

OFFICE ORDER NO : 2024-005

TO : **ALL CONCERNED**

DATE : 15 January 2024

SUBJECT : **RECONSTITUTION OF TPB COMMITTEE ON ANTI-RED TAPE (CART) AND FOCAL PERSONS PURSUANT TO ARTA MEMORANDUM CIRCULAR NO. 2023-08 SERIES OF 2023**

In compliance with the Anti-Red Tape Act (ARTA) Memorandum Circular No. 2020-07 dated 30 September 2020, as amended by Memorandum Circular No. 2023-08 dated 23 November 2023, the TPB Committee on Anti-Red Tape (CART) is hereby established, composed of the following:

Chairperson : Deputy Chief Operating Officer, Corporate Affairs

Vice-Chairperson : Deputy Chief Operating Officer, Marketing and Promotions

Members :

Sector	Officer/Personnel Concerned
Corporate Affairs	Manager / Acting Manager, Administrative Department
	Division Chief / Acting Head, Personnel and Human Resources Development Division (PHRDD)
	Manager / Acting Manager, Finance Department
	Records Officer
Line Departments	Head / Acting Head, Internal Audit Office
	Manager / Acting Manager, Corporate Planning and Business Development Department
	Manager / Acting Manager, Legal Department
	Manager / Acting Manager Management Information System (MIS) Department
Marketing and Promotions	Manager / Acting Manager, International Promotions Department
	Manager / Acting Manager, Domestic Promotions Department
	Manager / Acting Manager, MICE Department
	Manager / Acting Manager, Marketing Communications Department

The following focal persons shall form part of the CART Secretariat and shall monitor the compliance of their assigned process to RA 11032 and currently applicable issuances and facilitate documentation and submission of ARTA requirements based on existing guidelines.

Enrolled Processes	Focal Persons	
Internal Services	Main	Alternate
1. Processing of Payroll	PHRDD Head, Administrative Department	Human Resources Management Officer (HRMO) III, Compensation and Benefits, PHRDD Administrative Department
2. Processing of Claims and Payments	Accounting Head, Finance Department	Financial Analyst II, Accounting Division, Finance Department
3. Request for Certification and Service Record	PHRDD Head, Administrative Department	HRMO III / HRMA, Compensation and Benefits, PHRDD Administrative Department
4. Recruitment, Selection, and Promotion Process	PHRDD Head, Administrative Department	HRMO II / Training Specialist III, Recruitment, PHRDD, Administrative Department
5. Request for Certificate of No Pending / With pending Administrative Case	Attorney IV, Legal Department	Attorney II, Legal Department
External Services	Main	Alternate
6. TPB Membership Program	Acting Head, Industry Relations and Services Division, Domestic Promotions Department	Project Development Officer IV, Industry Relations and Services Division, Domestic Promotions Department
Other Secretariat Members		
Office of the Deputy Chief Operating Officer for Corporate Affairs	Executive Assistant	
Office of the Deputy Chief Operating Officer for Marketing and Promotions	Executive Assistant	
Corporate Planning and Business Development (CPBD) Department	Administrative Assistant	
MIS Department	Information Technology Officer III	Computer Maintenance Technologist III

The TPB CART shall ensure that it receives, responds and complies 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:

1. Conduct of reengineering of systems and procedures, compliance cost analysis, time and motion studies, and evaluation and improvement of all TPB services, if 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;
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 TPB 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 TPB with collected evidence and detailed description of its best practices, innovative ideas and success stories, among others;
4. Conduct effective knowledge transfer or information dissemination among office employees on ARTA-related training, 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 of new regulations and issuances to the following, within fifteen (15) days from issuance:
 - a. University of the Philippines Office of National Administrative Register (UP ONAR), and
 - b. Newspaper of general circulation for publication;
6. Setting up of the most current and updated service standards and inclusion of the same in the TPB's Citizen's Charter 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:
 - 6.1. Submission of the updated Citizen's Charter Handbook to ARTA, together with an updated Certificate of Compliance (CoC) duly signed by the TPB Chief Operating Officer or authorized representative;

- 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;
 - 6.3. Monitoring and periodic review of the TPB's Citizen's Charter, specifically the procedures/steps, timeline, documentary requirements, fees, and other information indicated in the Citizen's Charter; and
 - 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 TPB website pursuant to ARTA MC No. 2019-02;
7. Compliance of TPB on the zero-contact policy in accordance with R.A. 11032;
 8. Compliance of the external and internal services of TPB 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 guidelines provided under MC No. 2022-005 and its amendment as may be applicable.
 10. Submission to ARTA of the Client Satisfaction Measurement Report **on or before 15 April of each year based on JMC No. 1 (s. 2023)**
 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 TPB.

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 RA. 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 the 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 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 TPB 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 RA. 11032 (amending R.A. 9485), its IRR, and other issuances issued by ARTA.

All issuances inconsistent with any provisions of this Office Order are hereby repealed or modified accordingly.

This Office Order shall take effect immediately until revoked or amended.

For compliance.


MARIA MARGARITA MONTEMAYOR NOGRALES
Chief Operating Officer