



Republic of the Philippines
NATIONAL LIBRARY OF THE PHILIPPINES
Office of the Director

OFFICE ORDER NO. : NLP-25- 049

FROM :


CESAR GILBERT Q. ADRIANO
Director IV

CERTIFIED TRUE COPY

National Library of the Philippines

Records Section

TO : All Concerned

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


Kathrina Liza M. Maño
Administrative Officer V, Records Section

DATE : 11 February 2025

Pursuant to the ARTA MC No. 2023-08¹, the **Committee on Anti-Red Tape (CART)** is hereby **RECONSTITUTED** with the core group composed of the following positions:

I. COMPOSITION

Chairperson	Director IV / Head of the Agency
Vice Chairperson	Chief, Public Libraries Division
Focal Persons	Chairperson, Planning, Monitoring, and Evaluation Committee (PMEC) Chief, Information Technology Division Head, Records Section Head, Human Resource Management Section/ Public Assistance/Complaints Center
Division Representatives	Librarian IV, Bibliographic Services Division Librarian IV, Catalog Division Librarian IV, Collection Development Division Librarian III, Reference Division Librarian III, Filipiniana Division Librarian II, Public Libraries Division Librarian II, Research and Publications Division Admin. Officer V, Finance and Administrative Division Copyright Examiner, Copyright Division Admin. Asst. III, Information Technology Division
Secretariat	Admin. Asst. III, HRMS, FAD Admin. Asst. II, HRMS, FAD

¹ Anti Red-Tape Authority (ARTA) Memorandum Circular (MC) 2023-08, 22 November 2023, Amendment on Certain Provisions of ARTA MC No. 2020-07 Dated 30 September 2020, Pertaining to the Guidelines on the Designation of a Committee on Anti-Red Tape.



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II. FUNCTIONS, DUTIES, AND RESPONSIBILITIES

The **CART** shall ensure that the Agency shall comply with the requirements of RA No. 11032, its IRR and subsequent issuances by the Authority, as may be applicable. These requirements pertain to the conduct of the following:

1. Conduct of compliance cost analysis, time and motion studies, evaluation and improvement of all the agency's services, and reengineering the same;
2. Subject to the Guidelines/National Policy on Regulatory Management System to be issued by the Authority:
 - a. Notify the Authority of every formulation, modification, and repeal of regulations, ordinances or other related issuances;
 - b. Conduct post-implementation assessment and review of existing regulations, ordinances or other related issuances, undertake Regulatory Impact Assessment (RIA);
 - c. Prepare a Preliminary Impact Assessment (PIA) whenever there is an intent to formulate, modify, or repeal a regulation and submit to the Authority;
 - d. Produce a Regulatory Impact Statement (RIS) upon completion of each RA and submit to the Authority for review and assessment;
 - e. Refer the Authority's policy option recommendations to the appropriate decision-makers within the agency;
 - f. 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);
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;
4. Register new regulations and issuances to the following, if applicable, within fifteen (15) days from issuances:
 - a. UP Office of National Administrative Register (UP ONAR), and
 - b. Official Gazette for publication
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 System (ARTEMIS);
6. Monitor and periodically review the office or agency's Citizen's Charter specifically: procedures/steps, time, documentary requirements, and fees;
7. Ensure that an updated Citizen's Charter, should there be any change, is posted not later than March 31st of each year;
8. Ensure the compliance of the agency on the zero-contact policy in accordance with the law;
9. Ensure the compliance of the agency's external and internal services with the prescribed processing time as mandated by RA No. 11032 or the agency's mandate under special law;
10. Develop and foster client feedback mechanism and client satisfaction measurement;



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11. Report to the Authority 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 the Authority;
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, comments, or suggestions. The CART must ensure that complaints forwarded by the Presidential Complaints Center, CSC's Contact Center ng Bayan, and Complaints Action Center of the Authority are acknowledged, received, responded to and/or acted upon within the designated period by the intended recipient within their agency;
13. Serve as overall coordinating body for the establishment of an Electronic Business One Stop (e-BOSS) in compliance with the mandate under RA No. 11032, its IRR, and other issuances by the Authority. 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, as applicable;
14. Coordinate with the agency's communications/public relations office the dissemination of ARTA Information, Education, and Communication materials for public consumption; and
15. Perform such other functions, duties, and responsibilities under RA No. 11032 (amending RA No. 9485), its IRR and other issuances issued by the Authority.

Attached in the Annex A is the list of names of the designated employees.

This Order supersedes all prior issuances related thereto.

For compliance.

cc: All Division Chiefs/OICs
HRM Section
NLP Resident Auditor



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NAME	CART DESIGNATION	POSITION/TITLE	OFFICE/DIVISION
Cesar Gilbert Q. Adriano	Chairperson	Director IV	Office of the Director
Blesila P. Velasco	Vice Chairperson	Librarian V	Public Libraries Division
Jennifer B. Dimasaca	Focal Person	Librarian V	Bibliographic Services Division
Leonardo P. Bernabe Jr.	Focal Person	Info. Tech. Officer III	Information Technology Division
Kathrina Liza M. Maño	Focal Person	Admin. Officer V	Finance and Administrative Division
Michelle A. Flor	Focal Person	Admin. Officer V	Finance and Administrative Division
Danilo B. Fernandez	Division Representative	Librarian IV	Bibliographic Services Division
Ira B. Albalos	Division Representative	Librarian IV	Catalog Division
Narissa C. Young	Division Representative	Librarian IV	Collection Development Division
Marites T. Arsenio	Division Representative	Librarian III	Reference Division
Cherry V. Melquiades	Division Representative	Librarian III	Filipiniana Division
Bryan Christian J. Raceles	Division Representative	Librarian II	Public Libraries Division
Jonathan F. Santos	Division Representative	Librarian II	Research and Publications Division
Kathrina Liza M. Maño	Division Representative	Admin. Officer V	Finance and Administrative Division
Sheryl A. Tolentino	Division Representative	Copyright Examiner	Copyright Division
Harris C. Estolano	Division Representative	Admin. Asst. III	Information Technology Division
Chona R. Fabon	Secretariat	Admin. Asst. III	Finance and Administrative Division
Shanlee S. Florido	Secretariat	Admin. Asst. II	Finance and Administrative Division



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