

PROCEDURE FOR FILING OF COMPLAINTS

TO ALL CUSTOMERS:

Complaints* for violations of this Citizen’s Charter shall be filed with and acted upon in accordance with the following:

1. For violations committed by the Division Chief or higher (Salary Grade 24 and above),complaints shall be filed with and acted upon by the Office of the Secretary, DENR through:

Office of the Assistant Secretary
for Internal Audit and Anti-Corruption
Department of Environment and Natural Resources
Visayas, Avenue, Diliman, 1100 Quezon City
Telephone No. 9296626 local 2218
Email address at oasiaac@denr.gov.ph

2. For violations committed by rank and file employees (Salary Grade 23 and below), complaints shall be acted upon by:

Office of the Regional Executive Director
 (concerned RED’s address)
Telephone No. _____ or email at _____

Bureau Director
 (concerned bureau)
Telephone No. _____ or email at _____

3. In any event, you may also contact the Office of the Ombudsman and the Civil Service Commission, respectively, at:

Office of the Ombudsman
Ombudsman Building, Agham Road,
North Triangle, Diliman, Quezon City
Telephone Nos. (+632) 927-4102; 927-2404;
0926-699-4703

Civil Service Commission
Civil Service Commission, Constitution Hills,
Batasang Pambansa Complex Diliman,
1126 Quezon City
Telephone Nos. (+632) 932-0111 and 0917-839-8272.i

* See attached complaint form