



Quezon Bukidnon Water District

Government Center, Purok 2, Libertad, Quezon, Bukidnon

CCC No. 627

Hotline #: 0917-598-9322 E-mail Address: quezonwaterdistrict@yahoo.com

OFFICE MEMORANDUM

OGM OM Series 23-12-056

SUBJECT : **CREATION OF THE UPDATED COMMITTEE ON ANTI-RED TAPE (CART)**

DATE : **21 DECEMBER 2023**

WHEREAS, Section 5 of Republic Act No. 11032, otherwise known as the “Ease of Doing Business and Efficient Government Service Delivery Act of 2018,” provides that 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;

WHEREAS, Section 8 of the same 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 permission or clearance from the highest authority having jurisdiction over the government office or agency concerned;”

WHEREAS, the Anti-Red Tape Authority (ARTA), issued Memorandum Circular No. 2023-08, s. 2023: Amendment on certain provisions of Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) No. 2020-07 dated 30 September 2020, pertaining to the guidelines on the designation of a Committee on Anti-Red Tape (CART);

WHEREAS, R.A. No. 11032, its IRR, and ARTA MC No. 2020-07, s.2020, mandate each office or agency to designate a CART to perform functions prescribed in the MC, as well as other roles stated in the Act, with no required separate budget or creation of new plantilla positions to facilitate its creation;

NOW, THEREFORE, the undersigned hereby creates the **UPDATED QUEZON BUKIDNON WATER DISTRICT (QBWD) COMMITTEE ON ANTI-RED TAPE (CART)**.

I. COMPOSITION

In accordance with ARTA MC No. 2023-08, s. 2023, the updated QBWD CART shall be composed of the following:

POSITIONS OF THE DESIGNATED CART MEMBERS	CART DESIGNATION
GENERAL MANAGER	Chairperson
CORPORATE ACCOUNTANT	Vice - Chairperson
INDUSTRIAL RELATIONS MANAGEMENT OFFICER A	Members
SENIOR ENGINEER B	
WATER RESOURCES FACILITIES TENDER B	
INDUSTRIAL RELATIONS MANAGEMENT OFFICER B	
STOREKEEPER D	
UTILITIES/CUSTOMER SERVICES ASSISTANT C	Focal Person
UTILITIES/CUSTOMER SERVICES ASSISTANT E	Secretariat

II. FUNCTIONS

The QBWD CART shall ensure that the Agency shall comply with the requirements of R.A. No. 11032, its IRR and subsequent ARTA issuances, as may be applicable. These requirements pertain to the conduct of the following:

1. Conduct of compliance cost analysis, time and motion studies, evaluation and improvement of all the agency's services, and reengineering the same;
2. Subject to the Guidelines/National Policy on Regulatory Management System to be issued by ARTA:
 - a. Submit the Annual Regulatory Plan (ARP) not later than 07 March of each year;
 - b. Notify ARTA of every formulation, modification, and repeal of regulations, ordinances, or other related issuances;
 - c. Conduct post-implementation assessment and review of existing regulations or other related issuances, undertake Regulatory Impact Assessment (RIA);
 - d. Prepare a Preliminary Impact Assessment whenever there is an intent to formulate, modify, or repeal a regulation and submit to ARTA;

- e. Produce a Regulatory Impact Statement (RIS) upon completion of each RIA and submit to the Authority for review and assessment;
 - f. Refer ARTA's policy option recommendations to the appropriate decision-makers within the Agency;
 - g. 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. Adopt the guidelines incorporated in the Philippine Good Regulatory Principles (PGRP);
 4. 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;
 5. Register new regulations and issuances to the following, if applicable, within fifteen (15) days from issuance:
 - a. UP Office of National Administrative Register (UP ONAR), and
 - b. Official Gazette for publication;
 6. 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 Systems (ARTEMIS);
 - a. Submit the updated Citizen's Charter Handbook to ARTA, together with an updated Certificate of Compliance (CoC) duly signed by the Head of the Agency or authorized representative;
 - b. Identify an official personnel who shall encode and submit the Citizen's Charter through the ARTEMIS;
 - c. Monitor and periodically review the office or agency's Citizen's Charter (CC), specifically: procedures/steps, time, documentary requirements, and fees;
 - d. Posting of the most current and updated CC-Information Billboard in the most conspicuous space of the office, with the relevant pages of the CC Handbook placed in the service counters of offices providing external services and the soft copy of the said handbook posted at the official website of the agency;

7. Ensure the compliance of the Agency on the zero-contact policy in accordance with the law;
8. Ensure the compliance of the Agency's external and internal services with the prescribed processing time as mandated by R.A. No. 11032 or the Agency's mandate under special law;
9. Implementation of the Harmonized Client Satisfaction Measurement (CSM) in accordance with the guidelines provided under MC NO. 2022-005;
10. Report to ARTA not later than 15th day of April of each year the results of the Client Satisfaction Survey for each service based on the guidelines issued by ARTA;
11. 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;

ARTA M.C. No. 2023-08, s. 2023 is attached in this Office Order for reference.

