



CALABANGA WATER DISTRICT
San Antonio, Calabanga, Camarines Sur

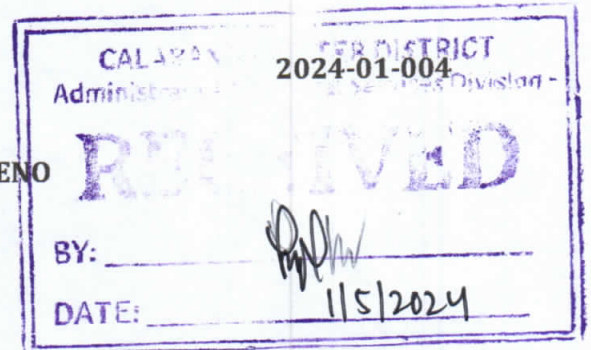
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OFFICE ORDER

TO : **BETTY B. VIOLA**
ENGR. MICHAEL M. GUTIERREZ MORENO
DIANA B. BATALLA
RAQUEL M. SAAVEDRA
GRIZZELL ANNE S. CARIÑO
MA. CARMELLE A. MALANYAON

SUBJECT : **Adoption of ARTA Memorandum Circular (MC) No. 2023-08 dated 22 November 2023 Creation of the Calabanga Water District Committee on Anti-Red Tape (CART)**

DATE : **January 5, 2024**



In the interest of the service and under **ARTA Memorandum Circular (MC) No. 2023-08** dated 22 November 2023, which provides amendments on certain provisions of ARTA MC No. 2020-07 or the Guidelines on the Designation of a Committee on Anti-Red Tape (CART). ARTA MC No. 2023-08 took effect on 11 December 2023 upon publication in the Philippine Star and filing at the Office of the National Administrative Register. The Calabanga Water District is hereby created composed of the following:

Chairperson:	Engr. Celedonio I. Tolentino, Jr.
Vice-Chairperson:	Betty B. Viola
Member:	Diana B. Batalla – for Planning
	Engr. Michael Moreno-Gutierrez – for Core Operation
	Raquel M. Saavedra – for Public Assistance/Complaints Center
	Lemuel E An – for Information Technology
	Marjorie D. Luceno – for Records
Secretariat:	Grizzell Anne S. Cariño
	Ma. Carmelle A. Malanyaon

Duties and Responsibilities:

1. Conduct of the Reengineering processes and systems, compliance cost analysis, time and motion studies, and assessment and enhancement of all Calabanga Water District services are all being carried out with the use of the concepts and instruments mentioned in the ARTA-issued whole-of-engineering (WOG) Reengineering Manual.
2. Conduct post-implementation assessment and review of existing regulations, ordinances, or other related issuances.
3. Conduct effective knowledge transfer, disseminating information to office personnel about ARTA-related training, briefings, or other connected matters, and turning in a status report on the actions taken within sixty (60) days of the training's conclusion.
4. Ensure that all government services including the services of the regional offices, local offices, field offices, bureaus, and other offices be re-engineered as deemed necessary.
5. Ensure and oversee the reengineering of systems and procedures of the government services to reduce bureaucratic red tape.
6. Understand the client journey, identify and prioritize the issues encountered by the client and discover the current state of the processes when reengineering their systems and procedures.

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Tel. No. (054)-881-9188; 470-2000; 881-0063

Website: www.cawadi.gov.ph | Email: calabangawd@gmail.com



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7. Prioritize the external services of their agency that they deemed most availed considering the volume of transactions or the number of applications received in the period of one (1) particularly the previous year.
8. The improved and reengineered systems and procedures of the agencies shall be the basis in the drafting and updating of the Citizen's Charter as stated in item 6.4.3 of ARTA MC 2019-02.
9. To determine the current status of the implementation of Sec. 5 of R.A 11032, the agencies through their respective CART, shall submit to the Authority an initial Reengineering report that shall at the minimum contain the following:
 - a. Identified priority services for reengineering whether external services or Internal Services;
 - b. Current Status: number of steps, processing time, cost whichever is applicable;
 - d. Expected outcome: Projected/target reduction of steps, time, and cost whichever is applicable;
 - e. Concerned agency, office, unit, division; and
 - f. Target clients.

This Order shall take effect immediately and remain in force unless otherwise amended or revoked. All issues that conflict with this are hereby revoked.


ENGR. CELEDONIO I. TOLENTINO, JR.
General Manager