



REPUBLIC OF THE PHILIPPINES

DEPARTMENT OF AGRARIAN REFORM

Tunay na Pagbabago sa Repormang Agraryo



Provincial Office

SPECIAL ORDER NO.

Series of 2023

004

RECEIVED

By: email

Date & Time: 9/29/23

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

In the interest of the service and in compliance with Republic Act 11032, otherwise known as the **"Ease of Doing Business and Efficient Government Service Delivery Act of 2018"**, ARTA MC # 2020-07, series of 2020 and DARCO Memo 482, dated 16 December 2020, the Committee on Anti-Red Tape (CART) is hereby reconstituted and shall be composed of the following:

Chairperson:	Ms. Eden B. Ponio	<i>parpo2.nuevaecija@dar.gov.ph</i>	09175101533
	<i>PARPO II</i>		
Vice Chairperson:	Josephine K. Aguinaldo	<i>jkaguinaldol@yahoo.com.ph</i>	09298110786
	<i>OIC-PARPO I</i>		
Members:	Dina DG. Gonzalez	<i>dinag.gonzalez@gmail.com</i>	09184412034
	<i>CAO</i>		
	Atty. Alvin B. Soriano	<i>chieflegal.nuevaecija@dar.gov.ph</i>	09175300673
	<i>ATTY. V</i>		
	Juanito B. Valiente	<i>carpo.ltid.nuevaecija@dar.gov.ph</i>	09063850255
	<i>CARPO</i>		
	Ma. Divina C. Caparas	<i>records.nuevaecija@dar.gov.ph</i>	09169095506
	Marivie C. Sebastian	<i>planning.nuevaecija@dar.gov.ph</i>	09171081677
Secretariat:			
	Alfredo L. Bondoc	<i>alfredo.bondoc@yahoo.com</i>	09168425532
	Mary Chebong B. Toledo	<i>personnel.nuevaecija@dar.gov.ph</i>	09227503706
	Nenita E. Reyes	<i>legal_darsne@yahoo.com.ph</i>	09473449603

Duties and Responsibilities of the CART:

The CART shall 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.

1. Conduct of compliance cost analysis, time and motion studies, evaluation and improvement of all the agency's services and reengineering the same;

2. Subject to the Guidelines on Regulatory Management System to be issued by the Authority:
 - 2.1 Notify the Authority of every formulation, modification, and repeal of regulations, ordinances or other related issuances;
 - 2.2 Conduct of Post-implementation assessment and review of existing regulations, ordinances or other related issuances, undertake Regulatory Impact Assessment (RIA);
 - 2.3 Prepare a Preliminary Impact Assessment (PIA) whenever there is intent to formulate, modify, or repeal a regulation and submit to the Authority;
 - 2.4 Produce a Regulatory Impact Statement (RIS) upon completion of each RIA and submit to the Authority for review and assessment;
 - 2.5 Refer the Authority's policy option recommendation to the appropriate decision-makers within the agency;
 - 2.6 Submit an inventory and electronic copies of all existing (both in-effect and repeated) regulations and issuances to populate the Philippine Business Regulation Information System (PBRIS);
3. Ensure effective knowledge transfer, or information dissemination among office employees on ARTA-related trainings, briefings or such related matters obtained by office staff within sixty (60) days from the end of the training;
4. Set up the most current and updated service 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);
5. Monitor and periodically review the office or agency's Citizen's Charter specifically: procedures/steps, time, documentary requirements and fees;
6. Ensure that an updated Citizen's Charter, should there be any change, is posted not later than March 31st each year;
7. Ensure the compliance of the agency on zero-contact policy in accordance with the law unless interaction is strictly necessary for the processing of the request or application;
8. 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;
9. Develop and foster a client feedback mechanism and client satisfaction measurement;
10. Report to the Authority not later than last the working day of January each year the results of the Client Satisfaction Survey for each service based on the guidelines to be issued by the Authority;
11. 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 the agency;

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

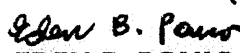

The Secretariat shall:

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;
4. Consolidate Client Satisfaction Report and ensure that the same is submitted to the Authority on or before 31st of January if every year.

This Order takes effect immediately.

All orders, circular and/or memoranda inconsistent herewith are hereby modified accordingly.

Cabanatuan City, Nueva Ecija, January 03. 2023.


EDEN B. PONIO
PARPO II 

Ref. No. _____

C.c: **All personnel concerned**
regulatorymanagement@arta.gov.ph
compliance@arta.gov.ph
sarpogea.odd.arcds@dar.gov.ph
201/file/control