

March 12, 2025

OFFICE ORDER NO. 24
Series of 2025

SUBJECT : RECONSTITUTION OF THE NDC's COMMITTEE ON ANTI-RED TAPE (CART)

In the exigency of service and pursuant to Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2023-08, s. 2023 dated November 22, 2023, the NDC's Committee on Anti-Red Tape is hereby reconstituted to be composed of the following officials and personnel:

- Chairperson : **Department Manager III**
Legal Department
- Vice-Chairperson : **Corporate Executive Officer II**
Asset Management Group
- Members : **Department Manager III**
Corporate Planning Department
- Corporate Executive Officer II**
Special Projects Group
- Human Resource Management Officer V**
Corporate Support Group - Human Resources Unit
- Administrative Services Officer VI**
Corporate Support Group - Administrative Unit
- Budget Officer V**
Finance and Subsidiaries Group - Budget Unit
- Accountant V**
Finance and Subsidiaries Group - Accounting Unit
- Secretariat : **Administrative Services Officer III (Records)**
Corporate Support Group - Administrative Unit

The CART shall ensure that the NDC receives, responds, and complies with the requirements of R.A. 11032, its IRR, and subsequent issuances by ARTA. These requirements pertain to the following:

- Conduct of reengineering systems and procedures, compliance cost analysis, time and motion studies, and evaluation and improvement of all the services of NDC, if deemed necessary, using the concepts and tools indicated in the Whole-of-Government (WOG) Reengineering Manual issued by ARTA;
- Compliance with 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 each year;
 - Submission of 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;
 - Conduct of post-implementation assessment and review of existing regulations, ordinances, or other related issuances;
 - 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;
 - 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 NDC;
 - Encoding of all existing (both in-effect and repealed) regulations and issuances to populate the Philippine Business Regulation Information System (PBRIS);
- Adoption of 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;
- 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;

- Registration and publication of new regulations and issuances to UP ONAR and newspaper of general circulation for publication, within 15 days from issuance;
- Setting up of the most current and updated service standards and inclusion of the same in the Citizen's Charter of NDC, 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 (CoC) duly signed by the General Manager 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);
 - Monitoring and periodic review of the Citizen's Charter of NDC, specifically the procedures/steps, timeline, documentary requirements, fees, and other information indicated in the Citizen's Charter;
 - 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 NDC pursuant to ARTA MC No. 2019-02;
- Compliance of NDC on the zero-contact policy in accordance with R.A. 11032;
- Compliance of the external and internal services of the NDC within the prescribed processing time as mandated by R.A. 11032 or the respective mandate under special law;
- 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;
- Submission to ARTA of the CSM Report on or before 15 April of each year based on JMC No. 1 (s. 2023);
- 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;
- Ensure that complaints forwarded by the Presidential Action Center, Contact Center ng Bayan of the Civil Service Commission (CSC), 8888 Citizen's Complaint Hotline, and the Legal Office of ARTA are acknowledged, received, responded to, and acted upon within the designated period by the intended recipient within the company, as such, the CART Chairperson is the focal

person of the abovementioned assistance and complaints center of the general public;

- Ensure compliance and submission of the Zero Backlog Report on or before 07 March of every year; and
- Serve as the coordinating body relative to the implementation of the Report Card Survey (RCS) 2.0, providing the information and documents required by ARTA.

This Office Order shall take effect immediately and shall remain in force unless sooner revoked or amended in writing by the undersigned.

Please be guided accordingly.


SATURNINO H. MEJIA
General Manager