

OFFICE ORDER NO. **23 - 1339**
Series of 2023

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

This is in reference to the Office Order No. 21-1232, Series of 2021, the following were designated as members of the Committee on Anti-Red Tape (CART) of the Social Housing Finance Corporation (SHFC):

Chairperson: Atty. Maria Rosalie Richa A. Taguian
Vice-Chairperson: Atty. Karoline J. Abello - Tordecilla
Members: Atty. Tristan Frederick L. Tresvalles
Atty. Remedios L. Bello-Camata
Mr. Florencio R. Carandang, Jr.
Ms. Jessica B. Caraso
Ms. Elvira G. Inton
Ms. Josefina B. Banglagan
Mr. Crisanto R. Alanes
Mr. Lawrence N. Bañiso
Mr. Emmanuel C. Peñarubia
Mr. Jones A. Tomas
Mr. Philip Robert C. Flores

Due to difficulty in reaching a quorum, 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*, the aforesaid Committee is hereby reconstituted and the following CART officers are designated as new members of 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
Atty. Melanie A. Valenciano
Mr. Florencio R. Carandang, Jr.
Ms. Jessica B. Caraso
Ms. Elvira G. Inton
Ms. Josefina B. Banglagan
Mr. Crisanto R. Alanes

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 to the Authority's policy option recommendations to the appropriate decision-makers with 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, 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; procedure/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 Compliant 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. Coordinate with the agency's communications/public relations office the dissemination of ARTA Information, Education, and Communication materials for public consumption;
14. 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 once a month to perform, implement and monitor the above enumerated functions and generate monthly status reports and updates to the Management Committee. The CART may also appoint his/her alternate if they cannot attend the scheduled meeting.

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

FEDERICO A. LAXA
President & CEO



Date Approved: Feb. 17, 2023

