

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 the mimaropa 929-7041 to 43; 929-6252; 929-16 SECTION

BY:

Website: http://www.denr.gov.ph E-mail: webcode หาตูอง คืน 🕷 🐷 🖺

APR 1 2 2023

□ INCOMING □ OUTGOING □

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

Bilis Aksyon Partner

SUBJECT

REPORT FROM MS. NORMA FIDELA AUSTRIA AGAINST EMPLOYEES OF PENRO ROMBLON RE: ALLEGED HARASSMENT, THREAT AND ABUSE OF AUTHORITY

(Ticket Reference No.: ECCB108286)

This is to forward the attached Letter dated 14 March 2023 of CSC Director Maria Luisa Salonga-Agamata, Ph.D., CESO V of the Public Assistance and Information Office, relative to the aforesaid subject matter. 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 R.A. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

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

For consideration.

MIRIAM M. MARCELO

cc:

Office of the Secretary

Dir. Fe P. LacabaCSC - DA/DENR Field Office
DENR Annex Bldg., Visayas Avenue, Diliman, Quezon City

email@contactcenterngbayan.gov.ph

Ms. Norma Fidela Austria 5505 Sitio Ilang-ilang, Bgy. Budiong, Odiongan, Romblon

Let's Go Green!!!



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: Bilis Aksyon	Ms. MIRIAM M. MARCELO
Partner	OIC Director, Human Resource Development
	Service
Ticket Reference Number	ECCB108286
Date	14 March 2023
Nature of Report (Check one)	Client's Main Issue/Concern: Report against the employees of Provincial Environment and Natural
☐ Complaint	Resources Offices (PENRO) in Romblon for alleged
☑Request for Assistance	harassment, threat, and abuse of authority.
☐ Suggestion	Details of Concern: Please see attached letter.
□ Query	Details of Contern. I lease see attached letter.
☐ Appreciation	Requested action from the agency: "Sana ay
□ Others	matulungan niyo kami sa aming hinaing na mabigay sa amin ang tamang katugunan."
Name of Customer	Norma Fidela Austria
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 as *RESOLVED. Please your send reply email@contactcenterngbayan.gov.ph. In your reply, indicate ticket reference number ECCB108286 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

Director IV MARIA LETICIA G. REYNA

CSC Regional Office IV

Director II RAFAEL A. PRADO CSC FO-Romblon

*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 is also included in the Philippine Development Plan 2023-2028 or the Philippines' Medium-Term Development Program as one of the means to enhance public feedback loops as a good governance practice to improve efficiency and promote public accountability and integrity. Source: https://pdp.neda.gov.ph/wp-content/uploads/2022/12/Chapter-14.pdf

The CCB may be reached via SMS 0908-8816565; email@contactcentemphayan.gov.ph; www.contactcentemphayan.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.

Follow us on TikTok: @civilservicegovph



OFFICE OF THE CHAIRPERSON

TRANSMITTAL

This is to respectfully transmit to Contact Center ng Bayan (CCB) the documents received by the Office of the Chairperson for action/comments:

Particulars	Remarks	
2. CO-O-030623-81EA0 Sulat katanungan sa mga asal ng empleyado ng gobyerno imbis na kami ay bigyan ng pahayag backos tinakot kami binaras kami.	For info/appropriate action.	-

Thank you very much.

Head Executive Assistant

9 March 2023

PUBLIC ASSISTANCE AND INSORNATION OFFICE

Date: .

Bawat Kawani, Lingkod Bayani

Tuilong 180 Road, Constitution Hills, 1126 Quezon City \$ (02) 931-7935/(02) 931-7939/(020 931-8092

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501-28 CIVIL SERVICE COMMISSION

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Kalakip dito sa liham kong ito eng liham ng leso 111 nasi Furer. Claudio leso IV

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ferry na na long mga opisina at nalong otondad
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lanabaliban.