This Order shall take effect immediately and shall remain in force unless revised or revoked by competent authority and/or appropriately modified. All Orders/Circulars/Memoranda inconsistent herewith are deemed repealed/superseded accordingly.

FOR COMPLIANCE.


RAFAEL H. FRANCISCO
General Manager



MEMORANDUM CIRCULAR NO. 2023 – 08

Series of 2023

TO : ALL HEADS OF GOVERNMENT OFFICES AND AGENCIES, INCLUDING GOVERNMENT-OWNED AND/OR -CONTROLLED CORPORATIONS (GOCCS), STATE UNIVERSITIES AND COLLEGES (SUCs), LOCAL GOVERNMENT UNITS (LGUS), AND OTHER GOVERNMENT INSTRUMENTALITIES

SUBJECT : AMENDMENT ON CERTAIN PROVISIONS OF ANTI-RED TAPE AUTHORITY (ARTA) MEMORANDUM CIRCULAR (MC) NO. 2020-07 DATED 30 SEPTEMBER 2020, PERTAINING TO THE GUIDELINES ON THE DESIGNATION OF A COMMITTEE ON ANTI-RED TAPE (CART)

DATE : 22 NOVEMBER 2023

1.0 BACKGROUND

- 1.1. On 30 September 2020, the Anti-Red Tape Authority (ARTA) issued Memorandum Circular (MC) No. 2020-07 or 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)¹ of Republic Act (R.A.) No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.
- 1.2. Following the implementation of the MC, it is deemed that several provisions thereof need to be amended to clarify coverage and compliance of covered agencies.

2.0 PURPOSE

This MC is being issued to provide the updated guidelines on the creation of a CART.

3.0 GUIDELINES

The following Sections of ARTA MC No. 2020-07 are hereby amended to read, as follows:

3.1 Section 3 – Designation

Each agency within the departmental framework, local government units (LGUs), government-owned and/or -controlled corporations (GOCCs), State Universities and Colleges (SUCs), and other government instrumentalities, whether located in the Philippines or abroad, shall designate a CART to perform the functions/roles/duties under Section 3.3 of this MC and other roles stated in the Act; Provided that each agency/department, LGU, GOCC, SUC, or government instrumentality shall only have one CART regardless of the number of bureaus, regional offices, field/satellite offices, as the case may be, under its supervision and control. And that the CART shall also include at least one focal person for each bureau, regional office, or field/satellite office under the supervision and control of the main agency/department, LGU, GOCC, SUC, or government instrumentality; Provided further that agencies falling within "Attachment"² as defined under Book IV, Section 38 (3), Chapter 7 of

¹ Joint Memorandum Circular (JMC) No. 2019-001, 17 July 2019, "The IRR of R.A. 11032, Otherwise Known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018", <https://arta.gov.ph/wp-content/uploads/2020/07/JMC2019-001_Implementing_Rules_and_Regulations_of_RA_11032.pdf>.

² Executive Order (EO) No. 292, s. 1987, "(3) **Attachment**. This refers to the lateral relationship between the department or its equivalent and the attached agency or corporation for purposes of policy and program coordination. The coordination may be accomplished by having the department represented in the governing board of the attached agency or corporation, either as chairman or as a member, with or without voting rights, if this is permitted by the charter; having the attached corporation or agency comply with a system of periodic reporting which shall reflect the progress of programs and



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4th & 5th Floor NFA Bldg, NFA Compound, Visayas Ave,
Brgy. Vasra, Dilliman, Quezon City 1129
1-2762 (ARTA)
8888 (Citizens' Complaint Center)

info@arta.gov.ph
odg@arta.gov.ph
complaints@arta.gov.ph

www.arta.gov.ph

Anti-Red Tape Authority

The Administrative Code of 1987 shall have their own separate and independent CART.

For LGUs, only provincial, city, and municipal government are required to form a CART. Barangays shall designate at least a focal person to be a member of the city/municipal government CART.

For SUCs, only the main campuses shall form their CART. A main campus shall include at least one focal person per satellite campus.

Government hospitals under the Department of Health (DOH), on the other hand, shall be required to have their own CART separate from that of the DOH-CART, performing the functions under Section 3.3 of this MC. LGUs shall designate at least a focal person from their respective LGU-managed hospitals to be a member of the LGU-CART, if applicable.

The establishment of the CART shall be an inter-office task force that requires no separate budget and new plantilla positions.

