



25 March 2022

**MEMORANDUM NO. 463**

Series of 2022

**T O: All Concerned**

**R E: Creation of the Committee on Anti-Red Tape (CART)**

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 Order No. 2020-07, Series of 2020, the composition of the Committee on Anti-Red Tape (CART) in the Visayas State University are as follows:

**Chairperson: Dr. Daniel Leslie S. Tan**  
Vice-President, Administration and Finance

**Vice Chairperson: Atty. Rysan C. Guinocor**  
Director, Administrative Services

**Members:**

**Ms. Louella C. Ampac**  
Director, Financial Management  
**Ms. Honey Sofia V. Colis**  
OIC Director, Human Resource Management  
**Ms. Maria Teresa A. Cruz**  
Head, Internal Audit  
**Mr. Jed Asaph D. Cortes**  
Head, Web Team  
**Dr. Moises Neil V. Serio**  
Dean, CME  
**Dr. Jannet C. Bencure**  
Dean, CET  
**Ms. Marwen A. Castañeda**  
University Registrar

**Secretariat:**

**Dr. Nancy D. Abunda**  
Head, Instructional Materials Development  
**Ms. Ma. Roberta S. Miraflor**  
Head, Records and Archives  
**Mr. Gideon Neil Tan**  
Customer Feedback Officer



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 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 ARTA:
  - 2.1. Notify ARTA of every formulation, modification, and repeal of regulations, ordinances or other related issuances;
  - 2.2. Conduct post-implementation assessment and review of existing regulations, ordinances of other related issuances, undertake Regulatory Impact Assessment (RIA);
  - 2.3. Prepare a Preliminary Impact Assessment (PIA) whenever there is an intent to formulate, modify, or repeal a regulation and submit to the Authority (ARTA);
  - 2.4. Produce a Regulatory Impact Statement (RIS) upon completion of each RIA and submit to ARTA for review and assessment;
  - 2.5. Refer the Authority's policy option recommendations to the appropriate decision-makers within the agency; and
  - 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).
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 issuance;
  - 4.1. UP Office of the National Administrative Register (UP ONAR); and
  - 4.2. 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 ARTA, and submit the same to ARTA to populate Anti-Red Tape Electronic Management Information System (ARTEMIS);
6. Monitor and periodically review the Visayas State University's (VSU) 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 31<sup>st</sup> of each year;
8. Ensure the compliance of the VSU 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 a client feedback mechanism and client satisfaction measurement;
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 to be issued by ARTA;
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 mechanism where clients may adequately express their complaints, comments, or suggestions. The CART must ensure that complaints forwarded by the Presidential Complaints Center, Civil Service Commission's Contact Center ng Bayan, and Complaints Action Center of ARTA are acknowledged, received, responded, to and/or acted upon by the VSU within the designated period by the intended recipient;
13. 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. No. 11032, its IRR, and other issuances by 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, as applicable;
14. Coordinate with the VSU'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 R.A. 11032 (amending R.A. No. 9485), its IRR and other issuances issued by ARTA.

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.

  
**EDGARDO E. TULIN**  
President