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Republic of the Philippines
CAMARINES NORTE STATE COLLEGE
F. Pimentel Avenue, Brgy. 2, Daet, Camarines Norte

OFFICE OF THE COLLEGE PRESIDENT

Mobile No. 09190042141/president@cns.edu.ph

**ADMINISTRATIVE ORDER
No. 65, s. 2024**

TO : ALL CONCERNED

FROM : DR. MARLO M. DE LA CRUZ, PECE
SUC President III

SUBJECT : CREATION OF COMMITTEE ON ANTI-RED TAPE (CART)

DATE : 13 FEBRUARY 2024

In the exigency of public service and pursuant to Republic Act 11032 otherwise known as the "Ease of Doing Business and efficient Government Service Delivery Act of 2018", and Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2020-07, entitled as the "Guidelines on Designation of Committee of Anti-Red Tape (CART), the following are hereby designated to compose the CART within CAMARINES NORTE STATE COLLEGE:

- Chairperson :** Dr. Maria Cristina C. Azuelo, *VP for Administration & Finance*
- Vice Chairperson :** Mr. Jefferson T. Dacer, *Chief Administrative Officer*
- Members :** Mr. Rayniel D. Zabala, *Director-Quality Assurance Office*
Mr. Raymond Q. Zaratar, *Head-ITSO*
Engr. Ailene C. De Vela, *Director-IPMO*
Ms. Eloisa R. Lukban, *Records Officer*
Ms. Emmalyn C. Guaves, *Head-PDO*

ADDITIONAL CART MEMBERS (Focal Persons)

- CAS :** Dr. Jocelyn E. Trinidad
- CANR :** Dr. Alvin P. Musca
- CBPA :** Dr. Gehana D. Lamug
- COENG :** Engr. Aireen M. Babagay
- COED :** Dr. Edgar P. Aban
- COTT :** Ms. Lovewiserlyn O. De La Cruz
- ENTIENZA :** Dr. Fernando H. Coratchea
- GS :** Dr. Eduardo M. Abad
- ICS :** Dr. Daniel E. Maligat, Jr.
- IFMS :** Dr. Alvin P. Musca

The CART shall have the following functions and responsibilities:

1. Conduct compliance of 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 ARTA:
 - 2.1. Notify the Authority of every formulation, modification, repeal of regulations, ordinances or other related issuances



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- 2.2. Conduct, post-implementation assessment and review of existing regulations, ordinances, or other related issues, 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 to the Authority;
- 2.4. Produce a Regulatory Impact Statement (RIS) upon completion of each RIA and submit to the Authority for review and assessment;
- 2.5. Refer the Authority's policy option recommendations to the appropriate decision-makers within the agency;
- 2.6. Submit an inventory and electronic copies of all existing (both in-effect and repeated) 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. Register new regulations and issuances on the following, if applicable, within fifteen (15) days from issuance:
 - a. UP Office of National Administrative Register (UO ONAR); and
 - b. Official Gazette for publication.
5. Set up the most current and updated standards and indicate in the Citizen's Charter in accordance to 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, time, documentary requirements, and fees;
7. Ensure that an updated Citizen's Charter, should there be any change, is posted not later than March 31 of each year.
8. Ensure the compliance of the agency on the zero-contact policy in accordance with law;
9. Ensure the compliance of the agency's external and internal services within the prescribed processing time as mandated by RA 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 public assistance complaints desk or ARTA Helpdesk to effectively receive complaints, feedback and monitor customer satisfaction via hotline



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numbers, short message services (SMS), information and communication technology, or other mechanisms 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 overall coordinating body for the establishment of an Electronic Business One-Stop-Shop (e-BOSS) in compliance with the mandate under RA 11032, its IPP and other issuances by the Authority. The CART must facilitate and assist various departments and offices involved during the development and implementation of contingency measures, and protection of data and information, as applicable;
14. Coordinate with the agency's communication/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 11032 (amending RA 9485), its IRR and other issuances issued by the Authority;
16. The CART shall meet at least once a month or as often as maybe necessary to perform and comply with its duties and responsibilities.

This Administrative order shall take effect immediately and shall supersede/revoke all orders inconsistent herewith.

The Director of the Planning and Development Office (PDO) is hereby directed to furnish the ARTA of this Administrative Order, the CART Member's contact numbers and their email addresses to regulatorymanagement@arta.gov.ph, copy furnish compliance@arta.gov.ph with the subject, (CART Office Order – Camarines Norte State College", not later than June 9, 2024.