

Republic of the Philippines

Department of Environment and Natural Resources

Visayas Avenue, Diliman, Quezon City Tel Nos. (632) 929-6626 loc. 2113; 1070 Fax (632) 926-2567

E-mail: officeofuseccuna@denr.gov.ph; website www.denr.gov.ph

MEMORANDUM

TO

THE REGIONAL EXECUTIVE DIRECTOR

DENR-Region IV-B MIMAROPA 1515 Roxas Blvd., Ermita, Manila

FROM

: THE UNDERSECRETARY

Office-In-Charge, Field Operations – Luzon, Visayas and Environment

SUBJECT

REQUEST OF MS. ANGELITA SABUYA FOR THE RESOLUTION OF

THEIR LAND PROBLEM SUBJECT OF CENRO ROXAS CASE NO. 2027 DATED 06 JUNE 2019 FOR LOT NO. 300, PLS-606-D, SITUATED

AT BRGY. SAN JOSE, ROXAS, PALAWAN

DATE

DEC 2 8 2022

This pertains to the Memorandum dated 15 December 2022 from the Undersecretary and Chief of Staff, endorsing the electronic mail from the Public Assistance and Information Office, Civil Service Commission, Quezon City, addressed to the Honorable Secretary, referring the attached letter of Ms. Angelita Sabuya, regarding the above-mentioned subject.

May we refer the matter for appropriate action in accordance with the pertinent laws, rules and regulations on the matter. Kindly furnish this Office and the parties concerned of the action taken citing document tracking no. DENRCO-OSEC-2022-003223 for record and monitoring purposes.

For compliance.

JOSELIN MARCUS E. FRAGADA, CESO III

Encls.: as stated

cc: Ms. Angelita Sabuya Brgy. San Jose, Roxas Palawan

> Public Assistance and Information Office Civil Service Commission (CSC) CSC Bldg., IBP Road, Constitution Hills, Quezon City, Metro Manila ECCB104747

Office of the Undersecretary and Chief of Staff ${\tt DENR}$



Republic of the Philippines

Department of Environment and Natural Resources

Document Action Tracking System

Document Routing Slip

Document No:

DENRCO - OSEC-2022-003223

Monday, October 17, 2022

Sender:

CONTACT CENTER NG BAYAN

Address:

PAIO CSC BUILDING, IBP ROAD, CONSTITUTION HILLS 1126 QC

Subject

LETTER DTD 08/31/2022 RE: CCB LETTER REFERRAL ECCB104747 CONFLICT OF CLAIM ON LOT PARCEL

Print Date:

LOT NO 300 BRGY. SAN JOSE ROXAS, PALAWAN(FOLLOW-UP)

Addressee(s):

Office of the Secretary (DENRCO - OSEC)

CC Addressee(s):

Date/Time Received:

10/17/2022 01:19:00 PM

ROUTING AND ACTION INFORMATION						
FROM	DATE/TIME RECEIVED	FOR/TO	DATE/TIME RELEASED	ACCEPTANCE REMARKS/ACTION REQUIRED/TAKEN REMARKS/STATUS		
	10/17/2022 01:14:46 PM	DENRCO - OSEC				

BF

10/18

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OUFOF 12/15 Memo styd by UMGE R-Letter to Angelita Sabuya

P&B 12/15/22

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Rewold OTC-VFOE DFRGADA MEND 12f28/n 12f28/n to RAB. CC: Ms Saburg, OSC+ Vess

OCT 20 2022

LAMOS 364-280

Encoder: San Pablo, Fely B.

Page 1 of 1



Republic of the Philippines Department of Environment and Natural Resources

Visayas Avenue, Diliman, Quezon City Tel Nos. (632) 8929-66-26 to 29; 8929-6633 to 35/

8929-7041 to 43/8929-6252/8929-1669

Website: http://www.denr.gov.ph Email: web@denr.gov.ph

MEMORANDUM

FOR

The Undersecretary

Field Operations – Luzon, Visayas, and Environment

FROM

The Undersecretary and Chief of Staff

SUBJECT

REQUEST OF MS. ANGELITA SABUYA FOR THE RESOLUTION OF THEIR LAND PROBLEM SITUATED AT BRGY. SAN JOSE, ROXAS, PALAWAN, SUBJECT OF CENRO ROXAS CASE NO.

