

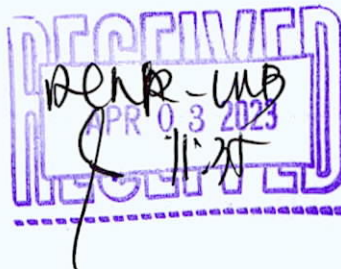
Fw: CTN 2023-0207-0055\_Complaint on alleged failure of DENR Mimaropa to provide feedback for the report on land complaint reference code no. E-2022-85482

From: Land Management Bureau (denrlmb@yahoo.com)

To: lmb\_rkmd@yahoo.com

Date: Monday, April 3, 2023 at 11:02 AM GMT+8

Good day,  
Pasuyo po for DTS.  
Salamat po.



Department of Environment and Natural Resources

Land Management Bureau

Website: <https://lmb.gov.ph/>

Email: [lmb@denr.gov.ph](mailto:lmb@denr.gov.ph)/[denrlmb@yahoo.com](mailto:denrlmb@yahoo.com)

----- Forwarded Message -----

From: Ariel Francis De Castro <[arielfrancis2000@gmail.com](mailto:arielfrancis2000@gmail.com)>

To: [denrlmb@yahoo.com](mailto:denrlmb@yahoo.com) <[denrlmb@yahoo.com](mailto:denrlmb@yahoo.com)>

Cc: "usecais@denr.gov.ph" <[usecais@denr.gov.ph](mailto:usecais@denr.gov.ph)>

Sent: Monday, April 3, 2023 at 10:44:29 AM GMT+8

Subject: Fwd: CTN 2023-0207-0055\_Complaint on alleged failure of DENR Mimaropa to provide feedback for the report on land complaint reference code no. E-2022-85482

Good day,

Respectfully referred for your appropriate action please. Thank you.

OULA

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

From: **Undersecretary for Administration, Finance, Human Resources and Information Systems**

<[usecais@denr.gov.ph](mailto:usecais@denr.gov.ph)>

Date: Fri, Mar 31, 2023 at 2:04 PM

Subject: Fwd: CTN 2023-0207-0055\_Complaint on alleged failure of DENR Mimaropa to provide feedback for the report on land complaint reference code no. E-2022-85482

To: <[arielfrancis2000@gmail.com](mailto:arielfrancis2000@gmail.com)>

Thank you.

Regards,

**OULA**

DENR Central Office

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

From: **DENR Action Center** <[actioncenter@denr.gov.ph](mailto:actioncenter@denr.gov.ph)>

Date: Fri, Mar 31, 2023 at 1:12 PM

Subject: CTN 2023-0207-0055\_Complaint on alleged failure of DENR Mimaropa to provide feedback for the report on land complaint reference code no. E-2022-85482

To: DENR Mimaropa Region <[mimaroparegion@denr.gov.ph](mailto:mimaroparegion@denr.gov.ph)>, DENR Region 4B

<[denr8888mimaropa@yahoo.com](mailto:denr8888mimaropa@yahoo.com)>

Cc: Undersecretary for Administration, Finance, Human Resources and Information Systems

<[usecais@denr.gov.ph](mailto:usecais@denr.gov.ph)>, Complaints Action Center <[Complaints@arta.gov.ph](mailto:Complaints@arta.gov.ph)>, <[ibarraalicia747@gmail.com](mailto:ibarraalicia747@gmail.com)>

Ma'am/Sir,

This is to respectfully refer, for information and appropriate action, the herein complaint of Ms. Alicia Ibarra.

Kindly furnish this office and party/ies concerned of your action/s taken on the matter thru the Action Center Email: [actioncenter@denr.gov.ph](mailto:actioncenter@denr.gov.ph) for monitoring/reference purposes.

Thank you.

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

From: **DENR ARTA** <[denr.arta@denr.gov.ph](mailto:denr.arta@denr.gov.ph)>  
Date: Fri, Mar 31, 2023 at 9:07 AM  
Subject: Fwd: OSEC-2023-001422 CART INDORSEMENT [2023-0207-0055]  
To: DENR Action Center <[actioncenter@denr.gov.ph](mailto:actioncenter@denr.gov.ph)>

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

From: **DENR OSEC Referral** <[osec.referral@denr.gov.ph](mailto:osec.referral@denr.gov.ph)>  
Date: Wed, Mar 29, 2023 at 8:56 PM  
Subject: OSEC-2023-001422 CART INDORSEMENT [2023-0207-0055]  
To: DENR ARTA <[denr.arta@denr.gov.ph](mailto:denr.arta@denr.gov.ph)>

