



## MEMORANDUM

FOR/TO : **ALL UNDERSECRETARIES**  
**ALL ASSISTANT SECRETARIES**  
**ALL SERVICE DIRECTORS**  
**ALL REGIONAL EXECUTIVE DIRECTORS**  
**ALL BUREAU DIRECTORS**  
**ALL HEADS OF ATTACHED AGENCIES**  
**ALL MGB AND EMB REGIONAL DIRECTORS**  
**ALL PENROs**  
**ALL ACTION CENTER/8888 FOCAL PERSONS**

FROM : **THE UNDERSECRETARY AND CHIEF OF STAFF**

SUBJECT : **SUBMISSION OF MONTHLY ACCOMPLISHMENT REPORT FOR THE DENR ACTION CENTER/HOTLINE 8888**

DATE : JUL 19 2023

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In the interest of service and in line with the goal of enabling faster and efficient resolution of complaints, queries and other concerns lodged thru the DENR Action Center/Hotline 8888, all Offices are hereby directed to submit a Monthly Accomplishment Report to provide updates on the referred Action Center/Hotline 8888 Tickets<sup>1</sup>.

Please be guided of the following instructions on the submission of Monthly Accomplishment Reports:

### **A. Coverage**

The Monthly Accomplishment Report shall include the following:

1. All newly received Tickets for the reporting month; and
2. All pending and unresolved Tickets from the previous reporting months.

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<sup>1</sup> Tickets refer to the communications (e.g. complaints, requests, query proposal/suggestion) received by the DENR Action Center from its clients (e.g. 8888 Citizens' Complaint Center, Office of the President, general public) endorsed to concerned DENR Office/s which require concrete and specific action (within 72 hours for 8888 Tickets) from the concerned DENR Offices as response and as requisite for its closure.

## B. Categories

The Tickets shall be categorized as follows:

1. **8888 Tickets:** these are Tickets duly endorsed by [denr@8888.gov.ph](mailto:denr@8888.gov.ph)
2. **Other Tickets:** these are the non-8888 Tickets duly referred via [actioncenter@denr.gov.ph](mailto:actioncenter@denr.gov.ph)
3. **Direct Assistance:** these are Tickets directly received and acted upon by the offices. **Only applicable for Bureaus, Attached Agencies, Regional Offices, and PENROs.**

## C. Ticket Status

The status of the Tickets shall be reflected as follows:

1. **Ongoing:** already referred; ongoing assessment
2. **For Compliance:** already submitted to DENR Action Center/Hotline 8888 and recommended for closing; requires additional documentation / references
3. **Closed:** closed/cleared with documentation / concrete action; ticket accountability is fully indorsed to other office

## D. Template

The Monthly Accomplishment Report shall have a corresponding Memorandum that summarizes the Tickets acted upon by the office and duly signed by the Head of Office concerned (**Annex A**). The actual report shall be submitted using the prescribed template (**Annex B**).

## E. Submission

The Memorandum and the Monthly Accomplishment Report shall be uploaded to the dedicated Google Drive folder every 5<sup>th</sup> working day of the month to cover the preceding month. The link to the Google Drive is as follows:

Link for Central Office:	Link for Bureaus, Attached Agencies, Regional Offices, and PENROs:
<a href="https://bit.ly/ARCentral">https://bit.ly/ARCentral</a>	<a href="https://bit.ly/ARBARP">https://bit.ly/ARBARP</a>

While the submitted Memorandum shall be signed by the Head of Office, the actual Monthly Accomplishment Report shall be updated as Word Document (.doc/.docx) file for ease of documentation and access.

## F. Centralized Action Center Database

All Offices shall access the Centralized Action Center Database for tracking and monitoring purposes. The 8888 Focal Persons may use the dedicated column to input their comments as to the updates and actions taken on the tickets.

Link for Central Office:	Link for Bureaus, Attached Agencies, Regional Offices, and PENROs:
<a href="https://bit.ly/DatabaseCentral">https://bit.ly/DatabaseCentral</a>	<a href="https://bit.ly/DatabaseBARP">https://bit.ly/DatabaseBARP</a>

For information and guidance.

  
MARILOU G. ERNI

## **ANNEX A**

**MEMORANDUM**

FOR : THE UNDERSECRETARY AND CHIEF OF STAFF

THRU : THE HEAD  
DENR Action Center/Hotline 8888

FROM : **[HEAD OF OFFICE]**

SUBJECT : **[OFFICE ACRONYM] ACTION CENTER/HOTLINE 8888**  
**MONTHLY ACCOMPLISHMENT REPORT FOR [MONTH]**  
**[YEAR]**

DATE :

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In the interest of service, the undersigned respectfully submits the Monthly Accomplishment Report for **[MONTH] [YEAR]**, summarized as follows:

PARTICULARS	ONGOING	FOR COMPLIANCE	CLOSED	TOTAL	RESOLUTION RATE
8888 Tickets					(CLOSED TICKETS TOTAL TICKETS)
Other Tickets					(CLOSED TICKETS TOTAL TICKETS)
<b>TOTAL</b>					(CLOSED TICKETS TOTAL TICKETS)

Further, a total of **[number]** tickets categorized as **Direct Assistance** have been directly received and processed by this office.<sup>1</sup>

For your appreciation and information.

**[NAME OF HEAD OF OFFICE]**

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<sup>1</sup> [Only applicable for Bureaus, Attached Agencies, Regional Offices, and PENROs.]

## ANNEX **B**



**[OFFICE LETTERHEAD]**

**Monthly Accomplishment Report**  
**[MONTH] [YEAR]**

PENDING TICKETS					
No.	Tracking No/s.	Date Referred	Sender and Subject	Status (Ongoing   For Compliance)	Remarks
	8888 Tickets (received from denr@8888.gov.ph)				
1					
2					
	Other Tickets (received from actioncenter@denr.gov.ph)				
1					
2					

Status Legend:

1. **ONGOING:** already referred; ongoing assessment
2. **FOR COMPLIANCE:** already submitted to DENR Action Center/Hotline 8888 and recommended for closing; requires additional documentation / references

**[OFFICE LETTERHEAD]**

**Monthly Accomplishment Report**  
**[MONTH] [YEAR]**

CLOSED TICKETS				
No.	Tracking No/s.	Date Referred	Sender and Subject	Date Confirmed as Closed
	<b>8888 Tickets (referred by denr@8888.gov.ph)</b>			
1				
2				
	<b>Other Tickets (referred by actioncenter@denr.gov.ph)</b>			
1				
2				

Status Legend:

1. **CLOSED:** closed/cleared with documentation / concrete action; ticket accountability is fully indorsed to other office

[OFFICE LETTERHEAD]

**Monthly Accomplishment Report**  
[MONTH] [YEAR]

DIRECT ASSISTANCE (TICKETS DIRECTLY RECEIVED AND ACTED UPON BY THE OFFICE)					
No.	Tracking No/s.	Date Received	Sender and Subject	Status (Ongoing   Closed)	Remarks
1					
2					

Status Legend:

- 1. **ONGOING:** already referred; ongoing assessment
- 2. **CLOSED:** closed/cleared with documentation / concrete action; ticket accountability is fully indorsed to other office

(Only applicable for Bureaus, Attached Agencies, Regional Offices, and PENROs.)