



DENR ACTION CENTER/HOTLINE 8888

MANUAL OF OPERATIONS

Version 1.2023.0

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ABOUT THE MANUAL

Background

The DENR Action Center/Hotline 8888 Manual of Operations is the product of the fundamental aim of establishing a responsive government-citizen helpline in addressing concerns about the country's environment and natural resources. The Manual establishes the procedural and substantive guidelines in processing the tickets lodged before the Department as received from various sources.

With the aim of standardization and uniformity, the Manual will pave the way for faster resolution of tickets lodged before the Department thereby enabling higher resolution and compliance rate.

End-User

As the Action Officers on the ground, the DENR Action Center/Hotline 8888 Focal Persons are the end-users of this Manual and shall utilize the same as the primary authority and reference concerning ticket resolution. The Manual may also be used by such other DENR employees who are conducting the necessary staff work directed on the resolution of ticket/s.

Working Manual

This Manual is a working Manual and will continuously be expanded and updated to reflect all the developments and innovations being implemented by the Action Center. The target completion of the Manual of Operations will be the end of the Fiscal Year.

/v.1.2023.0

TICKETING SYSTEM

Ticket refers to the formal request, complaint or other communication that is duly processed by the Action Center for official referral, monitoring and eventual resolution.

Non-tickets refer to such other communications that will be referred directly by the Action Center to Offices. The Offices are given the widest discretion on how to address these concerns. These non-ticket concerns will count towards the Offices' accomplishment for "Direct Assistance".



COVERAGE



EXPECTED ACTIONS

FOR TICKETING	NOT FOR TICKETING (but with replies/actions)
Referral from PACe Referral from CCB Referral from ARTA Referral from Agencies (PMS, OVP, etc.) Formal letter (requests and complaints) Email with significant documents attached	Email Social media post/message Phone call SMS Formal letter (inquiry, proposal, for information) Copy furnished email/document Note: If any of the above are endorsed by PACe, CCB, ARTA, and agencies, they become a ticket
Receive Endorsement Brief and acknowledge Respond, monitor and document action Send feedback to client Reflect in Action Center Report	Receive and acknowledge Respond, monitor and document action Send feedback to client Reflect in Action Center Report (optional)

RESPONSE TEMPLATES

For every type of communication, response shall follow the prescribed template.

	Acknowledge	Review Documents	Prepare Notice to Explain	Send Feedback (Provide Updates/ Next Steps)	Conduct CSW	Send Feedback based on CSW
TICKETS						
Formal Complaint (External Agencies/ Organizations)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Formal Complaint (Internal Employees)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Formal Request	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
NON-TICKETS						
Email Complaint	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Email Request	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>		
Inquiry	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>		
Proposal	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>		
For Information	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>		
Copy Furnished	<input checked="" type="checkbox"/>					

RESOLVING TICKETS

A Ticket shall be considered resolved if the request is cleared with documentation of concrete action.



COVERAGE



EXPECTED ACTIONS

TICKETS RESOLVABLE WITHIN 72 HOURS	TICKETS REQUIRING WORK BEYOND 72 HOURS
<p>Simple transactions</p> <p>Complaints / requests with existing responses / documented action readily available</p> <p>Repetitive complaints / requests</p> <p>Referrals of PACE, CCB, etc. on inquiries, proposals, for information</p>	<p>Complex and highly technical transactions</p> <p>Complaints / requests that need thorough investigation / legal proceedings / field work / consultation / formal communication with other offices etc.</p>
<p>Respond to concern</p> <p>Send proof of communication to Action Center</p>	<p>Send feedback to client about:</p> <ul style="list-style-type: none"> • Latest updates and other circumstances • Next steps • Contact person • Assurance to act on the complaint/request <p>Send proof of communication to Action Center</p>

RESOLVING TICKETS

A Ticket shall be considered resolved if the request is cleared with documentation of concrete action.



