



NATIONAL ELECTRIFICATION ADMINISTRATION

"The 1st Performance Governance System-Institutionalized National Government Agency"
57 NIA Road, Government Center, Diliman, Quezon City 1100



OFFICE ORDER NO. 2021-55

Series of 2021

SUBJECT : CREATION OF NEA COMMITTEE ON ANTI-RED TAPE (CART)

DATE : June 07, 2021

In the exigency of public service and pursuant to **Republic Act 11032** otherwise known as the **Ease of Doing Business and Efficient Government Services Delivery Act of 2018**, and **Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2020-07**, entitled as the "**Guidelines on the Designation of a Committee on Anti-Red Tape (CART)**", the following are hereby designated to compose the CART within the National Electrification Administration.

Chairperson:	SONIA B. SAN DIEGO Deputy Administrator for Corporate Resources and Financial Services
Vice-Chairperson (External):	GWEN P. ENCISO-KYAMCO Attorney IV
Vice-Chairperson (Internal):	JONA E. ANDAL Manager, Human Resources and Administration Department
Members:	<ol style="list-style-type: none"> 1. ANASTACIA B. SUASI Manager, Human Resources Management 2. LEILANI L. RICO Manager, Database Management & Program Control Division 3. LUISA I. HERNANDEZ Manager, Rural Electrification Project Planning & Development Division 4. IRENE H. VIRAY Manager, Treasury Division 5. LINO SJ. VERMUDO, JR. Acting Manager, Strategic Planning Division 6. ARNEL P. GALARPE Acting Manager, Consumer Dev't and Protection Division 7. FELICISIMO U. PULA Officer-In-Charge, Renewable Energy Development Division 8. CAYETANO B. JUAREZ Acting Manager, Electric Cooperative Financial Management and Audit Division 9. EXEQUIEL T. EVALE, JR. Acting Manager, Technical Operations Division 10. ROUCHELLE JANE M. PAYURAN Chief Accounts Management Specialist 11. RHONEIL I. LIBUNAO Chief Internal Control Officer 12. JUSTINO S. CALVEZ MIS Design Specialist 13. ELLEN FLEUR V. BANG-AY Sr. Public Relations Officer A

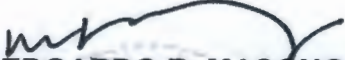
Secretariat:	ESTANISLAO D. LAXA, JR. Supervising Internal Control Officer CHRISTINE C. SAGRITALO Sr. Internal Control Officer A DANICA VI A. MUNCAL Electric Cooperative Development Officer A
--------------	---

Functions and responsibilities:

1. Conduct of compliance cost analysis, time and motion studies, evaluation and improvement of all the agency's services, and reengineering the same;
2. Subject to the Guidelines/National Policy on Regulatory Management System to be issued by the ARTA:
 - 2.1. Notify the Authority of every formulation, modification, and repeal of regulations, ordinances or other related issuances;
 - 2.2. Conduct post-implementation assessment and review of existing regulations, ordinances or other related issuances, undertake Regulatory Impact Assessment (RIA);
 - 2.3. Prepare a Preliminary Impact Assessment (PIA) whenever there is an intent to formulate, modify, or repeal a regulation and submit to the Authority;
 - 2.4. Produce a Regulatory Impact Statement (RIS) upon completion of each RIA and submit to the Authority for review and assessment;
 - 2.5. Refer the Authority's policy option recommendations to the appropriate decision-makers within the agency;
 - 2.6. 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).
3. 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;
4. 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), and
 - b. Official Gazette for publication
5. 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 the Anti-Red Tape Electronic Management Information System (ARTEMIS);

6. Monitor and periodically review the office or agency's Citizen's Charter, specifically: procedures/steps, time, documentary requirements, and fees;
7. Ensure that an updated Citizen's Charter, should there be any change, is posted not later than March 31st of each year;
8. Ensure the compliance of the agency on the zero-contact policy in accordance with the law;
9. 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;
10. Develop and foster a client feedback mechanism and client satisfaction measurement;
11. Report to the Authority not later than the last working day of January of each year, the results of the Client Satisfaction Survey for each service based on the guidelines to be issued by the Authority;
12. 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 their agency;
13. Serve as 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 issuances by the Authority. 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, development of a communication plan, implementation of contingency measures, and protection of data and information, as applicable;
14. Coordinate with the agency's communications/public relations office the dissemination of ARTA Information, Education, and Communication materials for public consumption;
15. Perform such other functions, duties and responsibilities under RA No. 11032 (amending RA No. 9485), its IRR and other issuances issued by the Authority.

This Order shall take effect immediately and shall supersede/revoke all orders inconsistent herewith.


EDGARDO R. MASONGSONG
Administrator



NEA-OA267047
06/02/21