



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. CESO I
Chairperson, CART
Undersecretary for Legal Administration,
Human Resources and Legislative Affairs
Department of Environment and Natural Resources

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

RE : Norma dela Austria vs. Department of Environment and Natural Resources docketed as CTN 2023-0314-0176

DATE : 15 May 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: Norma dela Austria

Contact Details of Complainant: 5505 Sitio Ilang-Ilang, Barangay Budiong, Odiongan, Romblon

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;

✓



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☐ Others: _____

Documents Received from the Complainant:

1. Complaint Narrative
2. Supporting Documents

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
Director IV, Legal and Public Assistance Office

Copy Furnished:

NORMA DELA AUSTRIA

5505 Sitio Ilang-Ilang, Barangay Budiong, Odiongan, Romblon

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;
- a) 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;
- b) Lapse of twenty working (20) days or any extension from the time of the referral and no resolution is met;
- c) And other analogous instances

For any questions or queries on this matter, please send your email to lpao@arta.gov.ph