From: **DENR ARTA** <[denr.arta@denr.gov.ph](mailto:denr.arta@denr.gov.ph)>  
Date: Fri, Mar 3, 2023 at 2:40 PM  
Subject: Fwd: CART INDORSEMENT [2023-0207-0055]  
To: Office of the DENR Secretary <[osec@denr.gov.ph](mailto:osec@denr.gov.ph)>

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

From: **Complaints Action Center** <[Complaints@arta.gov.ph](mailto:Complaints@arta.gov.ph)>  
Date: Thu, Feb 16, 2023 at 3:20 PM  
Subject: CART INDORSEMENT [2023-0207-0055]  
To: DENR ARTA <[denr.arta@denr.gov.ph](mailto:denr.arta@denr.gov.ph)>  
Cc: Atty. Leonardo O. Tapia <[LeonardoTapia@arta.gov.ph](mailto:LeonardoTapia@arta.gov.ph)>, Office of the Deputy Director General for Legal <[oddg.legal@arta.gov.ph](mailto:oddg.legal@arta.gov.ph)>, Joyce Anne C. Pereña <[joyceanneperena@arta.gov.ph](mailto:joyceanneperena@arta.gov.ph)>, Franchezka C. Prudente <[franchezkaprudente@arta.gov.ph](mailto:franchezkaprudente@arta.gov.ph)>, Paula Krizelle L. Gonzaga <[PaulaGonzaga@arta.gov.ph](mailto:PaulaGonzaga@arta.gov.ph)>, Alicia Ibarra <[ibarraalicia747@gmail.com](mailto:ibarraalicia747@gmail.com)>

Greetings!

Pursuant to **ARTA MC No. 2021-08**, we are referring to your office a complaint, with tracking number **2023-0207-0055**, for the prompt resolution of your Committee on Anti-Red Tape (CART), **within twenty (20) working days**. Please refer to the documents attached herein for the full details of the aforesaid complaint.

Thank you, and kindly acknowledge receipt of this email.

Respectfully,



*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 under applicable laws.*

**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](mailto:osec@denr.gov.ph)[actioncenter@denr.gov.ph](mailto:actioncenter@denr.gov.ph)

Tel no. (02) 8-920-0689

Mobile: 0917-868-3367 (Hotline)

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

The information contained in the communication is privileged and confidential and intended solely for the use of the individual or entity to whom it is addressed and others authorized to receive it. If you are not the intended recipient, you must not disclose or use the information contained in it. If you have received this email in error, please notify us immediately by return email and delete the document. The Action Center/Hotline is neither liable for the proper and complete transmission of the information nor for any delay in its receipt. The Action Center/Hotline accepts no liability for any damage caused by this email or its attachments due to viruses, interference, interception, corruption or unauthorized access.



Signed CART Indorsement (2023-0207-0055).pdf

973.7kB



2023-0207-0055.pdf

79.4kB



ANNEX\_1\_Email trend.pdf

830.1kB



CTN 2023-0207-0055\_Endorsement Briefer\_Ms. Alicia Ibarra.pdf

162.9kB





## ENDORSEMENT BRIEFER

This pertains to the letter dated 13 February 2023 coursed through the Office of the Secretary – DENR Action Center/Hotline 8888 **for information and appropriate action**. May we respectfully transmit herein Endorsement Briefer of the aforementioned document.

Position of Head of Office	<b>The Regional Executive Director</b>
Name of Office/Bureau/ Attached Agency	<b>DENR Region IV-B (MIMAROPA)</b>
Address and/or Contact Information	1515 L & S Building, Roxas Boulevard, Ermita, Manila
Document Tracking No.	<b>CTN 2023-0207-0055 (CART Indorsement)</b>
Date Received by this Office	March 29, 2023
Name of Sender	<b>Ms. Alicia Ibarra thru Atty. Leonardo O. Tapia (ARTA)</b>
Address and/or Contact Information of Sender	ibarraalicia747@gmail.com
Nature of Document: <input checked="" type="checkbox"/> Complaint <input type="checkbox"/> Request <input type="checkbox"/> Proposal/Suggestion <input type="checkbox"/> Query <input type="checkbox"/> Others	<b>Details of Document:</b> Complaint on alleged failure of DENR Mimaropa to provide feedback for the report on land complaint reference code no. E-2022-85482  <i>(Please see attached copy of document)</i>

Please inform party/ies concerned and this Office of any action taken on the subject matter in this regard furnishing the Office of the Chief of Staff, for monitoring/reference purposes. Expeditious 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 public's concern shall be ground for administrative sanctions under existing laws and regulations.

