



Kaagapay ng Komunidad sa Maginhawang Pamumuhay



OFFICE ORDER NO. 21 - 1232

Series of 2021

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

DATE : 22 October 2021

In the exigency of public service and pursuant to **Republic Act 11032** otherwise known as the Ease of Doing Business and Efficient Government Services Delivery Act of 2018, and **Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2020-07**, entitled as the **“Guidelines on the Designation of a Committee on Anti-Red Tape (CART)”**, the following are hereby designated to compose the CART within **Social Housing Finance Corporation**:

Chairperson: Atty. Maria Rosalie Richa A. Taguian

Vice-Chairperson: Atty. Karoline J. Abello-Tordecilla

Members:

- Atty. Tristan Frederick L. Tresvalles
- Mr. Florencio R. Carandang, Jr.
- Ms. Jessica B. Caraso
- Atty. Remedios L. Bello-Camata
- Mr. Crisanto R. Alanes
- Ms. Elvira G. Inton
- Mr. Lawrence N. Basiño
- Mr. Emmanuel C. Peñarubia
- Mr. Jones A. Tomas
- Ms. Josefina B. Banglagan
- Mr. Philip Robert C. Flores

Functions and responsibilities:

1. Conduct of 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 ARTA:

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 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 Submit an inventory and electronic copies of all existing (both in-effect and repealed) regulations and issuances to populate the Philippine Business Regulation Information System (PBRIS).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. 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 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 31st of each year;
 8. Ensure the compliance of the agency on the zero-contact policy in accordance with the law;
 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 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 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 SHFC CART shall meet every first Monday of the month to perform, implement and monitor the above enumerated functions and generate monthly status reports and updates to the Management Committee.

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


ATTY. ARNOLFO RICARDO B. CABLING
President


Nov. 22, 2021

CART Contact Details

	NAME	DESIGNATION	EMAIL ADDRESS	CONTACT NUMBER
Chairperson	Atty. Maria Rosalie Richa A. Taguian	Vice President for Program Development and Enhancement	<u>salietaguian@yahoo.com</u>	
Vice-Chairperson	Atty. Karoline J. Abello-Tordecilla	Compliance Officer	<u>karoline.tordecilla@gmail.com</u>	
Members	Atty. Tristan Frederick L. Tresvalles	Vice President for Resettlement and Project Management	<u>attytristantresvalles@gmail.com</u>	
	Mr. Florencio R. Carandang, Jr.	Vice President for Corporate Planning and Communications	<u>Florenciojr2004@yahoo.com</u>	
	Ms. Jessica B. Caraso	Vice President for Human Resources	<u>jbcaraso@yahoo.com</u>	
	Atty. Remedios L. Bello-Camata	OIC-Manager for Investigation and Enforcement	<u>bellobanny@yahoo.com</u>	
	Mr. Crisanto R. Alanes	Manager for Information and Communication Technology	<u>cris_alanes@yahoo.com</u>	
	Ms. Elvira G. Inton	OIC-Manager for Customer Relations and Complaints	<u>intonelvira@gmail.com</u>	
	Mr. Lawrence N. Basiño	Vice President for Southeastern Mindanao	<u>lawrencevan890@yahoo.com.ph</u>	
	Mr. Emmanuel C. Peñarubia	OIC-Vice President for Western Visayas Regional Operations	<u>shfc.westernvisayas2021@gmail.com</u>	

	Mr. Jones A. Tomas	OIC-Vice President for North Luzon Regional Operations	shfcisabela_bi@yahoo.com	
	Ms. Josefina B. Banglagan	OIC-Vice President for Mega Manila II Regional Operations	jobanglagan619@yahoo.com	
	Mr. Philip Robert C. Flores	OIC-Vice President for Settlements Management	philipcflares@gmail.com	