



Republic of the Philippines  
**MUNICIPAL GOVERNMENT OF TERESA**  
Rizal Province  
Municipal Hall, Corazon C. Aquino Avenue, Barangay Poblacion  
Teresa, Rizal 1880

**OFFICE OF THE MAYOR**

**EXECUTIVE ORDER NO. 01, SERIES OF 2024**

**AN ORDER CREATING THE COMMITTEE ON ANTI-RED TAPE (CART) IN THE MUNICIPALITY OF TERESA, RIZAL, DESIGNATING ITS MEMBERS AND DEFINING ITS FUNCTIONS**

**WHEREAS**, Republic Act No. 11032 otherwise known as the "*Ease of Doing Business and Efficient Government Service Delivery Act of 2018*" states that "*It is hereby declared the policy of the State to 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 government*";

**WHEREAS**, the Anti-Red Tape Authority (ARTA) issued Memorandum Circular No. 2020-07 providing for the "*Guidelines on the Designation of a Committee on Anti-Red Tape (CART) in the agencies concerned in compliance with Republic Act No. 11032 and its Implementing Rules and Regulations (IRR)*";

**WHEREAS**, the ARTA issued Memorandum Circular No. 2023-08 which provides amendments on certain provisions of ARTA MC No. 2020-07;

**WHEREAS**, the Municipality of Teresa, Rizal promotes the policies of transparency, accountability, fast and efficient services to its constituents, and is eager to comply with pertinent rules and regulations;

**NOW, THEREFORE, I, RODEL N. DELA CRUZ**, Municipal Mayor of Teresa, Rizal, by virtue of the powers vested in me by law, do hereby order the creation of the Committee on Anti-Red Tape (CART), designating its members and defining its functions, as follows:

**SECTION 1. COMPOSITION:** The Committee on Anti-Red Tape (CART) shall be composed of the following:

- |                         |   |                      |
|-------------------------|---|----------------------|
| <b>CHAIRPERSON</b>      | - | Municipal Mayor      |
| <b>VICE CHAIRPERSON</b> | - | Municipal Vice Mayor |

## **MEMBERS**

- Municipal Administrator / OIC – Municipal Planning and Development Coordinator
- Municipal Assessor
- Municipal Government Department Head – HRMO
- Municipal Engineer
- OIC – Municipal Health Office
- OIC – Business Permit and Licensing Section
- OIC – Municipal Environment and Natural Resources Office

**SECTION 2. FUNCTIONS, DUTIES AND RESPONSIBILITIES:** The Committee on Anti-Red Tape shall have the following functions, duties and responsibilities:

- a. Ensure that the Municipality receive, respond, and comply with the requirements of Republic Act No. 11032, its IRR and subsequent issuances of ARTA, as may be applicable. These requirements pertain to the following:
  - a.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 Municipality, if deemed necessary, using the concepts and tools indicated in the Whole-Of-Government (WOG) Reengineering Manual issued by ARTA;
- b. Adopt 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, innovates 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;
- c. 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;



- d. Register and publish the new regulations and issuances to the following, within fifteen (15) days from issuance:
  - d.1. University of the Philippines Office of the National Administrative Register (UP ONAR); and
  - d.2. Newspaper of general circulation for publication
- e. Set up the most current and updated service standards and inclusion of the same in the Citizen's Charter 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:
  - e.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;
  - e.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;
  - e.3. Monitoring and periodic review of the Citizen's Charter, specifically the procedures/steps, timeline, documentary requirements, fees, and other information indicated in the Citizen's Charter; and
  - e.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 Municipality pursuant to ARTA MC No. 2019-02
- f. Compliance with the zero-contact policy in accordance with R.A. 11032;
- g. Compliance of the external and internal services with the prescribed processing time as mandated by R.A. 11032 or the respective mandate under special law;
- h. Implement the Harmonized Client Satisfaction Measurement (CSM) in accordance with the guidelines provided under MC No. 2022-005 and its amendment as may be applicable;
- i. Submit 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;
- j. 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 express their complaints, comments, or suggestions;