COVERAGE

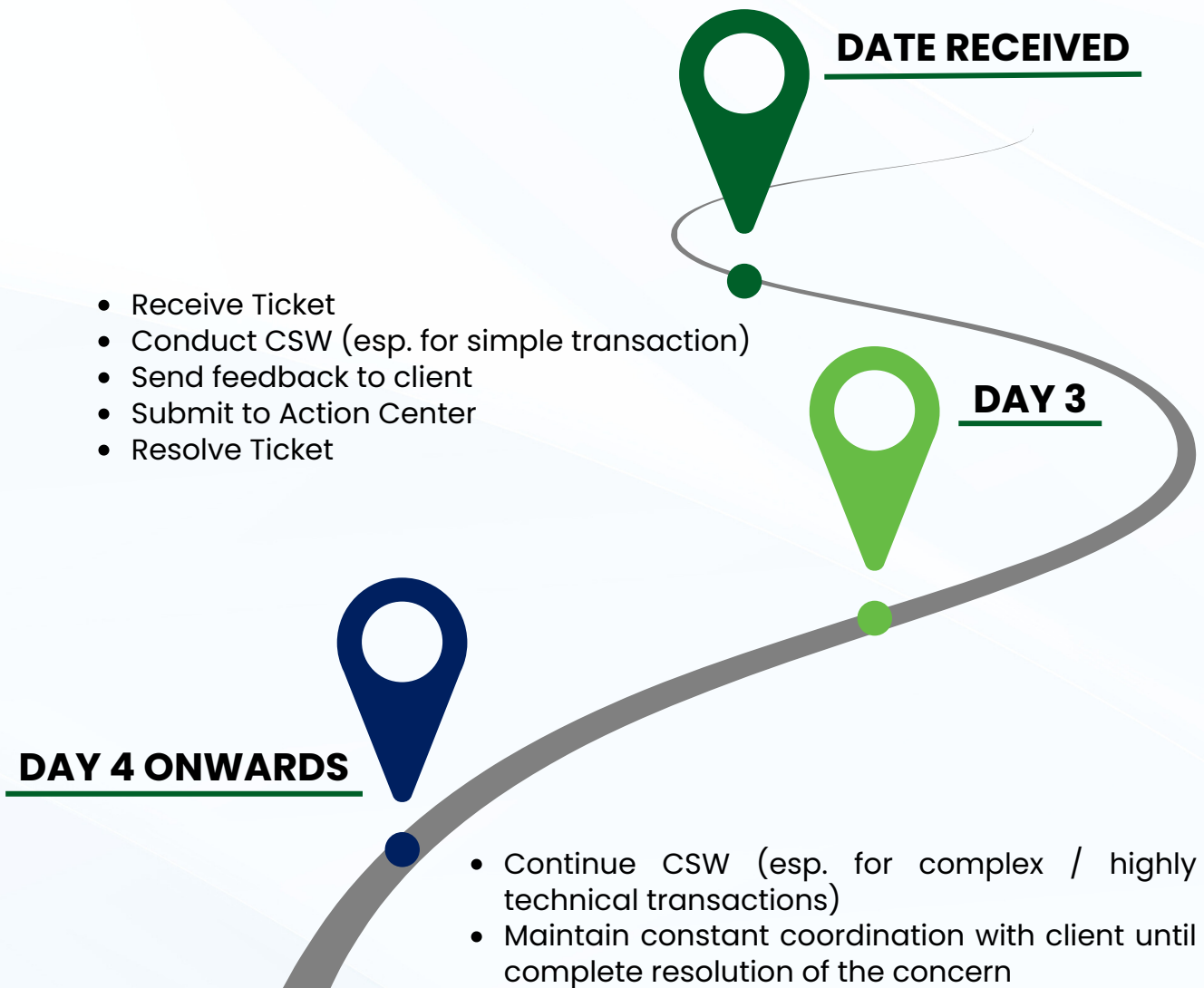


EXPECTED ACTIONS

UNRESOLVABLE TICKETS	TICKETS WITH NO CONTACT INFORMATION
<p>Misrouted/ not within the jurisdiction of the office</p> <p>Not within the mandate of DENR</p>	<p>Anonymous clients with no contact emails</p> <p>Referred by PACe, ARTA, CCB, etc., with names of persons but no contact details</p>
<p>If misrouted, send back to Action Center for reversion</p> <p>If not within the mandate of DENR, send back the ticket and provide justification (i.e. laws, policies, etc.)</p>	<p>Send feedback to Action Center within 72 hours:</p> <ul style="list-style-type: none"> • Latest updates and other circumstances • Next steps • Contact person <p>AC will send communication to PACe, ARTA, CCC, etc.</p>

RESOLUTION TIMELINES

Per 8888 Citizens Complaint Center, all Tickets shall be resolved within 72 hours. This shall be the benchmark for resolution of all Action Center Tickets.



CONCRETE ACTION

The following shall be accepted as documentation of concrete action for every Ticket (any of the following):



FORMAL LETTER REPLY

- Must be the receiving copy or with signature of the client
- Must bear date and time of receipt
- Official Courier Receipt for mailed letters (must bear date and name of recipient)



EMAIL REPLY

- If email address is available



SMS (OR SOCIAL MEDIA APP) SCREENSHOT

- If contact number is available
- Must bear contact number and/or name of client
- Must bear date of sending the message



PHONE CALL LOG

- If only landline number is available and no other means can be used



REPLY TO DENR ACTION CENTER

- For anonymous complaints with no contact information
- For clients with names but with no contact information, address, and other details
