

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 employees in the Central Office or from the Regional Offices who are occupying positions of 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 Director
Human Resource Development Service
Department of Environment and Natural Resources
Visayas, Avenue, Diliman, 1100 Quezon City
Telephone No. (02) 927 7096
Email address at hrds@denr.gov.ph

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

Office of the Regional Director
_____ (concerned RD'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
Constitution Hills, Batasang Pambansa Complex Diliman,
1126 Quezon City
Telephone Nos. (+632) 932-0111 and 0917-839-8272.ⁱ

* See attached complaint form which must be duly accomplished and notarized. Verbal complaints shall be acted upon by the concerned Section Chief/Division Chief as soon as possible.