

**SEMINAR WORKSHOP AND ASSESSMENT FOR  
DENR HOTLINE 8888 RESOLUTION RATE**  
via Zoom Video conferencing Application  
Virtual Host- Dexter C. Villa, DMO II SAEPD- SCIS

**DAY 1. October 25, 2021**

8:00 AM – 9:00 AM                      Registration

**OPENING PROGRAM (ALL BATCH)**

9:00 AM – 9:45 AM                      Prayer/ National Anthem

Acknowledgement of Participants

Welcome Remarks

**USEC. BENNY D. ANTIPORDA**

Solid Waste Management, Local Government Units  
Concerns and Supervising Undersecretary for  
Strategic Communication and Initiatives Service and  
Task Force Tayo ang Kalikasan

Keynote Message

**HON. ROY A. CIMATU**

Secretary

Department of Environment and Natural Resources

9:45 AM – 10:00 AM                      Photo Documentation

10:00 AM – 10:15 AM                      Break

**SEMINAR WORKSHOP PROPER: BATCH 1 – LUZON CLUSTER**

10:15 AM – 12:00 PM                      Action Center/ Hotline 8888 Updates and Hotline  
Operation Visit

**PENRO MERLINDA R. MANILA**

Head Action Center/Hotline

12:00 PM- 1:00 PM                      Lunch Break

1:00 PM                                      Workshop

5:00 PM                                      End

**BATCH 1 – LUZON CLUSTER**

**DAY 2. October 26, 2021**

8:00 AM – 9:00 AM

Registration

9:00 AM- 10:30 AM

Discussion on DENR Client Satisfaction Survey

**KISS Representative**

10:30 AM- 12:00 PM

Discussion on Hotline 8888 guidelines as PBB 21 (MC 2021-IATF on the Harmonization of National Government Performance Monitoring Information and Reporting Systems

**PENRO MERLINDA R. MANILA**

Head Action Center/Hotline

Action Center/Hotline and Beyond

**SCIS Representative**

12:00 PM- 1:00 PM

Lunch Break

1:00 PM

Workshop continuation

5:00 PM

End