



Department of Environment and Natural Resources
ENVIRONMENTAL MANAGEMENT BUREAU REGION VII

ANNEX B
Citizen's Charter Template

VI. Contact Information of the Agency

Office Address	Contact Numbers	Email address	Official website
Environmental Management Bureau Region VII Greenplains Subd., Banilad, Mandaue City	(032) 260-9777	r7@emb.gov.ph	r7.emb.gov.ph

VII. Procedure for filing complaints

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

Office of the Director

Environmental Management Bureau
DENR Compound, Visayas Ave., Diliman, Quezon City
Telephone No. (02) 928-3725
Email Address: mail@emb.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

Environmental Management Bureau
Greenplains Subd., Banilad, Mandaue
Tel. No. (032) 260-9777
Email Address: r7@gmail.gov.ph

VIII. Other Information

