



GEN. TINIO WATER DISTRICT

#290 Bonifacio St., Poblacion Central, Gen. Tinio, Nueva Ecija
Telefax No.: (044) 968 4270
Email Address: gen.tinio_wd@yahoo.com



OFFICE ORDER NO.:
2020-016

TO: ALL CONCERNED EMPLOYEES
FROM: THE GENERAL MANAGER
SUBJECT: COMMITTEE ON ANTI-RED TAPE (CART)
DATE: DECEMBER 21, 2020

Pursuant to the Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2020-07 and under Section 21 of R.A. 11032, the General Tinio Water District (GTWD) Committee on Anti-Red Tape (CART) shall be composed of the following:

GTWD CART		contact number	e-mail address
Chairperson	JOCELYN C. PAJARILLAGA	0918-944-0850	gtwd.gmjocie@gmail.com
Vice Chairperson	JOSELITO A. MALLARE	0920-962-2497	jamallare827@gmail.com
Members	TERESITA M. BIGTING	0920-369-2959	tessbigting@yahoo.com
	FERNANDO M. DALUSONG	0920-962-2509	dalusongfernando1@gmail.com
	ROMERO P. MADUCDOC	0928-241-6399	maducdocromero@gmail.com
	ELIZABETH VALENZUELA	0998-866-2907	efvalenzuela12@gmail.com
	FRANCESCA PATRICIA F. ISON	0917-805-8596	fpatriciaison@gmail.com

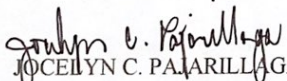
The CART shall ensure that the GTWD shall comply with the requirements of RA No. 11032, its IRR and subsequent issuances by the Authority, as may be applicable. These requirements pertain to the conduct of the following:

- Conduct of compliance cost analysis, time and motion studies, evaluation and improvement of all GTWD's services, and reengineering the same;
- Subject to the Guidelines/National Policy on Regulatory Management System to be issued by the Authority:
 - Notify the Authority of every formulation, modification, and repeal of regulations, ordinances or other related issuances;
 - Conduct post-implementation assessment and review of existing regulations, ordinances or other related issuances, undertake Regulatory impact Assessment (RIA);
 - Prepare a Preliminary Impact Assessment (PIA) whenever there is an intent to formulate, modify, or repeal a regulation and submit to the Authority;
 - Produce a Regulatory Impact Statement (RIS) upon completion of each RIA and submit to the Authority for review and assessment;
 - Refer the Authority's policy option recommendations to the appropriate decision-makers within the GTWD;
 - 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)
- 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;
- Register new regulations and issuances to the following, if applicable, within fifteen (15) days from issuance:
 - UP Office of National Administrative Register (UP ONAR), and
 - Official Gazette for publication
- 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, and submit the same to the Authority to populate the Anti-Red Tape Electronic Management Information System (ARTEMIS);

- Monitor and periodically review the GTWD's Citizen's Charter, specifically: procedures/steps, time, documentary requirements, and fees;
- Ensure that an updated Citizen's Charter, should there be any change, is posted not later than March 31st of each year;
- Ensure the compliance of the GTWD on the zero-contact policy in accordance with the law;
- Ensure the compliance of the GTWD's external and internal services with the prescribed processing time as mandated by RA No. 11032 or the GTWD's mandate under special law;
- Develop and foster a client feedback mechanism and client satisfaction measurement;
- 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;
- 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. The CART must ensure that complaints forwarded by the Presidential Complaints Center, Civil Service Commission's Contact Center ng Bayan, and Complaints Action Center of the Authority are acknowledged, received, responded to and/or acted upon within the designated period by the intended recipient;
- 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;
- Coordinate with the agency's communications/public relations office the dissemination of ARTA Information, Education, and Communication materials for public consumption;
- 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 shall take effect immediately.

For your strict compliance.


 JOCELYN C. PA-ARILLAGA
 General Manager

Conforme:

Joselito A. Mallare

Teresita M. Bigting

Fernando M. Dalusong

Romero P. Maducdoc

Elizabeth Valenzuela

Francesca Patricia F. Ison

- 