

# Republic of the Philippines

DENR MIMAROPA RECORDS SECTION

Department of Environment and Natural Resources

Visayas Avenue, Diliman, Quezon City, 100

Tel. Nos.: 929-66-26 to 29 ; 929-6633 to 65 INCOMING OUTGO

929-7041 to 43; 929-6252;929-1669 BY:
Website: http://www.denr.gov.ph E-mail: web@defM5/ ph

BY: \_\_\_\_ DATS NO.\_

**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

REQUEST FOR AN UPDATE FROM MS. ALICIA IBARRA RE: STATUS PERTINENT TO HER COMPLAINT WITH DOCUMENT TRACKING NUMBER E-2022-85482 FILED IN DENR MIMAROPA (Ticket Reference No.: ECCB107499)

This is to forward the attached Letter sent via email dated 08 February 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 immediate 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. Lacaba CSC - DA/DENR Field Office DENR Annex Bldg., Visayas Avenue, Diliman, Quezon City

email@contactcenterngbayan.gov.ph

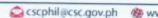
Ms. Alicia Ibarra (ibarraalicia747@gmail.com)



# 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	ECCB107499	
Date	8 February 2023	
Nature of Report (Check one)  ✓ Complaint  — Request for Assistance — Suggestion — Query	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.	
Appreciation Others	Additional Information: "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 didit reveived any validation report or what is the result and the next action."	



	Requested action from the agency: "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 –."
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:

Mralumbides

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; <a href="mail@contactcentemgbayan.gov.ph">email@contactcentemgbayan.gov.ph</a>; <a href="www.contactcentemgbayan.gov.ph">www.contactcentemgbayan.gov.ph</a>; <a href="www.contactcentemgbayan.gov.ph">www.contactcentemgbayan.gov.ph</a></a> <a href="www.contactcentemgbayan.gov.ph">www.contactcentemgbayan.gov.ph</a>; <a href="www.contactcentemgbayan.gov.ph">www.contactcentemgbayan.gov.ph</a>; <a href="www.contactcentemgbayan.gov.ph">www.contactcentemgbayan.gov.ph</a></a> <a href="www.contactcentemgbayan.gov.ph"



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



### HRDS Office of the Director <hrds@denr.gov.ph>

# Fwd: CCB Letter Referral ECCB107499 (follow-up)

4 messages

CONTACT CENTER NG BAYAN (CCB) <email@contactcenterngbayan.gov.ph>

Thu, Feb 16, 2023 at 8:40

To: osec <osec@denr.gov.ph>, bilisactionpartner <bilisactionpartner@gmail.com>, hrds <hrds@denr.gov.ph> Cc: ibarraalicia747@gmail.com, cscro4 pald <cscro4 pald@yahoo.com>, ro04 <ro04@csc.gov.ph>, ro04 fo orientalmindoro <ro04.fo\_orientalmindoro@csc.gov.ph>, "Or. Mindoro CSC Field Office" <cscro4 ormindoro@yahoo.com>

Dear Sir / Madam:

Greetings from the Civil Service Commission!

May we request for an update on the status of the attached concern, as it is essential for us to provide the necessary updates to our clients.

Hoping for your immediate response on the matter.

Please acknowledge receipt.

Thank you very much.

## Contact Center ng Bayan

Public Assistance and Information Office Civil Service Commission - Central Office CSC Building, IBP Road, Constitution Hills 1126 Quezon City, Philippines Fax No.(02) 8-932-0179

CCB Text: 0908-8816565

Email Address: email@contactcenterngbayan.gov.ph

Websites: [ http://www.csc.gov.ph/ | http://www.contactcenterngbayan.gov.ph/ ]

---- Forwarded message ---

From: CONTACT CENTER NG BAYAN (CCB) <email@contactcenterngbayan.gov.ph>

Date: Mon, Feb 13, 2023 at 7:42 AM Subject: CCB Letter Referral ECCB107499

To: osec <osec@denr.gov.ph>, bilisactionpartner <bilisactionpartner@gmail.com>, hrds <hrds@denr.gov.ph> Cc: <ibarraalicia747@gmail.com>, cscro4 pald <cscro4\_pald@yahoo.com>, ro04 <ro04@csc.gov.ph>, ro04 fo

orientalmindoro <ro04.fo\_orientalmindoro@csc.gov.ph>, Or. Mindoro CSC Field Office

<cscro4\_ormindoro@yahoo.com>

Dear Sir / Madam:

Greetings from the Civil Service Commission!

May we provide you a copy of Letter-Referral addressed to Department of Environment and Natural Resources, Secretary MA. ANTONIA YULO-LOYZAGA Attn: Ms. MIRIAM M. MARCELO, OIC Director, Huma n Resource Development Service (Bilis Aksyon Partner).

