



Republic of the Philippines
Department of Environment and Natural Resources
Visayas Avenue, Diliman, Quezon City
Tel Nos. (632) 929-66-26/28; 929-6635/929-3618/929-4028
IP Phone Trunkline No. 988-3367

MEMORANDUM

FOR : **Undersecretary for Policy, Planning and International Affairs**
Director
Director, Legal Affairs Service
Regional Executive Director – Regional Office - CAR
PENRO Benguet
Regional Executive Director – Regional Office - Region III
PENRO: Bulacan, Pampanga, Nueva Ecija, Zambales
Regional Executive Director – Regional Office – Region IVA
PENRO: Laguna, Cavite, Batangas
Regional Executive Director – Regional Office – Region IVB
PENRO Occidental Mindoro
Regional Executive Director – Regional Office VI
PENRO Aklan, Negros Occidental
PENRO Bohol - Region VII
PENRO Leyte, Northern Samar, – Region VIII
PENRO Zamboanga del Norte, PENRO Zamboanga Sibugay –
Regional IX
PENRO Bukidnon - Region X
PENRO Davao del Sur – Region XI
Regional Executive Director, Regional Office – Region XII
PENRO Sarangani
Regional Executive Director, Regional Office – Region XIII
Director , EMB – Central Office, NCR, III, IVA, VI
Regional Director, MGB – II, IVA, VII, IX
Director, NRDC
Director, PRRC

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
FEBRUARY 28, 2021**

DATE : **22 APR 2021**

As a result of the Resolution Rate for DENR Hotline 8888 Complaints provided by the Office of the President of the Philippines, Malacañang, Manila, 8888 Citizens' Complaint Center thru undated letter 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 149 citizens' concerns as of from January 1, 2021 to February 28, 2021. A total of 112 tickets or 75% were acted upon while 37 tickets or 25% are under processing and awaiting feedbacks as of this date. Further, Calendar Year 2020 disclosed a total of 33 complaints remain unresponded/unresolved that requires immediate action.**

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 February 28, 2021.

Relative hereof, you are directed to submit prompt action within 72 hours as required **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

Copy furnished:

Atty. Ricardo P. Bernabe III, USEC, Office of the Executive Secretary
Dir. Bernadette B. Casinabe, 8888 Citizens' Complaint Center, Malacañang
Head, Executive Assistant, DENR

DENR Hotline 8888 Tickets

Under Processing/ Waiting for feedback/ Pending

Central Office		Date referred	Ticket Number
1	USEC PPIA (1)	October 29, 2020	P20201029-150-6-1
2	Legal Affairs Service (3)	December 14, 2020	P20201214-794-29
3		October 29, 2020	P20201029-428-11
4		March 5, 2021	SMS-G-20210211-826-23
CAR		Date referred	Ticket Number
5	Regional Office (1)	February 26, 2021	P20210226-134-4
6	PENRO Benguet (1)	February 11, 2021	P20210211-425-5
REGION III		Date referred	Ticket Number
7	Regional Office No. III (4)	February 16, 2021	G20210216-671-15
8		December 23, 2020	P20201223-669-7
9		December 23, 2020	G20201223-558-4
10		November 24, 2020	G20201124-772-1
11	PENRO Bulacan (1)	February 24, 2021	SMS-G-20210224-497-29
12	PENRO Pampanga (1)	January 8, 2021	P20210108-358-9
13	PENRO Nueva Ecija (1)	December 14, 2020	P20201212-794-33
14	PENRO Zambales (1)	December 1, 2020	SMS-P-20201201-796-10
REGION IV-A		Date referred	Ticket Number
15	Regional Office No. IV-A (2)	February 8, 2021	P20210206-358-2
16		November 27, 2020	SMS-P-20201127-798-40
17	PENRO Laguna (1)	February 16, 2021	SMS-G-20210215-831-47
18	PENRO Cavite (1)	November 27, 2020	P20201127-671-21
19	PENRO Batangas (1)	February 10, 2021	G20210130-164-5
REGION IV-B		Date referred	Ticket Number
20	Regional Office No. IV-B (2)	December 14, 2020	P20201214-774-24
21		October 26, 2020	G20201024-773-8
22	PENRO Occidental Mindoro (6)	February 26, 2021	P20210226-669-27
23		February 17, 2021	SMS-G-20210217-835-14
24		January 22, 2021	SMS-G-20210122-280-22-1
25		February 8, 2021	SMS-G-20210207-824-16
26		December 14, 2020	SMS-G-20201214-831-20
27		October 16, 2020	P20201016-111-20
REGION VI		Date referred	Ticket Number
28	Regional Office No. VI (1)	February 26, 2021	P20210226-415-22
29	PENRO Aklan (1)	October 26, 2020	P20201023-763-20
30	PENRO Negros Occidental (1)	December 10, 2020	G20201210-669-22
REGION VII		Date referred	Ticket Number
31	PENRO Bohol (1)	January 29, 2021	G20210129-781-1
REGION VIII		Date referred	Ticket Number
32	PENRO Northern Samar (1)	January 26, 2021	G20210126-793-8
33	PENRO Leyte (1)	October 28, 2020	G20201028-787-4-1
REGION IX		Date referred	Ticket Number
34	PENRO Zamboanga del Norte (2)	January 22, 2021	P20210122-415-35
35		December 14, 2020	G20201214-770-4

