

# TIAONG WATER DISTRICT

New Public Market Brgy. Lalig, Tiaong, Quezon

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## TIAONG WATER DISTRICT

### COMMITTEE ON ANTI-RED TAPE

#### I. COMPOSITION

Pursuant to Anti-Red Tape Authority Memorandum Circular No. 2020-07, the Committee on Anti-Red Tape of Tiaong Water District is hereby constituted and shall be composed of the following:

DESIGNATION	NAME	POSITION
Chairperson	Engr. Perseverando T. Atienza	General Manager C
Vice Chairperson	Aurea T. Lindo	Division Manager C
Members	Engr. Anselmo B. Adame	Division Manager C
	Ivy Kristine E. Mangundayao	Division Manager (OIC)
	Josephine A. Remo	Admin. Services Officer A

#### II. FUNCTIONS, DUTIES AND RESPONSIBILITIES

The CART shall ensure to comply with the requirements of RA No. 11032, as stated in Section 8 of the said law, "The head of the office or agency shall be primarily responsible for the implementation of this Act and shall be held accountable to the public in rendering fast, efficient, convenient and reliable service. All transactions and processes are deemed to have been made with the permission or clearance from the highest authority having jurisdiction over the government office or agency concerned; its IRR and subsequent issuances by the Authority, as may be applicable. These requirements pertain to the conduct of the following:

1. Conduct of compliance cost analysis, time and motion studies, evaluation and improvement of all the agency's services, and reengineering the same;
2. Notify the Authority of every formulation, modification, and repeal of regulations, ordinances or other related issuances;
3. Conduct post-implementation assessment and review of existing regulations, ordinances or other related issuances, undertake Regulatory Impact Assessment (RIA);
4. Prepare a Preliminary Impact Assessment (PIA) whenever there is an intent to formulate, modify, or repeal a regulation and submit to the Authority;
5. Produce a Regulatory Impact Statement (RIS) upon completion of each RIA and submit to the Authority for review and assessment;
6. Refer the Authority's policy option recommendations to the appropriate decision-makers within the agency;

7. Submit an inventory and electronic copies of all existing (both in-effect and repealed) regulations and issuances to populate the Philippine Business Regulation Information System (PBRIS).
8. 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 training.
9. Register new regulations and issuances;
10. Monitor and periodically review the office or agency's Citizen's Charter, specifically procedures/steps, time, documentary requirements, and fees;
11. Ensure that an updated Citizen's Charter, should there be any change, is posted not later than March 31<sup>st</sup> of each year;
12. Ensure the compliance of the agency on the zero-contact policy in accordance with the law;
13. Ensure the compliance of the agency's external and internal services with the prescribed processing time, documentary requirements and fees;
14. Develop and foster a client feedback mechanism and client satisfaction measurement;
15. 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;
16. 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 Complaint's Action Center of the Authority are acknowledged, received, responded to and/or acted upon within the designated period by the intended recipient within their agency;
17. Coordinate with the agency's communications/public relations office the dissemination of ARTA Information, Education, and Communication materials for public consumption.
18. Perform such other functions, duties and responsibilities under RA No.11032 (amending RA No. 9485), its IRR and other issuances issued by the Authority.

### III. REPEALING CLAUSE

All orders, proclamations, rules and regulations, or parts thereof, which are inconsistent with any provisions of this Order are hereby repealed or modified accordingly.

### IV. EFFECTIVITY

This order shall take effect immediately and shall remain effective until revoked or amended.


Done, this 15<sup>th</sup> of May 2023 in Tiaong, Quezon.


Be guided accordingly.

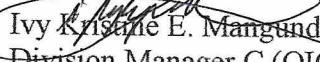
Signed:

  
ENGR. PERSEVERANDO T. ATIENZA  
General Manager C


Conforme:

  
Aurea T. Lindo  
Division Manager C

  
Engr. Anselmo B. Adame  
Division Manager C

  
Ivy Kristine E. Mangundayao  
Division Manager C (OIC)

Prepared by:

  
Josephine A. Remo  
Admin. Services Officer A