

OFFICE ORDER

No. 011a – 2021

DATE : **June 28, 2021**SUBJECT : **DESIGNATING A COMMITTEE ON ANTI-RED TAPE ACT (ARTA)**

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:

	NAME	CONTACT NO.	EMAIL ADDRESS
<i>Chairperson</i>	Engr. Nilo C. dela Peña	0917-7209356	amadeowd@yahoo.com
<i>Vice-Chairperson</i>	Janet B. Rocillo	0916-2670720	anethrocillo@yahoo.com.ph
<i>Members</i>	Rhoderick L. Maranan	0927-7074238	yheck888@yahoo.com
	Lovina B. Bayani	0905-3977809	loviebayani@gmail.com
	Ma. Victoria A. Costelo	0906-4513266	mavicambion@yahoo.com
	Myrine J. Cristal	0933-8572991	myrinejavier@yahoo.com
	Moneth G. Baybay	0906-4719685	monethptrp@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;
2. Subject to the Guidelines/National Policy on Regulatory Management System to be issued by the Authority:
 - a. Conduct post-implementation assessment and review of existing regulations, ordinances or other related issuances, undertake Regulatory Impact Assessment (RIA);
 - b. Prepare a Preliminary Impact Assessment (PIA) whenever there is an intent to formulate, modify, or repeal a regulation and submit to the Authority;
 - c. Produce a Regulatory Impact Statement (RIS) upon completion of each RIA and submit to the Authority for review and assessment;
 - d. Refer the Authority's policy option recommendations to the appropriate decision-makers within the agency;

- e. Submit an inventory and electronic copies of all existing (both in-effect and repealed) regulations and issuances to populate the Philippine Business Regulation Information System (PBRIS).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. 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.
5. Monitor and periodically review the office or agency's Citizen's Charter, specifically: procedures/ steps, time, documentary requirements, and fees;
6. Ensure the compliance of the agency on the zero-contact policy in accordance with the law;
7. 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;
8. Develop and foster a client feedback mechanism and client satisfaction measurement;
9. 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;
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. Serve as 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;
12. 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.

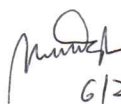


NILO C. DELA PEÑA
General Manager C_{for}

Cc: Admin/HR Section



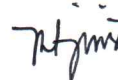
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