2027 DATED 06 JUNE 2019

DATE

DEC 15 2022

Respectfully referred, for information and appropriate action, is the attached copy of letter of Ms. Angelita Sabuya endorsed to the DENR by Dir. Maria Luisa Salonga-Agamata, Public Assistance and Information Office, Civil Service Commission (CSC), requesting for the resolution of their land problem over their claimed Lot No. 300, PLS 606-D located at Brgy. San Jose, Roxas, Palawan which is also being claimed by Ms. Dolores Q. Ulzoron as represented by Ms. Imelda U. Cantara. The said complaint has been subject of CENRO Roxas, Palawan Case No. 2027 dated 06 June 2019, however, Ms. Sabuya claims that until now, no resolutions have been made, hence, this request.

Please inform the party/ies concerned and the undersigned of any action taken on the subject matter.

MARILOU G. ERNI

cc:

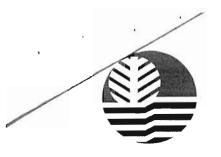
Ms. Angelita Sabuya

Brgy. San Jose, Roxas, Palawan

Dir. Maria Luisa Salonga-AgamataPublic Assistance and Information Office
Civil Service Commission (CSC)
CSC Bldg., IBP Road, Constitution Hills,
Quezon City, Metro Manila
(ECCB104747)

The Regional Executive Director DENR Region IV-B MIMAROPA DENR by the Bay 1515 L&S Bldg. Roxas Blvd., Manila

DENRCO-OSEC-2022-003223



Republic of the Philippines Department of Environment and Natural Resources Visayas Avenue, Diliman, Quezon City

Tel Nos. (632) 8929-66-26 to 29; 8929-6633 to 35/8929-7041 to 43/8929-6252/8929-1669

Website: http://www.denr.gov.ph Email: web@denr.gov.ph

DEC 15 2022

MS. ANGELITA SABUYABrgy. San Jose, Roxas
Palawan

Dear Ms. Sabuya:

This is to acknowledge receipt of a copy of your letter endorsed to the DENR by Dir. Maria Luisa Salonga-Agamata, Public Assistance and Information Office, Civil Service Commission (CSC), requesting for the resolution of your land problem over your claimed Lot No. 300, PLS 606-D located at Brgy. San Jose, Roxas, Palawan which is also being claimed by Ms. Dolores Q. Ulzoron as represented by Ms. Imelda U. Cantara.

In this regard, please be informed that we have referred the said letter to the Undersecretary for Field Operations – Luzon, Visayas, and Environment for appropriate action and to provide you with their actions taken on the subject matter. You may also directly coordinate with the said office through telephone numbers (02) 8926-2567 and (02) 8925-2328 for the latest updates.

Thank you very much for your kind consideration.

Very truly yours,

MARILOU G. ERNI

Undersecretary and Chief of Staff

CC:

Dir. Maria Luisa Salonga-Agamata Public Assistance and Information Office Civil Service Commission (CSC) CSC Bldg., IBP Road, Constitution Hills, Quezon City, Metro Manila (ECCB104747)



Office of the DENR Secretary <osec@denr.gov.ph>

Fwd: CCB Letter Referral ECCB104747 (follow-up)

2 messages

CONTACT CENTER NG BAYAN (CCB) <email@contactcenterngbayan.gov.ph>

Wed, Aug 31, 2022 at 10:20

To: osec <osec@denr.gov.ph>, hrds <hrds@denr.gov.ph>, bilisactionpartner <bilisactionpartner@gmail.com> Cc: 8888palawan@gmail.com, ro04 <ro04@csc.gov.ph>, ro04 od <ro04.od@csc.gov.ph>, ro04 pald <ro04.pald@csc.gov.ph>, cscro4 pald <cscro4_pald@yahoo.com>, ro04 fo palawan <ro04.fo_palawan@csc.gov.ph>, cscro4 palawan <cscro4_palawan@yahoo.com>

Dear Sir / Madam:

Greetings from the Civil Service Commission!

May we request for an update on the status of the attached concern, as it is essential for us to provide the necessary updates to our clients.

Hoping for your immediate response on the matter.

Please acknowledge receipt.

Thank you very much.

