



Republic of the Philippines
CATANDUANES STATE UNIVERSITY

Virac, Catanduanes

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☎ (0946)8185388



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Tanggapan ng Pangulo
Office of the President

February 13, 2024

OFFICE ORDER
 No. **071**, s. 2024

SUBJECT: COMMITTEE ON ANTI-RED TAPE (CART)

TO: All Concerned
 This University

Pursuant to Republic Act 11032 otherwise known as the Ease of Doing Business and Efficient Government Services Delivery Act of 2018, and in consonance with Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) No. 2023-08 series of 2023, entitled "Amendment on Certain Provisions of ARTA MC No. 2020-07 dated September 30, 2020, pertaining to the Guidelines of a Committee on Anti-Red Tape", you are hereby designated to compose the Committee on Anti-Red Tape (CART), viz:

COMMITTEE ON ANTI-RED TAPE (CART)

Chairperson	SUC President III
Vice Chairperson	Executive Vice President
Regular Members	
Core Operations	VP for Administrative and Financial Affairs VP for Academic Affairs VP for Research, Extension and Production Affairs
Policy/Planning	Planning Officer III
Information Technology/management Services for Systems and Methods	Director, Information Technology Services
Records	Officer-In-Charge/Administrative Officer III
Legal	Attorney IV
Finance	Chief Administrative Officer - Finance
Human Resource Management	Administrative Officer V, HRM Services
Public Assistance/Complaints Center/Over-All Office In-Charge of ARTA	Quality Assurance Office
Focal Person (Panganiban Campus)	Campus Director, Panganiban Campus
Secretariat/Technical Working Group	Planning Unit

As such, you are tasked with the following duties, responsibilities and functions:

The CART shall ensure that the agency receive, respond, and comply with the requirements of RA 11032, its IRR and subsequent issuances by ARTA, as may be applicable, and in coordination with the appropriate offices and units. These requirements pertain to the following:

1. Conduct of reengineering of systems and procedures, compliance cost analysis, time and motion studies, and evaluation and improvement of all services of the agency, if



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deemed necessary, using the concepts and tools indicated in the Whole-of-Government (WOG) Reengineering Manual issued by ARTA;

2. Compliance to the provisions of ARTA MC No. 2022-06 or the MC Establishing the National Policy on Regulatory Management System (NPRMS), as applicable, particularly on the following:
 - Submission of Annual Regulatory Plan (ARP) not later than 07 March of every year;
 - Submission of a Regulatory Notification Form (NRF), in the absence of an ARP, to notify ARTA of every formulation, modification, and repeal of regulations or other related issuances;
 - Conduct of post-implementation assessment and review of existing regulations, ordinances, or other related issuances;
 - Preparation of a Preliminary Impact Assessment (PIA) whenever there is an intent to formulate, modify, or repeal a regulation and the subsequent submission of Preliminary Impact Statement (PIS) for ARTA's review and assessment;
 - Preparation and submission of a Regulatory Impact Statement (RIS) upon completion of each Regulatory Impact Assessment (RIA) conducted, for ARTA's review and assessment;
 - Referral of ARTA's policy option recommendations to the appropriate decision-makers within the NGA/GOCC; and
 - Encoding of all existing (both in-effect and repealed) regulations and issuances to populate the Philippine Business Regulation Information System (PBRIS), once operational;
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;
4. Conduct of 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;
5. Registration and publication from issuance:
 - University of the Philippine Office of National Administrative Register (UP ONAR); and
 - Newspaper of general circulation for publication



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6. **Setting up of the most current and updated service standards and inclusion of the same in the Citizen's Charter of the agency in accordance with the suggested template and prescribed manner of writing issued by ARTA through MC No. 2019-02 and its Reference B, including the following:**
 - **Submission of the updated Citizen's Charter Handbook to ARTA, together with an updated Certificate of Compliance duly signed by the Head of Agency or authorized representative;**
 - **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;**
 - **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**
 - **Posting of the most current and updated Citizen Charter – Information Billboard in the most conspicuous space of the office, with the relevant pages of the Citizens Charter Handbook posted at the official website of the agency/department, LGU, GOCC, SUC, or government instrumentality pursuant to ARTA MC No. R.A. 2019-02;**
7. **Compliance of the agency on the zero-contact policy in accordance with R.A. 11032;**
8. **Compliance of the external and internal services of the agency with the prescribed processing time as mandated by R.A. 11032 or the respective mandate under special law;**
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;**
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**
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 express their complaints, comments, or suggestions.**

The CART shall ensure that complaints forwarded by the Presidential Complaints Center, Contact Center ng Bayan of the Civil Service Commission (SCS), and the Legal Office of ARTA

are acknowledged, received, responded to, and acted upon within the designated period by the intended recipient within the concerned agency.

In addition, under ARTA MC No. 2021-11 or the "Guidelines for Nationwide Implementation for Referral and Handling of Complaints involving Section 12(f) and 21(a) to (g) of R.A. 11032 to



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the CART and 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 establishment of an Electronic Business One Stop Shop (e-BOSS) in compliance with the mandate under R.A. 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. 2022-22, as amended by MC No. 2023-01, on or before 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.

This designation takes effect February 13, 2024 and will be in effect for a period of one (1) year unless earlier revoked. Previous issuance contrary hereto is hereby superseded.

Be guided accordingly.

PATRICK ALAIN T. AZANZA, Ph.D., J.D.
SUC President III

Copy furnished:

- All Vice-Presidents
- Campus Director
- All Deans/Directors
- Principal/Officers of Student Support Services
- Chiefs of Offices
- AOV, HRM Services
- The Resident Auditor
- This University