



MAR 15 2023

**MEMORANDUM CIRCULAR**

No. 2023 - 02

**SUBJECT: AMENDING CERTAIN PROVISIONS ON THE OPERATIONALIZATION OF THE DENR ACTION CENTER UNDER MEMORANDUM CIRCULAR NO. 2016-09 DATED 23 SEPTEMBER 2016; AND USE OF ACTION CENTER BRIEFER**

In line with the agency's thrust to ensure the continuous efficient delivery of public service through proper designation of tasks/responsibilities in relation to attending to the concerns of clients and stakeholders brought to the attention of the DENR, Sections 2 and 3.1 of Memorandum Circular No. 2016-09 dated 23 September 2016 on the operationalization of the DENR Action Center is hereby amended as follows:

Section 2. **Scope and Coverage.** The DENR Action Center shall cover queries and complaints nationwide through letters, telephone calls, and electronic mails (emails) on environmental concerns for immediate action by appropriate DENR units/offices. Concurrently, attending to walk-in clients, managing concerns lodged thru the DENR's social media platforms, and coordination with the National Anti-Environmental Crime Task Force (Task Force) for assistance pursuant to the Memorandum of Agreement between and among parties, whenever necessary, must be catered by the Stakeholders Management and Conflict Resolution Division.

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

Moreover, the Endorsement Briefer (see attached **Annex A**) shall be used as the official document for the transmittal of referrals emanating from the DENR Action Center for information and appropriate action of concerned offices.

This Circular shall take effect immediately. All other provisions of Memorandum Circular No. 2016-09, dated 23 September 2016, shall remain in force.

  
**MARIA ANTONIA YULO LOYZAGA**  
Secretary





Republic of the Philippines  
 Department of Environment and Natural Resources  
 Visayas Avenue, Diliman, Quezon City  
 Office of the Secretary – DENR Action Center  
 Tel Nos. (632) 8929-66-26 to 29; Mobile No. 0917-868-3367

### ENDORSEMENT BRIEFER

This pertains to the letter dated day/month/year coursed through the Office of the Secretary – DENR Action Center **for information and appropriate action**. May we respectfully transmit herein Endorsement Briefer of the aforementioned document:

Position of Head of Office.	
Name of Office/Bureau/ Attached Agency	
Address and/or Contact Information	
Document Tracking No.	
Date Received by this Office	
Name of Sender	
Address and/or Contact Information of Sender	
Nature of Document: <input type="checkbox"/> Complaint <input type="checkbox"/> Request <input type="checkbox"/> Proposal/Suggestion <input type="checkbox"/> Query <input type="checkbox"/> Others	<b>Details of Document:</b>  <i>(Please see attached copy of document)</i>

*Please inform party/ies concerned and this Office of any action taken on the subject matter in this regard furnishing the Office of the Chief of Staff, for monitoring/reference purposes. Expeditious action is required pursuant to Republic Act No. 11032, otherwise known as the **Ease of Doing Business and Efficient Government Service Delivery Act of 2018** as implemented and enforced by the Anti-Red Tape Authority. Failure to timely respond to public's concern shall be ground for administrative sanctions under existing laws and regulations.*

**JOE-MAR S. PEREZ**  
 Director III  
 Head, DENR Action Center/Hotline 8888

cc:



Republic of the Philippines  
 Department of Environment and Natural Resources  
 Visayas Avenue, Diliman, Quezon City  
 Office of the Secretary – DENR Action Center  
 Tel Nos. (632) 8929-66-26 to 29; Mobile No. 0917-868-3367

### ENDORSEMENT BRIEFER

This pertains to the letter dated 09 January 2023 coursed through the Office of the Secretary – DENR Action Center for information and appropriate action. May we respectfully transmit herein Endorsement Briefer of the aforementioned document:

Position of Head of Office	<b>The Regional Executive Director</b>
Name of Office/Bureau/ Attached Agency	<b>DENR National Capital Region</b>
Address and/or Contact Information	National Ecology Center, East Avenue, Quezon City 0910-705-4109/0965-981-3139 (Official Hotline) (02) 8876 1484 LOCAL 1406
Document Tracking No.	<b>DENR-ASRMD-2023-123456 and PCC-CAM-01-2023-150</b>
Date Received by this Office	January 10, 2023
Name of Sender	<b>John Marlon Magbuo</b>
Address and/or Contact Information of Sender	181 Alley 2, Project 6, Quezon City
Nature of Document: ___ Complaint ___ Request ___ Proposal/Suggestion ___ Query ___ Others	<b>Details of Document:</b> Complaint against alleged illegal cutting of Mahogany trees without permit of a certain Cristina Marie Rubio within his property located in Visayas Avenue, Diliman, Quezon City.  <i>(Please see attached copy of document)</i>

*Please inform party/ies concerned and this Office of any action taken on the subject matter in this regard furnishing the Office of the Chief of Staff, for monitoring/reference purposes. Expeditious action is required pursuant to Republic Act No. 11032, otherwise known as the **Ease of Doing Business and Efficient Government Service Delivery Act of 2018** as implemented and enforced by the Anti-Red Tape Authority. Failure to timely respond to public's concern shall be ground for administrative sanctions under existing laws and regulations.*

**JOE-MAR S. PEREZ**  
 Director III  
 Head, DENR Action Center/Hotline 8888

cc: **The Director**  
 Presidential Complaint Center (PCC)  
 Malacanang Palace, Manila