



Republic of the Philippines
Department of Environment and Natural Resources
PROVINCIAL ENVIRONMENT AND NATURAL RESOURCES OFFICE
MIMAROPA Region

September 27, 2022

MEMORANDUM

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

FROM : The OIC, PENR Officer

SUBJECT : RESPONSE TO 8888 CITIZEN'S COMPLAINT HOTLINE
WITH TICKET NO. W20220921-843-32 AND W20220923-36-
17



This is in relation to the concern regarding the delayed salary of contractual in Provincial Environment and Natural Resources Office (PENRO). As much as the Office wanted to address the specific matter, due to the anonymous nature of the complaint channeled through the 8888 Citizen's Complaint Hotline, this office is only able to provide a general response.

This office ensures that the processing of wages of contractual is always a priority. However, there are some factors that may have affected the processing time of the documents including but not limited to any or combination of the following:

1. Incomplete/unsigned supporting documents (approved DTR, accomplishment report, contract, disbursement voucher etc.);
2. Signatories are on-leave and/or attending seminars, trainings and/or fieldworks (face to face and virtual);
3. Implementation of the new signatories pursuant to recently issued Manual of Authorities for Financial Matters;
4. Several processes involved until payment which are sometimes beyond our control such as lead time in the bank;

The concern was also raised during the Third Quarter Full-Time Delivery Unit and Provincial Executive Committee Meeting on September 26, 2022 wherein heads of each field offices were present. Assessment as to the possibility of delays/longer processing time was discussed and evaluated wherein those in the PENRO assured that priority was given for salaries and wages at their end.



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ERNESTO E. TAÑADA

CC: CENRO Sablayan

CENRO San Jose

Mts. Iglit-Baco Natural Park PAMO

Tamaraw Conservation Program



Office of the President

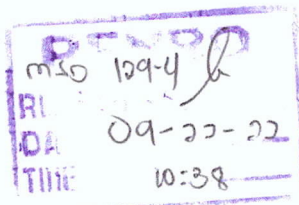
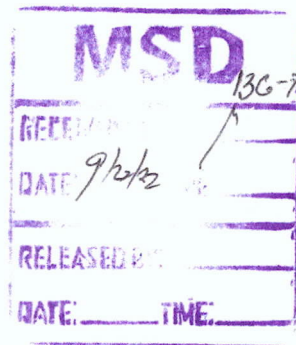
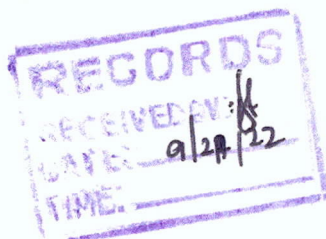
REPUBLIC OF THE PHILIPPINES

8888 Citizens' Complaint Hotline

Ticket Reference Number : **W20220921-843-32**
 Status: Ticket indorsed
 Head of Agency : N/A
 Agency : Department of Environment and Natural Resources
 Agency Address : N/A
 Attention (Focal Person) : Maria Matilda A. Gaddi

Pursuant to Executive Order No. 6¹, s. 2016, may we respectfully transmit the following concern received through the 8888 Citizens' Complaint Hotline:

Date: 21 September 2022
 Name of Caller: N/A
 Address: N/A
 Contact Details: N/A
 Nature of call: Government
 Subject: Concern Regarding Delayed Salary Of Contractual In Provincial Environment And Natural Resources Office (PENRO)





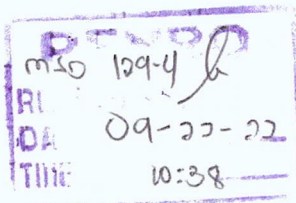
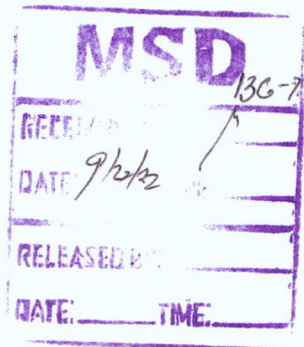
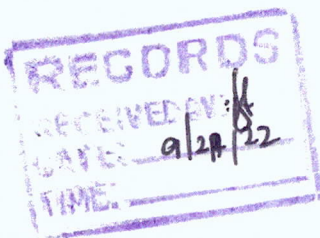
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Nature of call: Government
Subject: Concern Regarding Delayed Salary Of Contractual In Provincial Environment And Natural Resources Office (PENRO)



