



PEÑARANDA WATER DISTRICT

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Certificate No. PHP QMS 18930006

OFFICE ORDER NO.: 2024-11

TO : ALL CONCERNED EMPLOYEES
FROM : GENERAL MANAGER
SUBJECT : RECONSTITUTION OF COMMITTEE ON ANTI - RED TAPE (CART)
DATE : JANUARY 02, 2024

In view of the amendment of the certain provision on Memorandum Circular No. 2020-07 issued by Anti Red Tape Authority the Peñaranda Water District Committee on Anti Red Tape is hereby constituted. The members of the committee are as follows:

GENERAL MANAGER C	Chairperson
DIVISION MANAGER C	Vice Chairperson
INDUSTRIAL RELATIONS MANAGEMENT OFFICER C	Focal Person
DIVISION MANAGER C	Member
SR. CORPORATE ACCOUNTS ANALYST	Member
RECORDS OFFICER C	Member
SR. DATA ENCODER-CONTROLLER	Member
CUSTOMER SERVICES ASSISTANT E	Member

The Committee shall ensure that the agency shall comply with the requirements of RA No.11032 its IRR and subsequent issuances by the Authority. The CART shall have the following functions, duties and responsibilities:

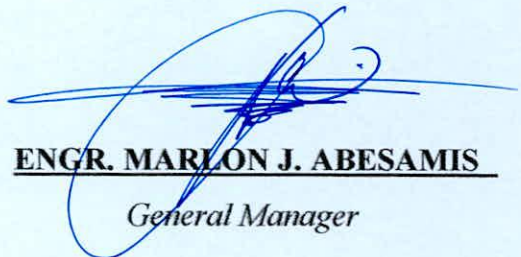
- Conduct of reengineering of systems and procedures, compliance cost analysis, time and motion studies, and evaluation and improvement of all the agency's services of the agency;
- Adoption of the Philippine Good Regulatory Principles (PGRP), including the coordination of the orientation of employees involved in the 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, formulation of the internal guidelines and mechanism for nomination, submission of the nomination to ARTA containing the qualifications of the agency collected evidence and detailed description of its best practices, innovative ideas and success stories;
- Conduct of effective knowledge transfer, or information dissemination among office employees on ARTA-related trainings, briefings, or such related matters obtained;

- Registration and publication of new regulations and issuances within fifteen (15) days from issuance;
- Submission of the updated Citizen's Charter Handbook to ARTA, together with an updated Certificate of Compliance (CoC);
- Identification of official personnel who shall encode and submit the Citizen's Charter through the Anti-Red Tape Electronic Management Information System (ARTEMIS);
- Monitor and periodically review the office or agency's Citizen's Charter;
- Ensure that the most current and updated Citizen's Charter is posted 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 the soft copy of the Citizen's Charter Handbook posted at the official website of the agency;
- Ensure the compliance of the agency on the zero-contact policy in accordance with the law;
- Ensure the compliance of the agency's external and internal services with the prescribed processing time as mandated by RA No.11032 or the agency's mandate under special law;
- Implementation of Harmonized Client Satisfaction Measurement (CSM);
- Submission to ARTA on or before 15 April of each year of the Client Satisfaction Measurement Report for each service based on JMC No. 1 (s. 2023);
- 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 suggestion.

This designation is in addition to your regular duties and responsibilities without extra compensation.

This order shall take effect immediately.

Be guided accordingly.


ENGR. MARLON J. ABESAMIS
General Manager

Name of Agency	PENARANDA WATER DISTRICT
Department Order	OFFICE ORDER 2024-011
CART or SUBCART	CART

NO.	NAME	CART DESIGNATION	POSITION / DESIGNATION / TITLE	OFFICE/ DEPARTMENT/ DIVISION	EMAIL ADDRESS	CONTACT NUMBER
1	ENGR. MARLON J. ABESAMIS	Chairperson	General Manager C		gmja62@yahoo.com	0939-937-3523
2	MARILYN E. GERONIMO	Vice Chairperson	Division Manager C	Administrative Finance and Commercial	meg1018@yahoo.com	0999-227-0249
3	ROSE DALIA P. SORIANO	Focal Person	Industrial Relations Management Office	Administrative Finance and Commercial	dolly_kraszie@yahoo.com	0917-306-4300
4	AVELINO G. ABELLO	Member	Division Manager C	Construction, Maintenance and Production	agabello1969@yahoo.com	0921-888-2151
5	AILEEN A. SIGUA	Member	Sr. Corporate Accounts Analyst	Administrative Finance and Commercial	ailabello@ymail.com	0926-429-1540
6	MARY ANN Y. FRANCISCO	Member	Records Officer C	Administrative Finance and Commercial	maryannfrancisco102211@yahoo.com	0935-102-2532
7	MERCEDITA C. DEL ROSARIO	Member	Sr. Data Encoder-Controller	Administrative Finance and Commercial	msjicorpuz@yahoo.com	0920-970-0246
8	KATHLEEN MAY A. JACINTO	Member	Customer Services Assistant E	Administrative Finance and Commercial	kathleenjacinto2514@gmail.com	0956-734-3610