DENR Hotline 8888 Tickets**Under Processing/Waiting for feedback/Pending**

36	PENRO Zamboanga Sibugay (3)	December 14, 2020	SMS-P-20201214-828-25
37		December 9, 2020	G20201209-33-9
38		November 25, 2020	G20201125-428-10
	REGION X	Date referred	Ticket Number
39	PENRO Bukidnon (2)	January 18, 2021	SMS-G-20210115-94-10
40		December 1, 2020	SMS-P-20201201-829-48
	REGION XI	Date referred	Ticket Number
41	PENRO Davao del Sur (4)	January 25, 2021	SMS-G-20210125-535-30
42		February 22, 2021	G20210222-779-5
43		November 18, 2020	P20201118-690-9
44		November 10, 2020	P20201110-370-11
	REGION XII	Date referred	Ticket Number
45	Regional Office No. XII (1)	January 4, 2021	P20210104-783-5
46	PENRO Sarangani (1)	January 11, 2021	P20210111-662-1
	REGION XIII	Date referred	Ticket Number
47	Regional Office No. XIII (1)	January 29, 2021	P20210128-150-42
	Staff Bureaus	Date referred	Ticket Number
48	BMB (1)	October 15, 2020	P20201015-773-3
49	FMB (1)	November 16, 2020	SMS-G-20201115-831-3
	Line Bureaus	Date referred	Ticket Number
50	EMB (1)	November 5, 2020	P20201104-782-8
51	EMB NCR (1)	Oct 07, 2020	G20201007-135-3
52	EMB Region 3 (2)	Nov 05, 2020	G20201104-313-5
53		Dec 7, 2020	P20201205-793-29-1
54	EMB Region 4A (2)	Feb 26, 2021	P20210226-415-24
55		Feb 23, 2021	P20210223-370-16
58	EMB Region 6 (1)	Jan 25, 2021	G20210123-781-8
56	MGB Region 2 (1)	Dec 03, 2020	SMS-P-20201128-46-83
57	MGB Region 4A (3)	Dec 2, 2020	SMS-P-20201202-826-34
59		Feb 19, 2021	P20210219-415-5
60		Feb 16, 2021	P20210215-269-26
61	MGB Region 7 (1)	Feb 18, 2021	G20210218-67-7
62	MGB Region 9 (1)	Nov 06, 2020	G20201105-313-2-1
	Attached Agencies	Date referred	Ticket Number
63	NRDC (1)	February 18, 2021	P20210218-792-5
	Other Offices	Date referred	Ticket Number
64	PRRC (1)	January 28, 2021	P20210127-313-30-1



Chief of Staff <ocos@denr.gov.ph>

Fwd: 8888 Monthly Performance Report for February 2021

1 message

Office of the Secretary <osec@denr.gov.ph>
To: Chief of Staff <ocos@denr.gov.ph>

Fri, Apr 16, 2021 at 9:14 AM

----- Forwarded message -----

From: <8888admin@malacanang.gov.ph>

Date: Fri, Apr 16, 2021 at 9:12 AM

Subject: 8888 Monthly Performance Report for February 2021

To: 8888 DENR <denr@8888.gov.ph>; ""Ma. Sabrina R. Cruz"" <denr8888@malacanang.gov.ph>; ""osec
<osec@denr.gov.ph>

Dear Sir/Madam,

Greetings from the 8888 Citizens' Complaint Center.

This pertains to the concerns lodged through the 8888 Citizens' Complaint Center (8888 CCC). Attached is the performance status report of your agency/office for February 2021.

Thank you very much.

(Kindly acknowledge receipt)

8888 Citizens' Complaint Center
Office of the Executive Secretary
Malacañang, Manila
Telephone No. 784-4286 local 4633
Email Address: 8888admin@malacanang.gov.ph

CONFIDENTIALITY AND DISCLAIMER NOTICE: This message, including any attachments, is confidential and is intended solely for the use of the individual or entity to whom it is addressed. If you have received this message in error, please notify the sender immediately. If you are not the named addressee, you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this message is strictly prohibited.

