

OFFICE ORDER

No. 02 – 2024

DATE : **February 1, 2024**SUBJECT : **CONSTITUTION OF A COMMITTEE ON ANTI-RED TAPE ACT (CART)**

In accordance with the Anti-Red Tape Authority Memorandum Circular No. 2020-07 Series of 2020, guidelines on the designation of a Committee on Anti-Red Tape in the agencies concerned in the compliance with Republic Act (RA) No.11032, the Amadeo Water District Committee on Anti-Red Tape (CART) is hereby constituted and shall be composed of the following employees:

Committee	Position	Office/Division	Contact No.	Email Address
Chairperson	General Manager C	Office of the General Manager	0917-7209356	amadeowd@yahoo.com
Vice-Chairperson	Division Manager C	Admin., Gen. Services and Finance Division	0916-2670720	anethrocillo@yahoo.com.ph
Member	Senior Engineer A	Engineering and Construction Division	0927-7074238	yheck888@yahoo.com
Member	Customer Services Officer A	Commercial Services Division	0905-3977809	loviebayani@gmail.com
Member	Administrative Services Officer A	Admin., Gen. Services and Finance Division	0906-4024053	mavicambion@yahoo.com
Secretariat	Industrial Relations Management Officer B	Admin., Gen. Services and Finance Division	0906-4719685	monethptrp@yahoo.com
Secretariat	Customer Services Assistant C	Commercial Services Division	0915-4894475	gonzalescaraangelica@yahoo.com

The members of the CART are tasked to perform the undermentioned functions, duties and responsibilities to ensure compliance 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; if deemed necessary using the concepts and tools indicated in the Whole-of-Government (WOG) Reengineering Manual issued by ARTA;
2. 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;

3. 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.
4. Monitor and periodically review the office or agency's Citizen's Charter, specifically: procedures/ steps, time, documentary requirements, and fees;
5. Submit the updated Citizen's Charter Handbook to ARTA and the updated Certificate of Compliance (CoC) duly signed by the Head of Agency or authorized representative to the Anti-Red Tape Electronic Management Information System (ARTEMIS);
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. Ensure updates on the Citizen's Charter is posted not later than March 31 of every year;
8. Develop and foster a client feedback mechanism and client satisfaction measurement;
9. Report to the Authority the results of the Client Satisfaction Survey for each service based on the guidelines to be issued by the Authority within the prescribed period;
10. 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.
11. Perform such other functions, duties and responsibilities under RA No. 11032 (amending RA No. 9485), its IRR and other issuances issued by the Authority.

This Office Order takes effect immediately and shall remain effective until revoked or amended.

Compliance is hereby enjoined.


NILO C. DELA PEÑA
General Manager C

Cc: Admin/HR Section