



MEMORANDUM ORDER No. 6

Series of 2024

SUBJECT: PRESCRIBING THE CONSTITUTION, DUTIES AND FUNCTIONS OF THE COMMITTEE ON ANTI-RED TAPE OF CEBU NORMAL UNIVERSITY (CNU-CART) AND FOR THIS PURPOSE, AMENDING/SUPPLEMENTING ISSUANCES INCONSISTENT HEREOF, AND FOR OTHER PURPOSES

1.0 Pursuant to the powers, duties and authority vested unto the University President as expressly mandated by relevant laws, rules and regulations, among others, Republic Act (R.A.) No. 8292¹ specifically Section 6² thereof and Section 1, Rule VII of its IRR embodied under CHED CMO No. 07, s. 2022³, R.A. No. 8688⁴ specifically Section 7⁵ thereof, the University Code⁶ specifically Section 3⁷, Article 7 2023, Revised Organizational Structure approved per Board Resolution No. 123, s. 2023⁸, Resolution No. 133, s. 2023⁹, Republic Act No. 11032¹⁰ and its Implementing Rules and Regulations and appropriate issuances by the Anti-Red Tape Authority (Authority), and such applicable laws, rules and regulations, in the best interest and exigency of the service, subject to the confirmation/ratification by the CNU Board of Regents, the constitution of the Committee on Anti-Red Tape of Cebu Normal University hereinafter referred to as the CNU-CART shall be as follows:

Chairperson:	University President or Authorized Representative
Alternate Chair: (Working)	Vice President for Administration, Finance and External Affairs
Vice Chairs:	Vice President for Research, Publication, Innovation, Commercialization and Extension Vice President for Academic Affairs and Internationalization
Members:	Dean, College of Teacher Education Dean, College of Computing, Artificial Intelligence and Sciences Dean, College of Law, Public Governance and Safety Dean, College of Culture, Arts and Sports Dean, CNU-VSMMC College of Medicine Campus Director, CNU-Balamban Campus Campus Director, CNU-Medellin Campus

¹ AN ACT PROVIDING FOR THE UNIFORM COMPOSITION AND POWERS OF THE GOVERNING BOARDS, THE MANNER OF APPOINTMENT AND TERM OF OFFICE OF THE PRESIDENT OF CHARTERED STATE UNIVERSITIES AND COLLEGES, AND FOR OTHER PURPOSES.

² Section 6. *The Administration.* – The administration of the university or college shall be vested in the president of the university or college who shall render full-time service. Xxxxxxx

³ “The 2022 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 8292, Amending CHED Memorandum Order (CMO) No. 03, Series of 2001: The 2001 Revised Implementing Rules and Regulations of RA No. 8292, The “Higher Education Modernization Act of 1997”.

⁴ AN ACT CONVERTING THE CEBU STATE COLLEGE INTO A STATE UNIVERSITY TO BE KNOWN AS THE CEBU NORMAL UNIVERSITY, AND APPROPRIATING FUNDS THEREFOR.

⁵ Section 7. xxxxxxxx The administration of the University and the exercise of its corporate powers shall be vested exclusively in the Board of Regents and the president of the State University insofar as authorized by the Board.

⁶ Approved per Board Resolution No. 118, series of 2017.

⁷ The powers and duties of the University President shall be those pertaining to the office of the president and those delegated by the Board of Regents.

⁸ Approving the Proposed 2023 Revised Organizational Structure of Cebu Normal University, Subject to the Compliance of the Suggestions of the CNU Board of Regents.

⁹ Confirming The Ratification Of The Duties And Functions Of The University President As Indicated In The Position Description Form (Copy Hereto Attached) Which Will Be Incorporated In The Individual Performance Commitment Review (IPCR) Based On The Terms And Reference Stipulated In The Civil Service Commission Memorandum Circular No. 6, S. 2012.

¹⁰ Ease of Doing Business and Efficient Government Services Delivery Act of 2018.



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Office of the University President

Telephone No.: (+63 32) 253 9611 / (+63 32) 254 1452 local 100

Email: pres@cnu.edu.ph | Website: www.cnu.edu.ph

University and Board Secretary V

Director, Legal Unit

Director, Planning, Foresight and Futures Thinking Unit

Director, Information and FM Station Unit

Director, Curriculum Development and Enhancements

Director, Internal Audit Unit

Director, Quality Assurance Unit

Director, Gender and Development Center

Director, Information and Communication Technology Unit

Director, Project Management Unit

Director, Disaster Risk Reduction and Public Services
Continuity Unit

Director, Auxiliary and Services Unit

Director, Income Generating Projects (IGP)

