EXECUTIVE ORDER NO. 11-09
Series of 2025

"AN ORDER RECONSTITUTING THE COMMITTEE ON ANTI-RED TAPE (CART) OF THE PROVINCIAL GOVERNMENT OF DINAGAT ISLANDS AND ENUMERATING ITS FUNCTIONS, DUTIES AND RESPONSIBILITIES"

WHEREAS, the Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018", amended Republic Act No. 9485 or the Anti-Red Tape Act of 2007, mandating all government offices and agencies to simplify processes, reduce processing time, and ensure transparency in all government transactions;

WHEREAS, pursuant to Section 1, Rule III of the Implementing Rules and Regulations (IRR) of R.A. No. 11032, the Anti-Red Tape Authority (ARTA) issued Memorandum Circular (MC) No. 2020-07 on 30 September 2020, providing the initial "Guidelines on the Designation of a Committee on Anti-Red Tape (CART)";

WHEREAS, to further clarify coverage and compliance, ARTA subsequently issued MC No. 2023-08 on 22 November 2023, amending certain provisions of MC No. 2020-07, and reaffirming in its Section 3.1 that provincial, city, and municipal governments are required to designate a CART, which shall operate as an inter-office task force requiring no separate budget and new plantilla positions;

WHEREAS, Section 3.3 of ARTA MC No. 2023-08 enumerates the mandatory functions and roles of the CART, including the conduct of reengineering, the maintenance of the Citizen's Charter (CC), and the implementation of the Client Satisfaction Measurement (CSM), among others; and

WHEREAS, the Provincial Government of Dinagat Islands is fully committed to the national policy of promoting public accountability and efficient service delivery by eliminating bureaucratic red tape, preventing graft and corruption, and improving the competitive environment for businesses.

NOW THEREFORE, I, **NILO P. DEMEREY, JR., MPM,** Provincial Governor, by virtue of the powers vested in me by law, do hereby order the reconstitution of the Committee on Anti-Red Tape (CART) of the Provincial Government of Dinagat Islands, as follows:

SECTION 1. COMPOSITION OF THE CART. The CART shall be composed of the following:

Chairperson:	Provincial Governor
Vice Chairperson:	Provincial Administrator
Members:	Secretary to the Sanggunian
	Provincial Treasurer
	Provincial Assessor
	Provincial Planning and Development Coordinator

Provincial Engineer

Provincial Health Officer

Provincial Environment and Natural Resources Officer

Provincial Legal Officer

Provincial General Services Officer

Provincial Governor's Office – Information and Communication Technology Division Chief

Chief of Hospitals of the District Hospitals

SECTION 2. FUNCTIONS, DUTIES, AND RESPONSIBILITIES OF THE CART. The CART Members shall have the following functions, duties, and responsibilities as stated under 6.2 of ARTA MC No. 2023-08:

2.1 The CART shall ensure that the Provincial Government receive, respond, and comply with the requirements of R.A. No. 11032, its IRR and subsequent issuances by ARTA, as may be applicable, and in coordination with the appropriate offices and units. These requirements pertain to the following:

2.1.1 Conduct of reengineering of systems and procedures, compliance cost analysis, time and motion studies, and evaluation and improvement of all the services of the Provincial Government, if deemed necessary, using the concepts and tools indicated in the Whole-of-Government (WOG) Reengineering Manual issued by ARTA;

2.1.2 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 Provincial Government 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 mechanism for nomination, submission of the nomination to ARTA containing the qualifications of the Provincial Government with collected evidence and detailed description of its best practices, innovative ideas, and success stories, among others;

2.1.3 Conduct 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 end of the training;

2.1.4 Setting up of the most current and updated service standards and inclusion of the same in the Citizen's Charter (CC) of the Provincial Government 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:

2.1.4.1 Submission of the updated CC Handbook to ARTA, together with an updated Certificate of Compliance (CoC) duly signed by the Provincial Governor or authorized representative;

2.1.4.2 Identification of official personnel who shall encode and submit the CC through the Anti-Red Tape Electronic Management Information System (ARTEMIS), once operational;

