



REPUBLIC OF THE PHILIPPINES

**CARMONA WATER DISTRICT**

( LWUA CCC No. 561 )

ISO CERTIFICATE No. 80132/A/0001/UK/En

Blk. 8, Lot 8, Joy St., Cityland Subdivision, Brgy. Mabuhay, Carmona, Cavite

Tel No. (046) 430-0832 loc. 101-112, Fax No. (046) 430-1705

Email Add : [carmonawd@yahoo.com](mailto:carmonawd@yahoo.com)

## OFFICE ORDER NO. 03-2023

**TO:** ALL CONCERNED EMPLOYEES

**THROUGH:** ALL DIVISION HEADS

**FROM:** OFFICE OF THE GENERAL MANAGER

**RE:** RECONSTITUTION OF THE COMMITTEE ON ANTI-RED TAPE (CART) PURSUANT TO CWD BOARD RESOLUTION NO. 009-2023

**DATE:** FEBRUARY 8, 2023

### 1. COMPOSITION

1.1. The new CART shall be composed of the following employees and positions:

NAME	POSITION
ENGR. ANILINE B. FRANCIA	Chairperson, General Manager B
ENGR. ROCELISA G. MAULANIN	Vice Chairperson, Division Manager, Commercial
JOEMAR G. CUNANAN	Member, Division Manager, Admin/Finance
ENGR. MA. NIEVES C. MAÑABO	Member, Division Manager, Engineering/Operations
CARLO JAY C. MANANSALA	Member, SIRMO-A
LUISA MAY F. LAURA	Member, CSA-E
PHILIP ANGELO G. CARDANO	Secretariat, SAP-B

### 2. BACKGROUND AND LEGAL BASES

- 2.1. Pursuant to RA No. 11032 Section 5, all offices and agencies which provide government services are mandated to regularly undertake cost compliance analysis, time and motion studies, undergo evaluation and improvement of their transaction systems and procedures and reengineer the same if deemed necessary to reduce bureaucratic red tape and processing time.
- 2.2. Section 8 of the said law states that "The head of the office or agency shall be primarily responsible for the implementation of this Act and shall be held accountable to the public in rendering fast, efficient, convenient and reliable service. All transactions and processes are deemed to have been made with the permission or clearance from the highest authority having jurisdiction over the government office or agency concerned."
- 2.3. The issuance of these guidelines has been authorized and approved by the Ease of Doing Business and Anti-Red Tape Advisory Council in its meeting held on August 5, 2020 pursuant to RA No. 11032 Section 19. The guidelines were subjected to the public consultations with inputs from different National Government Agencies and Local Government Units.



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- 2.4. In the Implementing Rules and Regulations, Rule III, Section 1, Streamlining of Government Services, it is provided that all agencies which provide government services shall undertake compliance cost analysis, conduct time and motion studies, undergo evaluation and improvement of all their government services, and reengineer the same, if deemed necessary, to reduce bureaucratic red tape and processing time, and to promote efficiency and simplicity of processes.

### 3. FUNCTIONS, DUTIES AND RESPONSIBILITIES:

The CART shall ensure that their agency shall comply with the requirements of RA No. 11032, its IRR and subsequent issuances by the Authority, as may be applicable. These requirements pertain to the conduct of the following:

- 3.1. Conduct of compliance cost analysis, time and motion studies, evaluation and improvement of all the agency's services, and reengineering the same;
- 3.2. Subject to the Guidelines/National Policy on Regulatory Management System to be issued by the Authority:
  - 3.2.1. Notify the Authority of every formulation, modification, and repeal of regulations, ordinances or other related issuances;
  - 3.2.2. Conduct post-implementation assessment and review of existing regulations, ordinances or other related issuances, undertake Regulatory Impact Assessment (RIA);
  - 3.2.3. Prepare a Preliminary Impact Assessment (PIA) whenever there is an intent to formulate, modify, or repeal a regulation and submit to the Authority;
  - 3.2.4. Produce a Regulatory Impact Statement (RIS) upon completion of each RIA and submit to the Authority for review and assessment;
  - 3.2.5. Refer the Authority's policy option recommendations to the appropriate decision-makers within the agency;
  - 3.2.6. Submit an inventory and electronic copies of all existing (both in-effect and repealed) regulations and issuances to populate the Philippine Business Regulation Information System (PBRIS).
- 3.3. Ensure effective knowledge transfer, or information dissemination among office employees on ARTA-related trainings, briefings, or such related matters obtained by office staff within sixty (60) days from the end of the training;
- 3.4. Register new regulations and issuances to the following, if applicable, within fifteen (15) days from issuance:
  - 3.4.1. UP Office of National Administrative Register (UP ONAR), and
  - 3.4.2. Official Gazette for publication
- 3.5. Set up the most current and updated service standards and indicate in the Citizen's Charter in accordance to the prescribed template issued by the Authority, and submit the same to the Authority to populate the Anti-Red Tape Electronic Management Information System (ARTEMIS);
- 3.6. Monitor and periodically review the office or agency's Citizen's Charter, specifically: procedures/steps, time, documentary requirements, and fees;





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- 3.7. Ensure that an updated Citizen's Charter, should there be any change, is posted not later than March 31<sup>st</sup> of each year;
- 3.8. Ensure the compliance of the agency on the zero-contact policy in accordance with the law;
- 3.9. Ensure the compliance of the agency's external and internal services with the prescribed processing time as mandated by RA No. 11032 or the agency's mandate under special law;
- 3.10. Develop and foster a client feedback mechanism and client satisfaction measurement;
- 3.11. Report to the Authority not later than the last working day of January of each year the results of the Client Satisfaction Survey for each service based on the guidelines to be issued by the Authority;
- 3.12. Establish and manage a public assistance complaints desk or ARTA Helpdesk to effectively receive complaints, feedback and monitor customer satisfaction via hotline numbers, short message service (SMS), information and communication technology, or other mechanisms where clients may adequately express their complaints, comments, or suggestions. The CART must ensure that complaints forwarded by the Presidential Complaints Center, Civil Service Commission's Contact Center ng Bayan, and Complaints Action Center of the Authority are acknowledged, received, responded to and/or acted upon within the designated period by the intended recipient within their agency;
- 3.13. Serve as overall coordinating body for the establishment of an Electronic Business One Stop Shop (e-BOSS) in compliance with the mandate under RA No. 11032, its IRR, and other issuances by the Authority. The CART must facilitate and assist various departments and offices involved during the development and implementation of e-BOSS, including logistical and personnel requirements, security of the system, development of a communication plan, implementation of contingency measures, and protection of data and information, as applicable;
- 3.14. Coordinate with the agency's communications/public relations office the dissemination of ARTA Information, Education and Communication materials for public consumption;
- 3.15. Perform such other functions, duties and responsibilities under RA No. 11032 (amending RA No. 9485), its IRR and other issuances by the Authority.
- 3.16. Other tasks as may be assigned.

This Office Order supersedes Office Order No. 18-2021 dated June 25, 2021 and all members shall henceforth be guided by the provisions of this Order effective immediately.

  
ENGR. ANILINE B. FRANCIA  
General Manager

For further dissemination of the following unit heads:

For Admin & Finance Division:

  
JOEMAR G. CUNANAN  
Admin & Finance Division Manager

Cc: HR unit/201 files

CWD-MGT-F002-00

For Engineering Division:

  
ENGR. MAL NIEVES MAÑABO  
Engineering & Operations Division  
Manager

For Commercial Division:

  
ENGR. ROCELISA MAULANIN  
Commercial Services Division  
Manager