



January 19, 2024

OFFICE ORDER No. 01
Series of 2024

FOR : ALL DA-BAFS EMPLOYEES

FROM : OFFICE OF THE DIRECTOR

SUBJECT : DA-BAFS COMMITTEE ON ANTI-RED TAPE (CART)

In the interest of service and in the implementation of the following,

1. Republic Act (RA) No. 11032, otherwise known as the "Ease of Doing Business (EODB) and Efficient Government Service Delivery Act of 2018", and
2. Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) No. 2023-08, series of 2023, *Amendment on Certain Provisions of ARTA MC No. 2020-07 dated 30 September 2020, Pertaining to the Guidelines on the Designation of a CART*,

the DA-BAFS CART is hereby reconstituted with the following composition:

Chairperson : Director IV

Vice-Chairperson : Assistant Director-Designate

Members : Chief Science Research Specialists (SRS) or Designated Representatives of the following:

1. Organic Agriculture Division (OAD);
2. Standards Development Division (SDD);
3. Standards Research Division (SRD); and
4. Technical Services Division (TSD).

Administrative Officer V, Administrative Support Services (ASS)

Planning Officer III, ASS

Information Officer III, ASS



**Focal Persons/
Secretariat** : Supervising SRS, OAD
: Senior SRS, OAD-Registration Section (RS)
SRS II, OAD-RS
SRS I, OAD-RS

The DA-BAFS CART shall conduct related activities, submit and endorse relevant documents, and approve internal guidelines that will ensure the DA-BAFS compliance with RA No. 11032, its Implementing Rules and Regulations (IRR), and subsequent issuances by ARTA. Each designation of the DA-BAFS CART shall have the following responsibilities:

Chairperson:

- a. Oversee the establishment, documentation, and effective implementation of the DA-BAFS Citizen's Charter, and functions, duties, and responsibilities of the DA-BAFS CART as prescribed below;
- b. Approve documents, including those that are for submission to ARTA; and
- c. Call and preside over meetings of the DA-BAFS CART.

Vice-Chairperson:

- a. Assist the Chairperson in performing the functions, duties, and responsibilities of the DA-BAFS CART;
- b. Perform responsibilities as assigned by the Chairperson; and
- c. Call and preside over meetings in the absence of the Chairperson.

Members:

- a. Monitor compliance of the internal and external services with the ARTA requirements;
- b. Provide updates on the internal and external services to the DA-BAFS CART, through the Focal Persons/Secretariat; and
- c. Assist the Chairperson/Vice Chairperson in performing the functions, duties, and responsibilities of the DA-BAFS CART;

Focal Persons/Secretariat:

- a. Prepare and consolidate all documentation of the DA-BAFS CART;
- b. Maintain copies of relevant ARTA issuances and requirements;
- c. Submit reports and other required documents to ARTA;
- d. Represent the Committee in ARTA related-meetings; and
- e. Coordinate with and provide updates to the Chairperson/Vice Chairperson and the DA-BAFS CART.

More specifically, as a Committee, the DA-BAFS CART shall have the following functions, duties, and responsibilities:

1. Conduct reengineering of systems and procedures, compliance cost analysis, time and motion studies, and evaluation and improvement of all the DA-BAFS services, using the concepts and tools indicated in the Whole-of-Government (WOG) Reengineering Manual issued by ARTA, as deemed necessary;
2. Comply with the provisions of ARTA MC No. 2022-06 [Establishment of the National Policy on Regulatory Management System (NPRMS)], as applicable, particularly on the following:
 - a) submit Annual Regulatory Plan (ARP) not later than 07 March of each year;
 - b) submit Regulatory Notification Form (RNF), in the absence of an ARP, to notify ARTA of every formulation, modification, and repeal of regulations, or other related issuances;
 - c) conduct post-implementation assessment and review of existing regulations, or other issuances;
 - d) conduct Preliminary Impact Assessment (PIA) whenever there is an intent to formulate, modify, or repeal a regulation and the subsequent submission of a Preliminary Impact Statement (PIS) for ARTA's review and assessment;
 - e) prepare and submit of a Regulatory Impact Statement (RIS) upon completion of each Regulatory Impact Assessment (RIA) conducted, for ARTA's review and assessment;
 - f) refer ARTA's policy option recommendations to the appropriate decision-makers; and
 - g) encode all existing (both in-effect and repealed) regulations and issuances to populate the Philippine Business Regulation Information System (PBRIS), once operational.
3. Adopt procedures and guidelines related to the Philippine Good Regulatory Principles (PGRP) Award, which include but are not limited to:
 - a. determine qualifications of the DA-BAFS vis-a-vis the established criteria of the PGRP Award;
 - b. document best practices, innovative ideas, and success stories; and
 - c. formulate internal guidelines and establish mechanisms for nomination, and submission of the nomination to ARTA, which contains the qualifications of the DA-BAFS with collected evidence and detailed description of its best practices, innovative ideas, and success stories.