Director, Extension Services

Director, Research & Development, and Publication

Director, Innovation, Intellectual Property and
Commercialization

Director, Students Affairs and Development Office

Director, National Service Training Program (NSTP) Office

Director, Internationalization, ODLIC and CELLC

Director, PRAISE and Employees Welfare

Director, External Affairs and Partnerships

Director, ESD, ETEAAP, and LEP

Director, Tech/Voc/NC Training & Assessment Center

Director, Culture and Sports Development

Director, Sentro ng Wika at Kultura

Director, University Review Centers

Director, Cebu Heritage Museum

University Registrar

Chief Administrative Officer- Administration

Chief Administrative Officer- Finance

IGP Assistant Director, Special Projects

Supervising Administrative Officer-Finance

Supervising Administrative Officer-Administrative

Supervisor, Integrated Laboratory School

Supervisor, Student Teaching

Head, Anti-Sexual Harassment Office (ASHO)

Head, Data Privacy & Protection Office and UPFOI

Head, Accounting Unit

Head, Security and Safety

Head, Human Resource Management Unit

Head, NGP & Environment's Diplomacy Center (NGPEDC)

Head, Learning Resource Center/Library Services

Head, Testing, Admission, Guidance & Counseling Services

Head, Records Unit

Head, Procurement Unit

Head, Cash Unit

Head, General Service Unit

Head, Property, Supply and Management Unit

Head, Medical Services

Head, Dental Services



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Office of the University President

Telephone No.: (+63 32) 253 9611 / (+63 32) 254 1452 local 100
Email: pres@cnu.edu.ph | Website: www.cnu.edu.ph

Chair, LUDIP & PIP/TRIP
Coordinator, Engineering
President, Faculty Associations, Inc.
President, Federation of Student Councils
Executive Assistant III, Office of the University President

Secretariat: Staff of the Quality Assurance Unit
Other Staff to be designated by the University President

- 2.0 Pursuant to ARTA Memorandum Circular No. 2020-07, s. 2020¹¹ and as may be provided for under the University Code and appropriate manuals of the University duly approved by the CNU Board of Regents, and such applicable laws, rules and regulations, the duly constituted CNU-CART shall ensure the compliance of University with the requirements of RA No. 11032, its IRR and subsequent issuances by the Authority thus, it shall perform the following the following duties and functions, in relation to the said requirements, which pertain to:
- 2.1. Conduct of compliance cost analysis, time and motion studies, evaluation and improvement of all the University's services, and reengineering the same;
 - 2.2. Subject to the Guidelines/National Policy on Regulatory Management System to be issued by the ARTA:
 - 2.2.1. Notify the ARTA of every formulation, modification, and repeal of regulations or other related issuances;
 - 2.2.2. Conduct post-implementation assessment and review of existing regulations or other related issuances, undertake Regulatory Impact Assessment (RIA);
 - 2.2.3. Prepare a Preliminary Impact Assessment whenever there is an intent to formulate, modify, or repeal a regulation and submit to ARTA;
 - 2.2.4. Produce a Regulatory Impact Statement (RIS) upon completion of each RIA and submit to the Authority for review and assessment;
 - 2.2.5. Refer to ARTA's policy option recommendations to the appropriate decision-makers within the Agency;
 - 2.2.6. 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).
 - 2.3. 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;
 - 2.4. Register new regulations and issuances to the following, if applicable, within fifteen (15) days from issuance:

¹¹ Guidelines on the Designation of a Committee on Anti-Red Tape (CART) in the Agencies Concerned in Compliance with Republic Act (RA) No. 11032, Otherwise Known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2016" and its Implementing Rules and Regulations (IRR).





Office of the University President

Telephone No.: (+63 32) 253 9611 / (+63 32) 254 1452 local 100

Email: pres@cnu.edu.ph | Website: www.cnu.edu.ph

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- 2.4.1. UP Office of National Administrative Register (UP ONAR), and
- 2.4.2. Official Gazette for publication;
- 2.5. Set up the most current and updated service standards and indicate in the Citizen's Charter in accordance to the prescribed template issued by the Authority, and submit the same to the Authority to populate the Anti-Red Tape Electronic Management Information Systems (ARTEMIS);
- 2.6. Monitor and periodically review the office or University's Citizen's Charter, specifically: procedures/steps, time, documentary requirements, and fees;
- 2.7. Ensure that an updated Citizen's Charter, should there be any change, is posted not later than March 31st of each year;
- 2.8. Ensure the compliance of the University on the zero-contact policy in accordance with the law;
- 2.9. Ensure the compliance of the University's external and internal services with the prescribed processing time as mandated by R.A. No. 11032 or the Agency's mandate under special law;
- 2.10. Develop and foster a client feedback mechanism and client satisfaction measurement;
- 2.11. 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 issued by ARTA;
- 2.12. 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 adequately express their 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 intended recipient within the University;
- 2.13. Serve as overall coordinating body for the establishment of an Electronic One Stop Shop (e-BOSS) in compliance with the mandate under R.A. No. 11032, its IRR, and other ARTA issuances. The PIA 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, as applicable;
- 2.14. Coordinate with the University's offices the dissemination of ARTA Information, Education, and Communication materials for public consumption; and



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Office of the University President

Telephone No.: (+63 32) 253 9611 / (+63 32) 254 1452 local 100

Email: pres@cnu.edu.ph | Website: www.cnu.edu.ph

2.15. Perform such other functions, duties and responsibilities under R.A. No. 11032 (amending R.A. No. 9485), its IRR, and other ARTA issuances and/or as the University President or CNU Board of Regents may determine from time to time.

