



**EXECUTIVE ORDER NO. 28**  
**Series of 2024**

**AN ORDER REVISING THE COMPOSITION OF THE PANABO CITY  
COMMITTEE ON ANTI-RED TAPE (CART)**

**WHEREAS**, Republic Act No. 11032, an act promoting ease of doing business and efficient delivery of government services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007 was issued to promote integrity, accountability, proper management of public affairs and public property as well as to establish effective practices, aimed at efficient turnaround of the delivery of government services and the prevention of graft and corruption in government.;

**WHEREAS**, the Anti-Red Tape Authority, Civil Service Commission, and Department of Trade and Industry (ARTA-CSC-DTI) issued Joint Memorandum Circular (JMC) No. 2019-001, Series of 2019, or the Implementing Rules and Regulation of RA 11032;

**WHEREAS**, in order to implement the objectives and mandates of R.A. 11032 more specifically Section 5 of RA 11032 and Section 1, Rule III of the IRR, the ARTA issued MC No. 2019-002 re: Guidelines on the Implementation of the Citizen's Charter, and enjoins all agencies to create an Anti-Red Tape Unit (ARTU) to carry out the drafting and updating of the Citizen's Charter;

**WHEREAS**, the ARTA issued MC No. 2020-07 stipulating the guidelines on the designation of a Committee on Anti-Red Tape ("CART", *for brevity*) in all government agencies to support compliance with RA No. 11032 and further directs that agencies with an existing unit be reorganized into CART, hence, the ARTU of Panabo City as created under Executive Order No. 58, Series of 2019 shall be reorganized as CART;

**WHEREAS**, the CART shall act as an inter-office task force that will undertake compliance cost analysis, conduct time and motion studies, undergo evaluation and improvement of all government services, and reengineer the same, if deemed necessary, to reduce bureaucratic red tape and processing time, and to promote efficiency and simplicity of processes;

**WHEREAS**, the ARTA issued MC No. 2023-08 dated November 22, 2023, which provides for the amendment of certain provisions on the coverage and compliances of covered agencies under ARTA MC No. 2020-07;

**WHEREAS**, there is a need to designate the CART composition and its functions to comply with the latest issuance of ARTA under 3.1, 3.2 and 3.3 of MC No. 2023-08;

**WHEREAS**, MC 2023-08 suggested the composition/membership of the CART, however, the final authority over the composition or membership thereof is entrusted to the discretion of the Head of Agency;

**NOW THEREFORE, I, JOSE E. RELAMPAGOS**, by virtue of the powers vested in me as the City Mayor of Panabo, do hereby order revisit the composition of the Committee on Anti-Red Tape (CART) of the City Government of Panabo and further order the following:



**SECTION I. COMPOSITION.** The composition of the CART shall consist of the following:

Chairperson:	City Mayor <i>Authorized Representative</i> City Administrator ( <i>ARTA Focal Person</i> )
Vice Chairperson:	City Legal Officer ( <i>ARTA Focal Person</i> )
Members:	City Human Resource Management Officer Secretary to the Sangguniang Panlungsod City Planning and Development Coordinator City Treasurer City Assessor City Health Officer City Engineer (Building Official) City Environment and Natural Resources Officer Licensing Officer III Computer Programmer II Administrative Officer V (Records Officer III) Information Officer III / PACD Officer Focal Persons from Liga ng mga Barangay (2)

**SECTION II. FUNCTIONS.** The CART shall ensure that the City Government is compliant with the requirements of RA No. 11032, its IRR and subsequent issuances, as may be applicable, and perform the functions stated under Section 3.3 of ARTA MC 2023-08, to wit:

1. Conduct reengineering of systems and procedures, compliance cost analysis, time and motion studies, and evaluation and improvement of all the services of the City, if deemed necessary, using the concepts and tools indicated in the Whole-of-Government (WOG) Reengineering Manual issued by ARTA.
2. 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, innovative ideas, and success stories that shall serve as bases for nomination for the PGRP Awards, formulation of internal guidelines and mechanism for nomination, submission of the nomination to ARTA containing the qualifications of the agency with collected evidence and detailed description of its best practices, innovative ideas, and success stories, among others.
3. Conduct 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.

