

**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. 11032¹ 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