Please acknowledge receipt.

Thank you very much.

# Contact Center ng Bayan

Public Assistance and Information Office Civil Service Commission - Central Office CSC Building, IBP Road, Constitution Hills 1126 Quezon City, Philippines Fax No.(02) 8-932-0179 CCB Text: 0908-8816565

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 | https://bit.ly/CCBMatrixofReferrals |

How was your experience with our CCB Services? Your feedback matters. Let us know by taking the CFSS here: https://bit.ly/CCB-CFSS

#### 4 attachments







ECCB107499 DENR.pdf 474K

## CONTACT CENTER NG BAYAN (CCB) <email@contactcenterngbayan.gov.ph>

Mon, Feb 20, 2023 at 8:11

To: osec <osec@denr.gov.ph>, bilisactionpartner <bilisactionpartner@gmail.com>, hrds <hrds@denr.gov.ph> Cc: ibarraalicia747@gmail.com, cscro4 pald <cscro4\_pald@yahoo.com>, ro04 <ro04@csc.gov.ph>, ro04 fo orientalmindoro <ro04.fo\_orientalmindoro@csc.gov.ph>, "Or. Mindoro CSC Field Office" <cscro4\_ormindoro@yahoo.com>

[Quoted text hidden]

### 4 attachments







ECCB107499 DENR.pdf 474K

CONTACT CENTER NG BAYAN (CCB) <email@contactcenterngbayan.gov.ph>

Thu, Feb 23, 2023 at 9:44

To: osec <osec@denr.gov.ph>, bilisactionpartner <bilisactionpartner@gmail.com>, hrds <hrds@denr.gov.ph>, mail@denr.gov.ph

Cs: ibarraalicia747@gmail.com, cscro4 pald <cscro4\_pald@yahoo.com>, ro04 <ro04@csc.gov.ph>, ro04 fo orientalmindoro <ro04.fo\_orientalmindoro@csc.gov.ph>, "Or. Mindoro CSC Field Office" <cscro4\_ormindoro@yahoo.com>

[Quoted text hidden]

#### 4 attachments







ECCB107499 DENR.pdf 474K

# CONTACT CENTER NG BAYAN (CCB) <email@contactcenterngbayan.gov.ph>

Wed, Mar 1, 2023 at 8:17

To: osec <osec@denr.gov.ph>, bilisactionpartner <bilisactionpartner@gmail.com>, hrds <hrds@denr.gov.ph>, mail@denr.gov.ph

Cc: ibarraalicia747@gmail.com, cscro4 pald <cscro4\_pald@yahoo.com>, ro04 <ro04@csc.gov.ph>, ro04 fo orientalmindoro <ro04.fo\_orientalmindoro@csc.gov.ph>, "Or. Mindoro CSC Field Office" <cscro4\_ormindoro@yahoo.com>

[Quoted text hidden]

#### 4 attachments





ANNEX\_1.pdf 2245K

ECCB107499 DENR.pdf 474K



# RE: ACTION TO LAND COMPLAINT: E-2022-85482

1 message

Alicia Ibarra <ibarraalicia747@gmail.com>

Mon, Feb 6, 2023 at 10:32 PM

To: mimaroparegion@denr.gov.ph

Cc: denr4blegal@gmail.com, enforcement\_mimaropa@yahoo.com.ph, email@contactcenterngbayan.gov.ph, paio@csc.gov.ph, Complaints@arta.gov.ph, penroocc.mindoro@denr.gov.ph

6 February 2023

# Honorable Lormelyn E. Claudio, CESO IV

Regional Executive Director

**DENR MIMAROPA** 

3rd flr., 1515 DENR by the Bay Bldg.,

Roxas Boulevard, Brgy. 668, Ermita, Manila

RE: ACTION TO LAND COMPLAINT: E-2022-85482

Dear Honorable Lomelyn Claudio,

Greetings to you!

This is with regards to the **LAND COMPLAINT** I verified and requested in your office. To finally render action, I am hereby writing you this complaint letter again which was initially brought to your team attention on July 6, 2021(Document Tracking Number E-2021-67926) and secondly last April 20, 2022 (**Document Tracking Number E-2022-85482**) since I am the concerned and directly claimant land owner. A series of follow up emails was sent but to no avail for my query. I believe this complaint is already long overdue as of date. The property I am complaining is stated as follows:

Property Owner	:	Petra Cruz
Property Concerned	:	20 hectares Pulong Bagto Mamburao, Occidental Mindoro
Address	:	Part of it is at Public Land Subdivision Project (PLS-21); Lot 2 Pls-21 14.6359 has under SA (III-11)219.
		A) Validated by PENRO – Year 1989 still under PETRA CRUZ (see Annex1)

Nature of Complaint

: 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 a Deed of Sale?