2.1.4.3 Monitoring and periodic review of the CC of the Provincial Government, specifically the procedures/steps, timeline, documentary requirements, fees, and other information indicated in the CC; and

2.1.4.4 Posting of the most current and updated CC - Information Billboard in the most conspicuous space of the office, with the relevant pages of the CC Handbook placed in the service counters of offices providing external services and the soft copy of the CC Handbook posted at the official website of the Provincial Government pursuant to ARTA MC No. 2019-02;

2.1.5 Compliance of the Provincial Government, on the zero-contact policy in accordance with RA 11032;

2.1.6 Compliance of the external and internal services of the Provincial Government with the prescribed processing time as mandated by RA 11032 or the respective mandate under special law;

2.1.7 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;

2.1.8 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;

2.1.9 Establishment and management of a Public Assistance Complaints Desk (PACD) 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;

2.2 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 Provincial Government;

2.3 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 RA 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;

2.4 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;

2.5 The CART shall coordinate with the Provincial Information Office (PIO) 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; and

2.6 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.

SECTION 3. COMPOSITION OF CART SECRETARIAT. The CART Secretariat shall be composed of the following personnel from the Provincial Human Resource Management and Development Office (PHRMDO):

Head:	Provincial Human Resource Management Officer
Members:	Supervising Administrative Officer
	Human Resource Management Officer II
	Human Resource Management Officer I

SECTION 4. FUNCTIONS AND DUTIES OF THE CART SECRETARIAT. The CART Secretariat shall have the following functions, and duties:

4.1 Provide administrative support to the CART;

4.2 Make all necessary arrangements for meetings and activities of the CART;

4.3 Prepare minutes of the meetings of CART; and

4.4 Take custody of the CART documents, data, and other information records.

SECTION 5. COMPOSITION, FUNCTIONS, AND DUTIES OF CART TECHNICAL WORKING GROUP (TWG). The CART TWG shall be composed of Administrative Officers or Administrative Officer-Designates from various provincial offices and shall have the following functions, and duties:

5.1 Assist the CART in formulating, updating, and reviewing anti-red tape policies, internal guidelines, and service standards;

5.2 Coordinate the implementation of the Provincial Government's CC and monitor compliance in their respective offices;

5.3 Conduct periodic reviews of the Provincial Government frontline services to identify and eliminate redundant, duplicative, or unnecessary processes;

5.4 Initiate the reengineering of workflows, procedures, and requirements to simplify and improve service delivery;

5.5 Assist in the management and resolution of complaints, feedback, and concerns from clients related to red tape or service delays; and

5.6 Maintain records and documentation of process reviews, compliance activities, capacity-building efforts, and other anti-red tape initiatives in their respective offices.

SECTION 6. FOCAL AND ALTERNATE FOCAL PERSONS PER ARTA REQUIREMENT. The following CART members shall be designated as Focal and Alternate Focal Persons per ARTA requirement with their respective tasks, ensuring full compliance with RA 11032 and relevant ARTA Issuances:

ARTA REQUIREMENTS	FOCAL PERSON	ALTERNATE FOCAL PERSON	TASKS
▪ CART Executive/Office Order ▪ CART Periodic Meetings	Provincial Governor/ Chairperson	Provincial Administrator/ Vice Chairperson	▪ Preside over all CART meetings, sign the Executive Order/Office Order and subsequent official CART issuances, and ensure the prompt implementation of all CART resolutions and ARTA mandates.
▪ CC Handbook with Certificate of CoC, CC Information Billboard, and CC Website or Online Posting	Provincial Planning and Development Coordinator	Provincial Governor's Office – Information and Communication Technology Division Chief	▪ Lead the technical working group to annually update the CC Handbook, ensure all services adhere to the 3/7/20-day processing time, sign the CoC, and ensure the CC is conspicuously posted and digitally published on the Provincial website.
▪ Whole-of-Government (WoG) Reengineering Plan	Provincial Administrator	Provincial Planning and Development Coordinator	▪ Initiate, oversee, and coordinate the reengineering of complex or high-volume frontline services. ▪ Ensure the completion of preliminary studies (e.g., time and motion studies) and the submission of the initial/final WoG Reengineering Plan to ARTA.
▪ Client Satisfaction Measurement (CSM) ▪ Client Satisfaction Measurement Report (CSMR)	Internal Auditor IV	Secretary to the Sanggunian	▪ Oversee the implementation of the Harmonized CSM across all frontline offices, ensuring the methodology aligns with ARTA guidelines. ▪ Consolidate, analyze, and coordinate with CART Secretariat for the submission of the annual CSMR to ARTA not later than the last working day of April of each year.
▪ Zero Backlog Program (Annex A) and Zero	Provincial Treasurer	Provincial Assessor	▪ Coordinate with all offices to ensure timely processing of

