



REPUBLIC OF THE PHILIPPINES

DEPARTMENT OF AGRARIAN REFORM

Tunay na Pagbabago sa Repormang Agraryo

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PROVINCIAL SPECIAL ORDER

NO. 37

Series of 2023

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

In the exigency of the service and in compliance to the Anti-Red Tape Act (ARTA) Memorandum Circular No. 2020-07, series of 2020, re: Guidelines on the Designation of a Committee on Anti-Red Tape (CART) in the Agencies Concerned in Compliance with Republic Act (RA) No. 11032, Otherwise Known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018", and its Implementing Rules and Regulations (IRR), the corresponding officials and personnel shall compose the province's Committee on Anti-Red Tape (CART), viz:

NAME OF OFFICIAL / PERSONNEL	POSITION / DESIGNATION	DESIGNATION
1. RIZZEL B. VILLANUEVA	PARPO II	CHAIRPERSON
2. ENGR. ALFONSO A. TAN	CARPO-PBDD / OIC-PARPO I	VICE-CHAIRPERSON
3. ATTY. LEO SANTIAGO M. BRIONES	ATTORNEY V	MEMBER LEGAL
4. SAMUEL ANDREW A. BALITON	CAO	MEMBER FINANCE
5. ISOLDE L. LOPEZ	MARPO / OIC CARPO-LTID	MEMBER, CORE OPERATIONS
6. MARY CHEREL F. LAMANILAO-BUBURAN	ACCOUNTANT II	MEMBER, INTERNAL AUDIT
7. RICARDO M. ABAD	AO IV	MEMBER PUBLIC ASSISTANCE COMPLAINTS CENTER
8. MERCEDITAS G. DEL VILLAR	AO IV	MEMBER, HUMAN RESOURCE
9. LIMUEL G. REGALADO	ARPO II	MEMBER, INFORMATION SYSTEMS TECHNOLOGY / MANAGEMENT SERVICES
10. ELIZA L. PORFERIO	SARPT	MEMBER, RECORDS
11. JENNY M. LARIOSA	ARPT / ACTING PLANNING OFFICER II	MEMBER, POLICY / PLANNING

Functions, Duties and Responsibilities of the CART:

1. 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;
2. Set up the most current and submit same to the 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);
3. Monitor and periodically review the office or agency's Citizen's Charter, specifically procedures / steps, time, documentary requirements, and fees;
4. Ensure that an updated Citizen's Charter, should there be any change, is posted not later than March 31st of each year;
5. Ensure the compliance of the agency on the zero-contact policy in accordance with the law;
6. 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;
7. Develop and foster a client feedback mechanism and client satisfaction measurement;
8. 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;
9. Establish and manage a Public Assistance Complaints Desk or ARTA Help Desk 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;
10. Coordinate with the agency's communications / public relations office the dissemination of ARTA Information,

- Education and Communication materials for public consumption;
11. The CART shall be responsible for the overall PBB compliance and monitoring and shall act as the authorized body that will receive and deliberate submission of reports or any PBB-related concerns;
 12. Agency's designated CART shall be responsible in the compliance and submission of needed requirements to the Anti-Red Tape Authority (ARTA) that pertains to the agency's CART, as stated in ARTA MC No. 2020-07;
 13. Perform such other functions, duties and responsibilities under RA No. 11032 (amending RA No. 9485). Its IRR and other issuance issued by the Authority.

27 March 2023, DAR Provincial Office, Santa Isabel, Dipolog City, Zamboanga del Norte



RIZZEL B. VILLANUEVA, CESO VI,
Provincial Agrarian Reform Program Officer II

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