

Republic of the Philippines
NATIONAL PRIVACY COMMISSION



PRIVACY COMMISSION
SPECIAL ORDER No. 091 s. 2021

**SUBJECT: CREATION OF THE NATIONAL PRIVACY COMMISSION -
 COMMITTEE ON ANTI-RED TAPE (CART)**

In the interest of the service and pursuant to Memorandum Circular No. 2020-7 dated September 30, 2020 of the Anti-Red Tape Authority (ARTA) on the Guidelines on the Designation of a Committee on Anti-Red Tape, the NPC-CART is hereby created composed of the following:

Chairperson:	EXECUTIVE DIRECTOR
Vice Chairperson:	PPO DIRECTOR
Member/s:	For Planning/Finance: FAO DIRECTOR FPMD CHIEF PLANNING UNIT HEAD
	IMISU HEAD (IT/MS for Systems and Methods)
	Internal Audit: QMR SPQR PQR HEAD
	HRDD CHIEF (Human Resource Management)
	ASD CHIEF (Records)
	LD CHIEF (Legal)
	PIAD CHIEF (Public Assistance/Complaints Center)
	Core Operations: DSTSD CHIEF CMD CHIEF CID CHIEF
Secretariat:	IO III, PIAD IO II, PIAD AO IV, PLANNING UNIT REPRESENTATIVE, OED

The NPC-CART shall comply with the requirements of RA No. 11032, its IRR, and subsequent issuances by the Authority, as may be applicable such as the following:

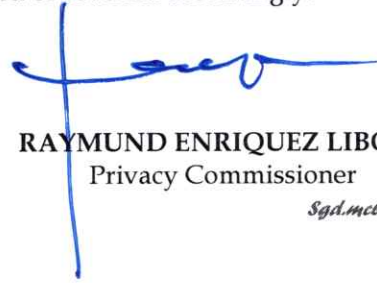
1. Conduct of compliance cost analysis, time and motion studies, evaluation, and improvement of all the agency's services, and reengineering the same;
2. Notify the ARTA of every formulation, modification, and repeal of regulations, ordinances or other related issuances;
3. Conduct post-implementation assessment and review of existing regulations, ordinances or other related issuances, undertake Regulatory Impact Assessment (RIA);
4. Prepare a PIA whenever there is an intent to formulate, modify, or repeal a regulation and submit to the Authority;
5. Produce a Regulatory Impact Statement (RIS) upon completion of each RIA and submit to the Authority for review and assessment;
6. Refer to the ARTA's policy option recommendations to the appropriate decision-makers within the agency;
7. Submit an inventory and electronic copies of all existing (both in-effect and repealed) regulations and issuances to populate the Philippine Business Regulation Information System (PBRIS);
8. 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;
9. Register new regulations and issuances to the following, if applicable, within fifteen (15) days from issuance:
 - a) UP Office of National Administrative Register (UP ONAR)
 - b) Official Gazette for publication
10. Set-up the most current and updated service standards and indicate in the Citizen's Charter in accordance to the prescribed template issued by the Authority, and submit the same to the Authority to populate Anti-Red Tape Electronic Management Information System (ARTEMIS);
11. Monitor and periodically review the office or agency's Citizen Charter, specifically procedures/steps, time, documentary requirements, and fees;
12. Ensure that an updated Citizen's Charter, should there be any change, is posted not later than March 31 of each year;
13. 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;
14. Develop and foster a client feedback mechanism and client satisfaction measurement;
15. Report to the ARTA not later than the last working of January of each year results of the Client Satisfaction Survey for each service based on the guidelines issued by the Authority;
16. 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 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 the Authority are acknowledged, received, responded to and/or acted upon within the designated period by the intended recipient within the agency;
17. Serves as the overall coordinating body for the establishment of an Electronic Business One Stop Shop (e-BOSS) in compliance with the mandate under RA NO 11032, its IRR, and other issuance by the Authority. The CART must facilitate the and assist various offices involved during the development and implementation of e-BOSS including logistical and personnel requirements, security of the system, development of communication plan, implementation of contingency measures, and protection of data and information, as applicable;

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18. Coordinate with the agency's communications/public relations office the dissemination of ARTA IEC materials for public consumption.

This Order shall take effect immediately and to remain in force unless otherwise amended or revoked. All issuances inconsistent herewith is hereby suspended or revoked accordingly.



RAYMUND ENRIQUEZ LIBORO
Privacy Commissioner

Sgd.mcb

Date: 21 APR 2021