

26 March 2025

**SPECIAL ORDER NO. 06
Series of 2025**

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 (Annex A) within Overseas Filipino Bank:

Chairperson:	OFB's President & CEO
Vice-Chairperson:	Central Point of Contact Unit Head
Members:	OFB's Members of the Management Committee (ManCom)

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 Submit an inventory and electronic copies of all existing (both in-effect and repealed) regulations and issuances to populate the Philippine Business Regulation Information System (PBRIS).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:
 - 4.1. UP Office of National Administrative Register (UP ONAR), and
 - 4.2. Official Gazette for publication
5. Set up the most current and updated service standards and indicate in the Citizen's Charter in accordance with 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.
16. The committee shall meet at least monthly and whenever necessary for issues and concerns on related matters.

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

ELDIC C. PANGILINAN

Officer-in-Charge/President and CEO

ANNEX A

CART Composition	Position/ Designation	Contact Details
Elcid C. Pangilinan	Officer-in-Charge/ PCEO	OP@OFBANK.COM.PH ECPANGILINAN@OFBANK.COM.PH Phone No.: 0939-9348376
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Mary C. Calacasan	Administrative Services Unit Head	MCCALACASAN@OFBANK.COM.PH Phone No.: 0917-5907797
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