

**DENR Administrative Order
No. 2001 – 20
July 03, 2001**

**SUBJECT : Guidelines In The
Operationalization And
Implementation Of The “Txt E-
Mail DENR” Project.**

In recognition of the vital role of information and communication technology in the promotion of sustainable development and the protection of the environment and natural resources, the DENR has conceptualized the "Txt E-Mail DENR" Project.

To operationalize and implement the Project, the following guidelines are hereby adopted:

Section 1. Objectives.

1. Institutionalize an innovative and more responsive communication channel linking the DENR and the general public; and
2. Provide the framework and mechanism for the operationalization and implementation of the Project.

Section 2. Project Action Center. - There is hereby created the Txt E-Mail DENR Project Action Center which shall be headed by the Project Management Committee, which shall be assisted by the Operations Group, the Policy Working Group, and the Support Services Group in carrying out the guidelines hereby adopted.

Section 3. Project Management Committee. The Project Management Committee (PMC) shall provide overall direction and guidance for the effective realization of the goals and objectives of the Project.

The PMC shall be composed of the following:

Chair: The Head Executive Assistant
Co-Chair: The Undersecretary for Environment and Natural Resources Operations The Undersecretary for Environment and Natural Resources Lands, Legal and International Affairs

Members:

The Director, Decision Support Systems Office (DSSO)
The Director, Special Concerns Office (SCO)
The Director, Public Affairs Office (PAO)
The Director, Legal Service (LS)
The Director, Financial Management Service (FMS)
The Director, Investment Programming and International Cooperation Service (IPICS), FASPO

The Director, Policy Studies Service (PSS)
The Director, Information Management Department (IMD), NAMRIA

The Chief, General Services Division (GSD)
The Chief, Telecommunication Unit (TU)

The PMC shall regularly meet to monitor and assess the Project's implementation and performance, and shall report to the Secretary through the Head Executive Assistant.

Section 4. *Operations Group.* The Operations Group (OG) shall oversee the actual day-to-day operations of the Project Action Center.

The OG shall be composed of the following:

- a. Operations Coordinator-Chief, Management Information Systems Division (MISD);
- b. Officers of the Day;
- c. Point Persons from the Regional Offices, Bureaus and Attached Agencies; and
- d. Message Handling Specialists;

a. *Operations Coordinator (OC)*

The OC shall serve as the Project officer in charge, regularly coordinating with the Officers of the Day, Point Persons, Message Handling Specialists, and Support Services Group as regards the operational concerns of the Project. He/she must be knowledgeable of the DENR's mandate, organization and functional structure, areas of concern, and prevailing records and document routing systems and procedures, among other things.

The OC shall have the following duties and responsibilities:

- a. Implement the directives of the PMC;
- b. Monitor project operations to ensure that the system has adequate capacity in terms of personnel, hardware, software and data communication;
- c. Recommend to the PMC any measures to improve operational performance of the Project; and
- d. Ensure the maintenance and security of the system (hardware and peripherals, software, data) used in the Project.

The MISD head shall automatically assume the position of OC.

b. *Officer of the Day (OD)*

The OD shall be in charge of the operation of the Project during his/her duty. He/She shall be charged with giving specific instructions as to what office or to whom the messages received shall be forwarded.

He/she must be knowledgeable of the DENR's mandate, organization and functional structure, areas of concern, and prevailing records and document routing systems and procedures, among other things.

The OD shall have the following duties and responsibilities:

- a. Provide immediately, if possible, the appropriate response to all messages received through the Project Action Center. Otherwise, distribute or route messages to the concerned office/s or person/s, for appropriate action;
- b. Monitor and prepare periodic reports on the status of messages, taking note of the response and/or actions taken, or at least ensure that the office concerned is notified of the need to respond to the sender of the legitimate messages; and
- c. Report any problems or concerns that may hamper the operations of the Project to the OC.

There shall be one (1) permanent OD per day to be assigned by the Secretary upon the recommendation of the PMC and shall report directly to the OC.

They shall report from Monday to Friday on a rotation basis from 9am to 6pm.

If messages received before or after office hours need urgent action, the OD shall refer the same to the Office of the Secretary or directly report the same to the concerned official.

The designated OD who shall render services to the Project before and after office hours, Saturdays, Sundays and holidays shall be entitled to overtime pay and/or days off, whichever is applicable.

The OD shall come from the following offices:

1. Office of the Undersecretary for ENR Lands, Legal and International Affairs;
2. Office of the Undersecretary for ENR Policy and Planning;
3. Office of the Undersecretary for ENR Operations;
4. Office of the Head Executive Assistant; and
5. Special Concerns Office.

c. *Point Person (PoP)*

The PoP shall be in direct coordination with the OD of the Project Action Center and shall be responsible for all messages forwarded to his/her office. He/She must be knowledgeable of the DENR's mandate, most especially the organizational and functional structures, areas of concern, prevailing records and document routing systems, and procedures of the office he/she represents.

