



Republic of the Philippines
Department of Environment and Natural Resources
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JAN 28 2004

SPECIAL ORDER

NO. 2004- 43

SUBJECT : DENR@Your Service Initiative

In the interest of the service and In order to support and assist water-related agencies to quickly respond to reports of water leakages and other water conservation efforts, and for the DENR to better respond to public information requests, inquiries, complaints and other communications in general, the DENR@Your Service initiative is hereby established.

1. Functions

Operations Center, DENR Central Office

DENR@Your Service Operations Center (hereinafter referred to as Operations Center) shall perform the following functions:

1. Facilitate action and response to issues arising from electronic messages sent to the officially-designated contact numbers. Specific functions are:
 - a. Receive electronic messages (email, text, fax) and voice calls from the public or via media reports submitted by the Public Affairs Office and sent to designated official contact numbers;
 - b. When warranted, create an issue into an electronic registry for documentation and to facilitate action/resolution;
 - c. Assign issue to the office concerned for action / response;
 - d. Monitor progress of action / response of action office on a particular issue;
 - e. Declare issue closed as appropriate;
 - f. Submit period status, accomplishment, monitoring and other reports as requested by the Secretary.

2. For reports concerning leaking pipes, other instances of water wastage and water conservation issues, DENR@Your Service Operations Center shall provide a 24-hour hotline service from Monday to Friday and 8 a.m. to 5 p.m. on Saturdays and Sundays. The Operations Center shall:
 - a. Receive water conservation-related messages via phone calls, fax, email, or text messaging;
 - b. Maintain records of received messages and immediately report the same to the concerned water utilities company for action / response;
 - c. Submit periodic status / accomplishment report and other related reports as requested to expedite action on water wastage incidents.

Focal Persons at the Central Office, Bureaus, Attached Agencies and Regional Offices

Focal persons shall be designated by the respective heads of offices to:

1. Facilitate action and response on a particular issue in behalf of their respective offices;
2. Assign / refer issue to appropriate office;
3. Update status by posting progress notes on the Issue Manager internal web site to document actions taken;
4. Make recommendations to expedite issue resolution;
5. Recommend closure of issues.

2. Transitory Provisions

The Management Information Systems Division shall establish the initial policies, procedures and oversee the implementation of the DENR@Your Service Operations Center until such time that a Steering or Oversight Committee shall have been constituted. The MISD shall provide personnel and ensure proper implementation of systems and procedures. It shall recommend organizational and institutional changes to continuously improve DENR response and action.

All DENR offices are hereby directed to extend full support, coordination and cooperation with the Operations Center to accomplish and further improve the implementation of DENR@Your Service.

3. Staffing and Scheduling

To perform the functions cited, the Operations Center at the OSEC – Central Office shall be manned 24 hours a day from Monday to Friday and from 8 a.m. to 5 p.m. on Saturdays and Sundays. Monday to Friday shifts are as follows: first shift from 11 p.m. to 7 a.m., second shift from 7 a.m. to 3 p.m., third shift from 3 p.m. to 11 a.m., with 30 minutes break for each shift.

The Operations Center shall be manned by the following personnel:

1. Emmanuel A. Miraflores (Chief, MISD) – overall coordination and supervision
2. Jose Rock M. Bermeo (OSEC) – Lead issue facilitator
3. Glen G. Mendoza (Computer Operation II) –full-time issue facilitator
4. Lilian T. Yboa (Data Entry Machine Operator II) – full-time issue facilitator
5. Rommel Pangilinan (Utility I) – full-time issue facilitator
6. Editha V. Tabien (Computer Operation III) – issue facilitator (backup / reliever)
7. Erlinda P. Cantil (Data Controller III) – issue facilitator (backup / reliever)
8. Eugene V. de Guzman (IS Researcher I) – technical support
9. Evelyn F. Carino (Data Entry Machine Operator II) – technical support

The personnel cited are authorized to claim overtime pay not to exceed sixty (60) hours, subject to the usual accounting and auditing rules and regulations. All other expenses incurred in the conduct of these activities shall be charged against OSEC funds.

This Order takes effect immediately and shall remain in force unless revoked.


ELISEA G. GOZUN

Secretary

