



Republic of the Philippines
Department of Education
REGION VII – CENTRAL VISAYAS
SCHOOLS DIVISION OF NEGROS ORIENTAL

**Office of the Schools Division
Superintendent**

30 MAY 2023

DIVISION MEMORANDUM
No. 379, s. 2023

COMPOSITION OF SDO COMMITTEE ON ANTI-RED-TAPE

TO: Assistant Schools Division Superintendents
Chief Education Supervisors
Education Program Supervisors/Coordinators
Public Schools District Supervisors/District-In-Charge
Public Elem./Secondary Schools Administrators
All Others Concerned

In accordance with **ARTA MC No. 2020-07, s. 2020**, the Public Information Agency (PIA) and in compliance with **DepEd Memorandum-PHROD-2020-00364** CART shall be composed of the following:

	NAME	DESIGNATION
1	Dr. Neri C. Ojastro	Chairman
2	Dr. Joelyza M. Arcilla	Vice-Chairman
3	Dr. Marcelo K. Palispis	Vice-Chairman
4	Dr. Nilita L. Ragay	Vice-Chairman
5	Dr. Rachel B. Picardal	Member
6	Mrs. Lani B. Yurong	Member
7	Atty. Eduardo T. Sedillo	Member
8	Mrs. Jian A. Diaz	Member
9	Dr. Carmelita A. Alcala	Stakeholder Representative
10	Mr. Sonny V. Uy	Stakeholder Representative
11	Ms. Jennilene G. Cadiente	Secretariat
12	Ms. Gemmalyn V. Aguilar	Secretariat

DUTIES AND RESPONSIBILITIES:

The SDO Negros Oriental Committee on Anti-Red Tape (CART) shall do the following functions:

1. Conduct Compliance cost-benefit analysis time and motion studies, evaluation and improvement of all the agency's services, and remodeling the same;
2. Ensure effective knowledge transfer, or information dissemination among office employees on ARTA- related training, briefings, or such related matters obtained by office staff within sixty (60) days from the end of training;
3. Monitor and periodically review the office or agency's Citizen's Charter, Specifically: procedures/steps, time, documentary requirements, and fees;



Address:Kagawasan Avenue, Capitol Area, Daro, Dumaguete City
Telephone Nos.:(035)225-2838 / 225-2376 / 422-7644
Email Address:negros.oriental@deped.gov.ph



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4. Ensure that an updated Citizen's Charter, should there be any change, is posted not later than March 31st of each year;
5. Ensure the compliance of the Agency on the zero-contact policy in accordance with the law;
6. Ensure the compliance of the Agency's external and internal services with the prescribed processing time as mandated by R.A. No. 11032 or the Agency's mandate under special law;
7. Develop and foster a client feedback mechanism and client satisfaction measurement;
8. Report to ARTA 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 issued by ARTA;
9. Established 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 forwarded by the Presidential Complaints Center, Civil Service Commission's Contact Center ng Bayan, and ARTA's Complaints Action Center are acknowledge, received, responded to and/or acted upon within the designated period by the intended recipient within the Agency;
10. Coordinate with the Agency's offices the dissemination of ARTA Information, Education, and Communication materials for public consumption;
11. Perform such other functions, duties and responsibilities under R.A. No. 11032 (amending R.A. No. 9485), its IRR, and other ARTA issuances.

ARTA M.C. No. 2020-7, s. 2020 is attached to this Office Order for reference. This Order shall take effect immediately and shall remain in force unless revised or revoked by the competent authority and/or appropriately modified per PCOO Department Order No. 20-14, s. 2020. All orders/Circulars/Memoranda inconsistent herewith are deemed repealed/superseded accordingly.

For guidance and compliance.


NERI C. OJASTRO EdD, CESE
Schools Division Superintendent
5/29/23

Encl.: As stated
Reference:
To be indicated in the Perpetual Index
Under the following subjects:


NCO/NLR MKP-JMA/AdS/BBY/jlobalacy
May 18, 2023




Address:Kagawasan Avenue, Capitol Area, Daro, Dumaguete City
Telephone Nos.:(035)225-2838 / 225-2376 / 422-7644
Email Address:negros.oriental@deped.gov.ph