The PoP shall have the following duties and responsibilities:

- a. Provide to OD immediate appropriate response to all messages received from the Project Action Center. Otherwise, distribute or route messages to the concerned office or person, for appropriate action;
- b. Monitor or prepare periodic reports on the status of messages, taking note of the response and/or actions taken, and ensure that the office concerned is notified of the need to respond to the sender of the legitimate message; and
- c. Report any problems or concerns that may hamper the operations of the Project to the OC systems, and procedures of the office he/she represents.

There shall be one (1) PoP for each Regional Office, Bureau and Attached Agency. He/She shall be designated by the head of the office he comes from.

d. *Message Handling Specialist* (MHSs)

The MHSs shall man the Project Action Center, assisting the OD on the technical and operational aspect of the Project. They must be computer literate and familiar with the Project's technology.

The MHSs shall have the following duties and responsibilities:

- a. Classify the messages received according to subject or type of request/ complaint/inquiry, and forward the same to the designated OD;
- b. Ensure that all messages received are promptly and properly acknowledged; and
- c. Ensure that all text and e-mail messages are immediately assigned reference numbers for purpose of message tracking and retrieval.

There shall be two (2) MHSs per day to be assigned by the OC to assist the OD.

They shall report to the designated OD for their specific schedule.

The MHSs who shall render services to the Project before and after office hours, Saturdays, Sundays and holidays shall be entitled to overtime pay and/or days off, whichever is applicable.

The heads of the following offices shall recommend at least two (2) personnel to be designated as MHSS:

- Records Management and Documentation Division
- Special Concerns Office
- Management Information System Division
- Office of the Head Executive Assistant
- Public Affairs Office

Section 5. Policy Working Group. The Policy Working Group (PWG) shall be convening regularly, as deemed necessary by the PMC, to check and balance the entire operations of the Project.

The PWG shall have the following duties and responsibilities:

- a. Formulate guidelines for the effective operationalization and implementation of the Project;
- b. Prepare plans for the improvement of the project implementation; and
- c. Recommend policy decisions for approval of the Secretary.

The PWG shall be composed of the following:

Chair: Representative, Office of the Secretary

Co-Chair: Representative, Decision Support Systems Office

Members:

Representative, Office of the Undersecretary for Policy and Planning

Representative, Office ' of the Undersecretary for ENR Operations

Representative, Office of the Undersecretary for ENR Lands, Legal

and

International Affairs

Representative, Public Affairs Office

Representative, Special Concerns Office

Representative, Records Management and Documentation Division

Representative, Foreign Assisted and Special Projects Office

Representative, Environmental Management Bureau

Representative, Mines and Geo-Sciences Bureau

Representative, Forest Management Bureau

Representative, Lands Management Bureau

Representative, Ecosystems Research and Development Bureau

Representative, Protected Areas and Wildlife Bureau

Representative, National Mapping and Resource Information Authority

Representative, Laguna Lake Development Authority
Representative, Natural Resources Development Corporation

The designated representative of each office shall be the permanent representative to the PWG and an alternate shall be subsequently assigned.

Section 6. *Support Services Group.* The Support Services Group (SSG) shall ensure the continuous operation of the Project's information and communication technology components and other operational requirements. The SSG must have a working knowledge of the technologies involved.

The SSG shall be composed of the following:

1. Administrative Services Group; and
2. Technical Services Groups.

a. *Administrative Services Group (ASG)*

The ASG shall be responsible in procuring necessary items and sourcing funds for the functional needs and maintenance of the Project.

The ASG shall have the following duties and responsibilities:

- a. Provide the needed logistics such as IT supplies and materials;
and
- b. Install equipment and office space for the Project Action Center.

b. *Technical Services Group (TSG)*

The TSG shall provide technical and operational support for the Project.

The TSG shall have the following duties and responsibilities:

- a. Make or recommend improvements to upgrade the existing software application and hardware/network setup to streamline operations;
- b. Train and orient the MHSs on the technical aspects in operating the hardware, software, and communication components of the system, as may be appropriate;
- c. Perform specialized data and communication management functions, including data backups, hardware, software and network maintenance, and trouble shooting; and
- d. Coordinate with the technical staff of the project partners, Smart Communications, Inc. and Globe Telecom, in resolving technical and administrative issues,

The ASG and TSG shall be designated by the heads of the offices they represent.

The SSG shall come from the following offices:

Representative, General Services Division;

1. Representative, Financial Management Service;
2. Representative, Special Concerns Office; and
3. Representatives, Management Information and Systems Division

An organizational structure of the Project Management is hereto attached as Annex 'A'.

Section 7. Information Management. The messages received in the Project Action Center shall follow a standard communication flow, reporting system, information classification, and prioritization procedures.

