



**SPECIAL ORDER NO. 25**  
Series of 2020



**SUBJECT: RECONSTITUTION OF THE ANTI-RED TAPE UNIT (ARTU) 20- IN06-ORD-2258**

In compliance with Memorandum Circular 2019-002 or the 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) and in view of the change of management in the RSTL and PSTCs Pangasinan and Satellite Office, the Anti-Red Tape Unit (ARTU) is hereby reconstituted to be composed of the following:

Team Leader:	<b>ISMAEL D. GURTIZA</b> , Chief Science Research Specialist
Deputy Team Leader:	<b>JASMIN C. BAÑEZ</b> , Chief Administrative Officer
Members:	<b>RACQUEL M. ESPIRITU</b> , ARD-Technical Services/Planning Officer
	<b>JONATHAN M. VIERNES</b> , PSTD-Ilocos Norte
	<b>RAMON S. SUMABAT</b> , PSTD-Ilocos Sur
	<b>ARNOLD C. SANTOS</b> , PSTD-Pangasinan
	<b>JENNIFER C. FERNANDEZ</b> , OIC, PSTC Pangasinan Satellite Office
	<b>ZOSIMO C. GALVEZ</b> , Administrative Officer V
	<b>DECTH 1180 P. LIBUNAO</b> , OIC, RSTL
	<b>MICHAEL JOHN C. MAQUILING</b> , ITMS Unit Head

Secretariat: **ENRIQUE G. FERNANDEZ, Jr.**, Project Assistant II

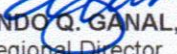
The Regional Director shall provide oversight and advisory functions to the ARTU.

To promote transparency, accountability, and ensure efficient and effective service delivery, the DOST Regional Office No. 1 is creating the ARTU to perform the following functions without additional remuneration:

1. formulate the Citizen's Charter Handbook;
2. promote and popularize the citizen's charter;
3. ensure regular training of frontline personnel;
4. monitor compliance to service standards of frontliners and employees;
5. formulate an incentive system to performing frontliners;
6. ensure appropriate and timely response to complaints;
7. conduct periodic systems review to further improve the delivery of services;
8. evaluate results of citizen's charter implementation; and
9. revise and update the citizen's charter every (two) years.

Monetary requirements for the activities and outputs of ARTU shall come from the regular fund of the Regional Office.

This Order supersedes SO no. 075, s. 2020 and shall take effect immediately.

  
**ARMANDO Q. GANÁL, Ph. D.**  
Regional Director

Date: **6/10/2020**