

**REGIONAL SPECIAL ORDER NO. 55**  
Series of 2023

**SUBJECT:** Reconstitution of Regional Special Order No. 08 Series of 2023 re: Composition of Regional Committee on Anti-Red Tape

In the interest of the service in compliance with the Anti-Red-Tape Act (ART) issued Memorandum Circular No. 2020-07) re: Designation of a Committee on Anti-Red-Tape (CART) is hereby created;

**Chairperson** : Director Ma. Ana B. Francisco, CESO  
**Vice Chairperson** : OIC-ARD Atty. Glaiza Bernadeth P. Pinto-Tadeo

**Members**

- |                             |   |                                |
|-----------------------------|---|--------------------------------|
| 1. RARAD Marivic C. Casabar | - | RARAD-DARAB                    |
| 2. Nenita C. Madriaga       | - | CARPO-FOD                      |
| 3. Engr. Nestor Pagaduan    | - | RCAO                           |
| 4. Luz A. Samera            | - | Accountant III                 |
| 5. Bobby Bautista           | - | Planning Officer III (STOD)    |
| 6. Bobby Baltazar           | - | SARPO-FOD                      |
| 7. Jennifer F. Dulay        | - | SARPO (STOD)                   |
| 8. Zenon C. Valdez          | - | HRMO III (STOD)                |
| 9. Ma. Katherine P. Somera  | - | Information Officer III (STOD) |
| 10. Noemi Biligan           | - | ARPO II (Legal)                |
| 11. Perlita Valdez          | - | Records Officer (STOD)         |

**Head of Secretariat**

- Head Executive Assistant

**Members**

- |                          |   |                       |
|--------------------------|---|-----------------------|
| 1. Glyndiel M. Felicitas | - | Admin. Aide 6 (FOD)   |
| 2. Raiza T. De Mayo      | - | Admin. Aide 6 (Legal) |

Under this Order, the committee shall do the following Functions, Duties, and Responsibilities:

The CART shall ensure that the agency shall comply with the requirements of RA No. 11032, its IRR, and subsequent issuances by the Authority, as may be applicable These requirements pertain to the conduct of the following:

1. Conduct 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 the Authority:

2.1 Notify the Authority of every formulation, modification, and repeal of regulations, ordinances, or other related issuances;

2.2 Conduct post-implementation assessment and review of existing regulations, ordinances, or other related issuances, undertake Regulatory Impact Assessment (RIA);

2.3 Prepare a Preliminary Impact Assessment (PIA) whenever there is an intent to formulate, modify or repeal a regulation and submit it to the Authority;

2.4 Produce a Regulatory Impact Statement (RIS) upon completion of each RIA and submit it to the Authority for review and assessment;

2.5 Refer the Authority's policy option recommendations to the appropriate decision-makers within the agency; and

2.6 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. Ensure effective knowledge transfer, or information dissemination among office employees on ARTA-related training, briefings, or such related matters obtained by office staff within sixty (60) days from the end of the training.

4. 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

5. Set up the most current and updated service standards and indicate in the Citizen's Charter in accordance with the prescribed template issued by the Authority, and submit the same to the Authority to populate the Anti-Red Tape Electronic Management Information System (ARTEMIS):

6. Monitor and periodically review the office or agency's Citizen's Charter, specifically: procedures/steps, tie, documentary requirements, and fees;

7. Ensure that an updated Citizen's Charter, should there be any change, is posted not later than March 31st of each year.

8. Ensure the compliance of the agency on the zero-contact policy in accordance with the law;

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9. Ensure the 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;

10. Develop and foster a client feedback mechanism and client satisfaction measurement;

11. Report to the Authority not later than the last working day of January of each year the results of the Client Satisfaction Survey for each service based on the guidelines to be issued by the Authority;

12. 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 another mechanism where clients may adequately express their complaints, comments, or suggestions. The CART must ensure that complaints forwarded by the Presidential Complaints Center, Civil Service Commission's Contact Center ng Bayan, and Complaints Action Center of the Authority are acknowledged, received, responded to, and/or acted upon within the designated period by the intended recipient within their agency;

13. Serve as the overall coordinating body of 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 by the Authority. 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, as applicable;

14. Coordinate with the agency's communications/public relations office the dissemination of ARTA Information, Education, and Communication materials for public consumption;

15. Perform such other functions, duties, and responsibilities under RA No. 11032 (amending RA No. 9485), its IRR, and other issuances issued by the Authority.

**The Secretariat shall:**

1. Coordinate with the Authority and offices relative to the implementation of the Act;
2. Farm out complaints to concerned offices;


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3. Monitor the compliance of different offices;
4. Ensure that an updated Citizen's Charter is posted no later than March 31 of every year; and
5. Consolidate the Client Satisfaction Report nationwide and ensure that the same is submitted to the Authority on or before 31 January of every year.

Under this order, the above-mentioned officials and personnel are hereby scheduled for a regular meeting to discuss their functions and responsibilities and to prepare an action plan.

This Order takes effect immediately and supersedes all previous Orders and issuances inconsistent hereto unless revoked and/or amended in writing.

March 31, 2023, San Fernando City La Union.

  
**MARIA ANA B. FRANCISCO, CESO V**  
Regional Director



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