



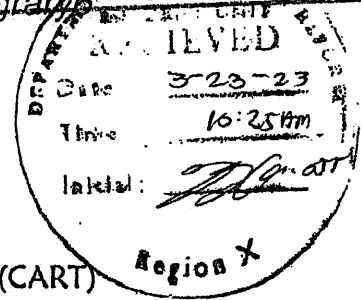
REPUBLIC OF THE PHILIPPINES

DEPARTMENT OF AGRARIAN REFORM

Tunay na Pagbabago sa Repormang Agraryo

RECEIVED

Date & Time: 9/24/23



Regional

Special Order No. 076

Series of 2023

SUBJECT: COMPOSITION OF COMMITTEE ON ANTI-RED TAPE (CART)

Pursuant to RA No. 11032 otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and in accordance with Memorandum 2020-07 Series of 2020 issued by the Office of the Anti-Red Tape Authority – Guidelines on the Designation of a Committee on Anti Red Tape, a Committee on Anti Red Tape shall be created and shall be composed of the following:

Chairperson	:	ZORAIDA O. MACADINDANG, Regional Director
Co- Chairpersons	:	SENY FE B. FABE, ARD, AJDP/LTSP ENGR. ACMAD N. CALACA, OIC-ARD, STO/ARBDSP
Members	:	ATTY. STEPHANIE D. CABRERA, LSD MAYBELLE T. ALCALA, ARBDSP JOEL ANGELO M. PALER, STOD REMIA M. BUGAHOD, LTID VIOLETA G. CAJES, Planning-STOD
Secretariat	:	IRENE MARBI G. DUBLADO, L&D - STOD GLOW T. BANAC, PS - STOD

The Committee on Anti-Red Tape shall ensure the agency's compliance with the requirements of RA No. 11032, its IRR and subsequent issuances by the Authority and shall perform, among others, the following functions:

1. Conduct of compliance cost analysis, time and motion studies, evaluation and improvements of the agency's services.
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. Monitor and Review the agency or office's Citizen's Charter, specifically the procedures/steps, time, documentary requirements, and fees.
5. Ensure updates on the Citizen's Charter is posted not later than March 31 of every year.
6. Ensure Agency Implementation of the zero-contact policy.
7. Ensure Agency Compliance with the 3-7-20 prescribed processing time for transactions.
8. Develop and foster a client feedback mechanism and client satisfaction measurement.

9. Report to ARTA the results of the Client Satisfaction Survey until the last working day of January each year.
10. Establish and manage a public assistance complaints desk to effectively receive complaints and monitor customer satisfaction via several feedback mechanism.
11. Coordinate and disseminate ARTA Information, Education, and Communication materials for public consumption.
12. Perform other functions, duties and responsibilities under R.A.11032 and its IRR and other issuances issued by the Authority.

This Special Order takes effect immediately and supersedes all other orders inconsistent hereto.

Issued this 16<sup>th</sup> day of March 2023 in the City of Cagayan de Oro, Philippines, **MISKIS ORIENTAL**

**ZORAIDA O. MACADINDANG, Al- Hadj, JD**  
Regional Director

Cc: All Concerned