

OFFICE ORDER NO. 24 - 1426

Series of 2024

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

This refers to the amendment in the of Office Order No. 24-1419, Series of 2024, Reconstitution of the Committee on Anti-Red Tape (CART).

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. Section 3.1 of the said ARTA MC stated that the CART should include at least one focal person for each bureau, regional, or field/satellite office of the agency.

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
Focal Person:	Officers-in-Charge for each of SHFC Branch Offices

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:



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- 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. 23, 2024



CART DIRECTORY

NO.	NAME	CART DESIGNATION	POSITION / DESIGNATION / TITLE	OFFICE/ DEPARTMENT/ DIVISION	EMAIL ADDRESS	CONTACT NUMBER
1	Atty. Maria Rosalie Richa A. Taguian	Chairperson	Vice President	Program Development and Enhancement Group	shfcpgroup@gmail.com salitaguan@yahoo.com	02-7750-6337 loc 301
2	Atty. Karoline J. Abello-Tordecilla	Vice Chairperson	Compliance Officer II	Office of the Risk and Compliance Officer	compliance.shfc@gmail.com karoline.tordecilla@gmail.com	02-7750-6337 loc 131
3	Atty. Tristan Frederick L. Tresvalles	Member	OIC- Vice President	Human Resources and Administrative Group	ovp.brag@gmail.com attytristantrsvalles@gmail.com	02-7750-6337 loc 310
4	Atty. Melanie A. Valenciano	Member	OIC- Vice President	Legal Affairs Department	legalafairsshfc@gmail.com melbyalenciano@gmail.com	02-7750-6337 loc 602
5	Engr. Elsa Juliana DV. Calimlim	Member	OIC- Vice President	Mega Manila Group	shfcovpmegamanila1@gmail.com engredvcalimlim@gmail.com	02-7750-6337 loc 230
6	Mr. Florencio R. Carandang, Jr.	Member	OIC- Vice President	Corporate Planning and Communications Group	Florenciojr2004@yahoo.com	02-7750-6337 loc 810
7	Mr. Crisanto R. Alanes	Member	Manager	Information and Communications Technology Department	calanes@shfcph.com	02-7750-6337 loc 832
8	Mr. Cyrus E. Espedido	Focal Person	OIC-Manager	SHFC Albay Branch Office	shfc.albaybranch@gmail.com cespedido@gmail.com	0917-850-9169
9	Ms. Myrna G. Sipcon	Focal Person	OIC-Manager	SHFC Bulacan Branch Office	shfc.bulacan@gmail.com shfc.bulacanbranch@gmail.com	0968-712-1323 0917-812-2783
10	Ms. Charito C. Lontayao	Focal Person	Acting Manager	SHFC Cavite Branch Office	cavitelau.shfc@yahoo.com	0916-814-4561 0917-814-4561

NO.	NAME	CART DESIGNATION	POSITION / DESIGNATION / TITLE	OFFICE/ DEPARTMENT/ DIVISION	EMAIL ADDRESS	CONTACT NUMBER
11	Mr. Milkyzedeck G. Bien	Focal Person	OIC-Satellite Head	SHFC Daet Branch Office	shfedaetbranch@gmail.com	0917-850-8416
12	Mr. Jones A. Tomas	Focal Person	OIC – Vice President	SHFC Isabela Branch Office	shfcisabela_bi@yahoo.com shfc_eauayan@yahoo.com	0997-662-4332
13	Mr. James Albeth A. Mabulay	Focal Person	OIC-Manager	SHFC Laguna Branch Office	laguna.shfcph01@gmail.com	0917-535-7432
14	Mr. Jimmy Manes	Focal Person	OIC – Vice President	SHFC Lucena Branch Office	shfclucenas@gmail.com	042-788-5783
15	Mr. Jesus Eden A. Cidro	Focal Person	OIC-Manager	SHFC Palawan Branch Office	shfc.palawan@yahoo.com	0960-426-9356 0917-594-0413
16	Atty. Ann Margarette C. Vista	Focal Person	OIC – Vice President	SHFC Pampanga Branch Office	pdu.shfcpampanga@gmail.com	045-301-5362 0917-857-2422
17	Mr. Will O. Peran	Focal Person	OIC-Manager	SHFC Naga Branch Office	shfedaetbranch@gmail.com	0999-991-6985/ 0966-984-9797
18	Engr. Randolph A. Librando	Focal Person	OIC-Manager	SHFC Bacolod Branch Office	shfcbacolod2022@gmail.com	0917-847-9398
19	Engr. Randolph A. Librando	Focal Person	OIC-Manager	SHFC Cebu Branch Office	shfc_cebu@yahoo.com	0917-584-1740
20	Ms. Lianette C. Doronila	Focal Person	OIC-Manager	SHFC Iloilo Branch Office	iloiloshfc2@gmail.com iloilo.shfc2022@gmail.com	0917-584-1747 0917-584-1738
21	Mr. Elmerado B. Viernes, Jr.	Focal Person	OIC-Manager	SHFC Roxas Branch Office	shfc.roxas2022@gmail.com	0917-594-1339
22	Engr. Frederick M. de Real	Focal Person	OIC-Manager	SHFC Samar Branch Office	cathalogansamar-branch@gmail.com	0917-594-1339
23	Ms. Ma. Corina A. Montilla	Focal Person	OIC-Manager	SHFC Leyte Branch Office	shfctacloban@gmail.com	0945-804-0217 0917-806-4052



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24	Ms. Janet T. Lumayag	Focal Person	OIC-Manager	SHFC Cagayan de Oro Branch Office	shfc_edo@yahoo.com	0917-584-1742
25	Ms. Merry Cris S. Berdin	Focal Person	OIC-Manager	SHFC CARAGA Branch Office	shfc.caraga@gmail.com	0999-991-6117 0917-851-0431
26	Mr. Lawrence N. Bañiso	Focal Person	OIC-Manager	SHFC Davao Branch Office	shfcdavaocity@gmail.com shfc_davao@yahoo.com	0917-584-1746 0917-857-5460
27	Engr. Felman R. Gilbang	Focal Person	OIC – Vice President	SHFC Dapitan Branch Office	shfc_dapitan@yahoo.com	0917-311-9133 0917-529-7432
28	Ms. Juana Leonora G. Melodias	Focal Person	OIC-Manager	SHFC General Santos City Branch Office	shfcgensan@yahoo.com	0917-584-1748
29	Engr. Felman R. Gilbang	Focal Person	OIC – Vice President	SHFC Iligan/Marawi Branch Office	shfciliganbranch02@gmail.com	0917-529-7432
30	Ms. Gina P. Lumbre	Focal Person	OIC-Manager	SHFC Zamboanga Branch Office	zamboanga.shfc@gmail.com	0917-584-1743



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