



Republic of the Philippines
DEPARTMENT OF AGRARIAN REFORM
Provincial Agrarian Reform Office Antique
Tunay na Pagbabago sa Repormang Agraryo

Telefax No. (036) 5407120 E-mail: antiquedar@yahoo.com Website: www.dar.gov.ph

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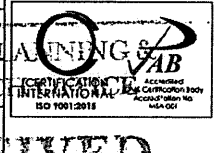
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Effective Date:
September 7, 2020

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By: *mm*

Date & Time: 9/1/20

Vision

By 2024, DARPO Antique is an exemplar in the implementation of the Comprehensive Agrarian Reform Program among the Provinces in Region 6 adopting quality management system towards rural development and improving the quality of life of the Agrarian Reform Beneficiaries.

Mission

DARPO Antique as the lead agency in the province that upholds comprehensive and genuine Agrarian Reform which implements equitable land distribution, tenurial security and agricultural productivity of the Agrarian Reform Beneficiaries towards the betterment of their quality of life.

Quality Policy

We, the Officials and Employees of the Department of Agrarian Reform Province of Antique commit to:

1. Effectively and efficiently implement the Comprehensive Agrarian Reform Program and deliver quality services to its Program Beneficiaries; and
2. Satisfy applicable requirements and continually improve our Quality Management System to enhance client satisfaction.

PROVINCIAL SPECIAL ORDER NO. 61-23
SERIES OF 2023

SUBJECT: CREATION OF DARPO ANTIQUE'S COMMITTEE ON ANTI-RED TAPE ACT (CART)

In the interest of service and pursuant to Republic Act (RA) No. 11032 known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and its Implementing Rules and Regulations, to uphold the governing principles and promote integrity, accountability, proper management of public affairs and public property as well as to establish effective practices, aimed at efficient turnaround of the delivery of government services and the prevention of graft and corruption in the Department, the DAR Provincial Office Antique's Committee on Anti-Red Tape Act is hereby reconstituted to be composed of the following personnel:

	Name	Designation / Office
Chairperson	FLORENTINO D. SILADAN	PARPO II
Vice Chairperson	EILEEN GRACE S. ZURITA	OIC-PARPO I
Members	Atty. CARL RUPERT C. MUELA	Attorney V, Legal Division
	Atty. REXINOR JOHN D. DEMOGENA	PARAD, Office of the PARAD
	GEORGE M. TORRENTE	OIC-CARPO, LTID
	RHODA BERNADETTE B. CASTILLON	OIC-CAO, STOD
Secretariat	FLORENCE A. SASI	SARPO, Legal Division
	YVE ANNE YVONNE S. AGUIRRE	Acting HRMO II, STOD

The DARPO Antique's CART shall perform the functions, duties and responsibilities provided under Item 6.2 of Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2020-07, series of 2020, to wit:

6.2.1. Conduct of compliance cost analysis, time and motion studies, evaluation and improvement of all the agency's services, and reengineering the same;

6.2.2. Subject to the Guidelines/National Policy on Regulatory Management System to be issued by the Authority:

6.2.2.1. Notify the Authority of every formulation, modification, and repeal of regulations, ordinances or other related issuances;

6.2.2.2. Conduct post-implementation assessment and review of existing regulations, ordinances or other related issuances, undertake Regulatory Impact Assessment (RIA);



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6.2.2.3. Prepare a Preliminary Impact Assessment (PIA) whenever there is an intent to formulate, modify, or repeal a regulation and submit to the Authority;

6.2.2.4. Produce a Regulatory Impact Statement (RIS) upon completion of each RIA and submit to the Authority for review and assessment;

6.2.2.5. Refer the Authority's policy option recommendations to the appropriate decision-makers within the agency;

6.2.2.6. Submit an inventory and electronic copies of all existing (both in-effect and repealed) regulations and issuances to populate the Philippine Business Regulation Information System (PBRIS).

6.2.3. Ensure effective knowledge transfer, or information dissemination among office employees on ARTA-related trainings, briefings, or such related matters obtained by office staff within sixty (60) days from the end of the training;

6.2.4. Register new regulations and issuances to the following, if applicable, within fifteen (15) days from issuance:

- a. UP Office of National Administrative Register (UP ONAR), and
- b. Official Gazette for publication

6.2.5. Set up the most current and updated service standards and indicate in the Citizen's Charter in accordance to the prescribed template issued by the Authority, and submit the same to the Authority to populate the Anti-Red Tape Electronic Management Information System (ARTEMIS);

6.2.6. Monitor and periodically review the office or agency's Citizen's Charter, specifically: procedures/steps, time, documentary requirements, and fees;

6.2.7. Ensure that an updated Citizen's Charter, should there be any change, is posted not later than March 31st of each year;

6.2.8. Ensure the compliance of the agency on the zero-contact policy in accordance with the law;

6.2.9. Ensure the compliance of the agency's external and internal services with the prescribed processing time as mandated by RA No. 11032 or the agency's mandate under special law;

6.2.10. Develop and foster a client feedback mechanism and client satisfaction measurement;

6.2.11. Report to the Authority not later than the last working day of January of each year the results of the Client Satisfaction Survey for each service based on the guidelines to be issued by the Authority;



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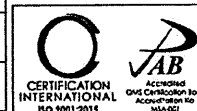
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6.2.12. Establish and manage a public assistance complaints desk or ARTA Helpdesk to effectively receive complaints, feedback and monitor customer satisfaction via hotline numbers, short message service (SMS), information and communication technology, or other mechanisms where clients may adequately express their complaints, comments, or suggestions. The CART must ensure that complaints forwarded by the Presidential Complaints Center, Civil Service Commission's Contact Center ng Bayan, and Complaints Action Center of the Authority are acknowledged, received, responded to and/or acted upon within the designated period by the intended recipient within their agency;

6.2.13. Serve as overall coordinating body for the establishment of an Electronic Business One Stop Shop (e-BOSS) in compliance with the mandate under RA No. 11032, its IRR, and other issuances by the Authority. The CART must facilitate and assist various departments and offices involved during the development and implementation of e-BOSS, including logistical and personnel requirements, security of the system, development of a communication plan, implementation of contingency measures, and protection of data and information, as applicable;

6.2.14. Coordinate with the agency's communications/public relations office the dissemination of ARTA Information, Education, and Communication materials for public consumption;

6.2.15. Perform such other functions, duties and responsibilities under RA No. 11032 (amending RA No. 9485), its IRR and other issuances issued by the Authority.

This Order shall take effect immediately.

31 March 2023, San Jose, Antique.

FLORENTINO D. SILADAN

Provincial Agrarian Reform Program Officer II