executive Director, National Water Resources Board

FROM : The Undersecretary for Solid Waste Management and Local
Government Units Concerns and Supervising for DENR Action
Center/Hotline

SUBJECT : **DENR HOTLINE 8888 COMPLAINTS RESOLUTION RATE AS
OF SEPTEMBER 30, 2020**

DATE : **06 NOV 2020**

As a result of the Resolution Rate for DENR Hotline 8888 Complaints provided by Office of the President of the Philippines, Malacañang, Manila, 8888 Citizens' Complaint Center thru a letter dated October 22, 2020 addressed to Secretary Roy A. Cimatu from Dir. Bernadette B. Casinabe, 8888 Citizens' Complaint Center, Strategic Action and Response Office, **the DENR got a total of 439 citizens' concerns as of September 30, 2020. A total of 338 tickets or 76.99% were acted upon while 101 tickets or 23.01% are under processing and awaiting feedbacks as of this date.**

As per statement from 8888 Citizens' Complaint Center, Strategic Action and Response Office, tickets under processing and/or pending shall be acted upon within

seventy-two (72) hours upon receipt. Ticket(s) unacted upon after this period will be forwarded to Anti-Red Tape Authority for appropriate action. For ready reference, attached is a copy of the Resolution Rate of the DENR as of September 30, 2020.

Relative hereof, you are directed to submit prompt action as required for unresolved complaints and/or under processing/pending per attached matrix/list. Kindly email us action taken/response thru denr@8888.gov.ph copy furnished actioncenter@denr.gov.ph.

FOR IMMEDIATE COMPLIANCE.


BENNY D. ANTIPORDA *gv*

**Office of the President
of the Philippines
Malacañang**

8888 CITIZENS' COMPLAINT CENTER

October 22, 2020

SECRETARY ROY A. CIMATU

Department of Environment and Natural Resources
Visayas Avenue, Diliman, Quezon City

Re: Resolution Rate of the DENR as of September 30, 2020

Sir:

The 8888 Citizens' Complaint Center was established to serve as a mechanism where citizens may report their complaints and grievances on acts of red tape, as defined under Republic Act (RA) No. 9485, as amended by RA No. 11032, and/or corruption of any national government agency, government-owned or -controlled corporation, government financial institution, and other instrumentalities of the government.

Pursuant to the minimum operating standards of the 8888 Citizens' Complaint Center, the citizen's concern shall immediately be referred to the concerned government agency or instrumentality for appropriate action, which shall have a concrete and specific action within 72 hours from receipt of the concern. Failure of the government agency to respond in a timely manner will be considered grounds for administrative sanctions.

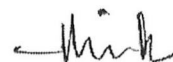
Please be informed that there were **439** citizens' concerns referred to your office from January to September 30, 2020. Of this number, **338** tickets or **76.99%** were acted upon while **101** tickets or **23.01%** are under processing and awaiting feedback as of this date. Please refer to the attached report or to your 8888 portal for details.

We hope for your assistance in ensuring that the concerns are acted upon within seventy-two (72) hours upon receipt of this letter. Ticket(s) unacted upon after this period will be forwarded to Anti-Red Tape Authority for appropriate action. Kindly effect updates on said ticket(s) through your 8888 portal.

For further clarification, the 8888 Citizens' Complaint Center can be accessed through 8784-4286 local 4633 or email us at 8888admin@malacanang.gov.ph.

Thank you and we look forward to our continued partnership in the fight against red tape and corruption.

Very Truly Yours,



DIR. BERNADETTE B. CASINABE
8888 Citizens' Complaint Center
Strategic Action and Response Office

Copy furnished:
ATTY. RICARDO P. BERNABE III
Undersecretary, Office of the Executive Secretary

DENR Hotline 8888 Tickets

Under Processing/ Waiting for feedback/ Pending

	Attached Agency	Date referred	Ticket Number
1	NWRB (1)	July 21, 2020	P20200721-793-11