



OFFICE OF THE GENERAL MANAGER

MEMORANDUM CIRCULAR NO. 2024-001

TO : ALL DEPARTMENTS

SUBJECT : COMPOSITION OF THE CWD COMMITTEE ON ANTI-RED TAPE (CART)

DATE : January 03, 2024

Pursuant to Memorandum Circular No. 2023-08 dated November 23, 2023, of the Anti-Red Tape Authority (ARTA), pertaining to the guidelines on the designation of a Committee on Anti-Red Tape (CART), the CWD CART shall be composed of the following:

Chairperson: General Manager A
Vice Chairperson: Department Manager A, Commercial Department

Members:

- Department Manager A, Administrative Department
- Department Manager A, Operations Department
- Department Manager A, Technical Services Department
- Division Manager A, Administrative and Human Resources Division
- Division Manager A, Customer Care Division
- Management Information/Design Specialist A
- Corporate Planning Specialist A

Focal Person/Secretariat Head: Industrial Relation Development Officer, AHRD

Secretariat Members: Administrative Services Assistant B, AHRD
Secretary B, Commercial Department

The CWD CART shall comply with the requirements of R.A. 11032, its IRR, and the updated guidelines prescribed under the MC 2023-08 of the ARTA, as may be applicable such as the following:

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;
2. For GOCC, compliance with 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:
 - 2.1 Submission of Annual Regulatory Plan (ARP) not later than 07 March of each year;



- 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;
 - 2.3 Conduct of post-implementation assessment and review of existing regulations, ordinances, or other related issuances;
 - 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;
 - 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;
 - 2.6 Referral of ARTA's policy option recommendations to the appropriate decision-makers within the GOCC; and
 - 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;
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;
 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;
 5. Registration and publication of new regulations and issuances to the following, within fifteen (15) days from issuance:
 - 5.1 University of the Philippines Office of National Administrative Register (UP ONAR); and
 - 5.2 Newspaper of general circulation for publication;
 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:
 - 6.1 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 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;
 - 6.3 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
 - 6.4 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;
7. Compliance of the agency on the zero-contact policy in accordance with R.A. 11032;
 8. Compliance of the external and internal services of the agency with the prescribed processing time as mandated by RA 11032 or the respective mandate under special law;
 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;
 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; and
 11. Establishment and management of a public assistance complaints desk or ARTA Helpdesk to effectively receive complaints and 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.

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 the 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,



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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 March of every year. 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 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.

All concerned employees are hereby directed to render full cooperation to effectively execute the function of the said committee.

For your guidance and compliance.

MR. EXEQUIEL A. AGUILAR, JR.
General Manager A

Received by :
Administrative Dept. *Malopez 1/3/24*
Finance Dept. *9/13*
Commercial Dept. *m 1/3/24*
Operations Dept. *AB 1-3-24*
Technical Services Dept. *sf 1/3/24*

Cc:

Office of the Board *mm 1/3/24*
NLM-CWD *1-3/24*
Record Section *malopez 1/3/24*