PHILIPPINE COMPETITION COMMISSION
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OFFICE OF THE EXECUTIVE DIRECTOR

MEMORANDUM No. 2024-03-014

FOR : **ALL CONCERNED**

SUBJECT : **Reconstitution of the PCC Committee on Anti-Red Tape (CART)**

DATE : **18 March 2024**

1. As part of sustained compliance with the Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) Nos. 2020-07[1] and 2023-08,[2] the PCC issued Special Order (SO) No. 2020-11-25-002 dated 25 November 2020 constituting the PCC Committee on Anti-Red Tape (CART). In the exigency of service, the PCC CART and its Technical Working Group and Secretariat are hereby reconstituted as follows:

DESIGNATION	NAME OF OFFICIAL/EMPLOYEE
Chairperson	Executive Director
Vice-Chairperson	Director IV Finance, Planning and Management Office (FPMO)
Members	Director IV, Administrative Office (AO) Director IV, Communications and Knowledge Management Office (CKMO) Director IV, Competition Enforcement Office (CEO) Director IV, Economics Office (EO) Director IV, Mergers and Acquisitions Office (MAO) Director III, Office of the Commission Clerk and Sheriff (OCCS) Attorney V, Office of the General Counsel-Legal Services Division (OGC-LSD) **Chief, OGC-Legislative Liaison Office (LLO)** Team Leader, QMS Internal Quality Audit Team
Technical Working Group	**Office of the Chairperson (OTC):** **Executive Assistant IV**

[1] *Guidelines on the Designation of a Committee on Anti-Red Tape (CART) in the Agencies concerned in Compliance with R.A. 11032, Otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and its Implementing Rules and Regulations (IRR)*
[2] *Amendment on Certain Provisions of Anti-Red Tape Authority Memorandum Circular No. 2020-07 dated 30 September 2020 pertaining to the Guidelines on the Designation of a Committee on Anti-Red Tape (CART).*

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DESIGNATION	NAME OF OFFICIAL/EMPLOYEE
	AO: Cashier III Records Officer III Supervising Administrative Officer Information Technology Officer II CKMO: **Training Specialist II** CEO: **Legal Assistant II** EO: Economist IV FPMO: **Accountant IV** Supervising Administrative Officer Administrative Officer III MAO: **Attorney II** **Legal Assistant II** OGC-LSD: Attorney II OGC-LLO: **Competition Policy Research Officer I** OCCS: **Attorney II** CEO Intake Team: **Attorney II**
Secretariat	FPMO-Corporate Planning and Management Division (CPMD)

2. The **PCC CART** shall perform the tasks and functions specified in SO No. 2020-11-25-002 dated 25 November 2020.

3. In addition to the tasks and functions specified in SO No. 2020-11-25-002, the **PCC CART** shall also ensure that the agency receive, respond, and comply with the requirements of R.A. 11032,[3] its IRR and subsequent issuances by ARTA, as may be applicable, and in coordination with the appropriate offices and units. These requirements pertain to the following in accordance with ARTA

[3] *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, and for other Purposes.*

Memorandum Circular No. 2023-8:

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

b. 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:

- Submission of Annual Regulatory Plan (ARP) not later than 07 March of each year;
- Submission of 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 of post-implementation assessment and review of existing regulations, ordinances, or other related issuances;
- Conduct of 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;
- Preparation and submission of a Regulatory Impact Statement (RIS) upon completion of each Regulatory Impact Assessment (RIA) conducted, for ARTA's review and assessment;
- Referral of ARTA's policy option recommendations to the appropriate decision-makers within the NGA; and
- Encoding of all existing (both in-effect and repealed) regulations and issuances to populate the Philippine Business Regulation Information System (PBRIS), once operational.

c. 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;

d. Setting up of the most current and updated service standards and inclusion of the same in the Citizen's Charter of the agency in accordance with the suggested template and prescribed manner of writing issued by ARTA through MC No. 2019-02[4] and its Reference B, including the following:

[4] *Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act No. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," and Its Implementing Rules and Regulation (IRR)*

- 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;
- 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; and
- 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 the soft copy of the Citizen's Charter Handbook posted at the official website of the agency pursuant to ARTA MC No. 2019-02.

e. Implementation of the Harmonized Client Satisfaction Measurement (CSM) in accordance with the guidelines provided under MC No. 2022-005[5] and its amendment as may be applicable:

- 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;

f. In addition, under ARTA MC No. 2021-11 or the "Guidelines for Nationwide Implementation of Referral and Handling of Complaints involving Section 12(f) and 21(a) to (g) of R.A. 11032 to the CART and/or Legal Offices of Government Agencies", Section V (2) of MC No. 2021-11 states that the **PCC CART** is given full discretion to adopt all lawful methods in resolving the complaint referred by ARTA.

g. The **PCC CART** shall also ensure compliance and submission of the Zero Backlog Report under ARTA MC No. 2022-02,[6] as amended by MC No. 2023-01,[7] 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.

4. This Office of the Executive Director (OED) Memorandum supersedes OED Memorandum No. 2024-01-001 dated 08 January 2024.