Contact Center ng Bayan

Public Assistance and Information Office Civil Service Commission - Central Office CSC Building, IBP Road, Constitution Hills 1126 Quezon City, Philippines Fax No.(02) 8-932-0179 CCB Text: 0908-8816565

CCB Hotline: 1-6565 (PLDT, Smart & Digitel Landlines) Email Address: email@contactcenterngbayan.gov.ph

Websites: [http://www.csc.gov.ph/ | http://www.contactcenterngbayan.gov.ph/]

----- Forwarded message -----

From: CONTACT CENTER NG BAYAN (CCB) <email@contactcenterngbayan.gov.ph>

Date: Fri, Aug 26, 2022 at 11:38 AM Subject: CCB Letter Referral ECCB104747

To: osec <osec@denr.gov.ph>, hrds <hrds@denr.gov.ph>, bilisactionpartner <bilisactionpartner@gmail.com> Cc: <8888palawan@gmail.com>, ro04 <ro04@csc.gov.ph>, ro04 od <ro04.od@csc.gov.ph>, ro04 pald

<ro04.pald@csc.gov.ph>, cscro4 pald <cscro4_pald@yahoo.com>, ro04 fo palawan

<ro04.fo palawan@csc.gov.ph>, cscro4 palawan <cscro4_palawan@yahoo.com>

Dear Sir / Madam:

Greetings from the Civil Service Commission!

May we provide you a copy of Letter-Referral addressed to Department of Environment and Natural Resources, Secretary MA. ANTONIA YULO-LOYZAGA Attn: Ms. MIRIAM M. MARCELO, O IC Director, Human Resource Development Service (Bilis Aksyon Partner).

Please acknowledge receipt.

Thank you very much.

Contact Center ng Bayan

Public Assistance and Information Office Civil Service Commission - Central Office CSC Building, IBP Road, Constitution Hills 1126 Quezon City, Philippines Fax No.(02) 8-932-0179 CCB Text: 0908-8816565

CCB Hotline: 1-6565 (PLDT, Smart & Digitel Landlines) 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 | https://bit.ly/CCBMatrixofReferrals |

Customer Feedback Satisfaction Survey (CFSS)

How was your experience with our CCB Services? Your feedback matters. Let us know by taking the CFSS here: https://bit.ly/CCB-CFSS

6 attachments



4LETTER FROM DENR.jpg 545K



1COMPLAINT FORM-SABUYA.jpg



3SUMMARY.jpg 785K



2SUMMARY ANGELITA SABUYA.jpg 972K



Email - COMPLAINT FROM ANGELITA P. SABUYA (CONFLICT OF CLAIMS).pdf 117K



ECCB104747 DENR.pdf 628K

CONTACT CENTER NG BAYAN (CCB) <email@contactcenterngbayan.gov.ph>

Wed, Sep 7, 2022 at 10:56 AM

To: osec <osec@denr.gov.ph>, hrds <hrds@denr.gov.ph>, bilisactionpartner <bilisactionpartner@gmail.com> Cc: 8888palawan@gmail.com, ro04 <ro04@csc.gov.ph>, ro04 od <ro04.od@csc.gov.ph>, ro04 pald <ro04.pald@csc.gov.ph>, cscro4 pald <cscro4_pald@yahoo.com>, ro04 fo palawan <ro04.fo_palawan@csc.gov.ph>, cscro4_palawan@yahoo.com>

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6 attachments



4LETTER FROM DENR.jpg 545K



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 MA. ANTONIA YULO-LOYZAGA
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
	Email: osec@denr.gov.ph
Attention: Bilis Aksyon	Ms. MIRIAM M. MARCELO
Partner	OIC Director, Human Resource Development Service
Ticket Reference Number	ECCB104747
Date	25 August 2022
Nature of Report (Check one) Complaint	Client's Main Issue/Concern: Conflict of Claim on Lot Parcel lot no.300 Brgy. San Jose Roxas, Palawan.
✓ Request for Assistance✓ Suggestion✓ Query	Details of Concern : Please see attached copy of email.
Appreciation Others	Requested action from the agency: To provide action relative to the conflict of claim of the mentioned Lot Parcel lot no.300 Brgy. San Jose Roxas, Palawan.
Name of Customer	Angelita P. Sabuya
Contact Information	8888palawan@gmail.com
Name of CCB Agent	BMTY

As the law holds that the interest of the public be immediately addressed, we shall await detailed information on the action taken by your office, or your duly authorized representative within three (3) working days upon receipt thereof before tagging this concern as *RESOLVED. Please send your reply directly to the person concerned, and provide the CSC a copy via email@contactcenterngbayan.gov.ph. In your reply, indicate ticket reference number ECCB104747 for this concern.

