

## I. Feedback and Complaints

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send a feedback.	<p>1: Public Assistance and Complaints Desk</p> <p>Customers are encouraged to go to the Public Assistance and Complaints Desk of the EMB Region I office regarding any observed irregularities or complaints regarding delivery of frontline services.</p> <p>2: Suggestion/Complaints Box</p> <p>Customers are encouraged to check/accomplish standard forms regarding any observed irregularities or complaints regarding delivery of frontline services. and drop these into the box</p> <p>3. EMB Region I e-mail facility</p> <p>Customers are encouraged to e-mail EMB Region I regarding any observed irregularities or complaints regarding the delivery of frontline services at <a href="mailto:r1@emb.gov.ph">r1@emb.gov.ph</a></p>
How feedback is processed.	<ol style="list-style-type: none"> <li>1. Assess Feedback/Suggestion</li> <li>2. Implement Action to in response to the feedback/suggestion</li> <li>3. Monitor feedback on implemented action</li> </ol>
How to file complaints.	<p>Complaints* for violations of this Citizen's Charter shall be filed with and acted upon in accordance with the following:</p> <ol style="list-style-type: none"> <li>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: <p style="text-align: center;"><b>OFFICE OF THE ASSISTANT SECRETARY</b> for Internal Audit and Anti-Corruption Department of Environment and Natural Resources</p> </li> </ol>



	<p>Visayas Avenue, Diliman, 1100 Quezon City          Telephone No. (02) 89296626 local 2218 or email at <a href="mailto:oasiaac@denr.gov.ph">oasiaac@denr.gov.ph</a></p> <p>2. For violations committed by rank and file employees (Salary Grade 23 and below), complaints shall be acted upon by:</p> <p><b>OFFICE OF THE REGIONAL DIRECTOR</b>          Environmental Management Bureau Region I          DENR Bldg., Government Center, Brgy. Sevilla, City of San Fernando, La Union          Telephone No. (072) 687-8370 or email at <a href="mailto:r1@emb.gov.ph">r1@emb.gov.ph</a></p> <p>2. Verbal complaints shall be conveyed to the Section Chief or Division Chief of the staff/employee concerned and shall be acted upon as soon as possible.</p> <p>3. Complaints may also be filed at the Office of the Ombudsman and the Civil Service Commission respectively, at:</p> <p><b>OFFICE OF THE OMBUDSMAN</b>          Ombudsman Building, Agham Road, North Triangle, Diliman, Quezon City          Telephone Nos. (+632) 8927-4102, 8927-2404</p> <p><b>CIVIL SERVICE COMMISSION</b>          Civil Service Commission, Constitution Hills, Batasang Pambansa Complex, Diliman, 1126 Quezon City          Telephone Nos. (+632) 8932-0111</p>
<p>How complaints are processed.</p>	<ol style="list-style-type: none"> <li>1. Assessment</li> <li>2. Records validation</li> <li>3. Actual/site validation/investigation/ Inspection</li> <li>4. Technical Conference</li> <li>5. Resolution/Recommendation</li> <li>6. Follow-up validation if needed</li> </ol>



# EMB

Contact Information of the Anti-Red Tape Authority (ARTA), the Presidential Complaints Center (PCC) and the Contact Center ng Bayan (CCB):	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)
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## II. List of Offices

Office	Address	Contact Information
EMB Central Office	DENR Compound, Visayas Ave., Diliman, Quezon City 1116	(02) 927-1517 / 928-2096 <a href="mailto:emb@emb.gov.ph">emb@emb.gov.ph</a>
EMB Region 1	DENR Building, Gov't Center Brgy. Sevilla, City of San Fernando, 2500 La Union	(072) 687-8370 <a href="mailto:r1@emb.gov.ph">r1@emb.gov.ph</a>