Backlog Program (Annex B) or Zero Backlog Certification (Annex C)			pending transactions and the elimination of backlogs. ▪ Certify and submit the Zero Backlog Reports (Annex A/B), or the Zero Backlog Certification (Annex C) to ARTA on or before March 7 of every year.
▪ PACD ▪ Feedback and Complaints Mechanism ▪ PACD Officers	Provincial Legal Officer	Provincial Administrator	▪ Identify employees who will be designated as the official PACD Officers in every building of the Provincial Government and establish the formal mechanism for receiving, documenting, and resolving client complaints. ▪ Ensure all complaints referred by ARTA or other agencies are acknowledged and acted upon within the designated period.
▪ Campaign Against Fixers ▪ ARTA Information, Education, and Communication (IEC) (i.e., brochures, leaflets, posters, L&D interventions) ▪ Wearing of ID ▪ Adoption of Working Schedules ▪ Priority Lane for Persons with Disability (PWD), Senior Citizens, and Pregnant Women	Provincial Environment and Natural Resources Officer	Chief of Hospitals	▪ Coordinate with the PIO for the dissemination of ARTA IEC materials (i.e., brochures, posters) to support the Campaign Against Fixers. ▪ Ensure the conspicuous display of the Working Schedule and the proper implementation of the Priority Lane in all offices.

SECTION 7. FUNCTIONS OF PROVINCIAL INTERNAL AUDIT SERVICE OFFICE (PIASO). The PIASO, shall serve as an independent assurance and consulting body to the CART and the Provincial Governor, ensuring accountability and promoting efficiency in government service delivery by performing the following functions:

7.1 Conduct periodic and special audits to ensure full compliance of all provincial offices with the provisions of Republic Act No. 11032, its IRR, and all relevant issuances from the ARTA. This includes:

7.1.1 Evaluating the proper implementation and conspicuous posting of the approved CC across all frontline services.

7.1.2 Verifying adherence to the prescribed processing timelines (3-7-20) and the Zero-Contact Policy.

7.2 Identify and assess red tape-related risks inherent in-service delivery processes (e.g., unauthorized discretion, high-cost compliance, multi-layered approvals). The PIASO shall evaluate the adequacy and effectiveness of internal controls designed to mitigate these risks, thereby promoting efficient and corruption-free processes.

7.3 Review and evaluate the efficiency and economy of workflows and procedures for critical services. The PIASO shall provide consulting services to recommend streamlining efforts, elimination of redundant steps, and automation strategies to align with the CART's goal of improved service delivery and the implementation of the WoG Reengineering Plan.

7.4 Report audit findings and recommendations related to anti-red tape compliance and the results of the CSM directly to the Provincial Governor, the Vice Chairperson, and the CART for immediate corrective action. The PIASO shall further support the CART and ARTA in any external reviews or assessments, fostering a culture of transparency and accountability within the Provincial Government.

SECTION 8. REPEALING. All Executive Orders and other issuances or parts thereof inconsistent with this Order are hereby repealed, modified, or amended accordingly.

SECTION 9. SEPARABILITY. If, for any reason/s any part of this Order is held to be unconstitutional or invalid, other parts or provisions hereof that are not affected shall continue to be in full force and effect.

SECTION 10. EFFECTIVITY. This Executive Order shall take effect immediately.

Issued this 24th day of November 2025 at Cuarinta, San Jose, Province of Dinagat Islands.

SO ORDERED.

NILO P. DEMEREY, JR., MPM
Provincial Governor