Rule IV (Citizen's Charter) Section 2 (g)(i) of the Joint Memorandum Circular No. 2019-001 or the Implementing Rules and Regulations (IRR) of RA 11032 mandates government agencies to include in their Citizen's Charter, the names and contact numbers of heads of offices involved in the processing of the application or request and the contact information of the CCB, where applicants or requesting parties can provide feedback on quality of government service.

Further, the Inter-Agency Task Force (IATF) on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems (Administrative Order No. 25, s. 2011) Guidelines on the Grant of the Performance Based Bonus (PBB) provides that agencies shall ensure prompt resolution of all complaints and grievances on government service procedures, acts of red tape, corruption, and/or other interferences to public service delivery by any government agency, individuals, or instrumentalities reported to Hotline #8888 and CCB.

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 IV KARIN LITZ P. ZERNA
CSC Regional Office IV

Director II ROWENA M. CUNANAN CSC FO-Palawan

Ms. ANGELITA P. SABUYA 8888palawan@gmail.com

*Referrals shall be considered RESOLVED after the CCB receives the agency response which provides the detailed action taken to correct the reported dissatisfaction and prevent its re-occurrence. If the particular concern cannot be acted upon, the agency has to provide a justification as to why it cannot be addressed. The referral then will be considered resolved upon receipt of the reply/explanation from the agency.

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; mail@contactcentemgbayan.gov.ph; Hotline 1-6565 via PLDT with Php 5.00+VAT per call (anywhere in the Philippines/unlimited minutes); www.contactcentemgbayan.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 RA 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.



1COMPLAINT FORM-SABUYA.jpg 896K



3SUMMARY.jpg 785K



2SUMMARY ANGELITA SABUYA.jpg 972K

- Email COMPLAINT FROM ANGELITA P. SABUYA (CONFLICT OF CLAIMS).pdf
- ECCB104747 DENR.pdf 628K



Rrepublic of t Philippines

Department of Environment and Natural Resources

MIMAROPA Region-Palawan

Community Environment and Natural Resources Office

Barangay 3, Roxas, Palawan

PABATID SA PAGDINIG (NOTICE OF HEARING)

Unang Patawag Para Sa Unang Pag-Uusap

First call for 1st Preliminary Conference/Dialogue

April 20, 2022

ANGELITA SABUYA PELIPE SABUYA

Complainant

April 20, 2022

CENRO Case No. 2027

Dated: June 6, 2019

VS

CONFLICT OF CLAIM

DOLORES Q. ULZORON

Represented by: IMELDA U. CANTARA

Respondent

Lot No. 300

Barangay San Jose Roxas, Palawan

Mga Ginoo att Ginang:

Sa diwa ng maayos na pamamahala, isang makakalikasang araw po ang bati namin sa inyo.

Ito po ay kaugnay pa rin ukol sa gusot na nakasaad sa itaas, sa isang parselang lupa, na matatagpuan sa Barangay San Jose, Roxas, Palawan, na inidoirso ng inyong Punong Barangay.

Dahilan upang kayo ay aming inaanyayahan na makipagkita sa aming opiusina para sa pagsisiyasat at imbistigasyon na gaganapin sa Abril 22, 2022, Huwebis, ganap na ika-sampu ng umaga (10 O'clock in the morning). Kung maaari ay isumite ang mga dokumento (Xerox lamang at dapat ay malinaw na kopya) na magpapatibay sa pag-aagkin ninyo sa lupang paksa. Unang-sisiyasatin at susuriin muna namin ang inyong mga dokumento at sa ganap na ika-sampu at kalahati ng umaga (10:30 O'clock in the morning) ay isasagawa/gagawin ang imbistigasyon sa gusot na sanhi ng inyong hindi pagkakaunawaan.

Paalala lamang po, kayo din ay pinapayuhan na sundin ang batas ng Health protocol sa COVID-19 na ipinatutupad, katulad ng pagsuot ng face mask, social distancing at iba pa, upang maiwasan natinn ang pagkalat ng nasabing sakit/pandemya.

Para sa anupamang katanungan at paglilinaw, kami po ay maaring i-text at makausap sa numirng 0912-590-5655.

Inaasahan namin ang inyong pagtalima.

