



Department of Environment and Natural Resources
Region IV - MIMAROPA
COMMUNITY ENVIRONMENT AND NATURAL RESOURCES OFFICE
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December 5, 2023

MEMORANDUM

FOR : The Regional Executive Director
DENR-MIMAROPA Region
1515 L&S Building, Roxas Blvd.
Ermita, Manila

THRU ; The Provincial Environment and
Natural Resources Office
Sta. Monica, Puerto Princesa City

FROM : The Community Environment and
Natural Resources Officer

SUBJECT : **INVITATION TO NOMINATE CANDIDATE FOR THE
DENR MIMAROPA WORK INNOVATION TOWARDS
SERVICE EXCELLENCE (WISE) AWARD**

This is in compliance with the Memorandum from the Assistant Regional Director for Management Services Donna Mayor-Gordove, CESO IV dated November 9, 2023 which was received by this Office late yesterday.

In view of the aforementioned instruction, we are nominating LMO II/Chief, RPS Mildred A. Pascual to be our candidate for the DENR MIMAROPA Work Innovation Towards Service Excellence as she displayed exemplary performance, dedication and hardwork in the performance of her duties and responsibilities.

Likewise, through the leadership of LMO II Pascual, an increase in the revenue generation of the Department and the government as a whole is noticeable as the Office was able to collect User's and Occupational Fee in the amount of P5,888,589.70 for the use of foreshore areas.

Further, the parties involved and the Department had likewise saves money, time and effort for every resolved land disputes/cases she conducted through Alternative Dispute Resolution/Mediation Proceedings.

Furthermore, with the limited manpower and resources the Patents and Deeds Unit has, she was still able to facilitate the issuance of One Hundred Nineteen (119) Residential Free Patents and Thirty Two (32) Special Patents since the lifting of the suspension in land titling in Puerto Princesa City.

Other innovations adopted and implemented by the said nominee were enumerated in the attached duly filled out Questionnaire.

For your consideration and evaluation.


ALEXANDER E. MANCIO





NOMINATION FORM
Work Innovation towards Service Excellence (WISE) Award

This Award seeks to recognize officials and employees of DENR MIMAROPA who initiated a novel policy, program or project that improved operational processes or methods, and have assisted in meeting organizational sustainability and/or wellness.

Name of Nominee MILDRED A. PASCUAL
Position LAND MANAGEMENT OFFICER II
Office CENRO PUERTO PRINCESA CITY
Date Innovation was implemented/Adopted _____
(You may use additional sheets if necessary.)

QUESTIONNAIRE

1. Briefly describe the nominee's innovation (program/project, process, policy or others) using the STAR Framework below:

- **SITUATION:** (Challenges/situations that the nominee faced)

The CENRO of Puerto Princesa has administrative jurisdiction over six (6) municipalities and one (1) city. They are the municipalities of Aborlan, the island municipalities of Agutaya, Cagayancillo, Cuyo, Kalayaan, Magsaysay, and the City of Puerto Princesa, which all in all covers one hundred thirty six (136) barangays with a total land area of 320,712 hectares.

For the calendar year 2023, the Patents and Deeds Unit (PDU) of this Office were given the following physical targets, such as follows:

1. One Hundred (100) Residential Free Patents approved and transmitted to ROD;
2. Four (4) ADR Proceedings conducted;
3. Eleven (11) water users inventoried and mapped;
4. Ten (10) water sources identified and mapped;
5. Two (2) water permit applications accepted, verified and transmitted to NWRB; and
6. Four (4) Special Patents issued.

As there was no accredited ADR Officer at CENRO Coron, Palawan, its target of two (2) in the ADR Proceedings conducted were requested to be transferred to and accepted by this Office.

Aside from the aforementioned targets, a Regional Special Order was issued to the Patents and Deeds personnel, with RSO No. 319, Series of 2023, wherein they were ordered to be part of the Adjudicating Team and assisted the Regional Survey Team in the conduct of correction survey in Bgy. Cabayugan, Puerto Princesa City.

In addition to this current targets and activities being undertaken by the PDU, a total of 2,083 various documents were referred to the RPS for action, wherein 77% of which were referred to the Patents and Deeds Unit.

Further, among these referrals were the complaints lodged at 8888 Citizen's Complaint Hotline wherein the nominee, being the Chief of the Regulation and Permitting Section, was automatically tasked to prepare answers to the said complaints.

