



29 July 2021

MERRIAM CUSTODIO
merriamcustodio55@gmail.com

NOTICE OF CLOSURE

ARTA Complaint Ticket Number: 2021-0611-0156

Dear Ms. Custodio:

On **11 June 2021**, the Anti-Red Tape Authority (“Authority”) received your complaint against **Department of Environment and Natural Resources - Region IV-B** on the alleged:

- ☐ Failure to set-up the most current and updated Citizen’s Charter;
- ☐ Violation of the Zero-Contact Policy;
- ☐ Selling, offering to sell, or recommending specific brands or fire extinguishers and other fire safety equipment to any applicant or requesting party or business entity by the Bureau of Fire Protection or any of its official or employees;
- ☐ Refusal to accept application or request with complete requirements being submitted by an applicant or requesting party without due cause;
- ☐ Imposition of additional requirements other than those listed in the Citizen’s Charter;
- ☐ Imposition of additional costs not reflected in the Citizen’s Charter;
- ✓ Failure to give the applicant or requesting party a written notice on the disapproval of an application or request;
- ✓ Failure to render government services within the prescribed processing time on any application or request without due cause;
- ☐ Failure to attend to applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break;
- ☐ Failure or refusal to issue official receipts;
- ☐ Fixing and/or collusion with fixers in consideration of economic and/or other gain or advantage; and
- ☐ Other acts in violation of the provisions of RA No. 9485, as amended by RA No. 11032.

After conducting our investigation and considering the allegations and explanation of the respective parties, it appears that the subject matter of your complaint **has been acted**



ARTA
ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT



on by the respondent and has provided a solution to the issues mentioned in the case for which reason the Authority has decided to close your complaint ticket.

If you have any questions or concerns, please address all your queries through (02) 8478-5093/99 or email at complaints@arta.gov.ph and legal@arta.gov.ph

CP Llorad

ATTY. CHERRY P. LLORAD

Attorney III

Regional Field Office - Western Visayas

Copy Furnished:

MA. LOURDES G. FERRER (CESO III)

Regional Executive Director

DENR - Region 4B MIMAROPA

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SMARTER INITIATIVES. BETTER PHILIPPINES