



OFFICE ORDER

No. 52, s. 2024

TO : ALL CONCERNED

FROM : DR. ENYA MARIE D. APOSTOL
SUC President III

SUBJECT : RECOMPOSITION OF THE MinSU COMMITTEE ON ANTI-RED TAPE (CART)

DATE : 02 SEPTEMBER 2024

In the interest of the service and pursuant to Republic Act No. 11032 otherwise known as *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, its Implementing Rules and Regulations, ARTA Memorandum No. 2020-7 as amended by ARTA Memorandum Circular No. 2023-08, the MinSU Committee on Anti-Red Tape (CART) is hereby recomposed effective September 02, 2024, to wit:

Chairperson	: SUC President III
Vice-Chairperson	: Board Secretary V
Members	: Vice President for Administration and Finance Vice President for Academic Affairs Vice President for Research Development and Extension Chief Administrative Officer Campus Executive Director, Calapan City Campus Campus Executive Director, Bongabong Campus Director for Planning, Monitoring and Evaluation Director for Quality Assurance OIC-Director for Management Information System Director for Finance Services Supervising Administrative Officer – Administrative Services Administrative Officer V (HRMO III of the Main Campus)
Secretariat	: Board Secretary I
Focal Persons	: Administrative Officer IV (HRMO II of the Bongabong Campus) Administrative Office IV (HRMO II of the Calapan City Campus)

The CART shall perform the following functions, duties, and responsibilities to ensure compliance to the requirements of RA 11032, its IRR and subsequent issuances by ARTA, as may be applicable:

1. Conduct reengineering of systems and procedures, compliance cost analysis, time and motion studies, and evaluation and improvement of all the services of the University, if deemed necessary, using the concepts and tools indicated in the Whole-of-Government (WOG) Reengineering Manual issued by ARTA;
2. Ensure 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:
 - 2.1. Submission of Annual Regulatory Plan (ARP) not later than **07 March of each year**;
 - 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;
 - 2.3. Conduct of post-implementation assessment and review of existing regulations, ordinances, or other related issuances;



- 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;
- 2.5. Preparation and submission of a Regulatory Impact Statement (RIS) upon completion of each Regulatory Impact Statement (RIS) upon completion of each Regulatory Impact Assessment (RIA) conducted, for ARTA's review and assessment;
- 2.6. Referral of ARTA's policy option recommendations to the appropriate decision-makers within the University; and
- 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;
3. Adopt 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 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 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. Register and publish new regulations and issuances to the following, within (15) days from issuance:
 - 6.1. University of the Philippines Office of the National Administrative Register (UP ONAR); and
 - 6.2. Newspaper of general circulation for publication;
6. Set up the most current and updated service standards and inclusion of the same in the Citizen's Charter of the University, 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:
 - 7.1. 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;
 - 7.2. Identification of official personnel who shall encode and submit the Citizen's Charter of the University through the Anti-Red Tape Electronic Management Information System (ARTEMIS), once operational;
 - 7.3. Monitoring and periodic review of the Citizen's Charter of the University, specifically the procedures/steps, timeline, documentary requirement, fees, and other information indicated in the Citizen's Charter; and
 - 7.4. 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 University pursuant to ARTA MC No. 2019-02;
7. Ensure compliance of the University on the Zero-Contact Policy in accordance with RA No. 11032;
8. Ensure compliance of the external and internal services of the University with the prescribed processing time as mandated by RA No. 11032 or the respective mandate under special law;



9. Implement 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. Submit to ARTA **not later than the last working day of April of each year** the Client Satisfaction Measurement Report of each service based on the guidelines issued by ARTA.
11. Establish and manage a public assistance complaints desk of 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;
12. Ensure that complaints forwarded by the Presidential Complaints Center, Contact Center ng Bayan of the Civil Service Commission, and Complaints Action Center of ARTA are acknowledged, received, responded to and/or acted upon within the designated period by the intended recipient;
13. Adopt all lawful methods in resolving complaints referred by ARTA;
14. Serve as overall coordinating body for 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 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, as may be applicable;
15. 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 information and documents required by the Authority, as applicable;
16. Coordinate with the communications/public relations office of MinSU on the dissemination of ARTA Information, Education, and Communication materials for public consumption; and recommend policies, issuance, and measures to facilitate the implementation of RA No. 11032 and further improve related issuances and existing guidelines; and
17. Perform such other functions, duties, and responsibilities under RA 11032 (amending RA 9485), its IRR, and other issuances issued by ARTA.

As such, all Campus Executive Directors are hereby directed to create a sub-CART in their respective campuses.

All expenses to be incurred by the members of the CART in the performance of their duties and responsibilities described herein shall be chargeable against the General Fund of MinSU and other available funds, subject to the existing government accounting and auditing rules and regulations.

This order shall take effect immediately and shall remain enforced unless otherwise revoked or superseded by another office order. All orders and memoranda inconsistent herewith are deemed revoked.

For the information and strict compliance of all concerned.

Sgd.

ENYA MARIE D. APOSTOL, Ph.D.

SUC President III