



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF AGRARIAN REFORM
Tunay na Pagbabago sa Repormang Agraryo

REGIONAL OFFICE NO. 3
DATE: 22 FEB 2023
TIME: 3:30 PM
NAME/SIG.: [Signature]

Regional Special Order No. 80-23
Series of 2023

**SUBJECT : AMENDMENT TO RSO 149-22 RE: COMPOSITION OF THE
ANTI-RED TAPE ACT (ARTA) COMMITTEE**

In the interest and exigency of the service and pursuant to 6.4.1 of the Memorandum Circular No. 2019-002, "Guidelines on the Implementation of the Citizen's Charter in the Compliance with Republic Act 11032 otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and per DARCO Memorandum 482 on Addendum to Regional/Provincial Committee on Red Tape, the following shall compose the Anti-Red Tape Act (ARTA) Committee of DAR Regional Office 08, viz.

CHAIRPERSON: Ismael P. Aya-ay, MA PPA, ARDA
VICE-CHAIRPERSON: Ma. Elsa M. Veloso, OIC-RCOA
MEMBERS: Engr. Joel M. Encina, CARPO-LTSP
Atty. Daniel E. Pen, Chief-Legal
Jose Alsmith L. Soria, Information Officer
Josephine P. Brua, Planning Officer III
Irene P. Marchado, Records Officer

SECRETARIAT: Carlo C. Casillar
Rose Ann E. Magcuro
Jessica M. Elero

As such, they shall perform the following functions and responsibilities, viz.

1. Ensure that the agency shall comply with the requirements of RA No. 11032, its IRR, and subsequent issuances by the Authority, as may be applicable.
2. Ensure effective knowledge transfer, or information dissemination among office employees on ARTA-related trainings, briefing, or such related matters obtained by office staff within sixty (60) days from end of the training.
3. Set-up the most current and updated service standards and indicate in the Citizens 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).
4. Monitor and periodically review the office Citizen's Charter, specifically: procedures/steps, time, documentary requirements, and fees.
5. Ensure that the updated Citizen's Charter, should there be any change, is posted not later than March 31st of each year.
6. Ensure the compliance of the agency on the zero-contact policy in accordance with the law.
7. 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 the law.
8. Develop and foster a client feedback mechanism and client satisfaction measurement.

9. 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.
10. Coordinate with the agency's communication/public relations office the dissemination of ARTA Information, Education, and Communication materials for public consumption.
11. Report to the Authority not later than the last working day of January of each year the results of Client Satisfaction Survey for each service based on the guidelines to be issued by the Authority.
12. Perform such other functions, duties, and responsibilities under RA No. 11032 (amending RA No. 9485), its IRR and other issuances issued by the Authority.

All other Orders, Memoranda inconsistent herewith are hereby revoked and/or superseded.

21 February 2023, DAR Regional Office VIII, Tacloban City.

Atty. ROBERT ANTHONY P. YU, CESE
Regional Director

DAR Regional Office VIII
Sto. Niño Extension, Tacloban City

