



Special Order No. 2022-09-29

To: All Concerned PSHSWVC Personnel

Date: September 23, 2022

From: **SHENA FAITH M. GANELA, Ph.D.**
Campus Director

Subject: **Reiteration of the Agency's Committee on Anti-Red Tape (CART)**

In compliance to the PBB requirement, and pursuant to Sec.1, Rule III of the IRR of RA 11032 and in accordance with the issued ARTA MC 2020-007, you are hereby constituted as our Campus **Committee on Anti-Red Tape (CART)** with the Campus Director as the Chairperson, you shall ensure strict compliance to RA 11032, its IRR and other issuances by ARTA:

Vice Chairperson: Mrs. Arthess Castor (FAD Chief/ PBB Focal Person)

Members: Dr. Rolando Libutaque- CID Chief
Mrs. Anecita Altis- SSD Chief
Mr. Milko Antonio Panes (HRMO)
Ms. Emilie Eureka Salvador (Planning Officer)
Ms. Gerlaine Mi Gardose (Internal Auditor- Accountant)
Mrs. Nerielyn Golingan (Records Officer)
Mr. Herbert John Escullar (ISA2)

Functions:

1. Conduct of compliance cost analysis, time and motion studies, evaluation and improvements of the agency's services;
2. Comply to the guidelines on the national Policy on Regulatory Management System to be issued by ARTA;
3. Ensure effective knowledge transfer or information dissemination among office employees on ARTA-related matters;
4. Register new regulations to UP ONAR and publish them to official gazette;
5. Set up and update the Citizen's Chart. Submit it to the Anti-Red Tape Electronic Management System (ARTEMIS);
6. Monitor and review the agency or office's Citizen's Charter, specifically the procedures/steps, time, documentary requirements, and fees;
7. Ensure updates on the Citizen's Charter is posted not later than March 31 every year;
8. Ensure Agency Implementation of zero-contact policy;
9. Ensure Agency Compliance with 3-7-20 prescribed processing time for transactions;
10. Develop and Foster a client feedback mechanism and client satisfaction measurement;
11. Report to ARTA the results of Client Satisfaction Survey until the last working day of January each year;

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12. Establish and Manage a public assistance complaints desk to effectively receive complaints and monitor customer satisfaction via several feedback mechanism;
13. Serve as coordinating body for the establishment of the agency's Electronic Business One-Stop Shop (BOSS);
14. Coordinate and Disseminate ARTA information, Education, and Communication materials for public consumption;
15. Perform others functions, duties, and responsibilities under R.A. 11032 and its IRR.

This Order shall remain enforced unless otherwise revoked or amended.

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