Due to the wider coverage of the administrative jurisdiction of this Office, the financial difficulties encountered, the lack of necessary gadgets to perform assigned tasks, and the limitations in manpower, which consist only of four (4) full time personnel (one LMO I; one Special Investigator; two LMIs), two (2) DPLIs who are also doing other assigned multiple tasks from other unit, one (1) Mathematician Aide I, and lastly the nominee, an LMO II who is at the same time functioning as the RPS Chief, said difficulties had made her, together with the collective effort of its personnel, to think out of the box, and find solutions and innovations in accomplishing all the aforementioned targets, acted on various requests, and done other activities as effectively and efficiently as possible.

- **TASK** (Tasks involved in those challenges/situations; what the nominee tried to achieve from the situation)

Despite the said limitations encountered by the Patents and Deeds Unit, the nominee, through her supervision, and the collective effort of all the Patents and Deeds Personnel, have done their best in accomplishing the assigned target for the year, and completed various tasks, such as follows:

1. Supervised the overall operation of the Regulation and Permitting Section to ensure the smooth flow of work;
2. Conducted Mass Acceptance of Public Land Applications at the barangay level, particularly in Bgy. Barake, Aborlan, Palawan, in an effort of the office to make public land titling more accessible to the public and to simplify and fast track the disposition of public alienable and disposable lands through Residential Free Patents thereby strengthening the partnership with the LGU Barangay Barake and the Municipality of Aborlan, Palawan;
3. Adopted Alternative Dispute Resolutions Proceedings/Mediation as a means to terminate land disputes/cases to save time and costs on the part of the parties involved as well as on the part of the DENR;
4. Examined Public Land Applications to ensure compliance to existing policies, laws, rules and regulations;
5. Conducted lectures/IEC/Massive CEPA Campaigns pertaining to legal easements and the requirements and procedures in the issuance, processing, and approval of survey authority, survey plans, and public land applications to create and increase awareness of the public and guide them of the different requirements in administrative land titling;
6. Attended Committee Meetings as per Invitation of the Sangguniang Panlungsod of the City Government of Puerto Princesa and given clarification on some issues and disseminated information with regard to existing DENR policies, laws, rules and regulations;
7. Attended Committee Meeting as per Invitation of the Committee on Public Auction of Delinquent Real Properties of the City Government of Puerto Princesa;
8. Acted timely on complaints lodged at 8888 Citizen's Complaint Hotline to address the concerns of the complaining groups or individual;

9. Conducted Appraisal of Public Lands to increase revenue generation of the government from time to time;
10. Prepared Completed Staff Work (CSW) of some complicated cases to be able to identify and analyze the problems and allow the decision-makers to evaluate proposed alternative solutions and have them choose the best course of action;
11. Acted memoranda/letters for the PENRO/RED, to other national government agencies and to a few individual in response to their various requests to inform and/or address their concerns;
12. Requested manpower and machinery (desktop computer and printers) from the LGU of Aborlan and the City Government of Puerto Princesa, which somehow has addressed the issues on limited manpower of the office;
13. Closely coordinated with the City Assessor's Office regarding the required Tax Declarations in Agricultural Free Patent Applications, which somehow clarified some issues and concerns;
14. Attended to office callers from time to time informing them on the current policies being implemented by the office when it comes to public land titling and other concerns;
15. Recovered legal easements in collaboration with the City Government of Puerto Princesa;
16. Closely coordinated with the Department of Education, the City Government of Puerto Princesa and the Municipality of Aborlan regarding the titling of their occupied lots through Special Patent/s.

• **ACTION** (Actions the nominee took and why, what were the alternatives)

1. Collected User's Fee/Occupational Fees from the occupants/users of foreshore areas and likewise collected Annual Rental Fee from the holder of Foreshore Lease Contract;
2. Created awareness and disseminated information through the conduct of lecture/IEC/Massive CEPA Campaigns for the applicants to be aware of the existing policies, laws, rules and regulations being implemented by the DENR;
3. Immediately addressed and acted complaints lodged at 8888 Citizens Complaint Hotline/DENR Action Center
4. Prepared a pro-forma acknowledgement receipt form to initially address the concerns of the office about voluminous incoming documents;
5. Issued 119 Residential Free Patents for CY 2023 despite limited manpower and resources;
6. Successfully terminated 28 land conflicts/disputes/cases since 2015;
7. Examined and facilitated the issuance of 32 special patents since 2021, which pave the way for the DepEd incharge of school site titling to be recognized by the higher officials of the DepEd;
8. Inventoried and mapped 13 water users for CY 2023
9. Supervise the conduct of continuing inventory of water users and the identification and mapping of water sources;
10. Accepted and transmitted to the Regional Office thru the PENRO two (2) Water Permit Applications and likewise facilitated the posting of Water Permit Applications as requested by the NWRB;
11. Provided relevant advice, technical assistance and other services to various office callers and/or walk-in clients from time to time

a. **RESULT** (Outcome of the nominee's actions, were the objectives met?)