3.2 Section 6.1 – Composition

The CART shall be composed of a Chairperson, a Vice Chairperson, and at least five (5) members of the following positions or their equivalent, as applicable, or as may be determined or at the discretion of the Head of Agency, subject to existing laws, rules, and regulations. It shall be composed of members who are institutionally tasked to identify, develop, implement, and review policies and monitor processes that may include the following or equivalent:

Chairperson: Head of Department/Office/Agency; President/Administrator/Chief Executive Officer (CEO) of a GOCC and SUC; Local Chief Executive; or official designated by the Head of Department/Office/Agency (at least a third highest-ranking official in the agency)

Vice Chairperson: Official to be designated by the Head of Agency (any rank lower than the Chairperson of CART)

In addition, focal persons shall at least hold a second level position and shall be designated by the Head of Agency.

The composition/membership of the CART is entrusted to the discretion of the Head of Agency, subject to existing laws, rules, and regulations, and management of conflicts of interest. However, for ease of reference, the following are the **suggested members** thereof:

For National Government Agencies (NGAs):

Heads of Bureau/Service/Office/Division/Section, such as, but not limited to, the following, or equivalent:

- Policy/Planning
- Core Operations
- Information Technology/Management Services for Systems and Methods
- Records
- Legal
- Finance
- Human Resource Management
- Public Assistance/Complaints Center

projects; and having the department or its equivalent provide general policies through its representative in the board, which shall serve as the framework for the internal policies of the attached corporation or agency; xxx". (emphasis added)

For **LGUs**:

Head/Representative of any of the following Office/Division/Section or equivalent:

- Sanggunian ng Panlalawigan/Panlungsod
- Treasury
- Administration
- Assessor
- Planning
- Human Resources
- Business Permit and Licensing
- Building Official
- Health
- Environmental
- Legal
- Public Assistance/Complaints Center
- Records
- Information Technology
- LGU-managed Hospitals, if any

For **GOCCs**:

Members institutionally tasked to identify, develop and implement policies and monitor processes, which may include representatives from the following Office/Division/Section or its equivalent:

- Human Resource
- Planning
- Administration
- Legal
- Information Technology
- Records
- Public Assistance/Complaints Center
- Core Operations

The CART may be assisted by a Secretariat to be designated by the Head of Agency. NGAs with existing Management Divisions pursuant to Department of Budget and Management (DBM) Circular No. 2008-05 may be assigned as the Secretariat.

3.3 Section 6.2 - Functions, Duties, and Responsibilities

The CART shall **ensure** that the agency/department, LGU, GOCC, SUC, or government instrumentality receive, respond, and comply with the requirements of R.A. 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:

- 6.2.1. 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/department, LGU, GOCC, SUC, or government instrumentality, if deemed necessary, using the concepts and tools indicated in the Whole-of-Government (WOG) Reengineering Manual issued by ARTA;
- 6.2.2. For NGAs and GOCCs, 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:
 - 6.2.2.1. Submission of Annual Regulatory Plan (ARP) not later than 07 March of each year;

- 6.2.2.2. 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;
- 6.2.2.3. Conduct of post-implementation assessment and review of existing regulations, ordinances, or other related issuances;
- 6.2.2.4. 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;
- 6.2.2.5. Preparation and submission of a Regulatory Impact Statement (RIS) upon completion of each Regulatory Impact Assessment (RIA) conducted, for ARTA's review and assessment;
- 6.2.2.6. Referral of ARTA's policy option recommendations to the appropriate decision-makers within the NGA/GOCC; and
- 6.2.2.7. Encoding of all existing (both in-effect and repealed) regulations and issuances to populate the Philippine Business Regulation Information System (PBRIS), once operational;
- 6.2.3. 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;
- 6.2.4. 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;
- 6.2.5. Registration and publication of new regulations and issuances to the following, within fifteen (15) days from issuance:
 - 6.2.5.1. University of the Philippines Office of National Administrative Register (UP ONAR); and
 - 6.2.5.2. Newspaper of general circulation for publication;
- 6.2.6. Setting up of the most current and updated service standards and inclusion of the same in the Citizen's Charter of the agency/department, LGU, GOCC, SUC, or government instrumentality 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:
 - 6.2.6.1 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;
 - 6.2.6.2 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;
 - 6.2.6.3 Monitoring and periodic review of the Citizen's Charter of the agency/department, LGU, GOCC, SUC, or government

instrumentality, specifically the procedures/steps, timeline, documentary requirements, fees, and other information indicated in the Citizen's Charter; and

- 6.2.6.4 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/department, LGU, GOCC, SUC, or government instrumentality pursuant to ARTA MC No. 2019-02;
- 6.2.7. Compliance of the agency/department, LGU, GOCC, SUC, or government instrumentality on the zero-contact policy in accordance with R.A. 11032;
- 6.2.8. Compliance of the external and internal services of the agency/department, LGU, GOCC, SUC, or government instrumentality with the prescribed processing time as mandated by R.A. 11032 or the respective mandate under special law;
- 6.2.9. 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;
- 6.2.10. 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. For GOCCs under the Governance Commission for GOCCs (GCG), CSM Reports shall be submitted **on or before 15 April of each year based on JMC No. 1 (s. 2023)³**; and
- 6.2.11. 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 (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 concerned agency/department, LGU, GOCC, SUC, or government instrumentality.

