



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 MARIA 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 Email: osec@denr.gov.ph
Attention: <i>Bilis Aksyon</i> Partner	Ms. MIRIAM M. MARCELO OIC Director, Human Resource Development Service
Ticket Reference Number	ECCB107499
Date	8 February 2023
Nature of Report (Check one) <input checked="" type="checkbox"/> Complaint <input type="checkbox"/> Request for Assistance <input type="checkbox"/> Suggestion <input type="checkbox"/> Query <input type="checkbox"/> Appreciation <input type="checkbox"/> Others	Client’s Main Issue/Concern: Action on Land Complaint on alleged no Deed of Sale between Ms. Petra Cruz and Mr. Hidalgo Villarosa. Details of Concern: Please see attached copy of email. Additional Information: <i>“Name of concerned office/agency: DENR MIMAROPA Name of employee(s) or official(s) involved: Ms. Lyn Agaho Nature of transaction: Investigation of land property 20 hectares Pulong Bagto Mamburao, Occidental Mindoro Date and/or time of transaction: 2nd week of January 2022. DENR MIMAROPA went to Mindoro to validate my complaint Narrative of the concern: After visiting I didnt received any validation report or what is the result and the next action.”</i>

	Requested action from the agency: <i>"The agency should validate why the Petra Cruz has property declaration? This is part of my Father Hidalgo Villarosa Lot. A) I have declaration of Property of this lot B) How come it was transferred to Petra without Deed of Sale? C) How come PETRA CRUZ was dismissing ahead by DENR on May 25, 1976? This is contradicting to PENRO validation – last July 4, 1989 –."</i>
Name of Customer	Alicia Ibarra
Contact Information	ibarraalicia747@gmail.com
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 directly to the person concerned**, and provide the CSC a copy via email@contactcenterngbayan.gov.ph. In your reply, indicate ticket reference number **ECCB107499** 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

Ms. ALICIA IBARRA
ibarraalicia747@gmail.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 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.



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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