5. For compliance.

Kenneth V. Tanate, PhD
Executive Director /
Chairperson, PCC CART

[5] *Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement*
[6] *Reiterating the Provisions of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 or R.A. 11032 on Automatic Approval or Automatic Extension for Pending Applications or Requests of Agencies Beyond the Prescribed Processing Time and for the Submission of the Zero Backlog Report*
[7] *Clarifying the Deadline and Amendment on Memorandum Circular (MC) No. 2022-02 dated 07 March 2022*

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SPECIAL ORDER No. 2020-11-25-002
25 November 2020

TO : **ALL CONCERNED**

SUBJECT : **CONSTITUTION OF THE PCC COMMITTEE ON ANTI-RED TAPE**

1. The Anti-Red Tape Authority (ARTA) issued Memorandum Circular (MC) No. 2020-07 providing guidelines on the designation of a Committee on Anti-Red Tape in compliance with Republic Act (RA) No. 11032[1] and its Implementing Rules and Regulations (IRR).

2. In the exigency of service, and in compliance with ARTA MC No. 2020-07, the PCC Committee on Anti-Red Tape (CART) is hereby constituted as follows:

Chairperson	Executive Director
Vice-Chairperson	Director, Finance, Planning and Management Office (FPMO)
Members	Director, Administrative Office (AO) Director, Communications and Knowledge Management Office (CKMO) Director, Competition Enforcement Office (CEO) Director, Economics Office (EO) Director, Mergers and Acquisitions Office (MAO) Attorney V, Legal Services Division (LSD) Team Leader, Internal Quality Audit Team
Technical Working Group	Representatives of AO, CKMO, CEO, EO, FPMO, MAO, LSD, Adjudication Services Division (ASD), Legislative Liaison Office (LLO), Office of the Chairperson (OTC), Public Affairs and Research Division (PARD), and PCC Intake Committee
Secretariat	FPMO – Corporate Planning and Management Division (CPMD)

3. The **PCC CART** shall ensure that the agency complies with the requirements of RA No. 11032, its IRR, and subsequent issuances by ARTA, as may be applicable, including the following under Section 6.2 of ARTA MC No. 2020-07:

[1] Ease of Doing Business and Efficient Government Service Delivery Act of 2018

a. Conduct of compliance cost analysis, time and motion studies, evaluation and improvement of all the agency's services, and reengineering the same;

b. Subject to the guidelines and policies on Regulatory Management System to be issued by ARTA:

   i. Notify ARTA of every formulation, modification, and repeal of regulations, ordinances or other related issuances;
   ii. Conduct post-implementation assessment and review of existing regulations, ordinances or other related issuances, and undertake Regulatory Impact Assessment (RIA);
   iii. Prepare a Preliminary Impact Assessment (PIA) whenever there is an intent to formulate, modify, or repeal a regulation and submit the same to ARTA;
   iv. Produce a Regulatory Impact Statement (RIS) upon completion of each RIA and submit the same to ARTA for review and assessment;
   v. Refer ARTA's policy option recommendations to the appropriate decision-makers within the agency; and
   vi. Submit an inventory and electronic copies of all existing (both in-effect and repealed) regulations and issuances to populate the Philippine Business Regulation Information System (PBRIS);

c. Ensure effective knowledge transfer, or information dissemination among office employees on ARTA-related trainings, briefings, or such related matters obtained by office staff within sixty (60) days from the end of the training;

d. Register new regulations and issuances to the following, if applicable, within fifteen (15) days from issuance:

   i. UP Office of National Administrative Register (UP ONAR); and
   ii. Official Gazette for publication;

e. Set up the most current and updated service standards and indicate in the Citizen's Charter in accordance with the prescribed template issued by ARTA, and submit the same to ARTA to populate the Anti-Red Tape Electronic Management Information System (ARTEMIS);

f. Monitor and periodically review the Citizen's Charter, specifically the procedures/steps, time, documentary requirements, and fees;

g. Ensure that an updated Citizen's Charter, should there be any change, is posted not later than March 31st of each year;

h. Ensure the compliance of the agency with the zero-contact policy in accordance with the law;

i. Ensure the compliance of the agency's external and internal services with the prescribed processing time as mandated by RA Nos. 10667 and 11032;

j. Develop and foster a client feedback mechanism and client satisfaction measurement;

k. Report to ARTA not later than the last working day of January of each year the results of the Client Satisfaction Survey for each service based on the guidelines to be issued by ARTA;

l. Establish and manage a public assistance complaints desk to effectively receive complaints and feedback, and monitor customer satisfaction via hotline numbers or e-mail address, information and communication technology, or other mechanisms where clients may adequately express their complaints, comments, or suggestions. The CART shall ensure that complaints forwarded by the Presidential Complaints Center, Civil Service Commission's Contact Center ng Bayan, and ARTA's Complaints Action Center are acknowledged, received, responded to and/or acted upon within the designated period by the concerned PCC office/unit;

m. Coordinate with CKMO the dissemination of ARTA Information, Education, and Communication materials for public consumption; and

n. Perform such other functions, duties and responsibilities under RA No. 11032, its IRR and other issuances by ARTA.

4. The **CART Technical Working Group** shall assist the PCC CART in ensuring the agency's compliance with anti-red tape requirements, including process improvement activities, regulatory impact assessment, and updating of the Citizen's Charter.

5. The **CART Secretariat** shall provide support services to the PCC CART, disseminate ARTA issuances to concerned offices/units, and perform other duties as may be assigned by the PCC CART.

6. The Office of the Executive Director shall issue a Memorandum specifying the PCC officials and employees designated to the PCC CART and its TWG and Secretariat.

7. This Special Order shall take effect immediately and shall remain in force unless otherwise revoked or amended.

8. For implementation.

Arsenio M. Balisacan, PhD
Chairman