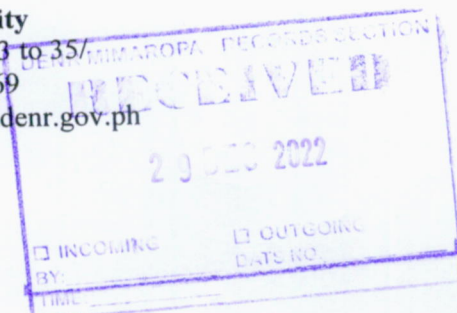


Republic of the Philippines
Department of Environment and Natural Resources
Visayas Avenue, Diliman, Quezon City
Tel Nos. (632) 8929-66-26 to 29; 8929-6633 to 35/
8929-7041 to 43/8929-6252/8929-1669
Website: <http://www.denr.gov.ph> Email: web@denr.gov.ph



MEMORANDUM

FOR : **The Undersecretary**
Field Operations – Luzon, Visayas, and Environment

FROM : **The Undersecretary and Chief of Staff**

SUBJECT : **REQUEST OF MS. ANGELITA SABUYA FOR THE RESOLUTION OF THEIR LAND PROBLEM SITUATED AT BRGY. SAN JOSE, ROXAS, PALAWAN, SUBJECT OF CENRO ROXAS CASE NO. 2027 DATED 06 JUNE 2019**

DATE : **DEC 15 2022**

Respectfully referred, for information and appropriate action, is the attached copy of letter of Ms. Angelita Sabuya endorsed to the DENR by Dir. Maria Luisa Salonga-Agamata, Public Assistance and Information Office, Civil Service Commission (CSC), requesting for the resolution of their land problem over their claimed Lot No. 300, PLS 606-D located at Brgy. San Jose, Roxas, Palawan which is also being claimed by Ms. Dolores Q. Ulzoron as represented by Ms. Imelda U. Cantara. The said complaint has been subject of CENRO Roxas, Palawan Case No. 2027 dated 06 June 2019, however, Ms. Sabuya claims that until now, no resolutions have been made, hence, this request.

Please inform the party/ies concerned and the undersigned of any action taken on the subject matter.

MariLou G. Erni
MARILOU G. ERNI

cc: **Ms. Angelita Sabuya**
Brgy. San Jose, Roxas, Palawan

Dir. Maria Luisa Salonga-Agamata
Public Assistance and Information Office
Civil Service Commission (CSC)
CSC Bldg., IBP Road, Constitution Hills,
Quezon City, Metro Manila
(ECCB104747)

The Regional Executive Director
DENR Region IV-B MIMAROPA
DENR by the Bay 1515 L&S Bldg.
Roxas Blvd., Manila



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 Email: osec@denr.gov.ph
Attention: <i>Bilis Aksyon</i> Partner	Ms. MIRIAM M. MARCELO OIC Director, Human Resource Development Service
Ticket Reference Number	ECCB104747
Date	25 August 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	Client's Main Issue/Concern: Conflict of Claim on Lot Parcel lot no.300 Brgy. San Jose Roxas, Palawan. Details of Concern: Please see attached copy of email. Requested action from the agency: To provide action relative to the conflict of claim of the mentioned Lot Parcel lot no.300 Brgy. San Jose Roxas, Palawan.
Name of Customer	Angelita P. Sabuya
Contact Information	8888palawan@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 **ECCB104747** for this concern.

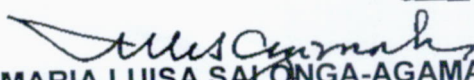
Rule IV (Citizen's Charter) Section 2 (g)(i) of the Joint Memorandum Circular No. 2019-001 or the Implementing Rules and Regulations (IRR) of RA 11032 mandates government agencies **to include in their Citizen's Charter, the names and contact numbers of heads of offices involved in the processing of the application or request and the contact information of the CCB, where applicants or requesting parties can provide feedback on quality of government service.**

Bawat Kawani, Lingkod Bayani

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 KARIN LITZ P. ZERNA**
CSC Regional Office IV

Director II ROWENA M. CUNANAN
CSC FO-Palawan

Ms. ANGELITA P. SABUYA
8888palawan@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; 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.