Lubos na gumagalang,

LUCIEN F. GANDEZA
Land Management Officer II
Land Investigation Officer

RSO No. 1286 June 4, 2018

Noted:

GEORGE ROPELA PENA

LMO-II/Land Investigation Officer In-Charge, Claims and Conflict S.O. No. 2018-11 Dated Feb. 26, 2018

Binigyan Ng Sipi: Hon. Editha D. Cacatian

Punong Barangay

Barangay San Jose, Roxas, Palawan

8888PALFORM2018-



PROVINCIAL GOVERNMENT OF PALAWAN PALAWAN 8888 COMPLAINT CENTER

Puerto Princesa City, Palawan Email: 8888palawan@gmail.com



COMPLAINT ASSISTANCE FORM

Date/Time: 8-22-2022 /3:30 PM Complaint #: 2022 - 003

NAME: Angolifa P'Sabuya
100 - 10 CO - 10
AGE. 670 CONTACT #.
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ox o de clarent pri
RECEIVED BY: Thoulas Date & Time: 8-22-2022/3:30 PM
With sect - 11 - 1
NAME AND SIGNATURE OF THE COMPLAINANT: ANGSTAM P. SABUTA

= timanong ko si maam cantara Imelda ano ang gusto mo! maayos ang lupa. kung gusto mong maayos ang lupa ibalik ningo ang sukat 20×105 na binili ni Peng Delfin dahil matagal na itong nabili kasi binayad ko ito sa pagsovery ng lupa. nag pangag si maam Imelda cantara pero sigt pa ang Reklamo ni Gra Dolores Witoronia. na ina ni maam melda Cantara. pero tinatakpan hi Imelda Cantara ang bunga-nga ni Gag. Dolores ulzoron, huwag ka ng masalita nay. Sinabi ko na pina walang bisa ni Mr. Felipe Sabuya dahil hindi sila sumunod sa usapan na tangalin ang bahay at bakod. AVEELITA P. Sabing Salay Son mangelites

may dating ang requist survey authority hereby Granted Date april 04, 2022.

7 April 11, 2022 - Dag pasurvey kanci para sa Relocate Lot 300 PLS 606-D.

7 April 13, 2022-12 nag prepare kami ng mga kahong para Sa Pag bakodng Boundary

7 April 14, 2022 - nag bakod kami na mag pamilyo pag dafing (Holy week) ng hapon tapos na mag merinda ang inga ng bakod biglang dumating silo sir George Dela Pen Land Management officer 11 In-charge, claims and confict

> Sir Esperidion M. Deloche Deputy Public Land Inspector at kanilang driver

pagbakod.

- Sinaget ko na ang binakod namin ay ang boundary ng Lot 300 PLS 606-D at hindi kami naglampas.

- Sir Delapeng ihinto ningo kasi mag usap tayo sa Office.

at hindi na pweding ungkatin pa ang nasabing wapin sa aming office.

- D April 21 hapon many dumating na sulat galing so DENR many pag unsapan daw kami sa office

- D April 22, 2022 ika Sampo ng umaga Schedule ng usapan

- Sir George Delaping presiding

Aro ang reklamo mo sabi ni sir George sa akin tumayo ako. Sinabi ko na hindi ako ang nag reklamo at wala akong problema hindi ako ang nag patawag, humingi ng sorry si sir George. Kasi hindi raw na edate ang sulat na dati ng na incode.

- maam carrara Imilda v. gusto ko na maayos na ang hipa.



Contact Center ng Bayan (CCB) <email@contactcenterngbayan.gov.ph>

COMPLAINT FROM ANGELITA P. SABUYA (CONFLICT OF CLAIMS)

1 message

Palawan Government <8888palawan@gmail.com> To: "CONTACT CENTER NG BAYAN (CCB)" <email@contactcenterngbayan.gov.ph> Tue, Aug 23, 2022 at 11:31 AM

Sir/Madam:

Good day.

Walk in Client MS. Angelita P. Sabuya Complaint. Please see the attached files relative to the above subject.

Thank you.

4 attachments



1COMPLAINT FORM-SABUYA.jpg



2SUMMARY ANGELITA SABUYA.jpg



3SUMMARY.jpg 785K

4LETTER FROM DENR.jpg 545K

ਹੈ/25/22, 8:13 AM

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.* Department of Information and Communications Technology Mail - COMPLAINT FROM ANGELITA P. SABUYA (CONFLICT OF C...

