



EXECUTIVE ORDER NO. 01
SERIES OF 2024 8

**AN ORDER RECONSTITUTING THE COMMITTEE ON ANTI-RED TAPE (CART) IN THE
CITY GOVERNMENT OF ISABELA, BASILAN**

WHEREAS, Republic Act No. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018", mandates all government agencies to adopt simplified requirements and procedures that will reduce red tape and expedite business and non-business- related transactions;

WHEREAS, the Anti-Red Tape Authority (ARTA), upon approval and authorization from the Ease of Doing Business and Anti-Red Tape Advisory Council, issued Memorandum Circular 2020-07 which provides guidelines for the mandatory creation of the Committee on Anti-Red Tape within offices and agencies which provide government services;

WHEREAS, in compliance with such law, Executive Order No. 023 s 2021 was issued creating the Regulatory Reform Team (RRT) of the City Government of Isabela and was later on modified as Committee on Anti-Red Tape through Executive Order No. 041 s. 2022 and reconstituted on July 3, 2023 through Executive Order No. 011-C s. 2023;

WHEREAS, ARTA Memorandum Circular (MC) No. 2023-08 was issued which provides amendments on certain provisions of ARTA MC No. 2020-07 or the Guidelines on the Designation of a Committee on Anti-Red Tape (CART);

NOW THEREFORE, I, SITTI DJALIA A. TURABIN-HATAMAN, by the virtue of the powers vested in me by law as City Mayor of Isabela, Basilan, hereby reconstitute the Committee of Anti-Red Tape and the same shall be composed of the following:

SECTION I. COMPOSITION OF COMMITTEE ON ANTI-RED TAPE.

Chairperson : City Mayor

Vice-Chairperson : City Vice-Mayor

Members : SP Secretary
: City Administrator
: City Planning and Development Coordinator
: City Human Resource Management Officer
: City Legal Officer



- : City Treasurer
- : City Engineer
- : City Information Officer
- : City Health Officer
- : City Assessor
- : Licensing Officer IV
- : Records Officer IV
- : Information-Technology Officer II

SECTION II. DUTIES, FUNCTIONS AND RESPONSIBILITIES OF COMMITTEE ON ANTI-RED TAPE (CART). The CART shall ensure that all offices of the City Government of Isabela shall receive, respond, and comply with the requirements of RA 11032, its IRR and subsequent issuances by the Anti Red-Tape Authority (ARTA), as may be applicable such as, among others:

1. Conduct of reengineering of systems and procedures, compliance cost analysis, time and motion studies, and evaluation and improvement of all the city's services, 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, among others;
3. 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;
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 or prescribed manner of writing issued by ARTA through MC No. 2019-02 and its Reference B, including the following:
 - 5.1. 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;
 - 5.2. 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;



- 5.3. Monitoring and periodic review of the Citizen's Charter, specifically the procedures/ steps, timeline, documentary requirements, fees and other information indicated in the Citizen's Charter; and
 - 5.4. 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 city pursuant to ARTA MC No. 2019-02;
6. Compliance of the city on the zero-contact policy in accordance with R.A. 11032;
 7. Compliance of the external and internal services of the city with the prescribed processing time as mandated by R.A. 11032 or the respective mandate under special law;
 8. Implementation of the Harmonized Client Satisfaction Measurement (CSM) in accordance with the guidelines provided under ARTA 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 to be 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.

The CART shall 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 within the LGU;

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 CART/agency is given full discretion to adopt all lawful methods in resolving the complaint referred by ARTA.

As may be applicable, the CART shall serve as 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. The CART must 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.

The CART shall also 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. 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.

Further, the CART shall coordinate with the communications/public relations office the city on the dissemination of ARTA Information, Education, and Communication materials for public consumption. Moreover, it shall recommend policies, issuances, and measures to facilitate the implementation of R.A. No. 11032 and further improve related issuances and existing guidelines.

Finally, the CART shall perform such other functions, duties and responsibilities under R.A. 11032 (amending R.A. 9485), its IRR, and other issuances issued by ARTA.

SECTION III. COMPOSITION OF CART SECRETARIAT AND ITS DUTIES AND FUNCTIONS. The CART Secretariat shall be composed of the following CHRMO staff and shall have the following functions and responsibilities:

CART Secretariat Head: Assistant City Human Resource Management Officer

Members: Administrative Officer IV
Senior Admin Asst. II (Computer Operator IV)
Administrative Asst. VI (Computer Operator III)
Administrative Assistant II

1. Issue notices of meeting to all members of the committee;
2. Prepare the calendar of business of committee meetings;
3. Prepare minutes of committee meetings and corresponding communications;
4. Maintain records of committee deliberations and other related documents;
5. Assists in the review, consolidation, and finalization of the Citizen's Charter; and
6. Perform other related functions.

SECTION IV. FUNDING. The funds for the operational and other expenses of the Committee on Anti-Red Tape shall be sourced from the available funds and resources of the Office of the City Mayor, subject to the usual accounting and auditing rules.

SECTION V. REPEALING CLAUSE. All Executive Orders and issuances or parts thereof inconsistent with this Order are hereby repealed, modified, and amended accordingly.

SECTION VI. EFFECTIVITY. This Order shall take effect immediately and shall remain effective until revoked or amended.



REPUBLIC OF THE PHILIPPINES
Province of Basilan
CITY GOVERNMENT OF ISABELA
OFFICE OF THE CITY MAYOR
2/F, City Hall, Sunrise, Isabela City, Basilan 7300

Done this 8th day of January 2024, in the City of Isabela, Basilan.

SITTI DJALIA A. TURABIN-HATAMAN
City Mayor

Copy Furnished:
All personnel concerned
File
This City