



## 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	<b>Secretary ROY A. CIMATU</b>
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	<b>Mr. RIC G. ENRIQUEZ, Ph. D., CESO III</b> Director, Human Resource Development Service
Ticket Reference Number	<b>IRN0252937</b>
Date	12 May 2021
Nature of Report (Check one) <input checked="" type="checkbox"/> Complaint <input type="checkbox"/> Request for Assistance <input type="checkbox"/> Suggestion <input type="checkbox"/> Query <input type="checkbox"/> Appreciation <input type="checkbox"/> Others	Details of Concern:  Please see attached copy of email.
Name of Customer	Nerissa Sabijon
Name of CCB Agent	AFA
Other details on concern	E-mail message received on 11 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](mailto:email@contactcenterngbayan.gov.ph), and indicate ticket reference number **IRN0252937** 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](mailto: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](http://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 IV JAIME LLAGUNO MABILIN**  
Presidential Complaint Center

**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](mailto: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](http://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.