

Republic of the Philippines
Department of Agriculture
BUREAU OF AGRICULTURAL RESEARCH
RDMIC Bldg., Elliptical Rd. cor. Visayas Ave., Diliman, Quezon City 1101

SPECIAL ORDER

No. 40
Series of 2021

**SUBJECT : CONSTITUTION OF THE DA-BAR CITIZEN'S CHARTER
TECHNICAL WORKING GROUP**

In the interest of service and to ensure the compliance of the Department of Agriculture-Bureau of Agricultural Research (DA-BAR) with the Republic Act No. 11032 "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services", the following DA-BAR officials and staff are hereby designated to form part of the Citizen's Charter Technical Working Group:

Chair:	Mr. Joell H. Lales	OIC-Assistant Director
Members:	Ms. Marjorie M. Mosende	Assistant Quality Management Representative, ISO Core Group
	Mr. Juan Nikolas A. Paller	Document Control Officer, ISO Core Group
	Ms. Jennifer T. Alianza	ROA Team Leader, ISO Core Group
	Ms. Maria Elena M. Garces	Head, Applied Communication Section
	Ms. Melissa A. Resma	Head, Information Management Section
	Ms. Cynthia Remedios V. de Guia	Head, Planning and Monitoring Section
	Ms. Evelyn H. Juanillo	Public Relation Officer
	Ms. Joann Y. Azares	Internal Complaints Officer
	Ms. Melissa A. Resma	External Complaints Officer

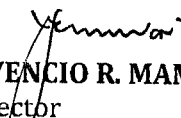
The TWG shall have the following functions and responsibilities:

- 1) Update and package the DA-BAR Citizen's Charter Handbook (External and Internal Services);
- 2) Facilitate public dissemination of the Citizen's Charter through the BAR website, electronic billboards, posters, or any other readable materials that could be easily understood by the clients;
- 3) Monitor, process and analyze the client satisfaction or feedback and visitor complaint forms; and
- 4) Facilitate submission of the Citizen's Charter Handbook, Certificate of Compliance, Compliance Report pursuant to AO 23, and other relevant documents to the Anti-Red Tape Authority.

As such, all abovementioned officials and staff are entitled to reimburse meals, travel, compensatory time offsetting, and other incidental expenses covering their role as a member of the TWG. In addition, all divisions and units are to extend full support and cooperation at all times to the TWG as maybe necessitated along the course of their duties.

This Order shall take effect immediately and shall remain in force until revoked in writing.

Done this ____ day of _____ 2021.


VIVENCIO R. MAMARIL, Ph.D.
Director



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*A food-secure and resilient Philippines
with empowered and prosperous farmers and fisherfolk*

