



PIA OFFICE ORDER NO. 045

Series of 2025

**Subject : AMENDING PIA OFFICE ORDER NO. 37A, s. 2024,
RECONSTITUTING THE COMMITTEE ON ANTI-RED
TAPE (CART)**

Date : FEB 07 2025

In the exigency of service and pursuant to Republic Act No. 11032, its Implementing Rules and Regulation, and ARTA Memorandum Circular No. 2020-07, s. 2020, which mandated each office or agency to designate a Committee on Anti-Red Tape (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, the PIA CART is hereby reconstituted and shall be composed of the following:

CHAIRPERSON	<i>Assistant Director-General for Organizational Development, International Affairs and Quality Management</i>
VICE-CHAIRPERSON	<i>Division Chief, Management Information Systems Division</i>
MEMBERS	<i>Division Chief, Human Resource and Development Division</i> <i>Division Chief, Administrative Division</i> <i>Officer-In-Charge, Finance and Management Division</i> <i>Division Chief, Regional Operations Division</i>

	<p><i>Division Chief, Planning and Communication Research Division</i></p> <p><i>Division Chief, Creative and Production Services Division</i></p> <p><i>Division Chief, Program Management Division</i></p>
SECRETARIAT	<p><i>Senior Administrative Assistant III, Office of the Assistant Director-General for Organizational Development, International Affairs and Quality Management</i></p> <p><i>Administrative Assistant V, Office of the Deputy Director-General for Finance, Legal, Administration and Special Concerns</i></p> <p><i>Computer Programmer III, Management Information Systems Division</i></p> <p><i>Information Officer III, Regional Operations Division</i></p>

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.

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

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 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 31st 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

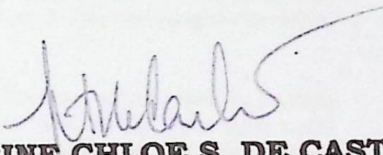
13. Perform such other functions, duties and responsibilities under R.A. No. 11302 (amending R.A. No. 9485), its IRR, and other ARTA issuances.

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

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).

This Order shall take effect immediately and shall remain in force unless revised or revoked. All other orders/ issuances inconsistent herewith are deemed repealed/ superseded/ amended, accordingly.

FOR COMPLIANCE.


KATHERINE CHLOE S. DE CASTRO
Director-General

CERTIFIED-TRUE-COPY

JOYD *up*
FEB 07 2025
PIA RECORDS SECTION

PHILIPPINE INFORMATION AGENCY
RECORD SECTION
RECEIVED
BY: GLENN
DATE/TIME: 07 FEB 2025 11:00PM