kalakip Lito ang mg a papel
a) Besolution padala ni mario Lourdes G. Ferrer (eso III

b) Lormelyn E. Claudio, ceso IV Sma-Vail dez Aguha, mag nay e

c) Regional Special Order no. 273 Seras ay 2019: Adrigues

d) Henry A. Adornado Ph. D. Regional Executive Director

- e) Gerardo B. Saleigar Supervising ECOMS/OIC. Chief MSD f.) Simplecio M. Manipol Geodetic Ergineer
- G.) itong table sarvey 2 pcs.
- H.) Vicente Bituddao, In, Ph. D, Ceso 14
- I) Jamestaguno maleistin Director 14 2pcs.
- O.) Atty. Educado V. Bring as # Xecutive Director

L.) Oscelyn Marcos E. Fragada, Ceso 111

ifo ong mag papatenay na walong ginawang embistigas yor sa omin ang ginewa ng mgakawaning DEHR-PENRO ay pang luluko at pangdhara haras sa omin akoy mag insa sila aymaramir kasama ong Banongay kapitar at palikagawad ng Banongay at ibapa taong 1eb-04202112 ffM-wala long akong ipalitang Vedio sa inyowala akong f.b- at marami pang ng yaring pangaleus o saakir. Salei ni Doey Galicia Venaruday isalen (SAHN) ang mga Engimeer ng DENR
kaylor matatapos itong katiwalean at lonaps
yon sa ahersya ng DENP na Lokal gobyerro.

ITO AY TANONG! KUMENTO HINDE REKIAMO

Salamat sana ay matulorgar migo kami sa aming hinoing na makugay sa ominang tamang katugunar.

Elderly Senior Citizen

Porma Fidela Dostrio

5005 Sitio Ilong, Thong Bray
Budiong, Odiongar

Pomblon



Republic of the Philippines Department of Environment and Natural Resources MIMAROPA Region

JUL 17 2019

GINANG NORMA DELA AUSTRIA, GINANG NICANORA R. FAELDONIA 5505 Sitio Hang-Hang, Brgy. Budiong, Tablas, Odiongan, Romblon

Ginang dela Austria:

Isang maka-kalikasang araw po sa inyo!

Ito po ay patungkol sa inyong liham na may petsa na ika-09 ng Hunyo taong 2019 at sa liham ni G. Nicanora R. Faeldonia hinggil sa reklamo laban sa mga empleyado ng PENR Office sa Romblon na sina Line Ferri at Roger Briones na may kaugnayan sa inyong problema sa lupa na matatagpuan sa Budiong, Odiongan, Romblon.

Nais po naming ipabatid sa inyo na kalakip dito ang kopya ng Regional Special Order na bumubuo ng grupo na mag sisiyasat sa inyong lupain at sa inyong reklamo laban sa mga nabanggit na empleyado ng PENRO Romblon at makaka-asa kayo na mabibigyang linaw ang inyong mga hinaing.

Maraming Salamat po at hangad namin na kayo ay muling mapaglingkuran..

Lubos na gumagalang,

thy athrens of Eventuation of Medical Region Medical Region

5. Submit report in Completed Staff Work (CSW) with categorical recommendation within seven (7) days upon completion of field activity.

All expenses to be incurred during the conduct of the field activity and research shall be charged to respective offices/other sources subject to the availability of fund and existing accounting and auditing rules and regulations.

This Order takes effect on the date stated above and remains in effect until the report on same has been complied and submitted.

SO ORDERED.

HENRY A. ADORNADO, Ph. D.
Regional Executive Director

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Regional Executive Director ay July & 19 eynatarake alis na sina Dinnes B.Valdez. Bilians
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2019 na reciened sa San Pablo Jul 24-2019. dito sa Od. Jul 29-2
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2019. taya na pabalirain

1515 L & S Building, Roxas Boulevard, Ermita, Manila 1000 DENR VOIP (632)7553300/7553330 loc. 2700/2701 Direct Line: (632) 4050157, Facsimile: (632) 4050046 Date received:

Time Received:

Excel Tracking No.:
4767
DATS No.:

019-15019



Republic of the Philippines
Department of Environment and Natural Resources
MIMAROPA Region

REGIONAL SPECIAL ORDER

No. 273 Series of 2019.

