



Republic of the Philippines
Department of Environment and Natural Resources
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MEMORANDUM

TO : **THE DIRECTOR**
Environmental Management Bureau

THE DIRECTOR
Mines and Geosciences Bureau

THE DIRECTOR
Land Management Bureau

THE EXECUTIVE DIRECTOR
National Water Resources Board

THE EXECUTIVE DIRECTOR
Palawan Council for Sustainable Development Staff

THE GENERAL MANAGER
Laguna Lake Development Authority

FROM : **THE UNDERSECRETARY AND CHIEF OF STAFF**

SUBJECT : **REQUEST OF THE 8888 CITIZENS' COMPLAINT CENTER FOR
THE LIST OF THE DEPARTMENT'S OFFICIALS AND
PERSONNEL DESIGNATED AS THE 8888 FOCAL TEAM**

DATE : **JAN 26 2023**

This pertains to the letter dated 16 January 2023 from Director Bernadette B. Casinabe, Head, 8888 Citizens' Complaint Center, Office the President, requesting the Department of Environment and Natural Resources (DENR) to provide a list of names of officials and personnel designated as the 8888 Focal Team, pursuant to Section 5 (c) of Executive Order No. 6, s. 2016.

Currently, the 8888 Citizens' Complaint Center refers concerns for above mentioned agencies to the DENR since they do not have access yet to the 8888 CCC Portal. The said Focal Team will be given direct access to the portal so they can directly receive and process the requests and concerns.

In this regard, we are requesting your Office to submit the names and contact details comprising your respective Focal Teams, to the undersigned, on or before 04 February 2023, for consideration (kindly refer to the attached form for reference).


MARILOU G. ERNI



Office of the DENR Secretary <osec@denr.gov.ph>

8888 Letter of Invitation for DENR's attached agencies

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

Mon, Jan 16, 2023 at 2:25 PM

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

Dear Sir/Madam,

Kindly see the attached file.

Thank you very much.

(Kindly acknowledge receipt)

8888 Citizens' Complaint Center
Office of the Executive Secretary
Malacañang, Manila
Telephone No: 8249-8310 local 8212
Email Address: 8888admin@malacanang.gov.ph

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2 attachments

8888 Registration Form.pdf
54K

Letter for DENR.pdf
92K

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

8888 CITIZENS' COMPLAINT CENTER

January 16, 2023

SECRETARY MA. ANTONIA YULO-LOYZAGA
Department of Environment and Natural Resources
Visayas Avenue, Diliman, Quezon City

Dear Secretary Loyzaga:

Pursuant to Section 5 (c) of Executive Order No. 6, s. 2016, A citizens' concern received through any of the communication channels shall immediately be referred, directly or indirectly, to the concerned government agency, office or instrumentality for appropriate action.

Currently, the 8888 Citizens' Complaint Center refers concerns for the Department of Environment and Natural Resources attached agencies (ex. EMB, MGB) through your office since they do not yet have access to the 8888 CCC portal.

In order to streamline the process in addressing concerns lodged through the 8888 CCC, we would like to respectfully request for your assistance in inviting the following attached agencies attached to the DENR to be our partner government agency so we may directly refer concerns through their respective digital portal:

1. Environmental Management Bureau
2. Mines and Geo-Sciences Bureau
3. Land Management Bureau
4. National Water Resources Board
5. Laguna Lake Development Authority
6. Palawan Council for Sustainable Development Staff

If approved, may we kindly request the said agencies to provide a list of names of officials and personnel designated as the 8888 Focal Team. The said Focal Team will be given direct access to a web-based system, the 8888 CCC Portal, in order to directly receive and process the requests and concerns. This Team shall be composed of the following:



a. One (1) Permanent Focal Person.

- Refers to the officer duly designated by the department/agency to act, monitor, and oversee the 8888 referrals received by the office, preferably with a rank of at least an Assistant Secretary;

b. One (1) Assistant Focal Person.

- In the absence/in lieu of the PFP, the AFP shall act, monitor, and oversee the 8888 referrals received by the office;
- Shall have a rank of at least a Director, unless the existing organizational set-up provides otherwise.

c. Two (2) Technical Officers.

- Refers to the person/s in-charge of receiving 8888 referrals, and in maintaining and managing the agency's 8888 online account/portal;
- Shall regularly check the 8888 portal, inform the PFP/AFP of received 8888 referrals, update and provide feedback, and perform such other functions as instructed by the PFP/AFP.

For further inquiries, kindly contact us thru 8249-8310 local 8212 or you may reach us via e-mail at 8888admin@malacanang.gov.ph.

Thank you and we look forward to our continued partnership in the fight against red tape and corruption for the improvement in the delivery of government services.

Very Truly Yours,



DIR. BERNADETTE B. CASINABE
Head, 8888 Citizens' Complaint Center



8888 CITIZENS' COMPLAINT CENTER

AGENCY ACCOUNT STATUS / REGISTRATION FORM



Office : _____

Address : _____

Permanent Focal Person	Landline	Mobile No.	Email Address
1. _____ Alternate Focal Person	_____	_____	_____
1. _____ Technical Officers	_____	_____	_____

Approved by:

**Printed Name over Signature
Head of Agency**

Date

NOTE:
Please accomplish and return this Form within fifteen days from receipt.