C) How come PETRA CRUZ was dismissed ahead of DENR on May 25, 1976? This is contradicting to PENRO validation – last July 4, 1989 – (see Annex1)

I went to Mindoro to find this out and investigated and Geodetic Engineer Mastaguhan said that there are still 4 hectares left and I applied for it. However, Mr. Cesar Quebec reacted and asked me in an uncourteous way. I have fought for this land since 1989, 2005, 2021, and until now 2023. And I am still hoping that I can claim a portion of my father's property.

As an update the MIMAROPA went last year January 2022 on site where Ms. Lyn Agaho from DENR MIMAROPA enforcement division who conducted the investigation. **Until now I didn't receive any survey report or investigation result. Can I know what is the appropriate action of the Government? and the next step?** 

I am hoping for your favorable action on this regarding my complaint. Since this concern has been already ongoing and much time has been affected, I can't help but resort to file complain to the Civil Service Commission abiding the Republic Act No. 6713 enforcing proper conduct and ethical standards of public officials and employees upholding time-honored principle of public office and Anti Red Tape Authority. I still believe that public office is a public trust.

Attached herewith is the proof of validity by PENRO regarding PETRA CRUZ, while DENR claims it was dismissed which contradicts PENRO's letter.

For your appropriate action. Thank you.

Very Sincerely Yours,

CHRava

Mrs. ALICIA IBARRA

1407 Mercury St., Constellation Homes, Brgy. San Isidro, Angono, Rizal 1930

Occupation

Retiree, Former Teacher and OFW

Contact No

09166146226

**Email Address** 

ibarraalicia747@gmail.com

CC:

Civil Service Commission (CSC) Contact Center ng Bayan, email@contactcenterngbayan.gov.ph

Civil Service Commission (CSC) Public Assistance Center (PAC), paio@csc.gov.ph

ARTA - Anti Red Tape Authority, Complaints@arta.gov.ph

DENR PENRO Occidental Mindoro; penroocc.mindoro@denr.gov.ph



# LAND COMPLAINT\_MINDORO\_ALICIA VILLAROSA IBARRA | Indoor x



Apr 20, 2022 2:44 PM 🖒



Rianza Bonifacio sponitacionanza (kgmail com

to minharopareolor, denr4blegal 🕶

This is an email letter from my grandmother, ALICIA VILLAROSA IBARRA

Sir Madam.

Good day!

First of all I would like to introduce myself. I'm a retired teacher of Maud II District. I'm asking help regards of what happened to our Land in Mamb Occidental Mindoro (Mamburao)

I would like to file a complaint regarding DENR Mamb Occidental Mindoro as to what happened to our land with questions on paper and documents

Coura de Espejo was the head of DENR geodetic engineer Cesar Quebec. It's too late to have known about this land

My father Hidoljo Villarosa, died early when I was still in the womb of my mother. I sent a letter to PENRO, their answer was it's under the name of Petra Cruz. How is it possible that there's no deed of sale between Petra Cruz and my father. This area of 20 hectare. I was the one who got the tax declaration, nobody said that it was transferred to Petra Cruz. I do not know much about the rules of DENR. I went to Mindoro Occidental to find out what happened. Geodetic Mastauguihan said that there's still 4 hectares left. I applied for it, but Cesar Quebec stopped and asked me in an uncourteous way, shouting, so I was frightened. The next time I visited they showed me an index card that said Petra Cruz was dismissed in 1976, but in PENRO, it's still in the name of Petra Cruz. 1989. I asked them what happened and that you dismissed Petra without any valid reason, they were surprised and couldn't speak.

I can't concentrate everytime I remember that they did not give even a small portion of the land

I sent a letter to the DENR MIMAROPA Enforcement Division. They had an investigation. They did not get any response as to why and what happened, no record at all. Jan 2022 they visited.

Do these things really happen in DENR provinces or remote areas? How can these things happen inside DENR premises?

He wanted justice for what these people had done. It was Lyn Agaho who conducted the investigation of the Enforcement division.

Hoping for your response and assistance. Thank you

Alicia Villarosa Ibarra

Please see the documents below



DENR Mimaropa Region - manaroparegion adem gov.co.

Good day!

This is to acknowledge receipt of your email.

Your concern was immediately forwarded to **LEGAL DIVISION** for review and appropriate action

For other inquiries/follow-up, you may reach them directly to their email address at: denr4blegal@gmail.com

Kindly note of the Document Number.: E-2022-85482

Thank you and keep safe.

