



OFFICE ORDER NO. 6-2024

TO: ALL CONCERNED EMPLOYEES
THROUGH: ALL DIVISION HEADS
FROM: OFFICE OF THE GENERAL MANAGER
RE: RECONSTITUTION OF THE COMMITTEE ON ANTI-RED TAPE (CART)
DATE: FEBRUARY 21, 2024

1. COMPOSITION

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

CART Members	POSITION
CHAIRPERSON	Head of the Agency
VICE-CHAIRPERSON	Department/Division Head level position designated by the HoA
MEMBERS	Two (2) Division Head level positions; One (1) representative from the second level position One (1) representative from the first level position
FOCAL PERSON	Human Resource Management Officer or a career service employee under the HR Unit

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.



- 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.
- 2.5. The Anti-Red Tape Authority (ARTA) issued Memorandum Circular (MC) No. 2020-07 dated September 30, 2020, or the "Guidelines on the Designation of a Committee on Anti-Red Tape (CART)" and MC No. 2023-08 dated November 22, 2023 or the "Amendment on Certain Provisions of Anti-Red Tape Authority (ARTA) MC No. 2020-07 dated September 30, 2020, Pertaining to the Guidelines on the Designation of a Committee on Anti-Red Tape (CART)". The MC was issued pursuant to Section 1, Rule III of the Implementing Rules and Regulations (IRR) of Republic Act (R.A.) No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

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 ARTA, as may be applicable, and in coordination with the appropriate offices and units. These requirements pertain to the following:

- 3.1. Conduct of reengineering of systems and procedures, compliance cost analysis, time and motion studies, and evaluation and improvement of all the services of the agency, if deemed necessary, using the concepts and tools indicated in the Whole-of-Government (WOG) Reengineering Manual issued by the ARTA;
- 3.2. Compliance to the provision of ARTA MC No. 2022-06 or the MC establishing National Policy on Regulatory Management System (NPRMS), as applicable, particularly on the following:
 - 3.2.1. Submission of Annual Regulatory Plan (ARP) not later than 07 March of each year;
 - 3.2.2. Submission of a Regulatory Notification Form (RNF), in the absence of an ARP, to notify ARTA of every formulation, modification, and repeal of regulations, ordinances, or other related issuances;
 - 3.2.3. Conduct of post-implementation assessment and review of existing regulations, ordinances or other related issuances;
 - 3.2.4. Conduct of a Preliminary Impact Assessment (PIA) whenever there is an intent to formulate, modify, or repeal a regulation and the subsequent submission of a Preliminary Impact Statement (PIS) for ARTA's review and assessment;
 - 3.2.5. Preparation and submission of a Regulatory Impact Statement (RIS) upon completion of each Regulatory Impact Assessment (RIA) conducted, for ARTA's review and assessment;
 - 3.2.6. Referral of ARTA's policy option recommendations to the appropriate decision-makers within the agency;
 - 3.2.7. Encoding of all existing (both in-effect and repealed) regulations and issuances to populate the Philippine Business Regulation Information System (PBRIS), once operational;



