

OFFICE ORDER NO. 001
Series of 2024

TO : ALL CONCERNED

**SUBJECT : GUIDELINES ON THE CONSTITUTION OF THE
COMMITTEE ON ANTI-RED TAPE (CART) OF BCDA**

DATE : 12 JANUARY 2023

I. BACKGROUND AND LEGAL BASES

1. Pursuant to R.A. No. 11032 or 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 on 30 September 2020 to provide pertinent information and guidelines to all government agencies including state universities and colleges (SUCs), local government units (LGUs), government owned or controlled corporations (GOCCs) and other government instrumentalities that provides business and non-business services on the creation of their respective Committees on Anti-Red Tape and to submit the composition to the ARTA.
2. The same MC directed concerned agencies to furnish the ARTA with reconstituted CARTs should there be changes with its composition to which BCDA has complied with through the transmittal of Special Orders No. 094, Series of 2021 and No. 351, Series of 2022.
3. Subsequently, the ARTA issued MC No. 2023-08 to amend certain provisions of ARTA MC No. 2020-07 requiring agencies to issue an Office Order or any equivalent document designating the composition of the CART.

II. OBJECTIVES

1. To ensure BCDA's compliance with the directives of RA No. 11032 and ARTA's directives, i.e. MC No. 2020-07 and ARTA MC No. 2023-08.
2. To ensure continuity of BCDA CART's activities through the institutionalization of the composition of BCDA CART.

III. GUIDELINES ON THE CONSTITUTION OF BCDA CART

1. Composition of the CART

Pursuant to Section 3.2 of ARTA MC No. 2023-08, the President and CEO shall designate the composition of the BCDA CART, subject to existing laws, rules and regulations. The CART shall be composed of the following officials satisfying the following criteria and designated by the President and CEO:

CART Designation	Criteria
Chairperson	President and CEO or a third highest-ranking official
Vice-Chairperson	Any rank lower than the Chairperson of CART
Members	Members institutionally tasked to identify, develop and implement policies and monitor processes, which may include representatives from the following departments/division: <ul style="list-style-type: none"> • Human Resource • Planning • Administration • Legal • Information Technology • Records • Public Assistance/ Complaints Center • Core Operations
Focal Persons	At least hold a second level position

The CART is not precluded from forming committees, functional groups, and working groups in order to properly perform its functions under Section 3.3 of ARTA MC No. 2023-08.

The CART may be assisted by a Secretariat to be designated by the President and CEO.

2. Designation of BCDA Officials and Employees as BCDA CART

Pursuant to the above guidelines the following are hereby designated to compose the CART of BCDA:

CART Designation	Position/Title	Group/Department/ Division
Chairperson	Senior Vice President	Legal Services Group (LSG)
Vice-Chairperson	Vice-President	Regulatory, Compliance and Management Department (RCRMD)
Members	Vice-President	<p>Human Resource:</p> <ul style="list-style-type: none"> Human Resource Management Department (HRMD) <p>Planning:</p> <ul style="list-style-type: none"> Corporate Planning Department (CPD) <p>Administration:</p> <ul style="list-style-type: none"> Property and Procurement Management Department (PPMD) Accounting and Comptrollership Department (ACD) Treasury and Project Finance Department (TPFD) Subsidiaries, Affiliates and Project Monitoring Department (SAPMD) Security Management Department (SMD) <p>Legal:</p> <ul style="list-style-type: none"> Legal Services Department (LSD) <p>Information Technology:</p> <ul style="list-style-type: none"> Information and Communications Technology Department (ICTD) <p>Records:</p> <ul style="list-style-type: none"> Records Administration Division (RAD)

		<p>Public Assistance/ Complaints Center</p> <ul style="list-style-type: none"> • Public Affairs Department (PAD) • Regulatory, Compliance and Risk Management Department (RCRMD) <p>Core Operations:</p> <ul style="list-style-type: none"> • Business Development Department (BDD) • Engineering and Social Support Department (ESSD) • Land and Assets Development Department (LADD) • Strategic and Project Management Department (SPMD)
Technical Working Group	Personnel holding at least second level position	<p>One personnel from each of the identified departments:</p> <ul style="list-style-type: none"> • HRMD, CPD, PPMD, ACD, TPFD, SAPMD, SMD, LSD, ICTD, RAD, PAD, RCRMD, BDD, ESSD, LADD, SPMD
Secretariat	Personnel holding at least second level position	Shall come from the departments that are members of the BCDA CART
Focal Person - Clark Office (One West)	Personnel holding at least second level position	SPMD

3. Functions, Duties and Responsibilities

The CART shall ensure that BCDA receive, respond, and comply with the requirements of R.A. 11032, its IRR and subsequent issuances by ARTA, as may be applicable. These requirements pertain to the following:

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

- Ensure BCDA's 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:
 - Submit the Annual Regulatory Plan (ARP) not later than 07 March of each year;
 - Submit a Regulatory Notification Form (RNF), in the absence of an ARP, to notify ARTA of every formulation, modification, and repeal of regulations, ordinances, or other related issuances;
 - Conduct post-implementation assessment and review of existing regulations, ordinances, or other related issuances;
 - Conduct a 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;
 - Prepare and submit a Regulatory Impact Statement (RIS) upon completion of each Regulatory Impact Assessment (RIA) conducted, for ARTA's review and assessment;
 - Refer ARTA's policy option recommendations to the appropriate decision-makers within BCDA; and
 - Encode all existing (both in-effect and repealed) regulations and issuances to populate the Philippine Business Regulation Information System (PBRIS), once operational;
- Adopt 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 mechanisms 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;
- 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

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Chief Administrative Officer
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submission of a status report on the activities conducted within sixty (60) days from the end of the training;

- Register and publish new regulations and issuances to the following, within fifteen (15) days from issuance:
 - University of the Philippines Office of National Administrative Register (UP ONAR); and
 - Newspaper of general circulation for publication;
- Set 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 through MC No. 2019-02 and its Reference B, including the following:
 - Submit 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;
 - Identify official personnel who shall encode and submit the Citizen's Charter through the Anti-Red Tape Electronic Management Information System (ARTEMIS), once operational;
 - Monitoring and periodic review of the Citizen's Charter specifically the procedures/ steps, timeline, documentary requirements, fees and other information indicated on the Citizen's Charter; and
 - Post the most current and updated Citizen's Charter - Information Billboard at the most conspicuous space in the office, with the relevant pages of the Citizen's Charter Handbook placed in the service counters of offices providing external services and the soft copy of the Citizen's Charter Handbook posted at the official website of BCDA pursuant to ARTA MC No. 2019-02;
- Ensure the agency's compliance on the zero-contact policy in accordance with R.A 11032;
- Ensure the compliance of the agency's external and internal services with the prescribed processing time as mandated by R.A. 11032 or the respective mandate under special law;

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- Implement the Harmonized Client Satisfaction Measurement (CSM) in accordance with the guidelines provided under MC No. 2022-05 and its amendment as may be applicable;
- Submit to ARTA, not later than the last working day of April of each year, the Client Satisfaction Measurement Report for each service based on the guidelines issued by ARTA. For GOCC under the Governance Commission for GOCCs (GCG), CSM report shall be submitted on or before 15 April of each year based on JMC No. 1 (s. 2023);
- 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 express their complaints, comments, or suggestions;
- 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. In addition, under ARTA MC No. 2021-11, the BCDA CART agency is given full discretion to adopt all lawful methods in resolving the complaint referred by ARTA;
- Serve, as may be applicable, as the overall coordinating body for the establishment of an Electronic Business One Stop Shop (e-BOSS) in compliance with the mandate under R.A 11032, its IRR and other issuances of ARTA. 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;
- 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. 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;

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Coordinate with the communications/public relations office of BCDA on the dissemination of ARTA Information, Education, and Communication materials for public consumption;

- Recommend policies, issuances, and measures to facilitate the implementation of R.A No. 11032 and further improve related issuances and existing guidelines; and
- Perform such other functions, duties and responsibilities under R.A. 11032 (amending R.A. 9485), its IRR and other issuances issued by ARTA.

IV. SPECIAL ORDER AND BCDA CART DIRECTORY

A Special Order designating the specific BCDA officials composing the BCDA CART shall be subsequently issued in compliance with this Office Order and Section 3.4 of ARTA MC 2023-08.

Further, a CART Directory containing the names, position, and contact information of incumbent BCDA CART shall be maintained.

Said Special Order and CART Directory shall be regularly reviewed by the BCDA CART. Should there be any changes to its composition and directory, the BCDA CART shall be reconstituted by virtue of a Special Order approved by the President and CEO.

V. SUBMISSION TO ARTA AND POSTING TO THE BCDA WEBSITE

This Office Order, the Special Order designating the BCDA CART and CART directory containing the contact details of BCDA CART members shall be submitted to ARTA and posted on the official website of BCDA.

For any amendment/update on the composition and directory, the CART shall notify ARTA within seven (7) working days from its effectivity.

This Office Order shall take effect immediately and shall remain in full force and effect unless otherwise amended, superseded, or rescinded in writing.

PLEASE BE GUIDED ACCORDINGLY.


JOSHUA M. BINGCANG
President and Chief Executive Officer

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RAUL G. BUENSALIDA
Chief Administrative Officer
BCDA Records Office