3.0 The assumption to office of the concerned Officials, Faculty Members or Employees of the University to the CNU-CART shall be automatic from the effectivity of their respective appointments or designations except, as may be expressly determined by existing laws, rules and regulations.

4.0 The Membership or designation of the Officials, Faculty Members or Employees to the CNU-CART carries with it no extra compensation, except as may be provided for under appropriate service manuals and policies approved by the CNU Board of Regents, and applicable civil service laws, rules and regulations.

Provided, however, That the membership or designation shall not preclude the University President and/or CNU Board of Regents in prescribing additional and subsequent assignments or designations, in concurrent capacity.

5.0 The Membership or designation to the CNU-CART shall be valid for a period of one (1) year effective issuance of this Memorandum Order or appropriate Special Order or issuance by the University President, without prejudice to a re-designation and/or early termination by the University President and/or as provided for under relevant civil laws, rules and regulations: *provided*, that the Chairperson, Vice Chairperson, Members and Secretary shall continue to perform their duties and functions in hold-over capacity until their respective successors are designated, subject to applicable laws, rules and regulations.

6.0 The pertinent provisions of R.A. No. 11032, ARTA Memorandum Circular No. 2020-07, s. 2020, and such applicable laws, rules and regulations, and jurisprudence shall be applied suppletory to and serve as the governing guidelines of this Memorandum Order and its Implementing Rules and Regulations.

7.0 Violation/s of this Memorandum Order by any person/s is/are considered an administrative offense which shall be dealt with accordingly, without prejudice of filing appropriate civil and criminal case/s, in accordance with the provisions of the CSC Resolution No. 1701077 promulgated on July 3, 2017, and subsequent issuances thereof, applicable CNU policies, civil service laws, and existing rules and jurisprudence.

8.0 The provisions of this Memorandum Order are hereby declared separable. In the event that any provision hereof is rendered unconstitutional or invalid, those that are not affected shall remain valid and effective.

9.0 This Memorandum Order and/or its Implementing Rules and Regulations issued by the University President may be amended and/or revised by the University President and/or as the CNU Board of Regents may determine.

10.0 This Memorandum Order shall be disseminated, the widest possible through posting or publication at the UP Office of National Administrative Register (UP ONAR) or Official Gazette and/or official CNU website and Facebook and in the bulletin boards





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Email: pres@cnu.edu.ph | Website: www.cnu.edu.ph


and other conspicuous places in the CNU Campuses, to all concerned for their information, proper guidance, and compliance.

11.0 This Memorandum Circular shall supplement, clarify, or amend or modify to and supervise Special Order No. 31, s. 2023 issued on 26 August 2023, Special Order No. 080, s. 2023 issued on 14 October 2023, Special Order No. 41, s. 2024 issued on 24 January 2024, and pertinent provisions of related policies of the University and such instructions or issuances by the University President inconsistent hereof. In case of conflict, the pertinent provisions of this Memorandum Order shall prevail over any previous orders, circulars, memoranda, issuances and instructions as enunciated under **Mecano v. COA**¹² except, those functions and duties prescribed by legislative delegation.

12.0 This Memorandum Circular shall take effect immediately until sooner modified, revoked, or rescinded by the University President and/or CNU Board of Regents.


For your information, usual cooperation and compliance.

Issued this 26th day of February 2024 at the Office of the University President, Cebu Normal University, Cebu City, Philippines.


DANIEL A. ARIASO SR, PhD, CESO II
SUC President III

Copy furnished:

- ___ Vice Presidents
- ___ College Deans
- ___ Directors
- ___ Campus Directors
- ___ University/Board Secretary
- ___ 201 File of the Chair, Vice Chair and Members of the CNU-CART
- ___ HRMU
- ___ Heads/Chiefs/Coordinators
- ___ Others Concerned
- ___ COA Resident Auditor
- ___ Anti-Red Tape Authority
- ___ Civil Service Commission
- ___ File

Revised: 
Maricar Araya
02/26/2024

¹²Antonio A. Mecano v. Commission on Audit, G.R. No. G.R. No. 103982 December 11, 1992 citing Posadas vs. National City Bank, 296 U.S. 497, 80 L. Ed. 351 (1935); Maceda vs. Macaraig, 197 SCRA 771 (1991); and Villegas vs. Subido, 41 SCRA 190 (1971), the Supreme Court clearly rules:

"Repeal by implication proceeds on the premise that where a statute of later date clearly reveals an intention on the part of the legislature to abrogate a prior act on the subject, that intention must be given effect. Hence, before there can be a repeal, there must be a clear showing on the part of the lawmaker that the intent in enacting the new law was to abrogate the old one. The intention to repeal must be clear and manifest; otherwise, at least, as a general rule, the later act is to be construed as a continuation of, and not a substitute for, the first act and will continue so far as the two acts are the same from the time of the first enactment.

