



REPUBLIC OF THE PHILIPPINES  
**DEPARTMENT OF AGRARIAN REFORM**  
 Tunay na Pagbabago sa Reporma ng Agri-ayon



Provincial Special Order No. **010**  
 Series of 2023

BY Guarpo A  
 DATE 11/16/2023  
 TIME 10:51 AM

PLANNING &  
 RESEARCH OFFICE

**RECEIVED**

**SUBJECT: RECONSTITUTION OF COMMITTEE ON ANTI-RED TAPE  
 (CART) FOR DAR CATANDUANES PROVINCIAL OFFICE**

email  
 9/11/23

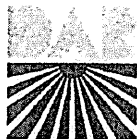
In the exigency of the service and in compliance with Memorandum No. 480 issued by DAR Central Office in compliance with Republic Act (RA) 11032, otherwise known as "Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and its Implementing Rules and regulations (IRR) as implemented by ARTA Memorandum Circular No. 2020-07, series of 2020, the Committee Anti-Red Tape (CART) of the Department of Agrarian Reform Catanduanes Provincial Office is hereby reconstituted to be composed of the following officials and employees, to wit;

NAME	POSITION	CONTACT NO.	EMAIL ADDRESS
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# DEPARTMENT OF AGRARIAN REFORM

Tunay na Pagbabago sa Repormang Agraryo



Rose Marie S. Arcilla	GSS Head	09512789791	darpcatanrecords@yahoo.com
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<b>PACCU as the Secretariat</b>			

The following are the functions, duties, and responsibilities of the CART:

The CART shall ensure that their agency shall comply with the requirements of RA No. 11032, its IRR and subsequent issuances by the Authority, as may be applicable.

These requirements pertain to the conduct of the following:

- Conduct compliance cost analysis, time and motion studies, evaluation and improvement of all the agency's services, and reengineering the same;
- Subject to the Guidelines/National Policy on Regulatory Management System to be issued by the Authority:
  1. *Notify the Authority of every formulation, modification, and repeal of regulations, ordinances, or other related issuances;*
  2. *Conduct post-implementation assessment and review of existing regulations, ordinances or other related issuances, undertake Regulatory Impact Assessment (RIA);*
  3. *Prepare a Preliminary Impact Assessment (PIA) whenever there is an intent to formulate, modify, or repeal a regulation and submit it to the Authority;*
  4. *Produce a Regulatory Impact Statement (RIS) upon completion of each RIA and submit it to the Authority for review and assessment*
  5. *Refer the Authority's policy option recommendations to the appropriate decision-makers within the agency;*
  6. *Submit an inventory and electronic copies of all existing (both in effect and repealed) regulations and issuances to populate the Philippine Business Regulations Information System (PBRIS).*
- Ensure effective knowledge transfer, or information dissemination among office employees on ARTA-related training, briefings, or such related matters obtained by office staff within sixty (60) days from the end of the training;

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

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b. Official Gazette for publication

- Set up the most current and updated services 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);
- Monitor and periodically review the office or agency's Citizen's Charter, specifically: procedures/steps, time, documentary requirements, and fees;
- Ensure that an updated Citizen's Charter, should there be any change, is posted not later than March 31<sup>st</sup> of each year;
- Ensure the compliance of the agency on the zero-contact policy in accordance with the law;
- 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;
- Develop and foster a client feedback mechanism and client satisfaction measurement;
- 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;
- 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;
- Serve as the 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



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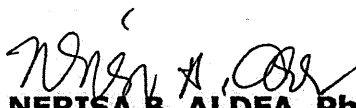
contingency measures, and protection of data and information, as applicable;

- Coordinate with the agency's communications/public relations office the dissemination of ARTA information, Education, and Communication materials for public consumption;
- Perform such other functions, duties, and responsibilities under RA No. 11032 (amending RA No. 9485), its IRR, and other issuances by the Authority.

The Committee is responsible for the implementation and ensures compliance with Republic Act 11032 and it's IRR.

All issuances inconsistent or contrary to this Order are hereby revoked and/or modified accordingly.

DAR Catanduanes Provincial Office, January 3, 2023.

  
**NERISA B. ALDEA, Ph.D.**  
OIC PARPO II

Copy furnished:

All Division/Personnel concerned  
201 File  
Personnel Section