- k. Ensure that complaints forwarded by the Presidential Complaints Center, Contact Center ng Bayan of the Civil Service Commission, 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 office/department of the Municipality;
- l. Adopt all lawful methods in resolving complaints referred by ARTA;
- m. As may be applicable, serve as overall coordinating body for the establishment of Electronic Business One Stop Shop (e-BOSS) in compliance with the mandate under R.A. 11032, its IRR, and other issuances of ARTA;
- n. Ensure compliance and submission of the Zero Backlog Report under ARTA MC No. 2022-02, as amended by MC No. 2023-02, on or before 07 March of each year;
- o. 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;
- p. Coordinate with the LGU on the dissemination of ARTA Information, Education and Communication materials for public consumption.
- q. Recommend policies, issuances, and measures to facilitate the implementation of R.A. No. 11032 and further improve related issuances and existing guidelines; and
- r. Perform such other functions, duties, and responsibilities under R.A. 11032 (amending R.A. 9485), its IRR and other issuances issued by ARTA.

**SECTION 3. ARTA FOCAL PERSONS:** The following are hereby designated as ARTA Focal persons:

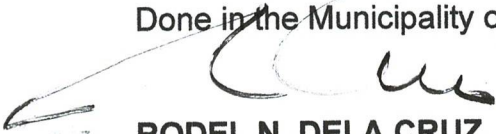
- |                                                                    |   |                    |
|--------------------------------------------------------------------|---|--------------------|
| 1. Ms. Harriet Jane F. Pangan<br>Admin Aide I                      | - | Mayor's Office     |
| 2. Mr. Arnel SJ Pantaleon<br>Local Assessment Operations Officer 1 | - | Assessor's Office  |
| 3. Mr. Robert C. Espiritu<br>Admin Aide I                          | - | MENRO              |
| 4. Ms. Julie Rose DV Topacio<br>Agricultural Technologist          | - | Agriculture Office |
| 5. Mr. Jay-Arr A. Ramos<br>Admin Aide I                            | - | BPLS               |

- |                                                           |   |                         |
|-----------------------------------------------------------|---|-------------------------|
| 6. Ms. Venus F. Gomez<br>Registration Officer II          | - | LCR Office              |
| 7. Ms. Dianerose B. Vidal<br>Admin Aide I                 | - | SB Office               |
| 8. Ms. Joanne Sasutona<br>Admin Aide I                    | - | Information Office      |
| 9. Ms. Luisa Kamille H. Peñaranda<br>Nursing Attendant II | - | MHO                     |
| 10. Mr. Ramon P. Ducusin, Jr.<br>Executive Assistant I    | - | Tourism Office          |
| 11. Ms. Leila C. Marchan<br>Zoning Officer III            | - | GAD/Zoning Office       |
| 12. Ms. Ana Jane F. Magtaos<br>Day Care Worker II         | - | MSWD                    |
| 13. Ms. Myralyn L. Echon<br>Admin Assistant II            | - | PESO                    |
| 14. Mr. Jovito E. Francisco<br>Executive Assistant III    | - | MADAC/TTFRO             |
| 15. Mr. Honorio S. Mateo<br>LDRRMO III                    | - | MDRRMO                  |
| 16. Mr. Darius T. Antuerpia<br>ADA-I                      | - | General Utility Service |
| 17. Ms. Emma Ruth L. Alarcos<br>Admin Aide I              | - | Teresa Public Market    |

**SECTION 4. REPEALING CLAUSE.** All issuances, orders and memoranda issued inconsistent herewith are hereby nullified and/or repealed.

**SECTION 5. EFFECTIVITY.** This Executive Order shall take effect immediately.

Done in the Municipality of Teresa, Rizal this 3<sup>rd</sup> day of January 2024.



**RODEL N. DELA CRUZ**  
Municipal Mayor