

Provincial Special Order No. 032  
Series of 2023

REF. NO. <u>10-23-0795</u>	POLICE, PLANNING & RESEARCH OFFICE
DATE <u>3-28-23</u>	RECORDS UNIT
RECEIVED	
By: <u>lma</u>	9/1/23
Date & Time: _____	

SUBJECT: **RECONSTITUTION OF THE DARPO-SORSOGON 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" and its Implementing Rules and Regulations, the Department of Agrarian Reform Provincial Office-Sorsogon Committee on Anti-Red Tape is hereby reconstituted and shall be composed of the following:

Chairperson	-	<b>NIDA A. SANTIAGO</b> PARPO II
Vice-Chairperson	-	<b>LIZA B. REPOTENTE</b> OIC-PARPO I
Members	-	<b>ATTY. GRACE C. DE LA TORRE</b> PARAD  <b>ATTY. GILMAR S. NASAYAO</b> CHIEF, LEGAL DIVISION  <b>ENGR. NOLI O. OLITIN</b> CARPO- LTID  <b>ALETH E. LAGUNA</b> PCAO- STOD  <b>ANNA MAE A. EBUENGA</b> OIC-CARPO- PBDD  <b>ARISTON J. ROCES</b> ARPO II/PACCU POINTPERSON  <b>MA. RONNA R. MALLANTA</b> ADMIN OFFICER III (RO II)
Head Secretariat	-	<b>JO. L. DOLOIRAS</b> ACTING HRMO II
Members	-	<b>MARIVIC L. HERNAEZ</b> PLANNING OFFICER II  <b>ROMA E. LAGUARDIA</b> HR Staff  <b>KATHLEEN G. BELLO</b> ACTING CASHIER II

**Functions of the Committee:**

1. Conduct of compliance cost analysis, time and motion studies, evaluation and improvement of the agency's services;
2. Comply with the Guidelines/National Policy on Regulatory Management System to be issued by ARTA;

- 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 to the UP Office of National Administrative Register (UP ONAR) and to Official Gazette for publication;
  5. Set up and update 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 of 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 31<sup>st</sup> 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 communication/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 31<sup>st</sup> 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 and revokes/amends all other orders/issuances inconsistent herewith.

DARPO, City Hall Compound, Cabid-an, Sorsogon City. March 27, 2023.

  
**NIDA A. SANTIAGO**  
PARPO II