Details:

May ilang taon na po akong nagtatrabaho sa isang CENRO na nasa ilalim ng PENRO Occidental Mindoro. Isa po akong Contractual na sumasahod ng sampung libo kada buwan. Alam ko pong kada buwan, may mga requirements po kaming dapat ipadala sa PENRO para makasahod. Dahil maliit lamang po ang aming sinusweldo, agad agad po naming inaayos ang mga requirements para makasahod sa tamang oras. Ngunit sa kabila nito, huli pa rin po naming natatanggap ang aming sweldo. Contractual po kami, madalas lumalampas ng takdang oras ang pagtatatrabaho. Pero walang Overtime pay. Pumapasok po kami ng Sabado o Linggo pag kinakailangan, wala rin po itong bayad. Wala po kaming makitang pakikiramay man lamang sa mga nagtatrabaho sa PENRO na asikasuhin ang agaran ang aming sweldo. Madalas, wala po kaming mapagkuhanan ng update kung nasaan na ang aming sweldo. May pagkakataong natetenga lamang ito sa kanilang mga lamesa. Maraming beses na nagkakataon na kung kailan swelduhan na, aalis o maglileave ang mga dapat pumirma sa aming payroll. Kahit alam nilang wala pang sumusweldo sa mga contractual, parang wala lang sa kanila. Di po namin sila makitaan ng malasakit. Ngayong buwan, sa petsang ito, Setyembre 21, kasama po ako, at karamihan ng contractual na nasa ilalim ng PENRO Occidental Mindoro ay di pa po natatanggap ang sahod namin sa buwan ng Agosto. Naway ang sulat na ito ay magsilbing paalala ng kahalagahan ng mga contractual sa nasabing mga opisina. Salamat po.

Note: This concern has been lodged through 8888 Website.

Please be reminded of Section 5 of EO No. 6, which states that "a citizen's concern lodged through any of the communication channels shall have a concrete and specific action within 72 hours from the receipt of the concern by the proper government agency or instrumentality".

Kindly send your reply directly to the concerned person/entity, copy furnished complaints@8888.gov.ph, on any action/s taken, citing the above ticket reference number. Thank you very much.

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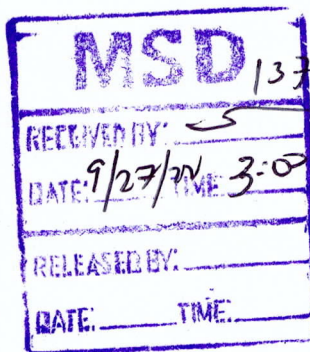
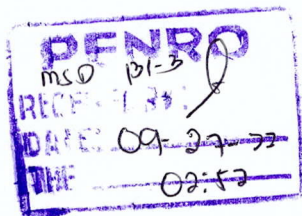
REPUBLIC OF THE PHILIPPINES

8888 Citizens' Complaint Hotline

Ticket Reference Number : **W20220923-36-17**
 Status: Ticket indorsed
 Head of Agency : N/A
 Agency : Department of Environment and Natural Resources
 Agency Address : N/A
 Attention (Focal Person) : Maria Matilda A. Gaddi

Pursuant to Executive Order No. 6¹, s. 2016, may we respectfully transmit the following concern received through the 8888 Citizens' Complaint Hotline:

Date: 23 September 2022
 Name of Caller: N/A
 Address: N/A
 Contact Details: N/A
 N/A
 N/A
 Nature of call: Government
 Subject: Complaint Regarding Delayed Release Of Salary For Contractual Employees In PENRO Occidental Mindoro (For Referral To PENRO Occidental Mindoro)



Details:

