



Presidential Communications Office  
**Philippine Information Agency**  
*Ahensiyang Pang-impormasyon ng Pilipinas*



**PIA OFFICE ORDER NO. 037A**

*Series of 2024*

Subject : **AMENDING PIA OFFICE ORDER NO. 037, s. 2024,  
RECONSTITUTING THE COMMITTEE ON ANTI-RED  
TAPE (CART)**

Date : JUN 03 2024

**WHEREAS**, Section 5 of Republic Act (R.A.) 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 public 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 (MC) No. 2020-07, s. 2020, as amended by ARTA MC No. 2023-08, s. 2023, to provide all concerned agencies with pertinent information, instructions, and guidelines in forming a Committee on Anti-Red Tape (CART) to comply with R.A. No. 11032 and its implementing Rules and Regulations (IRR);

**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;

PHILIPPINE INFORMATION AGENCY  
RECORD SECTION  
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BY: GLEND

DATE/TIME: 03 JUN 2024 9:00 AM

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**WHEREAS**, the recent personnel movements necessitate a need to designate new members of the PIA CART, ensuring the committee's continuous operations;

**WHEREAS**, there is a need to amend PIA Office Order No. 037, s. 2024, providing for the current membership of the PIA CART;

**WHEREAS**, Section 40 of Executive Order No. 292, s. 1987 allows the Head of Agency to delegate functions for a more efficient and effective delivery of services;

**NOW THEREFORE**, for and in consideration of the foregoing, and in the exigency of service, the undersigned hereby orders the following:

**Section 1. Reconstitution of the PIA CART.** In accordance with ARTA MC No. 2020-07, s. 2020, as amended by ARTA MC No. 2023-08, s. 2023, the PIA CART is hereby reconstituted and shall be composed of the following:

<b>CHAIRPERSON</b>	<i>Assistant Director-General for Legal Affairs and Administration</i>
<b>VICE-CHAIRPERSON</b>	<i>Officer-In-Charge, Management Information Systems Division</i>
<b>MEMBERS</b>	<i>Division Chief, Human Resource and Development Division</i> <i>Division Chief, Administrative Division</i> <i>Division Chief, Finance and Management Division</i> <i>Division Chief, Regional Operations Division</i> <i>Division Chief, Planning and Communication Research Division</i> <i>Division Chief, Creative and Production Services Division</i>

	<i>Division Chief, Program Management Division</i>
<b>SECRETARIAT</b>	<i>Senior Administrative Assistant III, Office of the Director-General</i> <i>Administrative Assistant III, Office of the Assistant Director-General for Legal Affairs and Administration</i> <i>Computer Programmer III, Management Information Systems Division</i> <i>Information Officer III, Regional Operations Division</i>

**Section 2. Designation of Regional CART Focal Person.** Regional Heads shall be designated as Regional CART Focal Person. In cases where Regional Head position is vacant, the Officer-in-Charge (OIC) or Deputy Regional Head shall be designated as CART Focal Person.

<b>CART FOCAL PERSON</b>	<i>Regional Head, PIA I</i>
	<i>Regional Head, PIA CAR</i>
	<i>Regional Head, PIA II</i>
	<i>Regional Head, PIA III</i>
	<i>Regional Head, NCR</i>
	<i>Regional Head, PIA IV-A</i>
	<i>Officer-In-Charge, PIA IV-B</i>
	<i>Regional Head, PIA V</i>
	<i>Regional Head, PIA Region VI</i>
	<i>Regional Head, PIA VII</i>

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	<p><i>Officer-In-Charge, PIA VIII</i></p> <p><i>Regional Head, PIA IX</i></p> <p><i>Regional Head, PIA X</i></p> <p><i>Regional Head, PIA XI</i></p> <p><i>Regional Head, PIA XII</i></p> <p><i>Regional Head, PIA XIII</i></p>
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The functions of the Regional CART Focal persons are to ensure compliance with the provisions of the following:

1. Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018;
2. ARTA Memorandum Circular No. 2019-002, s. 2019 or the Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act No. 11032, Otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," and its Implementing Rules and Regulation and its Supplemental or ARTA Memorandum Circular No. 2019-002-A, s. 2019;
3. Establishment of a Public Assistance and Complaints Desk (PACD);
4. ARTA Memorandum Circular No. 2021-09 or the Issuance of the Whole-of-Government Reengineering Manual; and
5. ARTA Memorandum Circular No. 2022-02, with Subject "Reiterating the Provisions of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 or R.A. No. 11032 on Automatic Approval or Automatic Extension for Pending Applications or Requests of Agencies Beyond the Processing Time and for the Submission of Zero Backlog Report."

**Section 3. Functions.** The PIA 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 functions:

1. Conduct of compliance cost analysis, time and motions studies, evaluation and improvement of all the agency's services, and reengineering the same in accordance with Section 6.3 of ARTA MC No. 2023-08, s. 2023;
2. Subject to the Guidelines/National Policy on Regulatory Management System to be issued by ARTA:
  - a. Notify ARTA of every formulation, modification, and repeal of regulations or other related issuances;
  - b. Conduct post-implementation assessment and review of existing regulations or other related issuances, undertake Regulatory Impact Assessment (RIA);
  - c. Prepare a Preliminary Impact Assessment whenever there is an intent to formulate, modify, or repeal a regulation and submit to ARTA;
  - d. Produce a Regulatory Impact Statement (RIS) upon completion of each RIA and submit to the ARTA for review and assessment;
  - e. Refer ARTA's policy option recommendations to the appropriate decision-makers within the Agency; and
  - f. 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 trainings, briefings, or such related matters obtained by office staff within sixty (60) days from the end of the training;
4. 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 ARTA, and submit the same to the ARTA

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to populate the Anti-Red Tape Electronic Management Information Systems (ARTEMIS);

5. Monitor and periodically review the Agency's Citizen's Charter, specifically: procedures/steps, time, documentary requirements, and fees;
6. Ensure that an updated Citizen's Charter, should there be any change, is posted not later than March 31<sup>st</sup> of each year;
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. Develop and foster a client feedback mechanism and client satisfaction measurement;
10. Report to ARTA, 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 issued by ARTA;
11. Establish and manage 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 forwarded by the Presidential Complaints Center, Civil Service Commission's Contact Center ng Bayan, and ARTA's Complaints Action Center are acknowledged, received, responded to and/or acted upon within the designated period by the intended recipient within the Agency;
12. Coordinate with the Agency's offices the dissemination of ARTA Information, Education, and Communication materials for public consumption; and
13. Perform such other functions, duties and responsibilities under R.A. No. 11302 (amending R.A. No. 9485), its IRR, and other ARTA issuances.

For reference, ARTA MC No. 2020-07, s. 2020 and MC No. 2023-08, s. 2023 is attached to this Office Order.

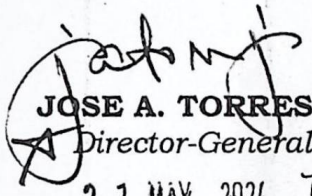
**Section 4. Complete dissemination.** The Records Section shall furnish copies of this Order to all personnel of the PIA Proper, the ARTA in accordance with Item 6.3 of the ARTA MC No. 2020-07, s. 2020, as well as the resident auditors of the Commission on Audit (COA).

**Section 5. Separability.** If any provision contained herein is held contrary to law, then such provision or application shall not be deemed valid and subsisting, except to the extent permitted by law, but all other provisions or applications shall continue in full force and effect.

**Section 6. Repealing Clause.** All Orders or issuances not consistent herewith are considered repealed/superseded/amended accordingly.

**Section 7. Effect.** This shall take effect immediately.

FOR COMPLIANCE.

  
**JOSE A. TORRES JR.**  
Director-General  
31 MAY 2024

**CERTIFIED-TRUE-COPY**

JUN 13 2024  
PIA RECORDS SECTION