



Republic of the Philippines
Department of Environment and Natural Resources
Visayas Avenue, Diliman, Quezon City, 1100
Tel. Nos.: 929-66-26 to 29 ; 929-6633 to 35
929-7041 to 43; 929-6252; 929-1669
Website: <http://www.denr.gov.ph> E-mail: web@denrgov.ph

16 February 2023

MEMORANDUM

FOR : THE REGIONAL EXECUTIVE DIRECTOR
DENR MIMAROPA
DENR by the Bay 1515 L&S Bldg., Roxas Blvd., Manila

FROM : THE OIC DIRECTOR
Human Resource Development Service

SUBJECT : REQUEST FOR ASSISTANCE FROM A CERTAIN CONTRACT
OF SERVICE PERSONNEL IN DENR MIMAROPA RE:
ALLEGED DELAYED RELEASE OF SALARY
(Ticket Reference No.: ECCB105767)

This is to forward the attached letter dated 09 November 2022 of CSC Director Maria Luisa Salonga-Agamata, Ph.D., CESO V of the Public Assistance and Information Office, regarding the aforesaid subject. A copy of the referral sheet is hereto attached for reference.

May we refer the matter to your office for appropriate action, pursuant to existing laws, rules and regulations and provisions of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 (Section 8 of R.A. 11032).

Please provide Dir. Agamata and the undersigned, a copy of your action taken within five (5) working days upon receipt hereof.

For consideration.

M. M. Marcelo
MIRIAM M. MARCELO

cc: **Office of the Secretary**
Dir. Fe P. Lacaba
CSC DA/DENR- Field Office
DENR Annex Bldg., Visayas Avenue, Diliman, Quezon City
email@contactcenterngbayan.gov.ph

Let's Go Green!!!



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

CSC CCB Letter Referral ECCB105767

1 message

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

Wed, Nov 9, 2022 at 1:45 PM

To: osec <osec@denr.gov.ph>, bilisactionpartner <bilisactionpartner@gmail.com>, hrds <hrds@denr.gov.ph>

Cc: 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>, ro4.csc.gov.ph/ro04@csc.gov.ph, ro04 fo orientalmindoro <ro04.fo_orientalmindoro@csc.gov.ph>, "Or. Mindoro CSC Field Office" <cscro4_ormindoro@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 "TONI" YULO-LOYZAGA Attn: Ms. MIRIAM M. MARCELO, OIC 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> |

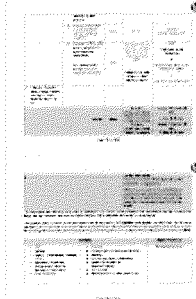
Customer Feedback Satisfaction Survey (CFSS)

How was your experience with our CCB Services? Your feedback matters.

Let us know by taking the CFSS here: <https://bit.ly/CCB-CFSS>

3 attachments

IMG_20221108_095734.jpg
249K



 **ECCB105767_DENR MIMAROPA.pdf**
513K

 **DENR-CC-2022-1st_Edition-FIN-25_March_2022.pdf**
2292K



	payment to their account.			
	1.23. Release Check/ADA to customer/bank with tax certificate (supplier).	None	15 min.	Cashier Cashier Section/Unit
	1.24. Receive LDDAP-ADA and/or Advice/ACIC and supporting documents. For LDDAP-ADA, transfer amount to respective accounts.	None	Not earlier than 24 hours but not later than 48 hours for Land Bank and DBP. Crediting may take longer for other servicing banks.	Staff Land Bank of the Philippines or Development Bank of the Philippines (DBP) or any other servicing banks
2. If Service Provider, issue Official Receipt and sign in Cash Book and Box E of DV.				
TOTAL:		None	Complex (1-day bank time)	3 days, 7 hours & 55 min.
			Highly Technical (1-day bank time)	4 days & 55 min.
			Complex (2-day bank time)	4 days, 7 hours & 55 min.
			Highly Technical	5 days & 55 min.

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	(2-day bank time)
	*Turn-around time (TAT) depends on the availability of signatories. *Other factors such as the availability of cash/funds and the bulk of transactions during end of quarter and year-end may cause the Turn-around time (TAT) to be longer.

*All documents are assumed to be from or submitted to the Admin Division/Section/Unit considering that this process flow starts with the payment, and that the Admin Division has its separate processes for procurement.

Processing time is based on the assumption that all documents are **complete and proper, and that there are no issues identified. Documents that have issues will be forwarded back to the concerned office and processing time shall be paused. **Processing time includes the turnaround time of servicing bank (1 to 2 days) which is beyond the control of DENR.**

Complex		Highly Technical
<ul style="list-style-type: none"> • TEV • Utilities • Agency Procurement Request (APR) • Mandatory Expenses • Government Share for Mandatory Deductions • Cash Advances 	<ul style="list-style-type: none"> • Contract • Procurement of goods and services • Salaries • PO through Direct Contracting • Meals and Snacks for Seminar/Training • TEV (Local) • Replenishment of Petty Cash Fund 	Consulting Services

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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>Bilis Aksyon</i> Partner	Ms. MIRIAM M. MARCELO OIC Director, Human Resource Development Service
Ticket Reference Number	ECCB105767
Date	9 November 2022
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	<p>Client’s Main Issue/Concern: Report on alleged delayed processing of salaries of Job Orders</p> <p>Details of Concern:</p> <p>“Magandang Araw. Kami po ay mga Job Order employees sa DENR MIMAROPA Region. Nais po naming ipaalam sa inyo na ang aming sweldo ay lagi pong nadedelay. Ang reklamo po namin ay hindi po kulang ang manpower ng aming tanggapan ngunit may delay pa rin sa aming sahod. Hindi po ito ang unang pagkakataon na nangyari ang ganitong insidente. Nawa’y bigyan po sana itong pansin dahil meron rin po kaming mga pangangailangan na dapat bayaran at pamilyang binubuhay. Ang concern namin ay ibigay ang sahod sa tamang oras at huwag ng idelay pa ang sahod. Sana matugunan ninyo ang aming hinanaing. Maraming Salamat po.”</p> <p>Additional Information: “Name of employee(s) or official(s) involved (IF ANY): Finance Division Month/s of delayed salary: Most of the time</p>

Bawat Kawani, Lingkod Bayani

	<p><i>Please keep me anonymous. Thank you."</i></p> <p>Requested action from the agency: "Nawa'y bigyan po sana itong pansin dahil meron rin po kaming mga pangangailangan na dapat bayaran at pamilyang binubuhay. Ang concern namin ay ibigay ang sahod sa tamang oras at huwag ng idelay pa ang sahod. Sana matugunan ninyo ang aming hinanaing. Maraming Salamat po.."</p>
Name of Customer	Client requested anonymity
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 to CSC via email@contactcenterngbayan.gov.ph. In your reply, indicate ticket reference number **ECCB105767** 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 MARIA LETICIA G. REYNA**
CSC Regional Office IV

Director II JEFFREY C. CRUZ
CSC FO-Oriental Mindoro

**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; email@contactcenterngbayan.gov.ph; Hotline 1-6565 via PLDT with Php 5.00+VAT per call (anywhere in the Philippines/unlimited minutes); 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.