ROBERT T. PANTI

Database Management Officer
Records Section - DENR MIMAROPA

• • •

## E-2022-85482 LAND COMPLAINT





Rianza Bonifacio - bonifacoriere o denir 4 oregul, mimar oberegion 💌

Sat Aug 13, 9:34 AM 🏠 😽 :

This is an email letter from my grandmother, ALICIA VILLAROSA IBARRA

I would like to inquire regarding the letter we sent to you last April 20. It's been a long time since we sent our complaint but until now, there's no update as to what happened. Hoping for your immediate response regarding this matter.

Thank you.

Alicia Ibarra



DENR Mimaropa Region - milliance and declarations





nu. Sec 22 11:65:AM ☆ ← :

Good day!

This is to acknowledge receipt of your email.

Your concern was immediately forwarded to ENFORCEMENT DIVISION for review and appropriate

For other inquiries/follow-up, you may reach them directly to their email address at: enforcement.mimaropa@gmail.com

Kindly note of the Document Number.: E-2022-85482

Thank you and keep safe.

ROBERT T. PANTI

Database Management Officer Records Section - DENR MIMAROPA



Rianza Bonifacio «bonifacionianzas gmasicon

to denr4blegal, enforcement mirraropa, DENR +

Good day

It has been a longtime since we sent our complain, until now we haven't received any action from your office. It has been a long time already in the enforcement division. Hoping for your immediate action regarding this matter. Thank you

Respectfully yours Retired teacher Alice Ibarra

On Aug 15, 2022, at 10.12 AM, DENR Mimaropa Region <mimaroparegion@denr.gov.ph> wrote





DENR Mimeropa Region encouractureuror & Jeorganger

### Good day!

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For Sther inquirles/follow-up, you may reach them directly to their email address at: denr4blegal@gmail.com

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Thank you and keep safe.

ROBERT T. PANTI

Database Management Officer Records Section - DENR MIMAROPA

# 6 February 2023

Honorable Lormelyn E. Claudio, CESO IV

Regional Executive Director

DENR MIMAROPA

3rd flr., 1515 DENR by the Bay Bldg.,

Roxas Boulevard, Brgy. 668, Ermita, Manila

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asked me in uncourteous way. I and have fought for this land since 1989, 2005, 2021, and until now 2023. And I am still hoping that I can claim a portion of my father's property.

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Attached herewith is the proof of validity by PENRO regarding PETRA CRUZ, while DENR claims it was dismissed which contradicts PENRO's letter.

For your appropriate action. Thank you.

Very Sincerely Yours,

1407 Mercury St., Constellation Homes, Brgy. San Isidro, Angono, Rizal 1930

Occupation

Retiree, Former Teacher and OFW

Contact No

09166146226

Email Address : ibarraalicia747@gmail.com

CC: Civil Service Commission (CSC) Contact Center ng Bayan, email@contactcenterngbayan.gov.ph Civil Service Commission (CSC) Public Assistance Center (PAC), paio@csc.gov.ph ARTA - Anti Red Tape Authority, Complaints@arta.gov.ph

DENR PENRO Occidental Mindoro; penroocc.mindoro@denr.gov.ph

SUBSCRIBED AND SWORN TO BEFORE ME THIS A STANGONO, RIZAL

> 214 2023

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XHHCXI

Popurtment of the many and Natural Resources and ENVIRONMENT AND ANTURAL RESOURCES OFFICE The fan IV

Abra de Rog, Ordiental Mindoro

July 4, 1989

Mrs. Alicia Villarosa Ibarra 1407 Mercury St., Constellation Subd. Angono, Rizal

Doar Mrs. Ibarra,

This refers to your letter dated June 23, 1989 inquiring about the status of your fathers alledged lot situated in Pulong Bagto. However you failed to mention the municipality and upon verification conducted by this Office, Pulong Bagto is in Mamburao, Occidental Mindoro.

The municipality of Mamburao is under Public Land Subdivision Project (Pls-21) and according to the List of Claimants submitted to the office, there is no lot listed in the name of Hidalgo Villarosa. The name of Petra Cruz appears in our record as applicant of Lot 2, Pls-21 with an area of 14.6359 has, under SA (III-11)219.

Very trily yours,

BENEDICTO C. VELASCO

Sup. Land Management Officer

ANNXI

CRUZ, Petra

Sa-111-11) 219

Dia War 20 POCC. MINDORG

LOT 2

MAMBURAO

P.s 21

BALANSAY

1:.6395 has.

12-3-73 fdl

CERTIFIED XERGY COPY FROM FILE COET

Dinds April

9-28-84

Land Arvacus