

**(NEW) DENR R4B_ARTA CTN 2023-0803-0042**

1 message

DENR Action Center <actioncenter@denr.gov.ph>

Sun, Aug 20, 2023 at 7:15 AM

To: DENR Mimaropa Region <mimaroparegion@denr.gov.ph>, Enforcement Mimaropa <enforcement.mimaropa@gmail.com>

Cc: furbano55@yahoo.com, "R4B PENRO Occ. Mindoro" <penroocc.mindoro@denr.gov.ph>, HRDS Office of the Director <hrds@denr.gov.ph>, Undersecretary for Organizational Transformation <ouot@denr.gov.ph>, DENR ARTA <denr.arta@denr.gov.ph>, Complaints Action Center <Complaints@arta.gov.ph>, R4B CENRO Sablayan <cenrosablayan@denr.gov.ph>

ENDORSEMENT BRIEFER

Good day, Ma'am/Sir!

Magandang araw, Ma'am/Sir!

Respectfully referred herein the document/electronic mail, coursed through the DENR Action Center/Hotline 8888, for your appropriate action, consistent with existing laws, rules, and regulations.

Malugod po naming ini-endorso sa inyo ang dokumento/sulatroniko na ipinadaan sa DENR Action Center/Hotline 8888, para sa inyong nararapat na aksyon nang naayon sa mga umiiral na batas, alituntunin, at mga regulasyon.

DOCUMENT TRACKING NO.	ARTA CTN 2023-0803-0042
SUBJECT <i>Paksa</i>	Reklamo kay Mr. Anastacio A. Santos, CENRO Sablayan, Occidental Mindoro
POSITION OF HEAD OF OFFICE <i>Posisyon ng Pinuno ng Tanggapan</i>	The Regional Executive Director
NAME OF OFFICE/ BUREAU/ ATTACHED AGENCY <i>Pangalan ng Tanggapan/Kawanihan/Ahensiya</i>	DENR Region IV-B MIMAROPA
OFFICE ADDRESS AND/OR CONTACT INFORMATION <i>Lokasyon at Impormasyon sa Pakikipag-ugnayan ng Opisina</i>	1515 L & S Building, Roxas Boulevard, Ermita, Manila (02) 8405-0046 (02) 8248-3367 ext. 2701 mimaroparegion@denr.gov.ph
DATE RECEIVED BY DENR ACTION CENTER <i>Petsa ng Pagkatanggap ng DENR Action Center</i>	August 10, 2023
NAME OF SENDER/CLIENT <i>Pangalan ng Nagpadala/Kliyente</i>	Mr. Fredderick V. Urbano
SENDER/CLIENT ADDRESS AND/OR CONTACT INFORMATION <i>Lokasyon at Impormasyon sa Pakikipag-ugnayan ng Nagpadala/Kliyente</i>	furbano55@yahoo.com 0905 555 5681
NATURE OF DOCUMENT <i>Uri ng dokumento</i>	Complaint
DETAILS OF DOCUMENT <i>Detalye ng dokumento</i>	Tungkol ito sa reklamo laban kay Mr. Anastacio A. Santos, CENRO Sablayan, Occidental Mindoro. Nabanggit dito ang mga pagmumura ni Mr. Santos at iba pang mga detalye ng reklamo.

Please inform the party/ies concerned of any action taken on the subject matter, furnishing this Office thru the Action Center Email: actioncenter@denr.gov.ph, for monitoring/reference purposes. Expeditionary action is required pursuant to Republic Act No. 11032, otherwise known as the **Ease of Doing Business and Efficient Government Service Delivery Act of 2018** as implemented and enforced by the Anti-Red Tape Authority. Failure to timely respond to the public's concern shall be grounds for administrative sanctions under existing laws and regulations.

*Maaari lamang na ipagbigay alam sa nagpadala ang aksyon ng inyong opisina ukol dito, na may kalakip na kopya sa opisina ng ito sa pamamagitan ng DENR Action Center Email: actioncenter@denr.gov.ph para sa pagsubaybay sa estado ng nasabing hinaing. Ang agarang aksyon ukol dito ay kinakailangan ayon sa Batas Republika Bilang 11032, o mas kilala bilang **Ease of Doing Business and Efficient Government Service Delivery Act of 2018**, na ipinapatupad ng Anti-Red Tape Authority. Ang hindi pag-aksyon nang naayon sa itinakdang oras sa pampublikong hinaing ay may karampatang parusang administratibo sa ilalim ng mga umiiral na batas at mga regulasyon.*