4. Registration and publication of new regulations and issuances to the following, within fifteen (15) days from issuance:
  - a. University of the Philippines Office of National Administrative Register (UP ONAR); and
  - b. Newspaper of general circulation for publication.
5. Setting up of the most current and updated service standards and inclusion of the same in the Citizen's Charter in accordance with the suggested template and prescribed manner of writing issued by ARTA, including the following:
  - a. 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;
  - b. 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;
  - c. Monitoring and periodic review of the Citizen's Charter, specifically the procedure/steps, timeline, documentary requirements, fees, and other information indicated in the Citizen's Charter;
  - d. 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 City, pursuant to ARTA MC No. 2019-02;
6. Compliance of the zero-contact policy in accordance with RA 11032;
7. Compliance of the external and internal services with the prescribed processing time as mandated by RA 11032 or the respective mandate under special law;
8. Implementation of the Harmonized Client Satisfaction Measurement (CSM) in accordance with the guidelines provided under MC No. 2022-005 and its amendment as may be applicable;
9. Submission to ARTA not later than the last working day of April of each year of the Client Satisfaction Measurement Report for each service based on the guidelines issued by ARTA;
10. Establishment and management of 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 express their complaints, comments, or suggestions.
11. Ensure that complaints forwarded by the Presidential Complaints Center, CSC Contact Center ng Bayan, and the Legal Office of ARTA are acknowledged, received, responded to and/or acted upon within the designated period by the

intended recipient within the City Government. The CART is given full discretion to adopt all lawful methods in resolving the complaint referred by ARTA.

12. As may be applicable, the CART shall serve as over-all 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 ARTA. The CART must facilitate and assist the 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.
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 March 7 of every year.
14. 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 ARTA, as applicable.
15. Coordinate with the City Information Office on the dissemination of ARTA Information, Education, and Communication materials for public consumption.
16. Recommend policies, issuances and measures to facilitate the implementation of RA No. 11.32 and further improve related issuances and existing guidelines.
17. Designate and organize a technical working group to assist the CART in carrying out its functions or to address a particular technical issue. With respect to this matter, the CART reserves the authority to request personnel from any office as may be reasonably needed.
18. Perform such other functions, duties and responsibilities under RA No. 11032 (amending RA No. 9485), its IRR and other issuances issued by ARTA.

**SECTION III. SECRETARIAT.** The local office designated to assist the CART under 3.2 of MC 2023-08, shall be the Internal Audit Section of the City Administrator's Office. The Secretariat shall assist and document all proceedings of the meetings, draft correspondences, safeguard all CART data, and perform such other relevant tasks as may be assigned by the CART.

**SECTION IV. MEETINGS.** The committee shall meet as often as necessary upon the call of the Chairperson or his authorized representative. The Chairperson or his authorized representative, or the Vice Chairperson presides over committee meetings, in their absence, the meeting shall be presided over by a consensus of the members in attendance.

In the case that a member is unable to attend a meeting, the authorized representative will be the officer with the next highest rank.

The presence of at least a majority of its members and/or the authorized representatives shall constitute a quorum and the affirmative vote of the majority of its members and/or the authorized representatives present in a meeting shall be necessary for the committee to exercise its powers and functions.

**SECTION V. OPERATIONAL EXPENSES AND FUNDING.** All costs pertaining to the operations of the CART shall be chargeable against available funds and resources of the City, all subject to the usual government accounting and auditing rules and regulations.

**SECTION VI. SEPARABILITY CLAUSE.** If any provision of this Order is inconsistent with existing laws and regulations or any part thereof is declared invalid, the other parts or provision hereof shall remain in full force and effect.

**SECTION VI. REPEALING CLAUSE.** All orders and directives inconsistent with any provision found herein are hereby repealed, superseded, or modified accordingly.

**SECTION VII. EFFECTIVITY.** This Order shall take effect immediately upon signing hereof.

Done this 7<sup>th</sup> day of March, 2024 at Panabo City, Davao del Norte, Philippines.

  
**JOSE E. BELAMPAGOS**  
City Mayor