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MEMORANDUM CIRCULAR

No. 2016 - 09

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SUBJECT: OPERATIONALIZATION OF THE DENR ACTION CENTER

In line with the agency's thrust to ensure the common good by providing immediate responses to various environmental issues and concerns and strengthening civil society participation in environmental governance, the DENR Action Center is hereby operationalized.

Section 1. **Objectives.** The operationalization of the DENR Action Center shall have the following objectives:

- a. To effectively deliver public service through a quick response facility in attending to the concerns of clients and stakeholders;
- b. To provide immediate feedback/update on matters brought to the attention of the DENR; and
- c. To generate, establish and maintain a database of all issues and concerns pertaining to DENR operations that could serve as basis for policy formulation.

Section 2. **Scope and Coverage.** The DENR Action Center shall cover queries and complaints nationwide through letters, telephone calls, electronic mails (email), social media platforms and walk-in visits on environmental concerns for immediate action by appropriate DENR units/offices.

The DENR Action Center created through Special Order No. 2016-494 dated August 24, 2016 shall be operationalized at the Central Office, Bureaus, Attached Agencies and all Regional Offices.

Section 3. **Responsibilities of the DENR Action Center**

3.1 DENR Central Office

- a. Receive and attend to queries and complaints of clients;
- b. Provide immediate feedback/reply on requests for basic information or frequently asked questions (FAQs);
- c. Refer the received queries and complaints to the appropriate Offices or Bureaus for appropriate action;
- d. Coordinate with the National Anti-Environmental Crime Task Force (Task Force) for assistance pursuant to the Memorandum of Agreement between and among parties, whenever necessary;

- e. Monitor the progress of actions taken and submit reports/updates to the Secretary on complaint/s received;
- f. Establish and maintain a database/compilation of all complaints received/acted upon; and
- g. Ensure proper coordination with the Office of Field Operations relative to regional environmental concerns.

3.2 *Bureaus, Attached Agencies and Regional Offices*

- a. Receive and attend to queries and complaints of clients within their areas of jurisdiction;
- b. Provide immediate feedback/reply on requests for basic information or frequently asked questions (FAQs);
- c. Refer the received queries and complaints to the appropriate DENR Offices for action and to the Central Office depending on the nature of complaints/queries;
- d. Attend to referral/s and request for action by the DENR Central Office Action Center;
- e. Submit reports/updates to the DENR Central Office Action Center on complaint/s received and action taken; and
- f. Establish and maintain their respective database/compilation of all complaints received/acted upon for submission to the DENR Central Office Action Center.


Section 4. **Role of Civil Society Organizations (CSOs).** The DENR shall ensure the active participation of concerned CSOs in linking with stakeholders and providing relevant information and necessary expertise on environmental concerns.

Section 5. **Capacity Building.** The DENR Action Center, in coordination with the Human Resource Development Service, shall conduct capacity building activities to equip its personnel with the necessary skills and knowledge to effectively discharge their functions.

Section 6. **Issuance of Supplementary Guidelines.** The Secretary may issue supplementary guidelines/advisories in support of this Circular.

Section 7. **Budget.** All expenses related to the operationalization of the DENR Action Center shall be charged against the DENR funds subject to the usual accounting and auditing rules and regulations.

Section 8. **Effectivity.** This Circular shall take effect immediately.


REGINA PAZ L. LOPEZ
 Secretary