There are two categories of repeal by implication. The first is where provisions in the two acts on the same subject matter are in an irreconcilable conflict, the later act to the extent of the conflict constitutes an implied repeal of the earlier one. The second is if the later act covers the whole subject of the earlier one and is clearly intended as a substitute, it will operate to repeal the earlier law.

Implied repeal by irreconcilable inconsistency takes place when the two statutes cover the same subject matter; they are so clearly inconsistent and incompatible with each other that they cannot be reconciled or harmonized; and both cannot be given effect, that is, that one law cannot be enforced without nullifying the other."





Republic of the Philippines
Cebu Normal University
Osmeña Blvd., Cebu City, 6000, Philippines

Quality Assurance Office

Telephone No.: (+63 32) 254 1452 loc. 157

Email: qa@cnu.edu.ph

Website: www.cnu.edu.ph



February 22, 2024

DR. DANIEL A. ARIASO, SR.
SUC President III



Dear Dr. Ariaso,

Good day!

I am writing to humbly seek your guidance and approval regarding potential adjustments to the composition of the Compliance Assistance and Remediation Team (CART), as outlined in paragraph 2, Section 6.3 of ARTA Memorandum Circular 2023-08, and in consideration of ARTA Section 6.1.

As per ARTA Section 6.1, the composition of the CART should consist of at least five members with positions or their equivalents as applicable, or as may be determined at the discretion of the Head of Agency, subject to existing laws, rules, and regulations. Furthermore, it shall be composed of members who are institutionally tasked to identify, assess, and address issues related to compliance.

Upon thorough reflection and consultation, I am compelled to propose the following adjustments:

- 1. Addition of Internal Audit Director-** Recognizing the pivotal role of internal audit functions in upholding compliance and fostering good governance practices, I respectfully recommend adding the Internal Audit Director to the CART team.
- 2. Inclusion of Medical Services-** Acknowledging the invaluable contribution of medical services to the core operations of our institution, I humbly propose including a University Physician to represent the Medical Services in the CART. This addition would enhance our ability to address compliance-related matters pertaining to healthcare regulations and standards.
- 3. Addition of College Dean of Medicine-** I propose the addition of the College Dean of Medicine as a representative in the CART to serve as our focal person for Vicente Sotto Memorial Medical Center. This addition not only satisfies the requirement for a designated focal person for Vicente Sotto Memorial Medical Center but also strengthens the effectiveness and relevance of our CART in fulfilling our compliance obligations.
- 4. Removal of Student Regent-** With utmost humility, I propose removing the Student Regent from the CART team. While they offer valuable insights, their status as a non-official employee and non-recognized public servant may not align with our compliance focus as required by law. As such, their participation may pose challenges and inadvertently complicate our compliance efforts, necessitating CART members with clear authority and accountability.

These proposed adjustments are made with sincere intentions to strengthen the efficacy and relevance of our CART in fulfilling our compliance obligations while fostering a culture of accountability and transparency within our institution.



Certification Date: 1 February 2021
Recertification due date: 24 January 2024
For verification of the certificate please
access www.ukas.com (Certification
check and type the registration number)



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Republic of the Philippines
Cebu Normal University
Osmeña Blvd., Cebu City, 6000, Philippines

Quality Assurance Office

Telephone No.: (+63 32) 254 1452 loc. 157

Email: qa@cnu.edu.ph

Website: www.cnu.edu.ph



I assure you that these suggestions have been approached with the utmost humility and respect for your wisdom and leadership.

I humbly request your esteemed guidance and approval to proceed with implementing these adjustments to the CART composition. Your insight and support in this matter would be invaluable to us. Thank you for considering my humble proposal. Should you have any questions or require further clarification, please do not hesitate to reach out.

With sincere humility and gratitude,

Sincerely,

MARIAE KHRISNA B. ARREZA

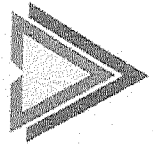
OIC- Director, Quality Assurance Office

Approved:

DR. DANIEL A. ARIASO, SR

SUC President III





MEMORANDUM CIRCULAR NO. 2023 – 08
Series of 2023

TO : ALL HEADS OF GOVERNMENT OFFICES AND AGENCIES, INCLUDING GOVERNMENT-OWNED AND/OR -CONTROLLED CORPORATIONS (GOCCS), STATE UNIVERSITIES AND COLLEGES (SUCs), LOCAL GOVERNMENT UNITS (LGUS), AND OTHER GOVERNMENT INSTRUMENTALITIES