(SGD) JOE-MAR S. PEREZ, MPA, MDRR

Director III

Head, DENR Action Center/Hotline 8888

----- Forwarded message -----

From: **DENR ARTA** <denr.arta@denr.gov.ph>

Date: Mon, Aug 14, 2023 at 12:07 PM
Subject: Fwd: NOR ARTA CTN 2023-0803-0042
To: DENR Action Center <actioncenter@denr.gov.ph>

----- Forwarded message -----

From: **Complaints Action Center** <Complaints@arta.gov.ph>
Date: Fri, Aug 11, 2023 at 8:44 AM
Subject: NOR ARTA CTN 2023-0803-0042
To: DENR ARTA <denr.arta@denr.gov.ph>
Cc: furbano55@yahoo.com <furbano55@yahoo.com>

GREETINGS:

Enclosed in this email is a letter addressed to **Usec. Adobo**, signed by Director Leonardo O. Tapia, the complaint email, and attachments. This email is copy furnished to the complainant.

Kindly acknowledge receipt. Please let us know if you have any concerns.

Thank you.

Regards,



PUBLIC ASSISTANCE OFFICE

Legal and Public Assistance Office

Anti-Red Tape Authority

Address: 4th and 5th Floor, NFA Bldg.,
NFA Compound, Visayas Ave., Brgy
Vasra, Diliman, Quezon City, 1128

E-mail: complaints@arta.gov.ph

Website: www.arta.gov.ph



DISCLOSURE: By sending us this email, you agree that the data you provide herein, which include your personal or sensitive information, may be collected, processed, stored, updated or disclosed by ARTA (1) for legitimate purposes, (2) to process your complaint which you request, allow, or authorize, and (3) to comply with ARTA's internal policies and its reporting obligations to other governmental authorities

From: Frederick Urbano <furbano55@yahoo.com>
Sent: Saturday, August 5, 2023 12:31 AM
To: Complaints Action Center <Complaints@arta.gov.ph>
Subject: Re: Acknowledgment ARTA CTN 2023-0803-0042

Dear Sir/Madam;

Please see attached file.

Ito po ung isinampa kong ADMINISTRATIVE CASE laban kay DENR-CENRO ANASTACIO A. SANTOS, na sobrang nagmura at sobrang nagpapahirap sa mga transaction sa akin sa kanyang opisina.

Samantalang ang ibang kliyente na kaparehas ko ang mga transaction ay maluwag at mabilis na natatapos ang kanilang transaksyon.

Sobra po nya akong pinepersonal, samantalang isa po akong Law abiding citizen, ni isang kaso sa buong buhay ko po ay hindi ako nakaranas, ngayon lang din po ako nakaranas magsampa ng kaso, dahil sa sobrang pagmumura nya sa akin at pagkapahiya ko sa sarili ko at pamilya ko.

Samantalang sya naman ang nagkaroon ng kaso ng Violation ng P.D. 705 o naging suspect sa police Pola, Oriental Mindoro dahil sa pagsabwat nya sa mga nagbayahe ng Narra na nagkakahalagang 548,232 pesos sa market value. (See attached file)

Sya din po ay nag pameeting sa kanyang opisina kasama po lahat kaming mga shipper dahil napabalita syang tumanggap ng 42,000 sa isang kasamahan naming shipper.

May record po ako ng pagmumura nya sa akin, kung kinakailangan po ay nakahanda po ako.

Masyado daw pong malakas ang taong ito, kaya nga't hanggang ngayon ay wala pa ring nagiging pagdinig sa isinampa kong Administrative Case simula pa po noong April 3, 2023 ko ipinasa sa kay DENR RED, Ms. Lormelyn E. Claudio, DENR Chief Legal Division Atty. Ghandhi Flores at DENR Secretary Ms. Maria Antonia Loyzaga.

Sana po ay matulungan nyo po ako.

Umaasa,

Fredderick V. Urbano

On Friday, August 4, 2023 at 03:02:54 PM GMT+8, Complaints Action Center <complaints@arta.gov.ph> wrote:

GREETINGS:

We received your concern against **DENR** in relation to the alleged violation under Republic Act No. 11032. In view thereof, may we request you to provide us the following information for us to be able to assess your concern:

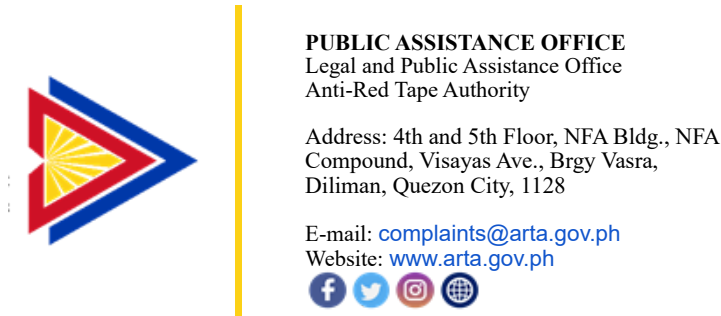
- Available documents or any evidence to prove the violation

Kindly submit the above information/ documents within **three (3) working days** from receipt of this request. Should you fail to submit the same within the said period, the Anti-Red Tape Authority will interpret your non-compliance as lack of interest to pursue your complaint and **henceforth rendering it closed immediately**.

