

SPECIAL ORDER

NO. 67
Series of 2025

SUBJECT : CREATION OF THE DA-BAR SUB-COMMITTEE ON ANTI-RED TAPE (Sub-CART)

In the interest of service and in compliance to Republic Act No.11032 otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, the DA-Bureau of Agricultural Research (BAR) Sub-CART is hereby created as follows:

Chairperson :	SALVACION M. RITUAL Head, Knowledge Management and Information Systems Division (KMISD)
Vice Chairperson :	RAYMOND PATRICK L. CABRERA Head, Program Monitoring, Evaluation and Linkaging Division (PMELD)
Members :	ANTHONY B. OBLIGADO, PhD, MSN Head, Program Development Division (PDD)
	MELODY T. MEMITA Head, Administrative and Finance Division (AFD) and Records Unit
	JUDE RAY P. LAGUNA Head, Human Resource Management Unit (HRMU)
	ROBERTO S. QUING, JR Head, Accounting Unit (AU)
	GIAN CARLO R. ESPIRITU Head, Planning and Monitoring Unit (PMU)
	JENNIFER T. ALIANZA Compliance Officer
Public Assistance and Complaints Officer (External):	EVELYN H. JUANILLO Assistant Head, KMISD
Complaints Officer: (Internal)	GRETEL F. RIVERA Head, Cash Unit
Secretariat :	DARYL LOU A. BATTAD Head, KMISD-Applied Communication Section (ACS)

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LEA B. CALMADA
Information Officer III, KMISD-ACS

ANDREW CHRIS B. LAZARO
Computer Maintenance Technologist II, KMISD-IMS

DARYL KURT G. NORIAL
Administrative Aide, KMISD

The DA-BAR Sub-CART shall perform the following functions and responsibilities:

1. Evaluate and improve services by conducting reengineering of systems and procedures, as necessary, using the concepts and tools indicated in the Whole-of-Government (WOG) Reengineering Manual issued by ARTA. These initiatives should be communicated to DA-CART.
2. Facilitate knowledge transfer and information dissemination among employees on ARTA-related training, briefings, or such related matters attended by the staff, and submit a status report to DA-CART on the activities conducted within sixty (60) days following the completion of the training.
3. Set up the most current and updated service standards and inclusions of the same in the Citizen's Charter of the DA in accordance with the suggested template and prescribed manner of writing issued by ARTA through MC No. 2019-02 and its Reference B; and furthermore, an updated Citizen's Charter Handbook should be submitted to DA-CART;
4. ensure compliance with the zero-contact policy in accordance with RA No.11032;
5. ensure DA's external and internal services comply with the prescribed processing time as mandated by RA No. 11032 or the respective mandate under special law;
6. Implement the Harmonized Client Satisfaction Measurement (CSM) in accordance with the guidelines provided under ARTA MC No. 2022-005 and its amendment, as may be applicable and submit the CSM Report to DA-CART;
7. 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), ICT or other mechanisms where clients may express their complaints, comments or suggestions.;
8. ensure compliance and submission of the Zero Backlog report under ARTA MC No. 2022-02 as amended by MC 2023-02; and
9. Perform such other functions, duties and responsibilities under RA 11032, its IRR and other issuances by ARTA.


All expenses incurred in relation to functions of the committee shall be charged against BAR funds subject to the usual accounting and auditing rules and regulations.

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This order shall take effect immediately. All orders, memoranda, and other issuances inconsistent herewith are deemed revoked.

Done this 17th day of March 2025.


JUNEL B. SORIANO, PhD
Director