1. The collected User's Fee/Occupational Fee in the total amount of P5,888,589.70 from the following individuals/corporations has significantly increased the revenue collection of the Department:
 - a. JCMZAM and Sons, Inc.
Rep. by: Dinah Palatino (1994 to 2023) = P4,930,212.51
 - b. Seven Seas Resorts & Leisures Inc.
Rep. by: Narcisa M. Villaflor (2023) = P 953,367.39
 - c. John Paul Hernandez (2022 to 2023) = P 5,009.80
2. Collected Annual Rental Fee from Citra Mina Canning Corporation/Premium Megastructure, Inc. covering a Foreshore Lease Contract in the amount of P46,891.80 for CY 2023, which likewise increased the revenue collection of the Department;
3. The prepared pro-forma acknowledgement receipts facilitated the immediate action to the request of clients, which per record consists of 2,083 various documents/referrals to RPS for CY 2023;
4. The issued 32 Special Patents since CY 2021 has paved the way for the efforts of the DepEd's in-charge of school site titling be recognized by the higher officials of the DepEd and likewise secured their occupations over their corresponding occupied areas;
5. The strategies adopted which was the conduct of Mass Acceptance of Public Land Applications resulted in the issuance of 119 Residential Free Patents for CY 2023 to the residents of Bgy. Barake, Aborlan, Palawan despite limited manpower and resources, hence, made public land titling accessible to the public and simplified and fast tracked the disposition of public alienable and disposable lands;
6. The conduct of lecture/IEC/Massive CEPA Campaigns has created and increased awareness of the public regarding existing policies, laws, rules and regulations being implemented by the DENR;
7. The terminated land disputes/cases through the mediation/ADR proceedings adopted has paved the way for both the parties involved and the Department to save money, time and effort;
8. The supervision of the conduct of inventory and mapping of water users, the continuing identification and mapping of water sources, and the acceptance of water permit applications has been accomplished as early as the target date. Likewise, the posting of Notices of Application for Water Permits were facilitated by the PDU personnel without any financial assistance from the NWRB;
9. Assisted the City Government of Puerto Princesa particularly the City Assessor's Office and the City Committee on Public Auction Sale of Delinquent Real Properties in the data cleansing of real properties by giving them correct information as to the status of a particular real property;

II. Please check the appropriate boxes that best describe the nominee's innovative initiatives

1. Novelty (Uniqueness of the accomplishment)

- ☐ It is a new and original concept
- ☒ It is a variation of an existing idea
- ☐ It was developed independently
- ☒ It was developed in collaboration with others
- ☐ It is unique to the agency
- ☐ It is unique to a corresponding field or area of expertise

Others: _____

2. Creativity: (Ability to make new things or think of new ideas, to think outside of the box, ability to find hidden patterns and generate solutions)

- ☒ It significantly improved services
- ☒ It significantly improved processes
- ☒ It achieved the stated goals
- ☒ It overcame or circumvented constraints in acceptable way
- ☐ It continued to work overtime with a high degree of reliability
- ☐ It is well designed, well-crafted and well executed

Others: _____

Relevance: (.Innovation/Accomplishment is logical, useful, systematic, understandable, doable for the intended benefits; simple and direct as possible for the desired outcome)

- ☒ It is applicable or useful to a greater number of employees/stakeholders
- ☐ It is applicable/useful only to employees/stakeholders belonging to a particular area of expertise
- ☒ It is applicable or can be integrated into existing operations in the agency or department
- ☐ It is applicable *only* to a separate operating system in the workplace

Others: _____

2. Impact: (Significance or major effect)

- ☒ Reduced costs/improved cost savings or increased revenue
- ☐ Enhanced internal or external communications
- ☒ Resolved a long-standing problem
- ☐ Highly recommended by the agency head
- ☐ Replicated by other agency's stakeholders
- ☒ Elicited positive feedback both from internal and external publics

Others: _____

Nominator	<u>ALEXANDER E. MANCIO</u>
Position	<u>OIC-CENRO</u>
Office	<u>CENRO PUERTO PRINCESA CITY</u>
Contact No.	<u>09173034244/09989833216</u>
Date Submitted	<u>December 5, 2023</u>
Signature	_____