



## 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 MARIA ANTONIA YULO-LOYZAGA</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 Email: osec@denr.gov.ph
Attention: <i>Bilis Aksyon</i> Partner	<b>Ms. MIRIAM M. MARCELO</b> OIC Director, Human Resource Development Service
Ticket Reference Number	<b>ECCB108286</b>
Date	14 March 2023
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	<b>Client’s Main Issue/Concern:</b> Report against the employees of Provincial Environment and Natural Resources Offices (PENRO) in Romblon for alleged harassment, threat, and abuse of authority.  <b>Details of Concern:</b> Please see attached letter.  <b>Requested action from the agency:</b> <i>“Sana ay matulungan niyo kami sa aming hinaing na mabigay sa amin ang tamang katugunan.”</i>
Name of Customer	<b>Norma Fidela Austria</b>
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 to CSC via [email@contactcenterngbayan.gov.ph](mailto:email@contactcenterngbayan.gov.ph). In your reply, indicate ticket reference number **ECCB108286** for this concern.

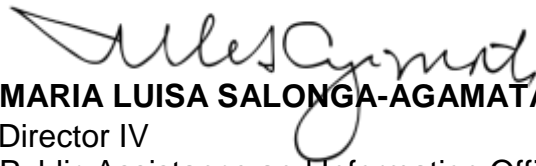
Rule IV (Citizen’s Charter) Section 2 (g)(i) of the Joint Memorandum Circular No. 2019-001 or the Implementing Rules and Regulations (IRR) of RA 11032 mandates government agencies **to include in their Citizen’s Charter, the names and contact numbers of heads of offices involved in the processing of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

Bawat Kawani, Lingkod Bayani

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](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 MARIA LETICIA G. REYNA**  
CSC Regional Office IV

**Director II RAFAEL A. PRADO**  
CSC FO-Romblon

*\*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 is also included in the **Philippine Development Plan 2023-2028 or the Philippines' Medium-Term Development Program** as one of the means to enhance public feedback loops as a good governance practice to improve efficiency and promote public accountability and integrity. Source: <https://pdp.neda.gov.ph/wp-content/uploads/2022/12/Chapter-14.pdf>

The CCB may be reached via SMS 0908-8816565; [email@contactcenterngbayan.gov.ph](mailto:email@contactcenterngbayan.gov.ph); [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 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.



Check out "**CSC in Action**", the newest segment of PTV's *Ulat Bayan Weekend* program, which airs every Saturdays, 6 p.m. to 7 p.m. (with replays on Sundays). CSC Chairperson Karlo Nograles will share the policies, programs, and services of the CSC on this TV program.

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