SUBJECT :

CREATION OF INVESTIGATION TEAM ON THE COMPLAINT OF MS. NORMA F. DELA AUSTRIA ADDRESSED TO THE PACC CHAIRMAN, CHRISTOFFER BONG GO AGAINST DENR EMPLOYEES OF PENRO ROMBLON ALLEGEDLY FOR CONDUCTING LAND SURVEY ON A PARCEL OF LAND WITHOUT AUTHORITY IN CONSIDERATION OF PHP 30,000.00 IN PHILIPPINE CURRENCY.

JUN 7 1 2019

In the interest of the service and in view of the complaint filed by Ms. Norma F.Dela Austria addressed to the Presidential Action Complaint Center (PACC) implicating certain DENR employees of PENRO, Romblon namely Leni Ferri and Roger Briones on the alleged survey without authority in consideration of Php 30,000.00 in Philippine currency on a parcel of land claimed by the complainant, a team composing of Regional Office and DENR Romblon personnel is hereby created, to wit:

Team Leader

DENNIS B. VALDEZ

Supervising Administrative Officer

Administrative Division

Members

BIBIANA LYN T. AGUHA LMO 1, Enforcement Division

ERIBERTO MAGNAYE Cartographer I, SMD

PENRO-ROMBLON REPRESENTATIVE Administrative Unit

The team shall:

1. Conduct in-depth investigation over the land subject of the survey;

- 2. Verify as to whether the survey was clothed with approved survey authority;
- 3 Determine and validate the veracity of the complaint on the alleged survey by the DENR personnel in consideration of Php 30,000.00 pesos in Philippine currency;
- 4. Inform the parties concerned on the conduct of the investigation;

1515 L & S Building, Roxas Boulevard, Ermita, Manula 1000 DENR VOIP (632)7553300/7553330 loc. 2700/2701 Direct Line. (632) 4050157, Facsimile: (632) 4050046



Republic of the Philippines Department of Environment and Natural Resources MIMAROPA Region

Provincial Environment and Natural Resources Office Odiongan, Romblon

June 20, 2019

NORMA DELA AUSTRIA Brgy, Budiong, Odiongan Romblon

Madame

Isang maka-kalisang araw!

Nais po naming kayong imbitahan sa gaganapin na pag-uusap ukol sa inyong lupa, Lot 3545 - Cad 341 D, na matatagpuan sa Brgy. Budiong, Odiongan, Romblon, Ang nasabing pag-uusap ay upang linawin ang mga agam-agam at makatulong ang aming opisina upang mapagkasunduan at mabigyan ng karampatang mungkahi at posibleng solusyon ang problemang panlupa na kasalukuyang kinakaharap ng inyong pamilya

Ang pag-uusap ay gaganapin bukas, ika-21 ng Hunyo, 2019 sa opisina ng DENR. PENRO-Rombion, Brgy. Tabing-Dagat, Odiongan, Rombion sa ganap ng ika-9:00 ng

Inaasahan po namin ang inyong pag-dalo.

Gumagalang.

For and in the absence of OIC, PENRO

GERARDO R. SABIGAN Supervising ECOMS/OIC, Chief - MSD

In settlement of the following:		
Invoice No.	Invoice No.	
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SIMPLICIO M. MANIPOL

Geodetic Engineer San Agustin, Romblon TIN M5140-B2333-A-8 PRC No. 0000777 PTR No.

OFFICIAL RECEIPT

No 0100

Date 11 1/2 20 09

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IN THE MATTER OF THE COMPLAINT FILED BY MRS. NORMA DELA AUSTRIA AGAINST CARTOGRAPHER I LENI L. FERRY OF PENRO ROMBLON

DENR CASE No. M-01-21-A.

RESOLUTION

This case stemmed from the unsubscribed complaint dated January 25, 2019 filed by Mrs. Norma Dela Austria against DENR employees, specifically referring to Mr. Leni Ferry, and a certain Mr. Roger Briones, not an employee of DENR, due to the alleged unauthorized survey of Lot 3545 under Cadastral Survey No. Cad-341-D located at Barangay Canduyong, Odiongan, Romblon. Initially, an investigation was conducted by the PENRO Romblon and an investigation report was submitted through a Memorandum dated April 29, 2019.