SUBJECT : AMENDMENT ON CERTAIN PROVISIONS OF ANTI-RED TAPE AUTHORITY (ARTA) MEMORANDUM CIRCULAR (MC) NO. 2020-07 DATED 30 SEPTEMBER 2020, PERTAINING TO THE GUIDELINES ON THE DESIGNATION OF A COMMITTEE ON ANTI-RED TAPE (CART)

DATE : 22 NOVEMBER 2023

1.0 BACKGROUND

- 1.1. On 30 September 2020, the Anti-Red Tape Authority (ARTA) issued Memorandum Circular (MC) No. 2020-07 or the "*Guidelines on the Designation of a Committee on Anti-Red Tape (CART)*". The MC was issued pursuant to Section 1, Rule III of the Implementing Rules and Regulations (IRR)¹ of Republic Act (R.A.) No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.
- 1.2. Following the implementation of the MC, it is deemed that several provisions thereof need to be amended to clarify coverage and compliance of covered agencies.

2.0 PURPOSE

This MC is being issued to provide the updated guidelines on the creation of a CART.

3.0 GUIDELINES

The following Sections of ARTA MC No. 2020-07 are hereby amended to read, as follows:

3.1 Section 3 – Designation

Each agency within the departmental framework, local government units (LGUs), government-owned and/or -controlled corporations (GOCCs), State Universities and Colleges (SUCs), and other government instrumentalities, whether located in the Philippines or abroad, shall designate a CART to perform the functions/roles/duties under Section 3.3 of this MC and other roles stated in the Act; Provided that each agency/department, LGU, GOCC, SUC, or government instrumentality shall only have one CART regardless of the number of bureaus, regional offices, field/satellite offices, as the case may be, under its supervision and control. And that the CART shall also include at least one focal person for each bureau, regional office, or field/satellite office under the supervision and control of the main agency/department, LGU, GOCC, SUC, or government instrumentality; Provided further that agencies falling within "Attachment"² as defined under Book IV, Section 38 (3), Chapter 7 of

¹ Joint Memorandum Circular (JMC) No. 2019-001, 17 July 2019, "The IRR of R.A. 11032, Otherwise Known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018", <https://arta.gov.ph/wp-content/uploads/2020/07/JMC2019-001_-_Implementing_Rules_and_Regulations_of_RA_11032.pdf>.

² Executive Order (EO) No. 292, s. 1987, "(3) Attachment. This refers to the lateral relationship between the department or its equivalent and the attached agency or corporation for purposes of policy and program coordination. The coordination may be accomplished by having the department represented in the governing board of the attached agency or corporation, either as chairman or as a member, with or without voting rights, if this is permitted by the charter; having the attached corporation or agency comply with a system of periodic reporting which shall reflect the progress of programs and



The Administrative Code of 1987 shall have their own separate and independent CART.

For LGUs, only provincial, city, and municipal government are required to form a CART. Barangays shall designate at least a focal person to be a member of the city/municipal government CART.

For SUCs, only the main campuses shall form their CART. A main campus shall include at least one focal person per satellite campus.

Government hospitals under the Department of Health (DOH), on the other hand, shall be required to have their own CART separate from that of the DOH-CART, performing the functions under Section 3.3 of this MC. LGUs shall designate at least a focal person from their respective LGU-managed hospitals to be a member of the LGU-CART, if applicable.

The establishment of the CART shall be an inter-office task force that requires no separate budget and new plantilla positions.

3.2 Section 6.1 – Composition

The CART shall be composed of a Chairperson, a Vice Chairperson, and at least five (5) members of the following positions or their equivalent, as applicable, or as may be determined or at the discretion of the Head of Agency, subject to existing laws, rules, and regulations. It shall be composed of members who are institutionally tasked to identify, develop, implement, and review policies and monitor processes that may include the following or equivalent:

Chairperson: Head of Department/Office/Agency; President/Administrator/Chief Executive Officer (CEO) of a GOCC and SUC; Local Chief Executive; or official designated by the Head of Department/Office/Agency (at least a third highest-ranking official in the agency)

Vice Chairperson: Official to be designated by the Head of Agency (any rank lower than the Chairperson of CART)

In addition, focal persons shall at least hold a second level position and shall be designated by the Head of Agency.

