



DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES  
KAGAWARAN NG KAPALIGIRAN AT LIKAS YAMAN

ADVISORY NO. 2

TO : **ALL ACTION CENTER AND 8888 FOCAL PERSONS**  
Office of the Undersecretaries  
Office of Service Directors  
Line and Staff Bureaus  
Attached Agencies  
Regional Offices, PENROs, and PEMUs (NCR, CAR,  
Regions I, II, III, IV-A, IV-B, and V)

FROM : **THE UNDERSECRETARY**  
Chief of Staff and Supervising for Strategic  
Communications

SUBJECT : **SCHEDULE OF THE 2023 YEAR-END CAPABILITY  
BUILDING SEMINAR-WORKSHOP (LUZON CLUSTER)  
AND RECOGNITION OF TOP-PERFORMING OFFICES**

DATE : **DEC 14 2023**

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Pursuant to the DENR Special Order No. 2023-784 dated 21 November 2023 authorizing the conduct of the **2023 Year-End Capability Building Seminar-Workshop (Luzon Cluster) on the DENR Action Center/Hotline 8888 Operations and Tickets' Resolution** and in line with the DENR Memo No. 2023-1012 dated 22 November 2023 on the rescheduling of the said activity, please be informed that it will particularly be held on **15-18 January 2024 (inclusive of travel time)** at the **Ciudad Christia 9 Waves Resort** located at Earth St. Carrieland Country Homes II, Brgy. Ampid, San Mateo, Rizal.

Further, please be guided that part of the said Seminar-Workshop is the recognition of the top performing DENR Action Center Offices (Central Office, Bureaus, Attached Agencies, Regions, and PENROs) based on action to tickets received. Kindly note that only the tickets referred to your respective Offices until December 15, 2023, will be considered as part of the said recognition and that actions taken (concrete and specific) submitted to the DENR Action Center on or before December 31, 2023, will be credited.

For reference, attached are the Program of the said Seminar-Workshop and the Mechanics for the Recognition of the Top-Performing DENR Action Center Offices.

  
**MARILOU G. ERNI**



**DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES**  
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**2023 YEAR-END CAPABILITY BUILDING SEMINAR-WORKSHOP ON DENR  
ACTION CENTER/HOTLINE 8888 OPERATIONS AND TICKETS' RESOLUTION**

*January 15-18, 2024 (inclusive of travel time) at Ciudad Christhia 9 Waves  
Resort, San Mateo, Rizal*

**PROGRAM**

<b>DAY 0 (January 15, 2024) - Monday</b>	
<b>Time</b>	<b>Activities</b>
Whole Day	<i>Arrival of all Participants and Venue Set-up</i>
<b>DAY 1 (January 16, 2024) - Tuesday</b>	
<b>Time</b>	<b>Activities</b>
7:00 AM – 8:00 AM	<i>Breakfast</i>
8:00 AM – 8:30 AM	Registration
8:30 AM – 08:40 AM	Prayer and National Anthem
8:40 AM – 8:50 AM	Opening Remarks (Undersecretary Marilou G. Erni)
8:50 AM – 9:00 AM	Workshop Overview (Director Joe-Mar S. Perez)
9:00 AM – 9:15 AM	Acknowledgement of Attendees
9:15 AM – 10:45 AM	8888 Seminar with Q&A and Post-Lecture Recognition of Resource Speaker
10:45 AM – 11:00 AM	<i>Health Break</i>
11:00 PM – 12:00 PM	Discussion of DENR Action Center Manual of Operations (MOO) and Focals' Designations
12:00 PM – 1:00 PM	<i>Lunch Break</i>
1:00 PM – 3:00 PM	Workshop Breakout Session on DENR Action Center Manual of Operations (MOO) and Focals' Designations
3:00 PM – 3:15 PM	<i>Snack Break</i>
3:15 PM – 4:30 PM	Presentation of Outputs
4:30 PM – 4:40 PM	Ice-breaker
4:40 PM – 6:00 PM	Breakout Session on Tickets' Resolution
6:00 PM – 7:00 PM	<i>Rest</i>
7:00 PM – 9:00 PM	<i>Dinner</i>
<b>DAY 2 (January 17, 2024) - Wednesday</b>	
<b>Time</b>	<b>Activities</b>
7:00 AM – 8:00 AM	<i>Breakfast</i>
8:00 AM – 8:30 AM	Registration
8:30 AM – 8:35 AM	Energizer
8:35 AM – 10:00 AM	Ombudsman 1 <sup>st</sup> Lecture on Clients with Q&A and Post-Lecture Recognition of Resource Speaker
10:00 AM – 10:15 AM	<i>Snack Break</i>
10:15 AM – 10:25 AM	Ice-breaker

