



MEMORANDUM NO. 503
Series of 2024

TO: All Concerned

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

FROM: DR. PROSE IVY. G YEPES
University President

DATE: June 6, 2024

In the interest of the service, and pursuant to Republic Act No. 11032 otherwise known as Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and its Implementing Rules and Regulations (IRR), to uphold the governing principles and promote integrity, accountability, proper management of public affairs and public property as well as to establish effective practices, aimed at efficient turnaround of the delivery of government services and the prevention of graft and corruption in the Department.

In reference to Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2023-08, Series of 2023, the composition of the Committee on Anti-Red Tape (CART) in the Visayas State University are as follows:

Chairperson:	Vice President for Administration and Finance
Vice Chairperson:	Director for Administrative Services
Members:	Vice President for Planning, Res. Gen. & Aux. Services Vice President for Academic Affairs Vice President for Research, Extension & Innovation Vice President for Student Affairs Services Director for Financial Management Director for Human Resource Management Head, Legal Office Head, Information Technology Head, Records Office Head, Customer Feedback Office
Focal Persons:	Chancellor, VSU-Alangalang Campus Chancellor, VSU-Isabel Campus Chancellor, VSU-Tolosa Campus Chancellor, VSU-Villaba Campus

The CART shall have the following functions, duties, and responsibilities to ensure the compliance and requirements of R.A. 11032, its IRR and subsequent issuances by ARTA, as may be applicable:

1. Conduct of reengineering of systems and procedures, compliance cost analysis, time and motion study, and evaluation and improvement of all the services of the agency using the concepts and tools indicated in the Whole-of-Government (WOG) Reengineering Manual issued by ARTA;
2. Setting up 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;
 - 2.1 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;
 - 2.2 Identification of official personnel who shall encode and submit the Citizen's Charter through the Anti-Red Tape Electronic Management System (ARTEMIS), once operational;
 - 2.3 Monitoring and periodic review the VSU Citizen's Charter, specifically the procedures/steps, timeline, documentary requirements, fees, and other information indicated in the Citizen's Charter; and
 - 2.4 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 pursuant to ARTA MC No. 2019-02;
3. Compliance of the agency on the zero-contact policy in accordance with RA No. 11032;
4. Compliance of the external and internal services of the agency with the prescribed processing time as mandated by RA No. 11032 or the respective mandate under special law;
5. 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. 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, and;
7. Establishment and management of a public assistance complaints desk 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.

As such, all Chancellors of the VSU system are hereby directed to create and designate a sub-CART in their respective component colleges.

All expenses to be incurred by the members of the CART in the performance of their functions, duties and responsibilities described herein shall be chargeable against the VSU funds and other available funds, subject to the existing government accounting, auditing rules and regulations.

This order shall take effect immediately.

This memorandum supersedes OP Memorandum No. 17-A, s 2024.

Please be guided accordingly.