

**SPECIAL ORDER NO. 91**

Series of 2024

**SUBJECT: ESTABLISHING A NATIONAL STRUCTURE FOR THE DAR  
COMMITTEE ON ANTI-RED TAPE (CART)**

In the interest of the service and in line with the continuing compliance with Republic Act (R.A.) 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 Anti-Red Tape Authority (ARTA) Memorandum Circular (M.C.) No. 2020-07 dated 22 November 2023, as amended by ARTA M.C. No. 2023-08, and other relevant issuances, the DAR Committee on Anti-Red Tape (DAR CART) is further strengthened through the designation of CART Focal Persons at the Central and Regional Offices.

This Order hereby integrates the organizational structure, composition, and functions of the DAR CART across all levels for ease of reference and proper guidance to all concerned.

**I. STRUCTURE AND COMPOSITION OF THE NATIONAL DAR CART****A. DAR CART Central Office**

<b>Designation</b>	<b>Office and Position</b>
Chair:	Undersecretary, Policy, Planning and Research Office (PPRO)
Vice Chair:	Undersecretary, Legal Affairs (LAO)
	Undersecretary, Special Concerns Office (SCO) and External Affairs and Communications Operations Office (EACOO)
Members:	Director, Bureau of Agrarian Legal Assistance (BALA)
	Director, Bureau of Land Tenure Improvement (BLTI)
	Director, Bureau of Land Acquisition and Distribution (BLAD)
	Director, Bureau of Agrarian Reform Beneficiaries Development (BARBD)
	Director, Clientele Relations Service (CRS)
	Executive Director, DAR Adjudication Board Secretariat (DARAB Secretariat)
	Director, Management Information System Service (MISS)
	Director, Finance and Management Service (FMS)
	Director, Agrarian Reform Capacity Development Service (ARCDS)
	Director, Legal Service (LS)
	Director, Internal Audit Service (IAS)
	Director, Planning Service (PS)
	Director, Policy and Research Service (PRS)
	Director, Project Management Service (PMS)
	Director, Public Information Service (PIS)
	Chief Administrative Officer, Records Division
	Executive Assistant IV, Office of the Undersecretary, Field Operations Office (FOO)
	Executive Assistant IV, Office of the Undersecretary, Legal Affairs Office (LAO)
	Executive Assistant IV, Office of the Undersecretary, Support Services Office (SSO)

Executive Assistant II, Office of the Undersecretary, Finance, Management and Administration Office (FMAO)  
 Executive Assistant III, Office of the Undersecretary, FASPO  
 Executive Assistant III, Office of the Undersecretary, Special Concerns and External Affairs and Communications Operations (SC/EACO)  
 Executive Assistant II, Office of the Undersecretary, Mindanao Affairs

**B. DAR CART Central Office - Technical Working Group (TWG)**

Chair: Director, Bureau of Land Acquisition and Distribution (BLAD)  
 Vice Chair: Director, Project Management Service (PMS)  
 Members: Chief Agrarian Reform Program Officer, CRS  
 Chief Agrarian Reform Program Officer, Procurement Division  
 Chief Agrarian Reform Program Officer, Personnel Division  
 Senior Agrarian Reform Program Officer, ARCDS

**C. DAR CART Central Office - Secretariat**

Head: Senior Agrarian Reform Program Officer, PS  
 Members: Senior Agrarian Reform Program Officer, CRS  
 Executive Assistant II, PPRO  
 Planning Officer II, PRS  
 Administrative Officer V, Procurement Division  
 Administrative Officer IV, Procurement Division  
 Administrative Officer IV, Management Division

**D. DAR CART Regional Office Focal Persons**

CAR	Regional Director
Region I	Regional Director
Region II	Regional Director
Region III	Assistant Regional Director
Region IV – A	Regional Director
Region IV – B	Regional Director
Region V	Assistant Regional Director for Administration
Region VI	Regional Director
Region VII	Assistant Regional Director for Administration
Region VIII	Assistant Regional Director for Administration
Region IX	Assistant Regional Director
Region X	Regional Director
Region XI	Regional Director
Region XII	Regional Director
Region XIII	Regional Director

**II. Roles and Functions of the National DAR CART:**

**A. DAR CART Central Office**

1. Conduct 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 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);
  - 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 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 R.A. 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 overall coordinating body for the establishment of an Electronic Business One Stop Shop (e-BOSS) in compliance with the mandate under R.A. 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;
15. Perform such other functions, duties and responsibilities under R.A. No. 11032 (amending R.A. No. 9485), its IRR and other issuances issued by the Authority.

#### **B. CART Central Office - TWG**

1. Review all pertinent policies contained in the rules and regulations issued by relevant offices, agencies, and other instrumentalities regarding the Ease of Doing Business, as well as the grant of the PBB;
2. Collate all procedural and substantive requirements for the grant of the PBB;
3. Monitor and periodically review the status of compliance of the requirements for the grant of PBB by all personnel and concerned offices in the Central, Regional, Provincial, and Municipal levels;
4. Process all ARTA complaints by referring to the concerned office or personnel and ensure immediate proper action addressing and resolving such complaints;
5. Submit regular reports to the CART on matters concerning policies, requirements, and compliance by concerned DAR personnel and offices regarding the Ease of Doing Business and PBB;
6. Render complete staff work on any matter for submission to the CART for its resolution or for its compliance with the directives of the Secretary on matters pertaining to the Ease of Doing Business and the PBB;

7. Perform such other functions as the CART or the Secretary may require.

**C. CART Central Office – Secretariat**

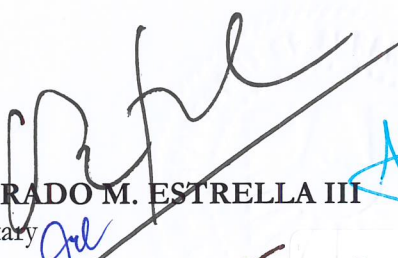
1. Prepare and send all notices for the meetings of the CART Central Office and TWG;
2. Document meetings of the CART and TWG;
3. Docket resolutions of the CART;
4. Liaison with the concerned offices involved in the Ease of Doing Business and PBB;
5. Timely and proper posting of the Citizen's Charter of the DAR;
6. Consolidate and submit the following reports:
  - a. Client Satisfaction Measurement Report
  - b. Zero Backlog Report
  - c. Report Card Survey
  - d. Other submissions required under the Ease of Doing Business and PBB;
7. Prepare the physical, manpower, technical, logistical and other requirements for CART meetings;
8. Perform such other functions as the CART or the Secretary may require.

**D. CART Regional and Provincial Focal Persons**

1. Reengineering and enhancement of the Citizen's Charter;
2. Compliance with guidelines and reportorial requirements of the ARTA, including the collation of all compliances from CART Provincial Offices;
3. Coordinate with the DAR CART Central Office, the DAR CART TWG, and the DAR CART Secretariat regarding issues and concerns brought to the attention of the CART or the Secretary.

This Order shall take effect immediately and supersedes all orders and other issuances inconsistent herewith.

Signed this 29 January 2024. Diliman, Quezon City.

  
**CONRADO M. ESTRELLA III**  
Secretary 