

## **PROCEDURE FOR FILING OF COMPLAINTS**

TO ALL COSTUMERS:

Complaint for violation of this Citizen's Charter shall be filled 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 filled 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](mailto: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  
National Ecology Center, East Avenue, Diliman, Quezon City  
Telephone No. 373-3433 or email at [ncr\\_ored@yahoo.com](mailto:ncr_ored@yahoo.com)

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 No. (+632) 927-4102 ; 927-2404 ; 0926-699-4703

Civil Service Commission  
Civil Service Commission, Constitution Hills,  
Batasang Pambansa Complex Diliman,  
1126 Quezon City  
Telephone No. (+632) 932-0111 and 0917-839-8272

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\*See attached complaint form