



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	IRN0252262
Date	07 April 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	Details of Concern: “Sa pagkakaalam ko po ang pangalan nun isa ay Fernando (di ko po nakuha un lastname nya wala po ako mapagkuhanan ng impormasyon sa kanyang apelyido) at un isa po ay Engr. Espiritu na dating naka assign sa CENRO sa Calaca, Batangas ngunit sa di inaasahang pangyayari ay wala na daw po sila sa dati nilang pinagtatrabahuhan o opisina. Sa kasalukuyan ay meron engineer na nag aayos ng land map dito sa lugar namin pero hanggang ngayon ay hindi pa rin naayos at indi pa rin natatapos. Hindi na po maasikaso ang pag aayos ng dokumento sa dahilang may mga papeles n hinihingi sa mga residente pero hindi maipagkaloob ng munisipyo sa hindi namin mabatid na dahilan. Maging ang mga nanunungkulan sa lugar at sa bayan mismo ay hindi na po mahingan ng tulong hinggil dito.”
Name of Customer	Client requested anonymity
Name of CCB Agent	BMTY
Other details on concern	E-mail message received on 06 April 2021

Please send your reply to CSC via email email@contactcenterngbayan.gov.ph, and indicate ticket reference number **IRN0252262** for this concern.

By Authority of the Commission:



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

cc: **Mayor PETER OLIVER M. PALACIO**
Municipal Government of Calatagan

Director IV KARIN LITZ P. ZERNA
CSC Regional Office IV

Director II LILY BETH L. MAJOMOT
CSC FO-Batangas

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.

Commendations on actions taken are featured through the weekly radio program, **Serbisyo Pilipinas with CSC**, aired every Wednesday from 12:00 p.m. to 1:00 p.m. via DZRP Radyo Pilipinas 2 918kHz. Live streaming is available at pbradio.ph and fb.com/radyopilipinas2 and fb.com/civilservicegovph