Regional Special Order (RSO) No. 273, Series 2019, was issued creating a team from the Regional Office to conduct an in-depth investigation on the complaint.

The complaint dated January 25, 2019 is quoted as follows:

"Mahal naming Ginoong

Christoffer Bong Go

Chairman PACC Malacañan Manila

Sumulat po kami sa inyo para matapus na ang gusot sa lupa ng lolo kom rito sa Budiong, Odiongan, Romblon po! Ito po ay dahil sa kagagawan pagresurvey po ni Ginoong Line Ferry at kasama na si Roger Briones. Napag alaman po namin na di pala siya otoresadong magsusurvey at kanyang kasama. Dahil di naman sila lisensyado at lihitimong surveyor. At sila ay nagpapapirma sa isang may lisensyadong geodetic engineer. Nagmamakaawa po kame sa inyo Ginoong Christoffer Bong Go.

Paimbestigahan po ninyo kung anu ang katungkulan ni Ginoong Line Ferry at si Gnioong Roger Briones sa ahensiya. At kung bakit silang dalawa ay nagresurvey na walang resulta naman. At binayaran sila ng tatlongpong libo -P30,000.00- at wala naman po silang opisina na nagsasaad na lihitimo silang surveying office na rehistrado sa Munisipyo, Department of Trade and Industry at Bureau of Internal Revenue- at sabi po dito sa Municipal Agrarian Reform office na sila at pribading surveyor. Kaya gusto po naming malaman ang kanyang pagkakalihitimong surveyor. At kung anu si Line Ferry at Roger Briones sa ahensiya ng gobyerno -DENR- Gusto po naming mag anak na matapos na ang gusot ng lupa ng lolo naming. na si Ginoong Line Ferry at Ginoong Roger Briones ang nagsurvey sapagkaalam naming ay ang pagresurvey ay dapat lahat kaming mag anak ay pinadalhan ng surveyor ng salat na magresurvey sila. Pati mga kahongga ng lupa ng lolo namin. Ay walang ganon na nangyari kaya po kamiy nagmamakaawa sa inyo na maayos ang gusot na ito na matransfer ang titulo sa aming mag anak.

Sa sinàsabi nilang Extra-Judicial Partition Settlement Jan. 6, 2009 pa ginawa itong pag resurvey at hanggang nagyon po ay wala ng resulta. Matanda na po kami at gusto naming matapos ang gusot naming mag anak na ito. Dahil sa kagagawan nila Line Ferry at Roger Briones sa pagresurvey nila. Gusto po naming na maayos ang gusot na ito. Sa ganitong sitwasyon nakikita naming ang katiwalian sa pagresurvey at sa inyo po kami nag susumamo para malaman po naming lahat ng katotohanan. Baka hindi lang kami ang naloko rito sa mga katiwaliang ito baka mana nipa. Dapat ay maisaayos na ito. Para mawala ang kaguluhan sa lupa ng lolo namin. At ng makatira uli kami ng matiwasay sa lupa ng lolo naming na maibigay sa aming mag anak ang kanya, kanya ng parti ng lupa. At mabigyan kami ng tamang impormasyon at kaukulan. At mawala ang crusada ng Pangulong Mayor Rodrigo Roa Duterte tungkol sa katiwalian. Itong lupa na ito ay pamana ng lahi ng aming lolo bilang katotobo galing Banton, ang tubo ng mga ASI. Tulongan po niyo kami na iyan ng gusting mangyari ng Pangulong Mayor Rodrigo Roa Duterte. Hintaying po naming ang marangyang sagot ninyo sa lalong madaling panahon. Kalakip po dito itong sulat ng kamag anak ko at iba pa."

The regional investigation team conducted an ocular inspection and found that portions of the area are in the possession and occupation not only of Mrs. Norma Dela Austria but also by her co-heirs who are all descendants of Isidro Forio. The team sent an invitation to the heirs of Isidro Forio for a conference/meeting in order to resolve their dispute.

During the conference/meeting held at the PENR Office, majority of the heirs of Isidro Forio was present. Mr. Roger Briones was also present and he showed a sepia of the approved survey plan of the lot to the heirs, but he stated that he will only give them a copy once the remaining balance for the payment of the subdivision plan is settled by the heirs.