In addition, under 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 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. 2022-02, as amended by MC No. 2023-01, on or before 07

³ JMC No. 1, dated 12 April 2023, "Supplemental Guidelines to the ARTA MC No. 2022-05 or the Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement specific for GOCCs covered by RA 10149", <<https://gcg.gov.ph/files/MJrPFvIDBJV5Po6Jkp.pdf>>.

March of every year⁴. 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/department, LGU, GOCC, SUC, or government instrumentality 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.

3.4 Section 6.3 - Compliance

An Office Order or any equivalent document designating the composition of the CART shall be issued by the agency in compliance with this MC. **The Office Order shall include, at the very least, the CART main members as well as the focal persons. The CART is not precluded from forming committees, functional groups, and working groups in order to properly perform its functions under Section 3.3 hereof.**

The Office Order or any equivalent document shall strictly include only the positions of the persons designated as members of the CART. The actual members shall be reflected in a separate directory which includes their name, position, and contact details.

The agency/department, LGU, GOCC, SUC, or government instrumentality required to form a CART shall submit a single Office Order and directory. **Any submission from bureaus, regional offices, and field/satellite offices of their respective designated focal persons shall not be considered as compliance with this MC. Any previous submission in accordance with ARTA MC No. 2020-07 shall also not be credited as compliance with this Circular.**

ARTA shall be furnished with an electronic copy of the Office Order or any equivalent document, together with the directory, through the following links on **or before the 15th of January 2024**:

- LGUs: <https://bit.ly/CARTSubmissionLGU>
- Other agencies: <https://bit.ly/CARTSubmission>

For any amendment/update on the composition and directory of the CART after the January 2024 submission, the agency/department, LGU, GOCC, SUC, or government instrumentality concerned shall notify ARTA within seven (7) working days from its effectivity.

The CART directory shall be made available on the official website of the agency/department, LGU, GOCC, SUC, or government instrumentality.

3.5 Data Privacy

In line with the collection of data under the requirement of a CART Directory, ARTA, in the exercise of its functions and mandates pursuant to R.A. 11032, shall observe compliance to the relevant provisions under Section 4 of R.A. 10173 or the Data Privacy Act of 2012, which provides the applicability or scope of the Act, including certain limitations or exceptions, relative to the processing of personal information and to any natural and juridical person involved in personal information processing.

⁴ Section 3 of ARTA MC No. 2023-01 provides that the coverage period for reporting the inventory of all licenses, permits, certifications, authorizations, and clearances tagged as a backlog shall be from 01 January until 31 December of the previous year.

ARTA shall be guided by the principles of transparency, respect and proactive protection of personal information of our employees, co-workers in the government, service providers, clients and other stakeholders in accordance with the requirements of R.A. 10173, its IRR, including the Circulars and Advisories issued by the National Privacy Commission (NPC).

4.0 ACCOUNTABILITY

The heads of the agencies/departments, LGUs, GOCCs, SUCs, and government instrumentalities are hereby reminded of Section 8 of R.A. 11032 which holds them to be primarily responsible for the implementation of the Act and accountable to the public in rendering fast, efficient, convenient, and reliable service.

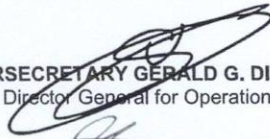
5.0 REVIEW AND AMENDMENT

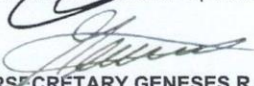
Sections 3, 6.1, 6.2, and 6.3 of MC No. 2020-07, are hereby amended accordingly. Any other provision of existing ARTA Circulars or Orders, that is inconsistent herewith is hereby repealed/amended. This MC shall be reviewed and may further be amended not later than two (2) years after implementation.

6.0 EFFECTIVITY

This MC shall take effect immediately upon publication in a newspaper of general circulation and filing with the UP ONAR.

Recommended by:


UNDERSECRETARY GERALD G. DIVINAGRACIA
Deputy Director General for Operations


UNDERSECRETARY GENESEES R. ABOT
Deputy Director General for Legal

Approved by:


SECRETARY ERNESTO V. PEREZ
Director General

