



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF AGRICULTURE
BUREAU OF AGRICULTURAL RESEARCH
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SPECIAL ORDER
NO. 05
Series of 2024

**SUBJECT : AMENDMENT TO SPECIAL ORDER NO. 156, SERIES OF 2023,
"Reconstitution of the DA-BAR Committee on Anti-Red Tape (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) CART is hereby amended as follows:

- Chairperson : **JOELL H. LALES**
Assistant Director
- Vice Chairperson: **JULIA A. LAPITAN**
OIC Head, Program Monitoring, Evaluation and Linkaging Division (PMELD)
- Members : **RAYMOND PATRICK L. CABRERA**
Head, Program Development Division (PDD)
- SALVACION M. RITUAL**
Head, Knowledge Management and Information Systems Division (KMISD)
- JUDE RAY P. LAGUNA**
OIC Head, Administrative and Finance Division (AFD)
- ROBERTO S. QUING, Jr.**
Head, Accounting Unit
- MELODY T. MEMITA**
Head, Records Unit
- GLACELLE ALYNE C. MALINAO**
Highest Planning Officer, Planning and Monitoring Unit
- MELISSA A. RESMA**
Compliance Officer
- Public Assistance and Complaints Officer (External): **EVELYN H. JUANILLO**
Assistant Head, KMISD
- Complaints Officer: (Internal) **GRETEL F. RIVERA**
Head, Cash Unit

Secretariat : **MA. ELOISA H. AQUINO**
OIC Head, KMISD-ACS

LEA B. CALMADA
Information Officer III, KMISD-ACS

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

VANESSA MAE V. ABUEL
Human Resource Management Officer I, HRMU

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

1. Update and package the DA-BAR Citizens Charter (External and Internal Services);
2. Facilitate public dissemination of the Citizen's Charter through the BAR website, electronic billboards, posters, or other forms of media that can be easily understood by the clients;
3. Monitor, process, and analyze client satisfaction or feedback and visitor's complaint forms; and
4. Facilitate submission of the Citizen's Charter Handbook, Certificate of Compliance, Compliance Report, and other relevant and related documents to the Anti-Red Tape Authority.
5. Ensure that the requirements of R.A. 11032, its IRR and subsequent issuances by ARTA, as may be applicable, and in coordination with the appropriate offices and units will be received, responded and complied with. (Annex A)

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.

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

Done this 9th day of January 2024.


JUNEL B. SORIANO, PhD
Director



Additional Functions of CART

With reference to Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018

- Conduct of reengineering of systems and procedures, evaluation and improvement of all the services of the agency using the concepts and tools indicated in the Whole-of-Government (WOG) Reengineering Manual issued by ARTA;
- Adoption of the Philippine Good Regulatory Principles (PGRP), including the coordination of the orientation of employees involved in PGRP Awards, determination of the qualifications of the agency and documentation of best practices, innovative ideas, and success stories that shall serve as bases for nomination for the PGRP Awards.
- Conduct of effective knowledge transfer, or information dissemination among office employees on ARTA-related trainings, briefings, or such related matters obtained by office staff and submission of a status report on the activities conducted within sixty (60) days from the end of the training.
- Setting-up of the most current and updated service standards and inclusion of the same in the Citizen's Charter of the agency in accordance with the suggested template and prescribed manner of writing issued by ARTA through MC No. 2019-02 and its Reference B, including the following:
 - o Submission of the updated Citizen's Charter Handbook to ARTA, together with an updated Certificate of Compliance (CoC) duly signed by the Head of Agency or authorized representative;
 - o Identification of official personnel who shall encode and submit the Citizen's Charter through the Anti-Red Tape Electronic Management Information Systems (ARTEMIS), once operational;
 - o Monitoring and periodic review of the Citizen's Charter of the agency specifically the procedures/steps timeline, documentary requirements, fees and other information indicated in the Citizen's Charter, and
 - o Posting of the most current and updated Citizen's Charter – Information Billboard in the most conspicuous space of the office, with the relevant pages of the Citizen's Charter Handbook placed in the service counters of offices providing external services and soft copy of the Citizen's Charter Handbook posted at the official website of the agency pursuant to ARTA MC No. 2019-02;
- Compliance of the agency on the zero-contact policy in accordance with RA 11032;
- Compliance of the external and internal services of the agency with the prescribed processing time as mandated by RA 11032 or the respective mandate under special law;
- Implementation of the Harmonized Client Satisfaction Measurement (CSM) in accordance with the guidelines provided under the MC No. 2022-005 and its amendment as may be applicable;
- Submission to ARTA **not later than the last working day of April of each year** of the Client Satisfaction Measurement Report for each service based on the guidelines issued by ARTA.
- Establishment and management of 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 express their complaints, comments or suggestions.

- Ensure that complaints forwarded by the Presidential Complaints Center, Contact Center ng Bayan of the Civil Service Commission (CSC), and the Legal Office of ARTA are acknowledged, received, responded to, and acted upon within the designated period by the intended recipient.

- In addition, under ARTA MC No. 2021-11 or the *"Guidelines for Nationwide Implementation of Referral and Handling of Complaints involving Section 12 (f) and 21 (a) to (g) of RA 11032 to the CART and/or Legal Offices of Government Agencies"* Section V. (2) of MC No. 2021-11 states that the CART/agency is given full discretion to adopt all lawful methods in resolving the complaint referred by ARTA.

- The CART shall also ensure compliance and submission of the **Zero Backlog Report** under the ARTA MC No. 2022-02, as amended by MC No. 2023-01, **on or before 07 March of every year**. It shall serve as the coordinating body relative to the implementation of the Report Card Survey (RCS) 2.0, providing the information and documents required by the Authority, as applicable.

- Further, the CART shall coordinate with the communications/public relations office of the agency on the dissemination of ARTA information, education and communication materials for public consumption. Moreover, it shall recommend policies, issuances and measures to facilitate the implementation of RA No. 11032 and further improve related issuances and existing guidelines.

- Finally, the CART shall perform such other functions, duties and responsibilities under RA 11032 (amending RA 9485), its IRR and other issuances used by ARTA.

