



SPECIAL ORDER NO. 95

Series of 2023

SUBJECT: RECONSTITUTION OF THE DARCO COMMITTEE ON ANTI-RED TAPE

In the interest of the service, and in order to rationalize and facilitate compliance with Republic Act 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and its Implementing Rules and Regulations, the Department of Agrarian Reform Central Office Committee on Anti-Red Tape is hereby reconstituted and shall be composed of the following:

- Chair - Undersecretary, Policy, Planning and Research Office (PPRO)
- Co-Chairs - Undersecretary, Legal Affairs Office (LAO)
- Undersecretary, External Affairs & Communications Operations Office (EACOO)

Members

- Director, Bureau of Agrarian Legal Assistance (BALA)
- Director, Bureau of Land Tenure Improvement (BLTI)
- Director, Bureau of Agrarian Reform Beneficiaries Development (BARBD)
- Executive Director, DAR Adjudication Board Secretariat (DARAB Secretariat)
- Director, Clientele Relations Service (CRS)
- Director, Management Information System Service (MISS)
- Director, Finance and Management Service (FMS)
- Director, Agrarian Reform Capacity Development Service (ARCDs)
- Director, Legislative Liaison & External Affairs Service (LLEAS)
- Director, Planning Service (PS)
- Director, Policy and Research Service (PRS)
- Director, Legal Service (LS)
- Director, Internal Audit
- Chief Administrative Officer, Records Division
- Executive Assistant IV, Office of the Undersecretary, FOO
- Executive Assistant IV, Office of the Undersecretary, LAO
- Executive Assistant IV, Office of the Undersecretary, SSO
- Executive Assistant II, Office of the Undersecretary, FMAO
- Executive Assistant III, Office of the Undersecretary, FASPO
- Executive Assistant III, Office of the Undersecretary, Special Concerns
- Executive Assistant II, Office of the Undersecretary, Mindanao Affairs

Head Secretariat

- SARPO in-Charge, Client Satisfaction Results, CRD

Members

- *Administrative Officer V, Management Division*
- Technical Staff in-Charge, ARCDS
- Planning Officer II, PRS

Functions of the Committee:

1. Conduct of compliance cost analysis, time and motion studies, evaluation and improvement of all the DAR's services, and reengineering the same;
2. Subject to the Guidelines/National Policy on Regulatory Management System to be issued by the Authority:
 - a. Notify the Authority of every formulation, modification, and repeal of regulations, ordinances, or other related issuances;
 - b. Conduct post-implementation assessment and review of existing regulations, ordinances, or other related issuances, undertake Regulatory Impact Assessment (RIA);
 - c. Prepare a Preliminary Impact Statement (PIA) whenever there is an intent to formulate, modify, or repeal a regulation and submit to the Authority;
 - d. Produce a Regulatory Impact Statement (RIS) upon completion of each RIA and submit it to the Authority for review and assessment;
 - e. Refer the Authority's policy option recommendations to the appropriate decision-makers within the agency;
 - f. Submit an inventory and electronic copies of all existing (both in-effect and repealed) regulations and issuances to populate 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. 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
 - b. Official Gazette for publication
5. Set up the most current and updated service standards and indicate in the Citizen's Charter in accordance with 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);
6. Monitor and periodically review the office or DAR's Citizen's Charter, specifically: procedures/steps, time, documentary requirements, and fees;
7. Ensure that an updated Citizen's Charter, should there be any change, is posted not later than March 31st of each year;
8. Ensure the compliance of the agency on the zero-contact policy in accordance with the law;

9. 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;
10. Develop and foster a client feedback mechanism and client satisfaction measurement;
11. 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
12. 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;
13. Serve as an 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 contingency measures, and protection of data and information, as applicable;
14. Coordinate with the agency's communications/public relations office the dissemination of ARTA Information, Education, and Communication materials for public consumption; and
15. Perform such other functions, duties and responsibilities under RA No. 11032 (amending RA No. 9485), its IRR, and other issuances issued by the Authority.

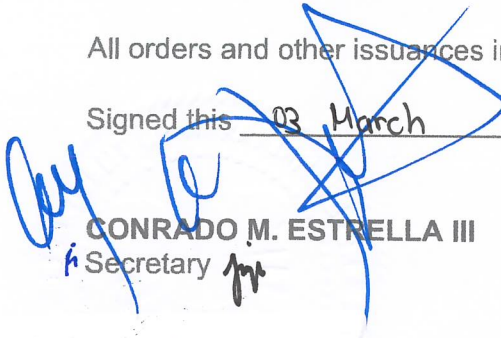
The Secretariat shall:

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. Ensure that an updated Citizen's Charter is posted no later than March 31st of every year; and
5. Consolidate the Client Satisfaction Report nationwide and ensure that the same is submitted to the Authority on or before 31 January of every year.

This Order shall take effect immediately.

All orders and other issuances inconsistent herewith are hereby amended and/or revoked.

Signed this 03 March 2023. Diliman, Quezon City.


CONRADO M. ESTRELLA III
Secretary

Department of Agrarian Reform

Office of the Secretary



A23-030300672

NUG-OIC-OSEC-S.O