



Republic of the Philippines
Bangsamoro Autonomous Region in Muslim Mindanao
MINISTRY OF SCIENCE AND TECHNOLOGY
Bangsamoro Government Center, Cotabato City



SPECIAL ORDER NO: 049
Series of 2022

TO : **NORHUSSIEN U. LAUBAN**
Attorney IV
This Ministry

SUBJECT : **ANTI-RED TAPE UNIT (ARTU)-FOCAL**

DATE : **September 01, 2022 | Safar 1444 AH**

Under Section 1 of the Implementing Rules and Regulation (IRR) of the RA No. 11032 otherwise known as the Anti-Red Tape Act (ARTA) states that each agency shall designate a unit to perform streamlining and reengineering of systems and procedures of the agency. This includes simplifying measure to reduce red tape in service transactions.

Relative thereto, this office will be creating the Anti-Red Tape Unit (ARTU) that will ensure the implementation of the ARTA in the ministry.

In view of the above and in the interest of public service, you are hereby designated as Focal Person of the ARTU and shall perform the following, to wit:

1. Prepare and submit the ministry's Citizen's Charter to the Anti-Red Tape Authority office;
2. Ensure the operationalization of the ministry's Citizen's Charter;
3. Responsible for the periodical review of the ministry's Citizen's Charter and ensuring that the office strictly complies with the 3-7-20 prescribed processing time for transactions and the zero contact policy;
4. Ensure that all complains forwarded by the 8888 Citizen's Complaints Center are acknowledged, responded to and/or acted upon within the designated period; and
5. Perform other related functions as may be directed by the undersigned.



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This order shall take effect immediately and shall remain in full force unless sooner revoked by the undersigned.

For information and strict compliance.

ENGR. AIDA M. SILONGAN, MAPDS
Minister