The team asked if the heirs know the aggregate area they are claiming. One of them stated that it is more than seven (7) hectares, while the others stated that it is seven thousand four hundred sixty-six (7,466) square meters. The team explained that per record on file the subject area is only equivalent to 0.7466 hectares or seven thousand four hundred sixty-six (7,466) square meters.

The team also asked the heirs if they were aware of the allegations on the payment of Pap30,000.00 given to Mr. Leni Ferry, a PENRO employee, in consideration of the survey and to present any acknowledgment receipt as proof of the alleged payment. The heirs executed a "Katibayan" to prove that the allegations have no basis whatsoever. Moreover, Mr. Briones, also executed an Affidavit stating that Mr. Leni Ferry was not with them during the survey.

The team was also able to verify that Isidro Forio, the grandfather of complainant Mrs. Norma Dela Austria, was the listed survey claimant of Lot 3545. Mr. Forio filed his Free Patent Application over the parcel of land on October 4, 1963 and the corresponding Original Certificate of Title (OCT) No. P-22678 was registered on December 13, 1963 by the Registry of Deeds of Romblon, Romblon. Lot 3545 was subjected to a subdivision survey on August 15, 2009 and was approved on November 24, 2009. Lot 3545, Cad 341-D was subdivided into nine (9) lots per Subdivision Plan Psd-04-205809. However, there was no copy of any Deed of Partition or Extrajudicial Settlement executed by the heirs.

On the alleged payment of survey money as stated by Mrs. Norma Dela Austria, there was no evidence presented to prove that there was money given to Mr. Leni Ferry in the conduct of land survey. However, it was confirmed that Jun Forio, one of the heirs of Isidro Forio, paid Geodetic Engineer Simplicio M. Manipol in the amount of Fourteen Thousand Pesos (Php 14,000.00) as partial payment for the Subdivision Survey of Lot 3545. The money was received by Mr. Roger Briones, Engr. Manipol's representative.

In their investigation report dated September 9, 2019, the team recommended that:

"IN VIEW OF THE FOREGOING, considering that the parcel of land subject of investigation has long been titled, this Office has no jurisdiction over the matter. Any future

8h 3: 17. 2121

1515 L & S Building, Roxas Boulevard, Ermita, Manila 1000
DENR VOIP (632) 82483367/82483468/82493367 local 2717 (Regional Executive Director); 2709 (Legal Division)
Direct Line: (632) 84050157; Fassimile: (632) 84050046
Website: https://mitmaropa.denr.gov.ph
Email: mimaroparegion@denr.gov.ph, denr4blegal@gmail.com

Page 2 of 3

complaint relative thereto shall no longer be entertained. Likewise, Subdivision Survey Plan covering Lot 3545, Cad 341-D, Odiongan Cadastre has long been approved with resultant Subdivision Plan Psd-04-205809. Further, Leni Ferry (sic) is hereto absolved and free from any obligation or consequences of guilt. The complainant/s hereto failed to show any supporting document/s as evidence to prove their allegations. The case is considered close and considered for filing for future reference. xxxxx"

In the case of Balasbas vs. Monayao', the Court stated that while technicalities may be dispensed with in administrative proceedings, "this does not mean that the rules on proving allegations are entirely dispensed with. Bare allegations are not enough; these must be supported by substantial evidence at the very least."

WHEREFORE, premises considered, the complaint against Cartographer I Leni Ferry of PENRO Romblon is hereby DISMISSED.

SO ORDERED.

Manila, Philippines.

MAR 12 2021

Copy furnished:

Norma Dela Austria Sitio Ilang Ilang Budiong, Odiongan, Romblon

Acting Director Jouquin Romeo Santiago Public Concerns Office Presidential Management Staff Malacañang, Manila

The OIC Assistant Secretary
Field Operations - Southern Luzon

Undersecretary and Chief of Staff

PENRO Rombion

Leni L. Ferry

Milderdora Region

Jw 3.17. 2021

URDES G. FEERER, CESO III

gional Executive Director

ARD-MS/LD