- 3.3. Adoption of the Philippine Good Regulatory Principles (PGRP), including the coordination of the orientation of employees involved in the PGRP Awards, determination of the qualifications of the agency and documentation of best practices, innovative ideas, and success stories that shall serve as bases for nomination for the PGRP Awards, formulation of internal guidelines and mechanism for nomination, submission of the nomination to ARTA containing the qualifications of the agency with collected evidence and detailed description of its best practices, innovative ideas, and success stories, among others;
- 3.4. Conduct effective knowledge transfer, or information dissemination among office employees on ARTA-related trainings, briefings, or such related matters obtained by office staff and submission of a status report on the activities conducted within sixty (60) days from the end of the training;
- 3.5. Registration and publication of new regulations and issuances to the following, within fifteen (15) days from issuance:
 - 3.5.1. UP Office of National Administrative Register (UP ONAR), and
 - 3.5.2. Official Gazette for publication
- 3.6. Setting up the most current and updated service standards and inclusion of the same Citizen's Charter of the agency in accordance with suggested template and prescribed manner of writing issued by ARTA through MC No. 2019-02 and its Reference B, including the following:
 - 3.6.1. Submission of the updated Citizen's Charter Handbook to ARTA, together with an updated Certificate of Compliance (COC) duly signed by the Head of Agency or authorized representative;
 - 3.6.2. Identification of official personnel who shall encode and submit the Citizen's Charter through the Anti-Red Tape Electronic Management Information System (ARTEMIS), once operational;
 - 3.6.3. Monitoring and periodic review of the Citizen's Charter of the agency, specifically the procedures/steps, timeline, documentary requirements, fees, and other information indicated in the Citizen's Charter; and
 - 3.6.4. Posting of the most current and updated Citizen's Charter – Information Billboard in the most conspicuous space of the office, with the relevant pages of the Citizen's Charter Handbook placed in the service counters of offices providing external services and the soft copy of the Citizen's Charter Handbook posted at the official website of the agency pursuant to ARTA MC No. 2019-02;
- 3.7. Compliance of the agency on the zero-contact policy in accordance with R.A. 11032;
- 3.8. 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;
- 3.9. Implementation of the Harmonized Client Satisfaction Measurement (CSM) in accordance with the guidelines provided under MC No. 2022-005 and its amendment as may be applicable;
- 3.10. Submission to ARTA not later than the last working day of April of each year of the Client Satisfaction Measurement Report for each service based on the guidelines issued by ARTA; and
- 3.11. Establishment and management of 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;

3.12. Other tasks as may be assigned.

The CART shall ensure that complaints forwarded by the Presidential Complaints Center, Contact Center ng Bayan of the Civil Service Commission (CSC), and the Legal Office of ARTA are acknowledged, received, responded to and acted upon within the designated period by the intended recipient within the agency;

In addition, under the ARTA MC No. 2021-11 or the "Guidelines for Nationwide Implementation of Referral and Handling of Complaints involving Section 12(f) and 21(a) to (g) of R.A. 11032 to the CART and/or Legal Offices of Government Agencies", Section V.(2) of MC No. 2021-11 states that the CART/agency is given full discretion to adopt all lawful methods in resolving the complaint referred by ARTA.

As may be applicable, the CART shall 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 of ARTA. 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.

The CART shall also ensure compliance and submission of the Zero Backlog Report under ARTA MC No. 2022-02, as amended by MC No. 2023-01, on or before 07 March of every year. It shall serve as the coordinating body relative to the implementation of the Report Card Survey (RCS) 2.0, providing the information and documents required by the Authority, as applicable.

Further, the CART shall coordinate with the communications/public relations office of the agency on the dissemination of ARTA Information, Education, and Communication materials for public consumption. Moreover, it shall recommend policies, issuances, and measures to facilitate the implementation of R.A. No. 11032 and further improve related issuances and existing guidelines.

Finally, the CART shall perform such other functions, duties, and responsibilities under R.A. 11032 (amending R.A. 9485), its IRR and other issuances issued by ARTA.

4. CARMONA WATER DISTRICT COMMITTEE ON ANTI-RED TAPE


Pursuant to the CWD Board Resolution No. 009-2023, the following personnel shall constitute the Carmona Water District Committee on Anti-Red Tape (CWD CART):



NAME	POSITION	CART DESIGNATION
Engr. Aniline B. Francia	General Manager B	Chairperson
Engr. Rocelisa G. Maulanin	Division Manager B	Vice-chairperson
Joemar G. Cunanan	Division Manager B	Member
Engr. Ma. Nieves C. Mañabo	Division Manager B	Member
Carlo Jay C. Manansala	Supervising Industrial Relations Management Officer A	Member
Luisa May F. Laura	Customer Services Assistant C	Member
Philip Angelo G. Cardaño	Senior Accounting Processor A	Focal Person/Secretariat

Attached also is the CWD CART Directory (Annex A).

This Office Order supersedes Office Order No. 03-2023 dated February 8, 2023 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

For Engineering Division:


ENGR. MA. NIEVES MAÑABO
Engineering & Operations Division
Manager

For Commercial Division:


ENGR. ROCELISA MAULANIN
Commercial Services Division
Manager