



Republic of the Philippines
MARIVELES WATER DISTRICT
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Office Order No. 03, s.2021


TO: Engr. JOSEPH B. DELOS REYES Department Manager (Engineering)
EULOGIO S. ENRIQUEZ, JR OIC Administrative Department
CYNTHIA S. CRUZ OIC Commercial Department

THRU:
FROM: GENERAL MANAGER B
SUBJECT: Composition of Committee on Anti-Red Tape Act (ARTA)
DATE: June 25, 2021

You are hereby directed as Members of the Committee on Anti-Red Tape Act. You are tasked to ensure that Mariveles Water District will comply with the provision of Republic Act 11032, its Implementing Rules and Regulations (IRR) and the following functions:

1. The CART shall conduct compliance cost analysis, time & motion studies evaluation & improvement of all the agency's systems & procedures in order to reduce bureaucratic red tape & processing time.
2. The CART is responsible for periodically reviewing the agency's Citizen's Charter & ensuring that the agency strictly complies with the 3-7-20 prescribed processing time for transactions & the zero contact policy.
3. The Committee shall establish & manage a Public Assistance Complaints Desk to effectively receive complaints, comments & suggestions & monitor client satisfaction via various feedback mechanism.
4. It must ensure that all complaints forwarded by the Presidential Complaints center Civil Service Commissions Contact center ng Bayan & ARTA's Complaints & Action Center are acknowledged, responded to and/ or acted upon within the designated period.

For your information, guidance and strict compliance.


CRISTINELA RUTH I. LAMAYRA
General Manager