



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 FX: (02) 920-4301 Email: osec@denr.gov.ph
Attention: <i>Billis Aksyon</i> Partner	Ms. MIRIAM M. MARCELO OIC Director, Human Resource Development Service
Ticket Reference Number	ECCB112482
Date	9 August 2023
Nature of Report (Check one) Complaint Request for Assistance Suggestion Query Appreciation Others	Client’s Main Issue/Concern: Follow-up on the status of complaint filed against Mr. Anastacio A. Santos, an employee at the City Environment & Natural Resources Office (CENRO) in Sablayan, Occidental Mindoro. Details of Concern: Please see attached copy of email. Requested action from the agency: To provide the client with updates on his filed complaint.
Name of Customer	Frederick V. Urbano
Contact information	furbano55@yahoo.com
Name of CCB Agent	AFA

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 **ECCB112482** 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**

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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 MARIA LETICIA G. REYNA**
CSC Regional Office IV

Director II MARIETTA P. SANTOS
CSC FO-Occidental Mindoro

Mr. FREDERICK V. URBANO
furbano55@yahoo.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 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; 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.



SCAN ME

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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