

OFFICE ORDER NO. 25 - C - 049
Series of 2025

SUBJECT: DESIGNATION OF THE COMMITTEE ON ANTI-RED TAPE (CART) FOR THE CONSTRUCTION INDUSTRY AUTHORITY OF THE PHILIPPINES FY 2025-2026

WHEREAS, pursuant to Section 5 of Republic Act No. 11032, otherwise known as the “Ease of Doing Business and Efficient Government Service Delivery Act of 2018,” provides that all offices and agencies that provide government services are mandated to regularly undertake cost compliance analysis, time and motion studies, undergo evaluation and improvement of their transaction systems and procedures and reengineer the same if deemed necessary to reduce bureaucratic red tape and processing time;

WHEREAS, Section 8 of the same law states that “The head of the office or agency shall be primarily responsible for the implementation of this Act and shall be held accountable to the public in rendering fast, efficient, convenient and reliable service.”

WHEREAS, the Anti-Red Tape Authority (ARTA), issued Memorandum Circular No. 2023-08, s. 2023 and Memorandum Circular No. 2020-07, to provide all concerned agencies with pertinent information, instructions, and guidelines in forming a Committee on Anti-Red Tape (CART) to comply with R.A. No. 11032 and its Implementing Rules and Regulations (IRR);

WHEREAS, R.A. No. 11032, its IRR, and MC No. 2023-08 mandate each office or agency to designate a CART to perform functions prescribed in the MC, as well as other roles stated in the Act, with no required separate budget or creation of new plantilla positions to facilitate its creation;

NOW, THEREFORE, the undersigned hereby creates the **CIAP COMMITTEE ON ANTI-RED TAPE (CART)**.

I. COMPOSITION

In accordance with ARTA MC No. 2023-08, s. 2023, the CIAP CART shall be composed of the following:

Chairperson	:	Division Chief, Administrative, Financial and Management Division
Vice-Chairperson	:	Management and Audit Analyst III (Administrative Officer V)



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Members

Boards	Permanent	Alternate
PCAB	Division Chiefs/ Supervising Trade Industry Development Specialist	Senior Trade Industry Development Specialist/ Trade Industry Development Specialist
CMDF		
PODCB		
CIAC		

PPCMD Representative : Policy and Program Coordination and Monitoring Division

Secretariat : Management and Audit Section

II. FUNCTIONS, DUTIES, AND RESPONSIBILITIES

Section 6.2 of ARTA MC No. 2023-08 provides that CART shall ensure that their agency comply with the requirements of RA No. 11032, 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 conduct of the following:

6.2.1. 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;

6.2.3. 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;

6.2.4. Conduct 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;

6.2.5. Registration and publication of new regulations and issuances to the following, within fifteen (15) days from issuance:

6.2.5.1 University of the Philippines Office of National Administrative Register (UP ONAR); and

6.2.5.2 Newspaper of general circulation for publication;

6.2.6. 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 and its Reference B, including the following:

6.2.6.1. 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;

6.2.6.2. 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;

6.2.6.3 Monitoring and periodic review of the Citizen's Charter of the agency specifically the procedures/steps, timeline, documentary requirements, fees, and other information indicated in the Citizen's Charter; and

6.2.3.4 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 posted at the official website of the agency pursuant to ARTA MC No. 2019-02;

6.2.7. Compliance of the agency on the zero-contact policy in accordance with R.A. 11032;

6.2.8. Compliance of the external and internal services of the agency with the prescribed processing time as mandated by R.A. 11032 or the respective mandate under special law;

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

6.2.10. 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.

6.2.11. 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.

Annex A CIAP Committee on Anti-Red Tape (CART) Directory is attached for reference.

This Order shall take effect immediately and shall remain in force unless revised or revoked. All Orders inconsistent herewith are deemed repealed/superseded accordingly.

For the information and guidance of all concerned.



ATTY. HERBERT D.G. MATIENZO
CIAP Acting Executive Director,
PCAB Executive Director

ANNEX A: CIAP COMMITTEE ON ANTI-RED TAPE (CART) DIRECTORY FY 2025-2026

AGENCY : CONSTRUCTION INDUSTRY AUTHORITY OF THE PHILIPPINES


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NOTED BY:


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