The composition/membership of the CART is entrusted to the discretion of the Head of Agency, subject to existing laws, rules, and regulations, and management of conflicts of interest. However, for ease of reference, the following are the **suggested members** thereof:

For National Government Agencies (NGAs):

Heads of Bureau/Service/Office/Division/Section, such as, but not limited to, the following, or equivalent:

- Policy/Planning
- Core Operations
- Information Technology/Management Services for Systems and Methods
- Records
- Legal
- Finance
- Human Resource Management
- Public Assistance/Complaints Center

projects; and having the department or its equivalent provide general policies through its representative in the board, which shall serve as the framework for the internal policies of the attached corporation or agency; xxx". (emphasis added)

For LGUs:

Head/Representative of any of the following Office/Division/Section or equivalent:

- Sanggunian ng Panlalawigan/Panlungsod
- Treasury
- Administration
- Assessor
- Planning
- Human Resources
- Business Permit and Licensing
- Building Official
- Health
- Environmental
- Legal
- Public Assistance/Complaints Center
- Records
- Information Technology
- LGU-managed Hospitals, if any

For GOCCs:

Members institutionally tasked to identify, develop and implement policies and monitor processes, which may include representatives from the following Office/Division/Section or its equivalent:

- Human Resource
- Planning
- Administration
- Legal
- Information Technology
- Records
- Public Assistance/Complaints Center
- Core Operations

The CART may be assisted by a Secretariat to be designated by the Head of Agency. NGAs with existing Management Divisions pursuant to Department of Budget and Management (DBM) Circular No. 2008-05 may be assigned as the Secretariat.

3.3 Section 6.2 - Functions, Duties, and Responsibilities

The CART shall **ensure** that the agency/department, LGU, GOCC, SUC, or government instrumentality receive, respond, and comply with the requirements of R.A. 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 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/department, LGU, GOCC, SUC, or government instrumentality, if deemed necessary, using the concepts and tools indicated in the Whole-of-Government (WOG) Reengineering Manual issued by ARTA;
- 6.2.2. For NGAs and GOCCs, 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:
 - 6.2.2.1. Submission of Annual Regulatory Plan (ARP) not later than 07 March of each year;

- 6.2.2.2. 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;
- 6.2.2.3. Conduct of post-implementation assessment and review of existing regulations, ordinances, or other related issuances;
- 6.2.2.4. 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;
- 6.2.2.5. Preparation and submission of a Regulatory Impact Statement (RIS) upon completion of each Regulatory Impact Assessment (RIA) conducted, for ARTA's review and assessment;
- 6.2.2.6. Referral of ARTA's policy option recommendations to the appropriate decision-makers within the NGA/GOCC; and
- 6.2.2.7. Encoding of all existing (both in-effect and repealed) regulations and issuances to populate the Philippine Business Regulation Information System (PBRIS), once operational;
- 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 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;
- 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/department, LGU, GOCC, SUC, or government instrumentality 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/department, LGU, GOCC, SUC, or government

instrumentality, specifically the procedures/steps, timeline, documentary requirements, fees, and other information indicated in the Citizen's Charter; and

- 6.2.6.4 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 agency/department, LGU, GOCC, SUC, or government instrumentality pursuant to ARTA MC No. 2019-02;
- 6.2.7. Compliance of the agency/department, LGU, GOCC, SUC, or government instrumentality on the zero-contact policy in accordance with R.A. 11032;
- 6.2.8. Compliance of the external and internal services of the agency/department, LGU, GOCC, SUC, or government instrumentality 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. For GOCCs under the Governance Commission for GOCCs (GCG), CSM Reports shall be submitted **on or before 15 April of each year based on JMC No. 1 (s. 2023)³**; and
- 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.

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 concerned agency/department, LGU, GOCC, SUC, or government instrumentality.

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

³ JMC No. 1, dated 12 April 2023, "Supplemental Guidelines to the ARTA MC No. 2022-05 or the Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement specific for GOCCs covered by RA 10149", <<https://gcg.gov.ph/files/MJrPFViDBJjVy5Po6Jkp.pdf>>.

March of every year⁴. 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 of the agency/department, LGU, GOCC, SUC, or government instrumentality 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.

3.4 Section 6.3 - Compliance

An Office Order or any equivalent document designating the composition of the CART shall be issued by the agency in compliance with this MC. **The Office Order shall include, at the very least, the CART main members as well as the focal persons. The CART is not precluded from forming committees, functional groups, and working groups in order to properly perform its functions under Section 3.3 hereof.**

The Office Order or any equivalent document shall strictly include only the positions of the persons designated as members of the CART. The actual members shall be reflected in a separate directory which includes their name, position, and contact details.

The agency/department, LGU, GOCC, SUC, or government instrumentality required to form a CART shall submit a single Office Order and directory. **Any submission from bureaus, regional offices, and field/satellite offices of their respective designated focal persons shall not be considered as compliance with this MC. Any previous submission in accordance with ARTA MC No. 2020-07 shall also not be credited as compliance with this Circular.**

ARTA shall be furnished with an electronic copy of the Office Order or any equivalent document, together with the directory, through the following links on or before the 15th of January 2024:

- LGUs: <https://bit.ly/CARTSubmissionLGU>
- Other agencies: <https://bit.ly/CARTSubmission>

For any amendment/update on the composition and directory of the CART after the January 2024 submission, the agency/department, LGU, GOCC, SUC, or government instrumentality concerned shall notify ARTA within seven (7) working days from its effectivity.

