

Republic of the Philippines
DEPARTMENT OF NATIONAL DEFENSE
GOVERNMENT ARSENAL
Camp General Antonio Luna
Limap, Bataan

October 30, 2019

OFFICE ORDER
NUMBER 2019-256

**CREATION/COMPOSITION OF GA ANTI-RED TAPE UNIT (ARTU) AND
TECHNICAL WORKING GROUP TO THE CITIZEN'S CHARTER**

1. Pursuant to ARTA Memorandum Circular No. 2019-002, s.2019 with subject Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" , and its Implementing Rules and Regulations (IRR), the GA Anti-Red Tape Unit (ARTU) and Technical Working Group to the Citizen's Charter is hereby created effective this date:

2. The functions of the GA Anti-Red Tape Unit (ARTU) is hereby lodged to Internal Control Office (ICO) effective this date. Consequently, the Chief, ICO is held responsible in carrying out the functions of the ARTU as follows:

- a. Ensure the compliance of the agency to R.A. 11032 and Section 1, Rule III of the IRR (Streamlining of Government Services) on the need to reengineer systems and procedures within the agency;
- b. Prepare the Certificate of Compliance (Coc);
- c. Submission of Citizen's Charter to Compliance Monitoring and Evaluation Office, Anti-Red Tape Authority (ARTA);
- d. Posting and Publishing of Citizen's Charter; and
- e. Monitor the timeline of submissions/posting of Updated Citizen's Charter not later than March 31st of every year, Report on the Client Satisfaction Measurement conducted by the GA to be submitted to the ARTA on or before the last working day of January of every year and CoC, approved and signed by the Agency Head which will be initially submitted to ARTA together with the Updated Citizen's Charter Handbook on or before December 6, 2019.

3. The Technical Working Group (TWG) to the Citizen's Charter is hereby created to be composed of the following named personnel effective this date:

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| Chairperson | - Assistant Superintendent, Administrative Division |
| Members | - Asst. Superintendent, Planning and Logistics Division |
| | - Executive Assistant, ODA |
| | - Assistant Chief, Infirmary |
| | - Chief, Government Arsenal Safety and Security Office |
| | - Chief, Industrial Relations Section, AD |
| | - Chief, Training and Career Development Section, AD |
| | - Chief, Property and Management Section, PLD/SAO |
| | - Chief, Acceptance Section, QAD |
| | - Chief, Warehouse and Interplant Transfer Group,
PMS, PLD |
| | - Chief, Plans and Programs Group, PPCS, PLD |
| Secretariat | - Personnel Group, Industrial Relations Section, AD |

The functions of the TWG on Citizen's Charter are as follows:

- a. Shall be responsible in the crafting and finalizing of the Citizen's Charter Handbook, in order to ensure its accuracy and comprehensiveness;
- b. Establish a Feedback Mechanism/Complaints Mechanism and a Client Satisfaction Measurement; and
- c. Conduct review of the Citizen's Charter every two (2) years and update the same if necessary.

BY AUTHORITY OF THE DIRECTOR:


ENGR. NATALIE CZARINA C. DACLAN, MNSA
Superintendent, Administrative Division 