



23 June 2021

**MA. LOURDES G. FERRER (CESO III)**

Regional Executive Director  
DENR - Region 4B MIMAROPA  
Department of Environment and Natural Resources  
mimaroparegion@denr.gov.ph

Attention: **ERIBERTO B. SAÑOS**  
PENRO Palawan  
penropalawan@denr.gov.ph

**NOTICE TO EXPLAIN**

*ARTA Complaint Ticket Number: 2021-0611-0156*

**Regional Executive Director Ferrer:**

On **11 June 2021**, the Anti-Red Tape Authority (“Authority”) received a complaint from **Merriam Custodio** against you 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.

Please see attached copy of complaint with annexes.



Pursuant to the Authority's mandate under **Section 17 (d)** of **Republic Act No. 11032** or the "***Ease of Doing Business and Efficient Government Service Delivery Act of 2018***" which provides that the Authority has the power to initiate investigation, *motu proprio* or upon receipt of a complaint, refer the same to appropriate agency, or file cases for violations of said Act, **you are hereby required to submit your explanation with supporting relevant documents of the above charge/s within a period of SEVEN (7) working days from receipt of this Notice.**

Your Explanation may be filed through any of the following modes: (1) personal filing at the Authority; (2) electronic email at <[complaints@arta.gov.ph](mailto:complaints@arta.gov.ph)>, (3) by private courier; or (4) by registered mail .

Should you fail to submit your Explanation within the said period, the same shall constitute as a waiver on your part to refute the charge/s and the Authority shall resolve the complaint on the basis of the document/s available.

*CP Llorad*

**ATTY. CHERRY P. LLORAD**

Attorney III

Regional Field Office – Western Visayas

*Copy Furnished:*

**MERRIAM CUSTODIO**

Purok Pagkakaisa, Brgy. Sta. Monica,  
Puerto Princesa City, Palawan