A. Communication Flow. The following shall be used as guide for the handling of all messages received in the Project Action Center:

- a. The Project Action Center shall receive all messages;
- b. Messages shall be received and properly acknowledged by the MHSs using a ready “standard quick, responses”;
- c. Thereafter, the messages shall be sorted, recorded, and classified and forwarded to the OD;
- d. The OD shall determine the level of urgency, priority, and confidentiality of the messages received and forward the same to concerned office/s;
- e. messages forwarded to the PoP/s shall be properly acknowledged and refer the same to the concerned office/s- for appropriate action;
- f. The PoP/s shall then report the actions taken to the Project Action Center;
- g. The OD, through the MHSS, shall then inform the sender of the actions taken on his/her query, complaint/s, etc.;
- h. In cases of messages needing immediate action, the OD shall forward the same to heads of concerned offices and immediately after, such concerned office or PoP/s shall report the actions taken to the Project Action Center, copy furnished the Office of the Secretary. Mode of transmission of the report shall either be in form of fax or e-mail; and
- i. In case a message received before and after office hours needs urgent action, the OC shall refer the matter to the Office of the Secretary or directly report the matter to the concerned official.

A communication flowchart is hereto attached as Annex ""B".

B. Reporting System. The OD shall make a daily summary report of the messages received during his/her duty. The report should indicate **a)** the time when the message was received; **b)** to what office or to whom the message was forwarded; **c)** the time when the message was acknowledged; **d)** the action/s taken on messages forwarded, if applicable. The report shall be forwarded to the OC, copy furnished the Office of the Secretary.

Matrices of Summary Reports and Statistics shall be formulated by the Statistical Coordinating Division of the Planning Policy Studies and Economic Affairs Office and will form part of this document.

A summary report of messages deemed confidential, urgent or critical shall be prepared by the OD before the end of his duty and directly submitted to the Office of the Secretary.

The Records Management and Documentation Division shall be responsible for the compilation and safekeeping of hard copies of all documents concerning the Txt E-Mail DENR Project.

C. Information Classification. All text and e-mail messages must be sorted out accordingly in the form of Inquiries, complaints, and others. These messages shall be similarly classified according to the label of document classification as provided In DAO 97-24.

The classifications of these messages are as follows:

- a. Gener at Circulation (**GC**)
- b. Limited Circulation (**LC**)
- c. Restricted (**R**)
- d. Confidential (**C**)

- e. Top Secret (**TS**)

- a. All messages received requesting or inquiring for general information shall be classified as **GC** and shall be made accessible to the text and/or e-mail sender/s. Messages that fall under the GC include laws, policies, regulations, issuances, primers, publications, and other related DENR information;
- b. All messages received and classified as **LC** shall be made available subject to the submission of a formal request stating therein the purpose and approval of the concerned office. Messages that fall under the LC include contract, agreement, ENR applications, terminal reports, legal cases and the like;
- c. All messages received and classified as **R** shall be for use only within the DENR. However, they can be accessed by interested parties through a formal request subject to the approval of the head of office concerned. Messages of this type include, among others, inter-office communication, financial documents, evaluation reports law enforcement activities;
- d. All messages received and classified as **C** shall be solely available to concerned DENR officials and therefore, cannot be accessed. Disclosure of such information rests on the discretion of the Secretary or his designated officer or upon order by the courts.

Messages that fall under this type include *sub judice* matters, technical matters with distinct military value or requires protection, executive committee reports, and information that may have adverse impact on the Department's reputation; and

- e. All messages received and classified as **TS** are those, which when revealed indiscriminately, could endanger national security. Access to such documents shall be reserved to the Department's Head and other concerned higher officials and cannot be disclosed without clearance from the Secretary.

Messages of this type include critical information with vital and strategic values related to economy and defense.

D. Message Prioritization. The messages received shall be considered "Priority" depending on the extent of urgency, the messages shall be classified as follows:

1. **TOP PRIORITY - RUSH.** This type of message shall be acted upon or provided response within two (2) hours.
2. **PRIORITY - RUSH.** This type of message shall be acted upon or provided response Within 24 hours.
3. **RUSH.** This type of message shall be acted upon or provided response within two (2) working days.
4. **ASAP** This type of message shall be acted upon or provided response within five (5) working days.

Section 8. *Utilization of Existing Equipment and Facilities.* All concerned offices shall utilize and appropriate existing equipment and facilities for the implementation and operationalization of the Txt E-Mail DENR Project.

Section 9. *Transitory Provisions.* The Office of the Secretary shall oversee the implementation of the Txt E-Mail DENR Project until such time that the Project Management Committee, Operations Group, Policy Working Group, and Support Services Group shall have been reconstituted.

The Project Management Committee shall ensure the proper operationalization and implementation of the guidelines. It shall recommend the improvement and amendment of this Administrative Order, as may be deemed necessary.

Section 10. *Repealing Clause.* All other Orders, Memoranda and issuances or parts thereof which are Inconsistent with this Order, are hereby repealed, amended, or modified accordingly.

Section 11. *Effectivity.* This Order shall take effect immediately.

(Sgd.) HEHERSON T. ALVAREZ
Secretary