- For Tickets not within the authority of DENR (with justification)

EMAIL REFERRAL

Email is the primary mode of communication by the DENR Action Center to all Focal Persons nationwide. For this purpose, all emails shall follow the standard subject for referral.

Code	Description	Sample
From Action Center to Offices		
NEW	For newly created tickets	(NEW) DENR R1_PM-ASN-07-07-2023-045
FOLLOW-UP	For follow-up on existing tickets	(FOLLOW-UP) DENR R1_PM-ASN-07-07-2023-045
From Offices to Offices (cc Action Center)		
INPUTS	For requests for inputs, comments, recommendations and actions taken	(INPUTS) DENR R1_PM-ASN-07-07-2023-045
TRANSFER	For transfer of accountability to other offices	(TRANSFER) DENR R1_PM-ASN-07-07-2023-045
From Offices to Action Center		
CLOSING	For recommendation for resolution with documents submitted	(CLOSING) DENR R1_PM-ASN-07-07-2023-045
COMPLIANCE	For requirement of additional documents for resolution	(CLOSING) DENR R1_PM-ASN-07-07-2023-045
MISROUTED	For information that the Ticket is not within the jurisdiction of the office nor the mandate of DENR	(MISROUTED) DENR R1_PM-ASN-07-07-2023-045

EMAIL SUBJECT

For ease of reporting, the email subject shall follow standard nomenclature.

(CODE) OFFICE ACCOUNTABLE_TICKET NUMBER

Example: (NEW) DENR R1_PM-ASN-07-07-2023-045

(TRANSFER) R1 PENRO PANGASINAN_PM-ASN-07-07-2023-045

Central Office CCS SCIS LAS AS HRDS IAS FMS KISS PPS FASPS	Bureaus and Attached Agencies ERDB FMB BMB EMB MGB NAMRIA LLDA NRDC PCSDS PMDC
Regional Offices DENR R1 DENR R2 DENR R3 MGB R1 MGB R2 MGB R3 EMB R1 EMB R2 EMB R3	PENROs and CENROs R1 PENRO ILOCOS NORTE R2 PENRO CAGAYAN R3 PENRO PAMPANGA R1 CENRO DAGUPAN R2 CENRO APARRI R3 CENRO BAGAC