Ito po ay upang suportahan ang nauna nang reklamo tungkol sa sobrang delay na pasweldo sa mga contractual na empleyado sa ilalim ng PENRO-Occidental Mindoro. Matapos po na ilabas 8888 Citizen's Complaint Center ang complain sa nasabing ahensya kahapon, September 22, 2022, ay wala pa di pong nagiging aksyon ang pamunuan ng PENRO-Occidental, bagkos ay nagtuturuan pa sila at para bang nagbingi-bingihan na lamang sa issue at ayaw tumanggap ng kanilang pagkukulang o pagkakamali. Sa halip po na solusyunan ang nasabing suliranin, mas nais pa nilang malaman kung sino ang nag-complain. Ako, kabilang ang aking mga kapwa contractual employee sa ilalim ng PENRO-Occidental Mindoro ay maghapon na namang naghintay ng malinaw na kasagutan kung kailan ba talaga kami makakasahod, dahil lingid sa kaalaman nila ay tanging sahod lang namin ang aming inaasahan upang makakain at may ipang-gagastos sa pagpasok sa trabaho. Ilang Lingo nang delay ang sahod namin kaya siguro naman po ay di na nila kami masisisi na mag-raise ng complain dahil sa aming sweldo. Marami po sa mga kasamahan ko sa opisina ay dismayado na din, pero natatakot naman magsalita dahil wala nga naman po talaga kaming magagawa kung hindi ang maghintay. Sana lang po sa mga nangangasiwa ng pagpapa-sweldo sa amin ay ipriority po sana nila ang actual nilang mga trabaho bago ang ibang mga bagay. Hindi naman po siguro dahilan na may mga meeting, seminar, travel, at appointment, para mapabayaan at madelay ang aming sweldo. Magkaroon po sana tayo ng malasakit at pagpapahalaga sa mga contractual employees na nagtitiis sa mababang sweldo, madalas nagovertime kahit walang-bayad, pumapasok minsan kahit weekend, at nagtrabaho ng maayos para kumita ng pera na ipambibili ng pagkain para sa kanilang mga pamilya. Bago pa po ang issue na ito, matagal na po naming katanungan ang laging higit sa dalawang linggong pagpaprocess ng aming payroll. Dagdag pa, lingid naman po sa aking kaalaman na wala masyadong maitutulong and pag-reraise ng complain pero sana subukan din nilang tumayo sa aming kalagayan at tumanggap ng kanilang pagkukulang. Yun lang po at Salamat. P.S. Weekend na naman at siguradong 2 days na naman po kaming walang aasahang sweldo!

-Anonymous

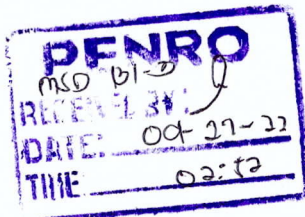
Note: This concern has been lodged through 8888 Website.

Please be reminded of Section 5 of EO No. 6, which states that "a citizen's concern lodged through any of the communication channels shall have a concrete and specific action within 72 hours from the receipt of the concern by the proper government agency or instrumentality".

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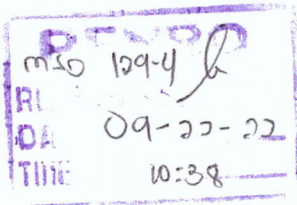
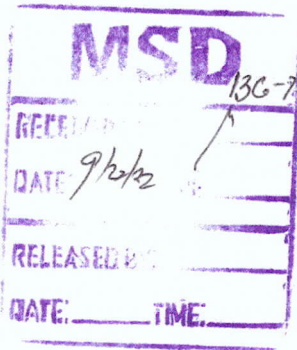
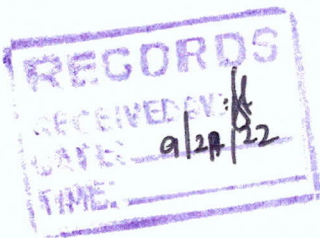
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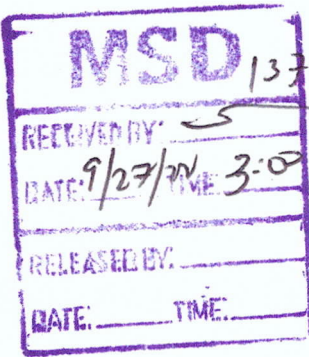
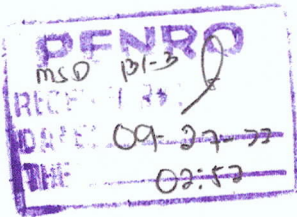
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