



For Immediate Action

Pursuant to **Section 8 of Republic Act No. 11032** or the **Ease of Doing Business and Efficient Government Service Delivery (EODB EGSD) Act of 2018** which states that “the head of the office or agency shall be primarily responsible for the implementation of this Act and shall be held accountable to the public in rendering fast, efficient, convenient, and reliable service”, may we respectfully transmit the following report coursed through the Civil Service Commission’s (CSC’s) Contact Center ng Bayan (CCB):

Name and Position of Head of Office	Secretary ROY A. CIMATU
Name of Agency	Department of Environment and Natural Resources
Address	Visayas Avenue, Diliman, Quezon City
Contact Details: (email/numbers)	TL: (02) 755-3330 Loc. 1103; 1106; 926-3011; 920-4301 Loc. 2258 TP: (02) 926-3011; 926-2688; 925-2329 FX: (02) 920-4301 Email: osec@denr.gov.ph
Attention: <i>Billis Aksyon</i> Partner	Mr. RIC G. ENRIQUEZ, Ph. D., CESO III Director, Human Resource Development Service
Ticket Reference Number	IRN0253155
Date	20 May 2021
Nature of Report (Check one) <input type="checkbox"/> Complaint <input checked="" type="checkbox"/> Request for Assistance <input type="checkbox"/> Suggestion <input type="checkbox"/> Query <input type="checkbox"/> Appreciation <input type="checkbox"/> Others	<p>Details of Concern:</p> <p><i>“Madalas ang maramihang labas ng kahoy premium species o di kaya ay mga finished/forest products galing sa pasugui sub prison, sablayan prison and penal farm sa sablayan occ mindoro nito lamang wala pang isa wk ang nakakalipas isang jip ang inilabas na kahoy...tablon premium species po nang sumunod na araw sunod sunod ang labas nila ng mga sala set rocking chair upuan divan panel doors bahay kubo at kung anu anu pa.ngayong gv lang isa na namang sasakyan na puno ng forest products ang hakot nila gamit ang sasakyan ng Bureau of Corrections</i></p> <p><i>Sa central sub prison at sa san isidro sub prison nagkalat din ang mga kubo na umano ay ipinagagagawa ng superintendent nila para sa resort</i></p> <p><i>Sana po makapaglagay ng checkpt sa nasabing mga lugar sa lalong madaling panahon para matigil na ang pag aabuso ng mga nakaupo na taga sppf sa kalikasan. May contact sila sa cenro ng sablayan kaya naititip agad sa knla bago pa dumating wala na ang kahoy/produkto.</i></p>


	<p><i>Marami pa daw po ang ipipilit nilang ilabas bago matapos ang bwan na eto.sana po maaksyunan po agad at mabantayan ang lahat ng exit points galing sa colonia bagamat ang bulto ng kahoy nila ay naroroon po ngayon sa pasugui.. Maraming salamat po sa agarang aksyon.”</i></p> <p>Agency: Department of Environment and Natural Resources Specific Location/Branch: Sablayan Occ Mindoro</p>
Name of Customer	Client requested anonymity
Name of CCB Agent	AFA
Other details on concern	E-mail message received on 19 May 2021

As the law holds that the interest of the public be immediately addressed, we shall await information on the action taken by your office, or your duly authorized representative **within three (3) working days upon receipt thereof**. Please send your reply to CSC via email@contactcenterngbayan.gov.ph, and indicate ticket reference number **IRN0253155** for this concern.

Please be reminded that RA 11032 mandates all government agencies to streamline procedures following the 3-7-20-day timeline (3 days for simple transaction, 7 days for complex transaction, and 20 days for highly technical application). Otherwise, violations of the provisions of RA 11032 and its IRR shall be penalized accordingly.

For questions or clarifications, the CCB may be reached through hotline number 1-6565, short message service (SMS) +639088816565 and email address: email@contactcenterngbayan.gov.ph. Further, please be informed that the resolution rate of CCB referrals sent to government agencies may be viewed via the website www.contactcenterngbayan.gov.ph.

By Authority of the Commission:


MARIA LUISA SALONGA-AGAMATA, PhD, CESO V
 Director IV
 Public Assistance and Information Office

cc: **Director General GERALD Q. BANTAG**
 Bureau of Corrections

Director IV KARIN LITZ P. ZERNA
 CSC Regional Office IV

Director II MARIETTA P. SANTOS
 CSC FO-Occidental Mindoro

ABOUT THE CONTACT CENTER NG BAYAN (CCB)

A recipient of the **2014 Philippine Quill Award** under the Customer Relations category from the International Association of Business Communication (IABC), the Contact Center ng Bayan (CCB) receives complaints, requests for assistance, suggestions, commendations, and inquiries.

The CCB may be reached via SMS 0908-8816565; email@contactcenterngbayan.gov.ph; Hotline 1-6565 via PLDT landlines with Php5.00+VAT per call (anywhere in the Philippines/unlimited minutes); www.contactcenterngbayan.gov.ph "Report a CCB Concern" portal (Mondays thru Fridays from 8:00 a.m. to 5:00 p.m.). Pursuant to the IRR of R.A. 11032 or the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018", CCB as the CSC's public feedback facility shall be included in the Citizen's Charter of each government agency as part of its complaints mechanism.