



Republic of the Philippines

DEPARTMENT OF AGRARIAN REFORM

Tunay na Pagbabago sa Repormang Agraryo

PLANNING &
RESEARCH OFFICE
CERTIFIED

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PROVINCIAL SPECIAL ORDER

NO. **50**

Series of 2023

By: *lma*

Date & Time: *9/11/23*

SUBJECT : RECONSTITUTION OF THE COMMITTEE ON ANTI-RED TAPE (CART) IN DAR ALBAY

In the interest of the service and in compliance with Republic Act 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and Its Implementing Rules and Regulations (IRR), the Committee on Anti-Red Tape (CART) in DAR Albay Provincial Office is hereby reconstituted as follows:

Name	Position	Designation	Contact No.	Email Address
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Functions of the Committee:

1. Conduct of compliance cost analysis, time and motion studies, evaluation and improvements of the agency's services;

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2. Comply to the guidelines on the National Policy on Regulatory Management System to be issued by ARTA;
3. Ensure effective knowledge transfer, or information dissemination among office employees on ARTA-related matters;
4. Register new regulations to UP ONAR and publish them to the Official Gazette
5. Set up and Update the Citizen's Charter. Submit it to the Anti-Red Tape Electronic Management System (ARTEMIS);
6. Monitor and Review the agency of office's Citizen Charter, specifically the procedures/steps, time, documentary requirements, and fees;
7. Ensure updates on the Citizen's Charter, specifically the procedures/steps, time, documentary requirements and fees;
8. Ensure agency implementation of zero-contact policy;
9. Ensure agency compliance with the 3-7-20 prescribed processing time for transactions;
10. Develop and foster a client feedback mechanism and client satisfaction measurement;
11. Report to ARTA the results of the Client Satisfaction Survey until the last working day of January each year;
12. Establish and manage a public assistance complaints desk to effectively receive complaints and monitor customer satisfaction via several feedback mechanism
13. Serve as coordinating body for the establishment of the agency's Electronic Business One-Stop Shop (BOSS);
14. Coordinate and disseminate ARTA information, education and communication materials for public consumption; and
15. Perform other functions, duties, and responsibilities under RA 11032 and its IRR and other issuances issued by the Authority.

The Secretariat shall:

1. Coordinate with offices relative to the implementation of the Act;
2. Farm out complaints to concerned offices;
3. Monitor the compliance of different offices;
4. Ensure that an updated Citizen's Charter is posted not later than March 31st of every year; and
5. Consolidate Client Satisfaction Report and ensure that the same is submitted to the DAR Central Office for subsequent submission to the Authority on or before 31 January of every year.

This Order takes effect immediately and revokes all other issuances inconsistent herewith.

21 March 2023, 3/F Embarcadero de Legazpi, Legazpi City.


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Provincial Agrarian Reform Program Officer II

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