The CART directory shall be made available on the official website of the agency/department, LGU, GOCC, SUC, or government instrumentality.

3.5 Data Privacy

In line with the collection of data under the requirement of a CART Directory, ARTA, in the exercise of its functions and mandates pursuant to R.A. 11032, shall observe compliance to the relevant provisions under Section 4 of R.A. 10173 or the Data Privacy Act of 2012, which provides the applicability or scope of the Act, including certain limitations or exceptions, relative to the processing of personal information and to any natural and juridical person involved in personal information processing.

⁴ Section 3 of ARTA MC No. 2023-01 provides that the coverage period for reporting the inventory of all licenses, permits, certifications, authorizations, and clearances tagged as a backlog shall be from 01 January until 31 December of the previous year.

ARTA shall be guided by the principles of transparency, respect and proactive protection of personal information of our employees, co-workers in the government, service providers, clients and other stakeholders in accordance with the requirements of R.A. 10173, its IRR, including the Circulars and Advisories issued by the National Privacy Commission (NPC).

4.0 ACCOUNTABILITY

The heads of the agencies/departments, LGUs, GOCCs, SUCs, and government instrumentalities are hereby reminded of Section 8 of R.A. 11032 which holds them to be primarily responsible for the implementation of the Act and accountable to the public in rendering fast, efficient, convenient, and reliable service.

5.0 REVIEW AND AMENDMENT


Sections 3, 6.1, 6.2, and 6.3 of MC No. 2020-07, are hereby amended accordingly. Any other provision of existing ARTA Circulars or Orders, that is inconsistent herewith is hereby repealed/amended. This MC shall be reviewed and may further be amended not later than two (2) years after implementation.

6.0 EFFECTIVITY

This MC shall take effect immediately upon publication in a newspaper of general circulation and filing with the UP ONAR.

Recommended by:


UNDERSECRETARY GERALD G. DIVINAGRACIA
Deputy Director General for Operations


UNDERSECRETARY GENESES R. ABOT
Deputy Director General for Legal

Approved by:


SECRETARY ERNESTO V. PEREZ
Director General



Mariae Khrisna Arreza <arrezamk@cnu.edu.ph>

[CART COMPLIANCE] - Cebu Normal University

Compliance Monitoring and Evaluation Office <compliance@arta.gov.ph> Thu, Feb 22, 2024 at 10:39 AM
To: "ariasosrd@cnu.edu.ph" <ariasosrd@cnu.edu.ph>, "josephtubilan@cnu.edu.ph" <josephtubilan@cnu.edu.ph>, "picardalj@cnu.edu.ph" <picardalj@cnu.edu.ph>, "elnara@cnu.edu.ph" <elnara@cnu.edu.ph>, "canasac@cnu.edu.ph" <canasac@cnu.edu.ph>, "medellin.20001210@cnu.edu.ph" <medellin.20001210@cnu.edu.ph>, "arrezamk@cnu.edu.ph" <arrezamk@cnu.edu.ph>, "corcinor@cnu.edu.ph" <corcinor@cnu.edu.ph>, "cotejod@cnu.edu.ph" <cotejod@cnu.edu.ph>, "yraylem@cnu.edu.ph" <yraylem@cnu.edu.ph>, "bustamantej@cnu.edu.ph" <bustamantej@cnu.edu.ph>, "bacusr@cnu.edu.ph" <bacusr@cnu.edu.ph>, "escardaf@cnu.edu.ph" <escardaf@cnu.edu.ph>, "caoadmin@cnu.edu.ph" <caoadmin@cnu.edu.ph>, "tradioe@cnu.edu.ph" <tradioe@cnu.edu.ph>, "riveraf@cnu.edu.ph" <riveraf@cnu.edu.ph>, "ocampor@cnu.edu.ph" <ocampor@cnu.edu.ph>, "generalaor@cnu.edu.ph" <generalaor@cnu.edu.ph>, "letigioc@cnu.edu.ph" <letigioc@cnu.edu.ph>, "romao@cnu.edu.ph" <romao@cnu.edu.ph>, "sabequijl@cnu.edu.ph" <sabequijl@cnu.edu.ph>, "montemayord@cnu.edu.ph" <montemayord@cnu.edu.ph>
Cc: "Hanna Marie P. Baroy" <HannaMarieBaroy@arta.gov.ph>

Dear Sir/Ma'am:

Good day,

We write this email to confirm your agency's submission of the CART Office Order on 24 January 2024. However, based on our assessment, the submitted CART Office Order is not compliant with ARTA Memorandum Circular 2023-08 because of the enumerated findings:

- 1. Your agency's submission of the CART Office Order and directory does not include information of the designated focal person for Cebu Normal University - Vicente Sotto Memorial Medical Center. As per Section 3.1 of ARTA MC 2023-08, the CART should include at least one focal person for each bureau, regional, or field/satellite office of the agency.
- 2. Your agency's submission of the CART directory does not include complete information of all the members. As per Section 6.3 of ARTA MC 2020-07, the directory should indicate ALL the names, designations, **contact numbers**, and email addresses of the members.
- 3. Your agency's submission indicated the names of its CART members instead of their position. We wish to highlight that based on paragraph 2, Section 6.3 of ARTA MC 2023-08, the **Office Order shall strictly include only the positions of the persons designated as members of the CART**

In line with this, we would like to request your agency to submit its revised CART Office Order and directory in the designated link seven (7) working days upon receipt of this email, otherwise your submission will be deemed non-compliant.