DENR.pdf
924K

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

8888 CITIZENS' COMPLAINT CENTER

SECRETARY ROY A. CIMATU

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

Re: Resolution Rate of the DENR as of February 28, 2021

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 **149** citizens' concerns referred to your office as of February 28, 2021. Of this number, **112** tickets were acted upon while **37** tickets are being processed or awaiting feedback. May we also remind you that out of the **652** citizens' concern sent to your office from January to December 31, 2020, **40** tickets are still awaiting feedback as of this date. //

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

Copy furnished:

ATTY. RICARDO P. BERNABE III

Undersecretary, Office of the Executive Secretary

Office of the Executive Secretary - Strategic Action and Response Office
8888 Citizens' Complaint Center
Malacañang Compound, J. P. Laurel St., San Miguel Manila
Tel No.: 8784-4286 local 4633 Email Add: 8888admin@malacanang.gov.ph



8888 Agency Statistics
Department of Environment and Natural Resources (DENR)
 January 01, 2021 - February 28, 2021

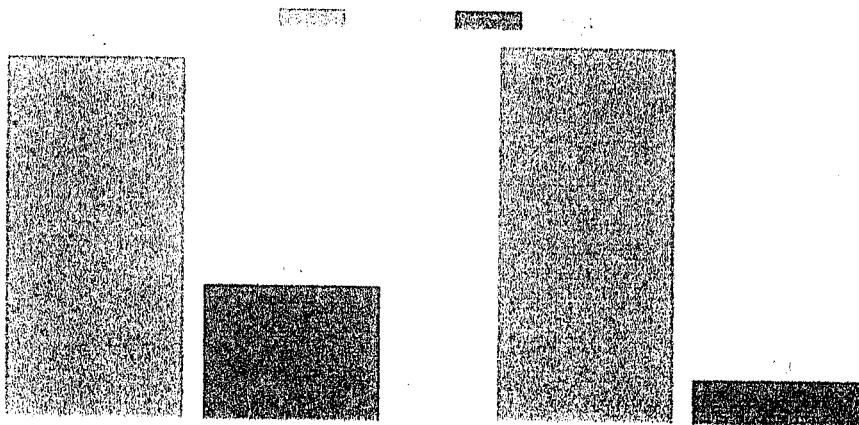
Resolution Rate

Total	Acted Upon	Under Processing/ Awaiting Feedback	Unacted
149	112 (75.17%)	37 (24.83%)	0 (0%)

Compliance Rate

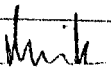
Total	Closed	Within 72h	Beyond 72h	Rate
149	112	45	67	30.2%

Monthly Status




BREAKDOWN OF TICKETS BY CLASSIFICATION (DENR)

Classification	Nature	Subtotal	Total	%
Integrity related concerns	Complaint against government official/employees	15	80	53.69%
	Complaint against government regulations/processes/services	63		
	Complaint against private individuals	2		
Legal concerns	Pending cases (Criminal/Civil/Administrative/Labor)	2	3	2.01%
	Executive clemency (Pardon/Parole/Commutation)	1		
	Legal advice/assistance	0		
Funding concerns	Government projects	1	1	0.67%
	Private organization	0		
Police assistance	Domestic problems (Juvenile delinquency/Spousal abuse)	0	0	0%
	Crime prevention/mitigation	0		
	Other Police concerns	0		
Land/environmental concerns	Agricultural reform related	0	56	37.58%
	Patent/Stewardship/Registration	17		
	Fisheries and aquatic resources	1		
	Environmental Practices	38		
OFW concerns	Repatriation	0	0	0%
	OFW benefits	0		
	Passports and other consular related issues	0		
	OFW Social Services	0		
Loans and other financial concerns	Government financial institutions	0	0	0%
	Private financial institutions	0		
Consumer concerns	Utilities (Telecoms/Water/Electric)	0	0	0%
	Transportation services	0		
	Goods and produce	0		
Medical concerns	Hospitalization	0	0	0%
	Medicines and medical devices (Implants, Prosthetics etc.)	0		
	Medical procedures	0		
Housing concerns	Housing application	0	0	0%
	Complaint against housing developer, HOA	0		
Social services concerns	Transportation	0	0	0%
	Educational	0		
	Burial	0		
	Livelihood	0		
	Financial	0		
	Housing	0		
	Employment	0		
	Relief Goods	0		
Claims	Government insurance/pension	1	1	0.67%
	Private insurance	0		
	Payment of just compensation	0		
	Others	0		
Employment concerns	Government service	3	4	2.68%
	Private company	1		
Commendation	Comments and Suggestion	3	4	2.68%
	Commendation	1		
Miscellaneous	All other issues not covered	0	0	0%
		Total No. of Tickets	149	100%


DIR. BERNADETTE B. CASINABE
 8888 Citizens' Complaint Center


Dir. RODERIC R. GABIA
 Head, OP-ICTO


ATTY. RICARDO B. BERNABE III
 Undersecretary, Office of the Executive Secretary