10:25 AM – 12:00 PM	Ombudsman 2 <sup>nd</sup> Lecture on Clients with Q&A and Post-Lecture Recognition of Resource Speaker
12:00 PM – 1:00 PM	<i>Lunch Break</i>
1:00 PM – 1:10 PM	<i>Ice-breaker</i>
1:10 PM – 2:45 PM	ARTA Lecture on Republic Act 11032 (Ease of Doing Business and Efficient Government Service Delivery Act of 2018) and Recognition of Resource Speaker
2:45 PM – 3:00 PM	<i>Snack Break</i>
3:00 PM – 4:00 PM	Discussion of Improved Manual of Operations (MOO)
4:00 PM – 5:00 PM	Presentation of Action Center/8888 Ticket Status
5:00 PM – 6:00 PM	<i>Rest</i>
6:00 PM – onwards	<i>Dinner &amp; Socials</i>
<b>DAY 3 (January 18, 2024) - Thursday</b>	
<b>Time</b>	<b>Activities</b>
7:00 AM – 8:00 AM	<i>Breakfast</i>
8:00 AM – 8:30 AM	Registration
8:30 AM – 9:00 AM	Recap of Day 1 and Day 2 Lecture Sessions
9:00 AM – 10:00 AM	Awarding of Certificates of Participation w/ Photo Ops
10:00 AM – 11:00 AM	Awarding of Top-performing Offices w/ Photo Ops
11:00 AM – 11:10 AM	Ways Forward/Announcements
11:10 AM – 11:20 AM	Closing Ceremony
11:20 AM – 12:00 PM	Hotel Check-out
12:00 PM – 1:00 PM	<i>Lunch</i>
1:00 PM - onwards	<i>Homebound</i>



**DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES**  
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**MECHANICS FOR THE RECOGNITION OF THE TOP PERFORMING  
DENR ACTION CENTER OFFICES IN THE LUZON CLUSTER FOR CY 2023**

In recognition of the dedication and unwavering support of the DENR Offices in handling concerns lodged before them all throughout the year, the DENR Action Center will confer a total of 20 awards to be given to the top performing offices among the Luzon Cluster recognizing their exemplary performance. The criteria will be based on the resolution rate and compliance rate of the Offices as of December 31, 2023.

**Tickets from 8888 Citizens' Complaint Center**

- Top 3 PENROs
- Top 3 Regional Offices
- Top 1 among the Bureaus and Attached Agencies

<b>Criteria</b>	<b>Percentage</b>
Resolution Rate	50%
Compliance Rate	50%
Total	100%

**Overall Tickets' Resolution**

- Top 3 PENROs
- Top 3 Regional Offices
- Top 3 among the Bureaus and Attached Agencies
- Top 1 among the Offices in the Central Office

<b>Criteria</b>	<b>Percentage</b>
Resolution Rate	100%
Total	100%

- Additional point/percentage incentives will be given to Offices who have received the bulk of the tickets referred by the Action Center

<b>No. of Tickets (from Jan. 01, 2023 – Dec. 15, 2023)</b>	<b>Additional Points (in %)</b>
<b>PENROs</b>	
30 – 45	5
46 and above	10
<b>Regional Offices</b>	
101 – 199	5
200 and above	10

**Most Harmonious Office Award (3)**

- The following Offices with the lowest number of accumulated tickets for CY 2023 will be conferred with this recognition:
  - (1) Regional Office
  - (1) Bureau or Attached Agency
  - (1) Central Office (Service/Office)