If you have questions on the matter, please contact the undersigned by email at complaints@arta.gov.ph. Kindly indicate the Tracking Number of your concern in the subject line of your email.

Thank you.

Regards,



DISCLOSURE: By sending us this email, you agree that the data you provide herein, which include your personal or sensitive information, may be collected, processed, stored, updated or disclosed by ARTA (1) for legitimate purposes, (2) to process your complaint which you request, allow, or authorize, and (3) to comply with ARTA's internal policies and its reporting obligations to other governmental authorities

From: Frederick Urbano <furbano55@yahoo.com>
Sent: Wednesday, August 2, 2023 11:18 PM
To: Complaints Action Center <Complaints@arta.gov.ph>
Cc: Anti-Red Tape Authority <info@arta.gov.ph>
Subject: MAHIGIT APAT NA BUWAN BAGO NAAKSYUNAN MALI PA!! (Date Requested: March 21,2023. Date received: July 31,2023)

Dear Sir;

Mapagpalang araw po!

Ako po si Frederick V. Urbano, dating OFW at Private Tree Plantation Owner sa ngayon, taga Brgy. Tayamaan, Mamburao, Occidental Mindoro ay lumalapit po sa inyong butihing tanggapan, upang ireklamo ang sobrang pagmamalabis at pang aabuso sa kanyang katungkulan, si DENR Cenro Anastacio A. Santos, ng DENR Cenro Sablayan, Occidental Mindoro.

Maraming beses na po akong nakaranas ng sobrang panggigipit, pagpapahirap at pamemersonal ng opisyal na ito sa aking mga transaksyon sa kanyang opisina. Marahil, dahilan sa hindi ko naibigay ang hinihingi sa aking malalapad at mahahabang tabla ng Gmelina ng kanyang tauhan na gagamitin daw sa sofa at lamesa ni Cenro Anastacio Santos.

Sa akin pong sobrang pagkadismaya dahil sa kabagalan at napakatagal na pag aksyon, nakapagtxt po ako kay Cenro Anastacio A. Santos na pakitanggal na ang nakapaskil sa pintuan ng kanilang opisina na "Mamamayan muna, hindi mamaya na". Pagkatapos po noon ay tinawagan nya ako sa cellphone ko at pinagmumura. Nagawa ko pong irecord ang nasabing pagmumura sa akin, subalit ako pa ang tinatakot na kakasuhan ng wire tapping.

March 21, 2023 po ako nagrequest, July 11, 2023 ang date sa papel na approvan, pero July 31,2023 pa sa akin ibinigay at pinareceived. Ang masakit po nito kulang ang species na nakalagay sa approved na papel. Isa lamang po ito sa maraming request ko na napakatagal na, subalit hanggang ngayon ay walang aksyon sa kanyang opisina,

Ang mga ganitong uri ng kawani ay hindi karapat dapat sa ating Gobyerno.

Naka pag file na din po ako ng Administrative Case, Subalit hanggang ngayon ay wala pa ring resulta.

Umaasa po ako na inyong matutulungan.

Maraming salamat po at mabuhay po kayo.

Gumagalang,



Office of the Secretary

DENR Action Center/Hotline

Department of Environment and Natural Resources

Republic of the Philippines

Visayas Ave., Diliman, Quezon City, Metro Manila, 1100, Philippines

osec@denr.gov.ph

actioncenter@denr.gov.ph

Tel no. (02) 8-920-0689

Mobile: 0917-868-3367 (Hotline)

<http://www.denr.gov.ph>

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10 attachments

-  **date of received - penro.pdf**
512K
-  **Pola Municipal Police Station.pdf**
754K
-  **complaint-affidavit.zip**
11371K
-  **DENR CHIEF LEGAL DIVISION ATTY. GANDHI G. GAGNI FLORES.pdf**
335K
-  **DENR RED LORMEYN E. CLAUDIO.pdf**
336K
-  **DENR SECRETARY MARIA ANTONIA LOYZAGA.pdf**
332K
-  **Signed NOR 2023-0803-0042.pdf**
610K
-  **complaint letter page 1.pdf**
488K
-  **complaint letter page 2.pdf**
250K
-  **complaint letter page 3.pdf**
468K