



Special Order No.: 25-016
Series of 2025

RECONSTITUTION OF THE LLFC COMMITTEE ON ANTI-RED-TAPE (CART)

A. RATIONALE

Pursuant to Republic Act No. 11032 otherwise known as Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and its Implementing Rules and Regulations (IRR) and in reference to Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2021-09, Series of 2021 – Issuance of the Whole-of-Government Reengineering is the establishment of LLFC Committee on Anti-Red Tape (CART).

The reconstitution of the LLFC CART is in accordance with the ARTA Memorandum Circular No. 2023-08 pertaining to the guidelines on the designation of the Committee on Anti-Red Tape (CART) and the recent issuance ARTA Advisory No. 2025-005 dated January 24, 2025 which provides the manner and schedule of submission of the required reports to ARTA under a unified submission form.

B. COVERAGE

This issuance shall cover the composition of CART and their duties and responsibilities pursuant to R.A. 11032, its IRR and subsequent issuances by ARTA.

C. ORDER

In the exigency of service, the following are the members of the LLFC CART:

Chairperson/ Focal Person	:	Head-Account Servicing Group
Vice-Chairperson	:	Head-Corporate Services Group
Members	:	<u>Account Management Group:</u> Head-Account Management Group Assistant Manager Account Management Specialist II Account Management Specialist I
		<u>Office of the General Counsel:</u> Head-Office of General Counsel RAMU Head Legal Researcher

		<u>Account Servicing Group:</u> Head-Account Administration Unit Head- Credit Investigation and Appraisal Unit
		<u>Corporate Services Group:</u> Accountant II Head- Administrative Unit Personnel Specialist II Head- Information and Technology Unit
		Head-Treasury Services Unit
		<u>Management Services Unit:</u> Management Specialist II
		Executive Assistant
Resource Person	:	Head-Internal Audit Office
		Compliance Coordinator
		Head-Risk Management Office
Secretary	:	Management Specialist II

The designated members of LLFC CART are shown on the CART Directory.

Functions, Duties, and Responsibilities of the LLFC CART

The CART shall have the following functions, duties and responsibilities:

1. Conduct of compliance cost analysis, time and motion studies, evaluation and improvement of all LLFC systems and procedures to reduce bureaucratic red tape and processing time and reengineering the same;
2. Periodically review LLFC’s Citizen’s Charter, specifically the procedures/steps, prescribed processing time for transactions, documentary requirements, fees, and other information indicated in the Citizen’s Charter;
3. Ensure timely submission of the updated Citizen’s Charter to ARTA, together with an updated Certificate of Compliance (CoC) duly signed by the LLFC President and CEO;
4. Ensure adherence on the required posting of the most current and updated Citizen’s Charter in the most conspicuous space in LLFC office and the posting at the official website of LLFC;
5. 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;
6. Ensure compliance to zero-contact policy in accordance with the law;
7. Ensure compliance of the LLFC’s external and internal services with the prescribed processing time as mandated by R.A. No. 11032;
8. Develop and foster a client feedback mechanism and implement ARTA’s Harmonized Client Satisfaction Measurement (CSM);


9. **Ensure adherence and timely submission of ARTA's reportorial requirements in accordance with ARTA Advisory No. 2025-05ⁱ under the unified submission form through the link: bit.ly/ARTACompliances and all the other RA 11032 compliances;**
10. Establish and manage a public assistance complaints desk to effectively receive complaints, comments, and suggestions, and monitor client satisfaction via various feedback mechanisms. It must also ensure that all complaints forwarded by the Presidential Complaints Center, Civil Service Commission's Contact Center ng Bayan, and the Legal Office of ARTA are acknowledged, received, responded to and/or acted upon within the designated period;
11. 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;
12. Recommend policies, issuances, and measures, to facilitate the implementation of RA No. 11032 and further improve related issuances and existing guidelines; and
13. Perform other functions, duties and responsibilities under R.A. 11032, its IRR and other ARTA issuances.


D. REPEALING CLAUSE

This order supersedes S.O. No. 24-002, s. 2024 or the Reconstitution of the LLFC Committee on Anti-Red Tape (CART) and all orders and memoranda inconsistent herewith are deemed revoked.

E. EFFECTIVITY

This Order shall take effect after approval.



Michael P. Arañas
President and CEO 

Date: March 3, 2025

ⁱ ARTA Advisory No. 2025-05 dated January 24, 2025 - Reiteration on the Deadline of Submission of the Compliances under RA 11032