

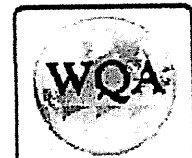
REPUBLIC OF THE PHILIPPINES  
**DEPARTMENT OF AGRARIAN REFORM**  
**Regional Office XI**

Km. 12 Catalunan Pequeno, Davao City, 8000

☎: (082) 293-0336 ✉: [darro11@dar.gov.ph](mailto:darro11@dar.gov.ph) Website: [www.dar.gov.ph](http://www.dar.gov.ph)

Tunay na Pagbabago sa Repormang Agraryo

ROXI-23-101-192  
Regional Office XI, Davao City



REGISTERED

POLICY, PLANNING &

RESEARCH OFFICE

Regional Special

Order No. **039**

Series of 2023

RELEASED

Records Unit

Date: **JAN 23 2023**

By: *[Signature]*

Date & Time: *9/21/23*

RECEIVED

SUBJECT : **RECONSTITUTION OF DESIGNATION OF REGIONAL COMMITTEE ON  
ANTI-RED TAPE (CART)**

In the interest of the service and pursuant to Memorandum Circular No. 2020-07 dated September 20, 2020, "Guidelines on the Designation of a Committee on Anti-Red Tape (CART) in the Agency Concerned in Compliance with Republic Act (RA) No. 11032 and its Implementing Rules and Regulations (IRR)" and in adherence with DAR Central Office Memorandum No. 482 dated December 16, 2020, the committee composition is as follows:

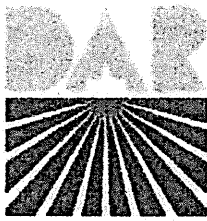
Chairperson	:	RD Joseph H. Orilla
Vice Chairperson	:	ARDA Claudio A. Ybañez
Members	:	CARPO LTID Rosario S. Maala
		Chief Legal Atty. Juancho P. Calud
		STOD CAO Mary Jacqueline C. Elid
		PO IV Genevieve I. Ortiz
		SARPO/RIO Jean T. Dumandan
		AO III/Records Officer Maritess O. Hernandez
Secretariat	:	ARPO II/PACCU Salvacion R. Gaspar

**The CART Functions, Duties and Responsibilities:**

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 Systems 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 and update the Citizen's Charter. Submit it to the Anti-Red Tape Electronic Management System (ARTEMIS);
6. Monitor and review the agency or office's Citizen Charter, specifically the procedures/steps, time, documentary requirements, and fees;
7. Ensure updates on the Citizen's Charter is posted not later than March 31 of every year;

**"QUALITY MEETS EXCELLENCE"**

ROXI-STO-PRF-035 Rev. 01  
Revised as of May 31, 2022

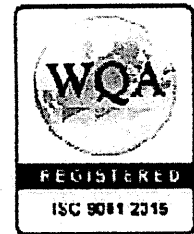


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8. Ensure Agency Implementation of the Zero-contact policy;
9. Ensure Agency Compliance with the 3-7-20 prescribed processing time for transactions;
10. Develop and foster a client feedback mechanism and client satisfaction measurement;
11. Report 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.
15. Perform other functions, duties, and responsibilities under R.A 11023 and its IRR.

This Order takes effect immediately.

All Orders and issuances inconsistent herewith are hereby revoked and/or amended accordingly.

January 20, 2023, Davao City.

  
**JOSEPH H. ORILLA, MPA**  
Regional Director

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**"QUALITY MEETS EXCELLENCE"**

ROXI-STO-PRF-035 Rev. 01  
Revised as of May 31, 2022