

**OFFICE ORDER NO. 24 - 1419**

Series of 2024

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

This is in reference to the annual submission of the Office Order designating the composition of a Committee on Anti-Red Tape (CART) as mandated by Republic Act No. 11032 also known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

The Anti-Red Tape Authority (ARTA) issued Memorandum Circular (MC) No. 2020-07, Series of 2020 dated 30 September 2020, setting the guidelines on the designation of a CART in the agencies concerned in compliance with RA No. 11032 and its Implementing Rules and Regulations (IRR).

ARTA MC No. 2023-08, Series of 2023 dated November 2023, provides the amendment on certain provisions of the ARTA MC No. 2020-07 dated 30 September 2020, pertaining to the guidelines on the designation of a CART.

The Social Housing Finance Corporation-CART (SHFC-CART) was constituted by virtue of Office Order (OO) No. 21-1232, Series of 2021 dated 08 June 2021 and as amended by OO No. 23-1339, Series of 2023 dated 17 February 2023.

Cognizant of the need to streamline the membership of the SHFC-CART, with the primary task of ensuring that SHFC receives, responds to, and complies with the requirements of RA No. 11032 and its IRR, there is a need to reconstitute its membership.

In the exigency of service and to ensure continuity of its function, the SHFC-CART is hereby reconstituted as follows:

Chairperson:	Vice President, Program Development and Enhancement Group
Vice-Chairperson:	Compliance Officer
Members:	Vice President, Human Resources and Administrative Group
	Vice President, Legal Affairs Department
	Vice President, Mega Manila Group
	Vice President, Corporate Planning and Communications Group
	Manager, Information and Communications Technology Department

The SHFC-CART shall have the following functions, duties, and responsibilities:

1. Conduct of reengineering of systems and procedures, compliance cost analysis, time and motion studies, and evaluation and improvement of all the services of SHFC, if deemed necessary, using the concepts and tools indicated in the Whole-of-Government (WOG) Reengineering Manual issued by ARTA;



2. Compliance to the provisions of ARTA MC No. 2022-06 or the MC, Establishing the National Policy on Regulatory Management System (NPRMS), as applicable, particularly on the following:
  - 2.1 Submission of Annual Regulatory Plan (ARP) not later than 07 March of each year;
  - 2.2 Submission of a Regulatory Notification Form (RNF), in the absence of on ARP, to notify ARTA of every formulation, modification, and repeal of regulations, ordinances, or other related issuances;
  - 2.3 Conduct of post-implementation assessment and review of existing regulations, ordinances, or other related issuances;
  - 2.4 Conduct of Preliminary Impact Assessment (PIA) whenever there is an intent to formulate, modify, or repeal a regulation and the subsequent submission of a Preliminary Impact Statement (PIS) for ARTA's review and assessment;
  - 2.5 Preparation and submission of a Regulatory Impact Statement (RIS) upon completion of each Regulatory Impact Assessment (RIA) conducted, for ARTA's review and assessment;
  - 2.6 Referral of ARTA's policy option recommendations to the appropriate decision-makers within the NGA/GOCC; and
  - 2.7 Encodes all existing (both in-effect and repealed) regulations and issuances to populate the Philippine Business Regulation Information System (PBRIS), once operational;
3. Adoption of the Philippine Good Regulatory Principles (PGRP), including the coordination of the orientation of employees involved in the PGRP Awards, determination of the qualifications of the agency and documentation of best practices, innovate ideas, and success stories that shall serve as bases for mechanism for nomination for the PGRP Awards, formulation of internal guidelines and mechanisms for nomination, submission of the nomination to ARTA containing the qualifications of the agency with collected evidence and detailed descriptions of its best practices, innovative ideas, and success stories, among others;
4. Conduct of effective knowledge transfer, or information dissemination among office employees on ARTA-related trainings, briefings, or such related matters obtained by office staff and submission of a status report on the activities conducted within sixty (60) days from the end of the training;
5. Registration and publication of new regulations and issuances to the following, within fifteen (15) days from issuance:
  - 5.1 University of the Philippines Office of National Administrative Register (UP ONAR); and
  - 5.2 Newspaper of general circulation for publication;
6. Setting up of the most current and updated service standards and inclusion of the same in the





Citizen's Charter of the agency/department in accordance with the suggested template and prescribed manner of writing issued by ARTA through MC No. 2019-02 and its Reference B, including the following:

- 6.1 Submission of the updated Citizen's Charter Handbook to ARTA, together with an updated Certificate of Compliance (CoC) duly signed by the Head of Agency or authorized representative;
  - 6.2 Identification of official personnel who shall encode and submit the Citizen's Charter through the Anti-Red Tape Electronic Management Information System (ARTEMIS), once operational;
  - 6.3 Monitoring and periodic review of the Citizen's Charter of the agency/department, specifically the procedures/steps, timeline, documentary requirements, fees, and other information, indicated in the Citizen's Charter; and
  - 6.4 Posting of the most current and updated Citizen's Charter - Information Billboard in the most conspicuous space of the office, with the relevant pages of the Citizen's Charter Handbook placed in the service counters of offices providing external services and soft copy of the Citizen's Charter Handbook posted at the official website of the agency/department pursuant to ARTA MC No. 2019-02;
7. Compliance of the agency/department on the zero-contact policy in accordance with RA No. 11032;
  8. Compliance of the external and internal services of the agency/department with the prescribed processing time as mandated by RA No. 11032 or the respective mandate under special law;
  9. Implementation of the Harmonized Client Satisfaction Measurement (CSM) in accordance with the guidelines provided under MC No. 2022-005 and its amendments as may be applicable;
  10. The Client Satisfaction Measurement (CSM) Report for each service based on the guidelines issued by ARTA. CSM Reports shall be submitted on or before 15 April of each year based on IMC No. 1 (s. 2023);
  11. Establishment and management of 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 express their complaints, comments, or suggestions;
  12. Ensure that complaints forwarded by the Presidential Complaints Center, Contact Center ng Bayan of the Civil Service Commission (CSC), and the Legal Office of ARTA are acknowledged, received, responded to, and acted upon within the designated period by the intended recipient within the concerned agency/department;



13. Ensure compliance and submission of the Zero Backlog Report under ARTA MC No. 2022-02, as amended by MC No. 2023-01 on or before 07 March of every year. It shall serve as the coordinating body relative to the implementation of the Report Card Survey (RCS) 2.0, providing the information and documents required by the Authority, as applicable;
14. Coordinate with the communications/public relations office of the agency/department on the dissemination of ARTA Information, Education, and Communication materials for public consumption: and
15. Perform such other functions, duties, and responsibilities under RA No. 11032 (amending RA No. 9485), and its IRR and other issuances issued by ARTA.

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 President and CEO. In any event that the SHFC-CART members cannot attend the scheduled meeting, the SHFC-CART may appoint their respective representative.

This Office Order shall take effect immediately. All office policies, office orders, and memoranda, or parts thereof inconsistent with any provisions of this Order are deemed modified or repealed accordingly.

Approved by:

  
**FEDERICO A. LAXA**  
President & CEO

Date approved: Feb. 2, 2024



## CART DIRECTORY

	Name	Position/Designation	Contact Details
Chairperson	Atty. Maria Rosalie Richa A. Taguian	Vice President, Program Development and Enhancement Group	<a href="mailto:shfcpgroup@gmail.com">shfcpgroup@gmail.com</a> <a href="mailto:salietaquian@yahoo.com">salietaquian@yahoo.com</a>
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