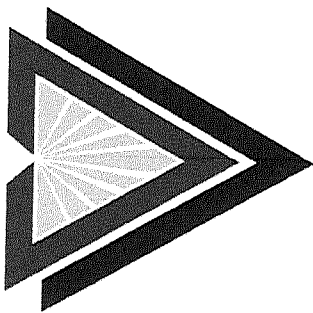
<https://bit.ly/CARTSubmission>

Acknowledgment of this email is highly appreciated.

Should you have any questions, please feel free to contact us through email at compliance@arta.gov.ph.

Thank you.

Respectfully,



**Compliance Monitoring and Evaluation
Office**




ANTI-RED TAPE AUTHORITY

4th & 5th Floor, NFA Building, NFA Compound
Visayas Avenue, Brgy. Vasra, Diliman, Quezon City
www.arta.gov.ph



Your feedback matters to us. Let us know what you think thru this link:
<http://tinyurl.com/2024ARTACMEOCSS>

3 attachments

-  **CNU_CART DIRECTORY_01242024 - Quality Assurance CNU (1).xlsx**
24K
-  **MC-2023-08.pdf**
4239K
-  **CNU_Special Order No. 041, s. 2024_01242024 - Quality Assurance CNU.pdf**
4245K

PROPOSED CART MEMBERS			
Name	CART DESIGNATION	Department/Office	Email
Dr. Daniel A. Anaso, Sr.	Chairperson	SUC President III	aniasosrd@cnu.edu.ph
Dr. Joseph Elvir C. Tubilan	Vice Chair	Vice President for Administration	josephutubilan@cnu.edu.ph
Dr. Jay P. Picardal	Vice Chair	Vice President for Research	picardall@cnu.edu.ph
Dr. Allan Roy B. Einar	Vice Chair	Vice President for Academic	eharab@cnu.edu.ph
Dr. Catalina M. Canasa	Member	President, Faculty Association	canasac@cnu.edu.ph
Dr. Tizza Navaro	Member	OIC-Director, Internal Audit	navarro@cnu.edu.ph
Dr. Mariae Khitsna B. Areza	Member	OIC-Director, Quality Assurance	arezamk@cnu.edu.ph
Dr. Roberto B. Corcino	Member	OIC-Director, CNU Balamba	corcino@cnu.edu.ph
Dr. Donna Grace I. Cotejo	Member	OIC-Director, CNU Medellin	cotejod@cnu.edu.ph
Atty. Lury Ed Marie V. Yray	Member	Legal Officer	yraylem@cnu.edu.ph
Dr. Jason A. Bustamante	Member	Director, Planning, Foresight	bustamantej@cnu.edu.ph
Dr. Ulysses Rallon	Member	Dean, College of Medicine	rallonu@cnu.edu.ph
Dr. Lelani Dapat	Member	OIC-Director, Information and Communication	dapatl@cnu.edu.ph
Dr. Flordelvn E. Escarda	Member	Chief Administrative Officer	escardaf@cnu.edu.ph; caoadmin@cnu.edu.ph
Dr. Evelyn G. Tradlo	Member	Chief Administrative Officer	tradloe@cnu.edu.ph
Mrs. Flora Mae L. Rivera	Member	Director, Information and Communication	riveraf@cnu.edu.ph
Atty. Roche E. Ocampo	Member	Supervising Administrative Officer	ocampo@cnu.edu.ph
Mr. Ronaldo Generalao	Member	Head, Security and Safety	generalao@cnu.edu.ph
Dr. Carlou John S. Letigio	Member	OIC, Human Resource Management	letigio@cnu.edu.ph
Mr. Omar B. Roma	Member	ICT Officer and Data Protection Officer	omar@cnu.edu.ph
Mr. Jason P. Sabequil	Member	University Registrar	sabequillj@cnu.edu.ph
Dr. Mamie Salve	Member	University Physician	salvem@cnu.edu.ph
Ms. Dionisia R. Montemayor	Secretary	Quality Assurance Staff	montemayord@cnu.edu.ph

Contact Number

09777115763

09224075707; 2541452 Local 157

09277726621

09328716081

09422041421; 2541452/2537915 local 200

09204605968(032) 254 – 1452 local 134

2541452 Local 174; 09171077962

09452597171; 2541452 Local 157