

SPECIAL ORDER NO. 040
Series of 2024

TO : ALL CONCERNED

SUBJECT : RECONSTITUTION OF THE COMMITTEE ON ANTI-RED TAPE OF BCDA

DATE : 12 JANUARY 2024

In the exigency of public service and pursuant to **Republic Act No. 11032** otherwise known as the **“Ease of Doing Business and Efficient Government Services Delivery Act of 2018”**, **Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) No. 2020-07**, entitled as the **“Guidelines on the Designation of a Committee on Anti-Red Tape (CART)”**, and **ARTA MC No. 2023-08**, entitled as the **“Amendment on Certain Provisions of ARTA MC No. 2020-07”** the following are hereby designated to compose the CART within BCDA:

CART Designation	Name
Chairperson	EVP Gisela Z. Kalalo
Vice-Chairperson	VP Fernando T. Gallardo, Jr.
Members	VP Patrick Roehl C. Francisco OIC Crinezza Veil L. Mendoza VP Josefina V. Pe VP Dean S. Montalban VP Madonna M. Cinco VP Maria Soledad C. San Pablo VP Henry G. Sabarre VP Kim Raisa O. Uy VP Virgil M. Alvarez CAO Raul G. Buensalida VP Leilani B. Macasaet VP Erwin Kenneth R. Peralta VP Mark P. Torres VP Richard Brian M. Cepe VP Randy S. Viacrusis
Technical Working Group	Ms. Merle Gay D. Rosete Mr. Daryl D. Angeles Engr. Marinell R. Paclibar Ms. Ma. Sonia V. Cerbas Mr. Ricardo S. Tan, Jr.

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RAUL G. BUENSALIDA
Chief Administrative Officer
BCDA Records Office
JAN 16 2024

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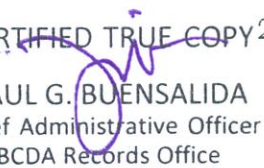
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	Mr. Ivan Mark A. Viriña Mr. Regelo P. Rogel Atty. Samuel Isidore A. Escaño Mr. Cornelio J. Martin III Mr. Donald G. Tolentino Ms. Maricar Gay S. Savella-Villamil Mr. Mark Rey DG. Batonghinog Mr. Marion C. Mamauag Engr. Sydney A. Gutierrez Ms. Rowena Marianne R. Evidor Engr. Hazel Joshua R. Vergara
Secretariat	Ms. Rebekah M. Fernandez Mr. Luzmino A. Taboon Mr. Jayvee L. Lanciola
Focal Person - Clark Office (One West)	Engr. Ryan S. Galura

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:

1. 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;
2. 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:
 - 2.1 Submit the Annual Regulatory Plan (ARP) not later than 07 March of each year;
 - 2.2 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;
 - 2.3 Conduct post-implementation assessment and review of existing regulations, ordinances, or other related issuances;
 - 2.4 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;

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- 2.5 Prepare and submit a Regulatory Impact Statement (RIS) upon completion of each Regulatory Impact Assessment (RIA) conducted, for ARTA's review and assessment;
- 2.6 Refer ARTA's policy option recommendations to the appropriate decision-makers within BCDA; and
- 2.7 Encode all existing (both in-effect and repealed) regulations and issuances to populate the Philippine Business Regulation Information System (PBRIS), once operational;
3. 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;
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. Register and publish 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. 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:
 - 6.1 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;

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6.2 Identify 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 specifically the procedures/ steps, timeline, documentary requirements, fees and other information indicated on the Citizen's Charter; and
- 6.4 Post the most current and updated Citizen's Charter - Information Billboard on 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 the soft copy of the Citizen's Charter Handbook posted at the official website of BCDA pursuant to ARTA MC No. 2019-02;
7. Ensure the agency's compliance on the zero-contact policy in accordance with R.A 11032.
8. 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;
9. 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;
10. 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);
11. 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;
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. 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;
13. 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;

14. 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;
15. Coordinate with the communications/public relations office of BCDA on the dissemination of ARTA Information, Education, and Communication materials for public Consumption;
16. Recommend policies, issuances, and measures to facilitate the implementation of R.A No. 11032 and further improve related issuances and existing guidelines; and
17. Perform such other functions, duties and responsibilities under R.A. 11032 (amending R.A. 9485), its IRR and other issuances issued by ARTA.

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

PLEASE BE GUIDED ACCORDINGLY.


JOSHUA M. BINGCANG
President and CEO

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Regulatory, Compliance and Risk Management Department

RCRMD2024 – 0015

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