  
**JOE-MAR S. PEREZ**  
Director III

Head, DENR Action Center/Hotline 8888

cc: **Ms. Alicia Ibarra**  
ibarraalicia747@gmail.com  
**Atty. Leonardo O. Tapia**, Director IV  
Legal and Public Assistance Office  
Anti-Red Tape Authority  
**The Undersecretary**  
Legal and Administration

## LAND COMPLAINT\_MINDORO\_ALICIA VILLAROSA IBARRA



Rianza Bonifacio

142 Views | 143 Views



This is an email letter from my grandmother: **ALICIA VILLAROSA IBARRA**

Sir Madam,

Good day!

First of all, I would like to introduce myself. I'm a retired teacher of Maud II District. I'm asking help regards of what happened to our Land in Mamb Occidental Mindoro (Mamburao).

I would like to file a complaint regarding DENR Mamb Occidental Mindoro as to what happened to our land with questions on paper and documents.

Coura de Espejo was the head of DENR geodetic engineer Cesar Quebec. It's too late to have known about this land.

My father, **Hidoljo Villarosa**, died early when I was still in the womb of my mother. I sent a letter to PENRO, their answer was it's under the name of Petra Cruz. How is it possible that there's no deed of sale between Petra Cruz and my father. This area of 20 hectare. I was the one who got the tax declaration, nobody said that it was transferred to Petra Cruz. I do not know much about the rules of DENR. I went to Mindoro Occidental to find out what happened. Geodetic Mastauguihan said that there's still 4 hectares left. I applied for it, but Cesar Quebec stopped and asked me in an uncourteous way, shouting, so I was frightened. The next time I visited, they showed me an index card that said Petra Cruz was dismissed in 1976, but in PENRO, it's still in the name of Petra Cruz. 1989. I asked them what happened and that you dismissed Petra without any valid reason, they were surprised and couldn't speak.

I can't concentrate everytime I remember that they did not give even a small portion of the land.

I sent a letter to the DENR MIMAROPA Enforcement Division. They had an investigation. They did not get any response as to why and what happened. no record at all. Jan 2022 they visited.

Do these things really happen in DENR provinces or remote areas? How can these things happen inside DENR premises?

He wanted justice for what these people had done. It was Lyn Agaho who conducted the investigation of the Enforcement division.

Hoping for your response and assistance. Thank you.

Alicia Villarosa Ibarra

Please see the documents below.



DENR Mimaropa Region

142 Views | 143 Views



Good day!

This is to acknowledge receipt of your email.

Your concern was immediately forwarded to **LEGAL DIVISION** for review and appropriate action.

For other inquiries/follow-up, you may reach them directly to their email address at:

[denr4hlegai@gmail.com](mailto:denr4hlegai@gmail.com)

Kindly note of the Document Number.: **E-2022-85482**

Thank you and keep safe.

ROBERT T. PANTI

Database Management Officer

Records Section - DENR MIMAROPA

...

## E-2022-85482 LAND COMPLAINT



**Rianza Bonifacio** bonifacio.rianza@gmail.com

to: denr4be@denr.gov.ph, enforcement.mimaropa@denr.gov.ph

Thu Aug 11 11:01 AM   

This is an email letter from my grandmother: **ALICIA VILLAROSA IBARRA**

Good day

I would like to inquire regarding the letter we sent to you last April 20. It's been a long time since we sent our complaint but until now, there's no update as to what happened. Hoping for your immediate response regarding this matter.

Thank you

Alicia Ibarra



**DENR Mimaropa Region** enforcement.mimaropa@denr.gov.ph

to: rianza

Thu Aug 11 11:01 AM   

Good day!

This is to acknowledge receipt of your email.

Your concern was immediately forwarded to **ENFORCEMENT DIVISION** for review and appropriate action.

For other inquiries/follow-up, you may reach them directly to their email address at:

[enforcement.mimaropa@gmail.com](mailto:enforcement.mimaropa@gmail.com)

Kindly note of the Document Number: **E-2022-85482**

Thank you and keep safe.

ROBERT T. PANTI  
Database Management Officer  
Records Section - DENR MIMAROPA



**Rianza Bonifacio** bonifacio.rianza@gmail.com

to: denr4be@denr.gov.ph, enforcement.mimaropa@denr.gov.ph

Thu Aug 11 11:01 AM   

Good day

It has been a longtime since we sent our complain. until now we haven't received any action from your office. It has been a long time already in the enforcement division. Hoping for your immediate action regarding this matter. Thank you

Respectfully yours  
Retired teacher: Alice Ibarra

On Aug 15, 2022, at 10:12 AM, DENR Mimaropa Region <[enforcement.mimaropa@denr.gov.ph](mailto:enforcement.mimaropa@denr.gov.ph)> wrote



DENR Mimaropa Region  
Region Office - MIMAROPA  
Region Office - MIMAROPA

Thu, Dec 22, 2022, 10:01 AM



Good day!

