



Republic of the Philippines
Department of Environment and Natural Resources
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MAR 15 2023

SPECIAL ORDER
No. 2023 - 200

SUBJECT: DESIGNATION OF UNDERSECRETARY AND CHIEF OF STAFF MARILOU G. ERNI, DIRECTOR III JOE-MAR S. PEREZ, EXECUTIVE ASSISTANT V MS. CARINA L. LABASTILLA, AND EXECUTIVE ASSISTANT IV BERNADETTE M. FELIX AS THE FOCAL PERSON (FP), ALTERNATE FOCAL PERSON (AFP), AND THE TECHNICAL OFFICERS (TO), RESPECTIVELY, FOR 8888 CITIZEN'S COMPLAINT HOTLINE

In the interest of the service and in line with relevant provisions of the Executive Order No. 6, s. 2016 and pursuant to Memorandum from the Cabinet Secretary dated 18 October 2017, the following officials are hereby designated in addition to their existing respective duties, to wit:

NAME	POSITION	DESIGNATION
Marilou G. Erni	Undersecretary and Chief of Staff	Permanent Focal Person (PFP) – Hotline 888
Joe-Mar S. Perez	Director III, Office of the Secretary Head, DENR Action Center/Hotline 8888	Alternate Focal Person (AFP) – Hotline 8888
Carina L. Labastilla Bernadette M. Felix	Executive Assistant V Executive Assistant IV	Technical Officers (TO) – Hotline 8888

Duties and Responsibilities:


1. The Permanent Focal Person (PFP) shall oversee the 8888 referrals received by the DENR. She shall ensure and provide a specific action of 8888 referrals within 72 hours as prescribed by Executive Order No. 6, s. 2016.
2. The Alternate Focal Person (AFP), in the absence/in lieu of the PFP, shall act, monitor, and oversee the 8888 referrals received by the Office. The AFP shall assist the PFP in deciding the concrete and specific action on the 8888 referrals, and in ensuring compliance thereto.
3. The Technical Officer (TO) is in-charge of receiving 8888 referrals and in maintaining and managing the agency's 8888 online account/portal. The TO shall regularly check the 8888 portal, inform the PFP/AFP of received 8888 referrals, update, and provide feedback.

The official designated contact numbers and email address of DENR intended for 8888 are the following:

Contact Numbers	Email
0917-868-3367 (02) 8920-0689	actioncenter@denr.gov.ph

They shall inform the undersigned in writing of their compliance to this Order for record purposes.

This Order shall take effect immediately and supersede all orders inconsistent herewith.


MARIA ANTONIA YULO LOYZAGA
Secretary