4. Conduct effective knowledge transfer, or information dissemination among office employees on ARTA-related training, briefings, or such related matters obtained by office staff and submission of status report on the activities conducted within 60 days from the end of the training;
5. Register and publish new regulations and issuances to the following, within 15 days from issuance:
 - a) University of the Philippines Office of National Administrative Register (UP ONAR); and
 - b) Newspaper of general circulation for publication.
6. Set up the most current and updated service standards and include the same in the DA-BAFS Citizen's Charter following the suggested template and prescribed manner of writing issued by ARTA through MC No. 2019-02 (Guidelines on the Implementation of the Citizen's Charter in Compliance with RA No. 11032, otherwise known as the "EODB and Efficient Government Service Delivery Act of 2018", and its IRR) and its Reference B, including the following:
 - a) submit updated DA-BAFS Citizen's Charter Handbook to ARTA, together with an updated Certificate of Compliance (CoC), duly signed by the Director or its authorized representative;
 - b) identify official personnel who shall encode and submit the DA-BAFS Citizen's Charter through the Anti-Red Tape Electronic Management Information System (ARTEMIS) once operational;
 - c) monitor and conduct periodic reviews of DA-BAFS Citizen's Charter, specifically the procedures/steps, timeline, documentary requirements, and other information; and
 - d) post the most current and updated Citizen's Charter – Information Billboard in the most conspicuous space of the office, with the relevant pages of the DA-BAFS 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 DA-BAFS website.
7. Adopt and implement a Zero-Contact Policy in accordance with RA No. 11032;
8. Monitor and conduct periodic assessments of the compliance of the DA-BAFS external and internal services with the prescribed processing time as mandated by RA No. 11032 or the DA-BAFS mandate under special law (e.g., Organic Agriculture Act, as amended by RA No. 11511);
9. Implement the harmonized Client Satisfaction Measurement (CSM) following the guidelines provided under MC No. 2022-005 (Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement) and its amendment as may be applicable;



10. Submit to ARTA not later than the last working day of April of each year the CSM Report for each service based on the guidelines issued by ARTA;
11. Establish and manage a public assistance complaints desk or ARTA Helpdesk to effectively receive complaints, and 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;
12. Respond to received complaints forwarded by the Presidential Complaints Center, Contact Center ng Bayan of the Civil Service Commission (CSC), and the Legal Office of ARTA within the designated period by the intended recipient;
13. Submit the Bureau's Zero Backlog Report under ARTA MC No. 2022-02, as amended by MC No. 2023-01, on or before 07 March of every year;
14. Act as the coordinating body relative to the implementation of the Report Card Survey (RCS) 2.0, providing the information and documents required by ARTA, as applicable;
15. Disseminate ARTA Information, Education, and Communication materials for public consumption;
16. Recommend policies, issuances, and measures to facilitate the implementation of RA No. 11032 and further improve related issuances and existing guidelines; and
17. Perform such other functions, duties, and responsibilities under RA No. 11032, its IRR, and other issuances issued by ARTA.

The DA-BAFS CART Directory, which includes the names, positions, and contact details, is attached as Annex A and shall form an integral part of this Order.

This Order shall revoke Office Order No. 21, series of 2023, take effect immediately, and remain enforced until officially revoked in writing.


KAREN KRISTINE A. ROSCOM, PFT, PhD
Director IV

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19 January 2024



Annex A

DA-BAFS CART Directory

Name	Position	Contact Details
Chairperson:		
Karen Kristine A. Roscom, PFT, PhD	Director IV	(02) 8928-8741 to 64 local 3301 bafs.od@da.gov.ph
Vice-Chairperson:		
Mary Grace R. Mandigma, PFT	Assistant Director-Designate Chief Science Research Specialist (SRS), Technical Services Division (TSD)	(02) 8928-8741 to 64 local 3308 mandigmamarygrace@gmail. com
Members:		
Edna Lynn C. Floresca	Chief SRS, Standards Research Division (SRD)	(02) 8928-8741 to 64 local 3315 ef_bafs.lsd@yahoo.com
Jovee S. Calleja	Chief SRS, Organic Agriculture Division (OAD)	(02) 8928-8741 to 64 local 3307 jsiapno2001@gmail.com
John Gregory V. Aquino	OIC, Standards Development Division (SDD)	(02) 8928-8741 to 64 local 3302 johngregoryaquino@gmail.co m
Alpha M. Lanuza, DVM	Senior SRS, TSD	(02) 8928-8741 to 64 local 3308 alphalanuza@gmail.com
Roxanne P. Lizardo	Administrative Officer V, Administrative Support Services (ASS)	(02) 8928-8741 to 64 local 3310 roxanne.p.lizardo@gmail.com
Frederick C. Crisol	Planning Officer III, ASS	(02) 8928-8741 to 64 local 3314 frederick.crisol@yahoo.com
Rosemarie V. Calibo	Information Officer III, ASS	(02) 8928-8741 to 64 local 3310 rcalibo2015@gmail.com



Focal Persons/Secretariat:		
Mark F. Matubang	Supervising SRS, OAD	(02) 8928-8741 to 64 local 3307 markmatubang@yahoo.com
Gerald E. Cammagay	Senior SRS, OAD	(02) 8928-8741 to 64 local 3304 register.bafs@gmail.com
Charlie T. Palilio	SRS II, OAD	
Jenina B. Cusay	SRS I, OAD	