This is to acknowledge receipt of your email.

Your concern was immediately forwarded to **LEGAL DIVISION** for review and appropriate action.

For other inquiries/follow-up, you may reach them directly to their email address at:  
[denr4blegal@gmail.com](mailto:denr4blegal@gmail.com)

Kindly note of the Document Number: **E-2022-85482**

Thank you and keep safe.

ROBERT T. PANTI  
Database Management Officer  
Records Section - DENR MIMAROPA



**RE: ACTION TO LAND COMPLAINT: E-2022-85482**

Alicia Ibarra <ibarraalicia747@gmail.com>

Mon 2/6/2023 11:05 PM

To: Complaints Action Center <Complaints@arta.gov.ph>; ARTA Southern Luzon Region <southernluzon@arta.gov.ph>

Cc: Rianza Bonifacio <bonifaciorianza@gmail.com>

 2 attachments (3 MB)

ANNEX\_1.pdf; ANNEX\_1\_Email trend.pdf;

6 February 2023

Honorable Jeremiah Joseph L. Revereza  
Supervising Administrative Officer  
Southern Luzon  
Anti- Red Tape Authority  
Office of the President

RE: ACTION TO LAND COMPLAINT: E-2022-85482

Dear Sir/Ma'am,

Greetings to your office !

I would like to seek assistance for your appropriate action relevant to the roles of the Anti- Red Tape Authority Office of the President on the conduct of services in the Department of Environment and Natural Resources MIMAROPA.

Please see attached complaint letters I submitted to the said National Agency. Also, I have followed up my query many times and the government spent money for the investigation until now there is no feedback for the report.

Thank you very much for your consideration.

Very Sincerely Yours,



Alicia Ibarra





**ARTA**  
ANTI-RED TAPE AUTHORITY  
OFFICE OF THE PRESIDENT



## C A R T I N D O R S E M E N T F O R M

**FOR :** **ATTY. ERNESTO ADOBO JR.**  
Chairperson, CART-Department of Environment and Natural Resources  
Undersecretary for Legal Administration, Human Resources and Legislative Affairs

**THRU :** **EVELYN G. NILLOSAN**  
Secretariat, CART-Department of Environment and Natural Resources  
Chief, Management Division

**RE :** **Alicia Ibarra vs. DENR MIMAROPA docketed as CTN 2023-0207-0055**

**DATE :** **13 February 2023**

Pursuant to ARTA's Memorandum Circular No. 2021-11 otherwise known as Guidelines for Nationwide Implementation of Referral and Handling of Complaints involving Section 21(a) to (g) of R.A. No. 9485, as amended by R.A. No. 11032, the above complaint is referred to the Committee on Anti-Red Tape of the Department of Environment and Natural Resources as follows:

Name of Complainant: Alicia Ibarra

Contact Details of Complainant: ibarraalicia747@gmail.com

Alleged violation of R.A. No. 11032:

- ☐ 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;
- ☐ Others: \_\_\_\_\_

Documents Received from the Complainant:

1. Complaint email with attachments



**ARTA**  
ANTI-RED TAPE AUTHORITY  
OFFICE OF THE PRESIDENT



Action taken by Director for Legal:

- ☒ Approved for transmittal to CART/Agency;  
☐ Disapproved for transmittal to CART/ Agency, refer back to PAD for observance of existing ARTA Rules of Procedure.

Respectfully,

**ATTY. LEONARDO O. TAPIA**  
OIC Director  
Legal and Public Assistance Office

*Copy Furnished:*

**ALICIA IBARRA**  
ibarraalicia747@gmail.com

*Legal and Public Assistance Office*

**NOTICE TO COMPLAINANT**

As provided under the rules, during the period that the Complaint is with the CART/Agency, the Complainant may, at any time, submit a **Request for Termination of Referral** to ARTA based on any of the following grounds:

- a) The government official complained of is the approving Chairperson of the CART or the Head of Agency;
- b) Employment of improper conduct by any of the officials of the government agency concerned which tends to harass or influence the Complainant to withdraw his or her complaint;
- c) Lapse of twenty working (20) days or any extension from the time of the referral and no resolution is met;
- d) And other analogous instances

For any questions or queries on this matter, please send your email to [lpao@arta.gov.ph](mailto:lpao@arta.gov.ph)