



Republic of the Philippines
Department of Education
Region XII
City Schools Division of Tacurong

17 May 2023

DIVISION MEMORANDUM

OSDS No. 04 s. 2023

DESIGNATION OF COMMITTEE ON ANTI-RED TAPE (CART)

TO : Assistant Schools Division Superintendent
Chiefs of SGOD and CID
Education Program Supervisors
Cluster Heads
Section Heads
SDO Personnel
All Concerned
This Division

1. In compliance with Republic Act (RA) No. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018", and Its Implementing Rules (IRR) and Memorandum Circular No. 2022-1 of the Inter-Agency task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems re: Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year 2022, the Division Committee on Anti-Red Tape (CART) is hereby reconstituted.

2. The Division CART is composed of the following:

Designation	Name	Position
Chairperson:	Gildo G. Mosqueda, CEO VI	SDS
Vice Chairperson:	Mervie Y. Seblos, CESE	OIC-ASDS
Members:	Zenaida B. Porras	AO V/Legal Office
	Joey M. Lozano	ICT
	Arlene Rosa G. Arquiza	Chief, CID
	Mayflor D. Romualdo	Chief, SGOD

3. The CART shall ensure agency compliance with the requirements of RA No. 11032, its IRR and subsequent issuances by the Anti-Red Tape Authority. Hereunder are the functions, duties and responsibilities of the CART.

3.1 Conduct evaluation and improvement of all the agency's services, and reengineering the same;

3.2 Ensure effective knowledge transfer, or information dissemination among offices employees on ARTA-related trainings, briefings, or such related matters obtained by the office staff within sixty (60) days from the end of training;

3.3 Monitor and periodically review the office Citizen's Charter, specifically: procedures/steps, time, documentary requirements, and fees;



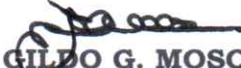

Address: Alunan Highway, Poblacion, Tacurong City 9800
Telephone Numbers: (064)-200-6316; 0919-065-6425
Email: tacurong.city@deped.gov.ph



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- 3.4 Endure that an updated Citizen's Charter, should there be any change, is posted not later than March 31st of each year;
- 3.5 Ensure the compliance of the agency's external and internal services with the prescribed processing time as mandated by RA No. 11032;
- 3.6 Develop and foster a client feedback mechanism and client satisfaction measurement;
- 3.7 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;
- 3.8 Establish and manage public assistance complaints desk 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;
- 3.9 Perform such other functions, duties and responsibilities.
4. As new agency accountability beginning FY 2022 PBB, **all concerned school heads are directed to designate their respective school CARTs** using the attached template and submit scanned copy through this link **<https://tinyurl.com/Committee-on-ART>** on or before **May 19, 2023**.
5. Immediate dissemination and compliance with this memorandum is desired.


GILDO G. MOSQUEDA, CEO VI
Schools Division Superintendent 

Enclosure: As stated.

Reference: RA No. 11032; ARTA ADVISORY NO. 002 series of 2023

Allotment:

To be indicated in the Perpetual Index under the following subject:

COMMITTEES DESIGNATIONS DUTIES FUNCTIONS

Znb/admin/osds/sdo tacurong



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