



LICAB WATER DISTRICT

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OFFICE MEMORANDUM 2024-001

TO: ALL CONCERNED EMPLOYEES
FROM: GENERAL MANAGER
RE: 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 Licab Water District Committee on Anti Red Tape is hereby constituted. The members of the committee are as follows:

DESIGNATION	POSITION
Chairperson	General Manager
Vice Chairperson	Engineering Assistant A
Focal Person	Administration Services Assistant C
Member	Corporate Account Analyst
	Customer Service Assistant B
	Customer Service Assistant B
	Customer Service Assistant D
	Administrative Services Aide

The Committee shall ensure that the agency shall comply with the requirements of R.A 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 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.


ANNE LORELIE DL. LAURETA
General Manager