



REPUBLIC OF THE PHILIPPINES

DEPARTMENT OF AGRARIAN REFORM

Tunay na Pagbabago sa Repormang Agraryo

Provincial Office

Special Order No. 48

Series of 2021

POLICE PLANNING & RESEARCH OFFICE	
RECEIVED	
By: <u>email</u>	
Date & Time: <u>2/24/23</u>	

In the interest of the service and in order to comply with Memorandum No. 214 issued by Atty. Lucius Jun-Jun G. Malsi, OIC, Office of the Undersecretary, Finance, Management and Administration Office (FMAO) and pursuant to RA No. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018", and the issuance of DARCO Special Order No. 43, series of 2021, the Provincial Anti-Red Tape Committee is hereby re-organized and shall be composed of the following:

Chairperson : Geraldine B. Yumul, PARPO II

Members : Atty. Salvador P. Ramos, Attorney V –Chief Legal Div.
Ma. Theresa R. Rodriguez, CAO
Isabel S. Azurin, CARPO - LTID
Engr. Artemio S. Tomacruz Jr., OIC-CARPO – PBDD
Rodel Eguia, ARPT – DAREA President

Secretariat : Melma Carol A. Naquitquitan, SARPO – PQRO
Sylvia R. Sangbaan, ARPO II – Legal Division

Functions of the Committee:

1. Directly oversee and ensure compliance with the provisions of RA No. 11032 and its Implementing Rules and Regulations;
2. Report to the Regional Director the status of compliance;
3. Adopt a communication strategy that engages employee in the process of understanding the Act;
4. Regularly monitor and periodically review the DAR Citizen's Charter;
5. Ensure submission of Client Satisfaction Report of each service detailing the scope and period covered, methodology used, the results of the survey and interpretation of data on the set deadline;
6. Recommend policies, processes and systems to improve regulatory management to increase the productivity, efficiency and effectiveness of the services;
7. Handle complaints received; and
8. Recommend solutions to issues/problems arising in complying the provisions of the Act.

The Secretariat shall:

1. Coordinate with the Authority and offices relative to the implementation of the Act;
2. Farm out complaints to concerned offices;
3. Monitor the compliance of different offices;



REPUBLIC OF THE PHILIPPINES

DEPARTMENT OF AGRARIAN REFORM

Tunay na Pagbabago sa Repormang Agraryo

4. Ensure that an updated Citizen's Charter is posted not later than March 31st of every year; and
5. Consolidate Client's Satisfaction Report for the whole province and ensure that the same is submitted to the Authority on or before 31 January of every year.

This Order takes effect immediately and supersedes/revokes DAR Bulacan Provincial Order No. 020, Series of 2021 and all other issuances inconsistent herewith.

DAR Provincial Office, Baliuag, Bulacan, 2nd day of December, 2021.

GERALDINE B. YUMUL
PARPO II

cc : Personnel concerned
All offices concerned
201 File
Control