



PROVINCIAL ENVIRONMENT AND NATURAL RESOURCES OFFICE
Brgy. Lanot, Roxas City, Capiz
Tel. Nos. (036) 6210015, 6215240; Fax (036) 6216069
email: penrocapiz@yahoo.com.ph; penrocapiz@gmail.com

PROCEDURE FOR FILING OF COMPLAINTS

TO ALL CUSTOMERS:

Complaints for violations of the 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. (02) 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 Director
DENR, Region VI, Iloilo City
Pepita Aquino St., Port Area, Iloilo City 5000
Tel. No. (033) 503-3910 Fax No. (033) 503-3910
email address: r6denr.gov.ph

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;
0926-6994703

Civil Service Commission, Constitution Hills
Batasang Pambansa Complex, Diliman, 1126
Quezon City
Telephone Nos. (+632) 932-0111 and 0917-8398272