

**UNIVERSITY OF THE PHILIPPINES****DILIMAN****QUEZON CITY**

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OFFICE OF THE CHANCELLOR

28 July 2022

ADMINISTRATIVE ORDER NO. FRN-22-133

TO : Prof. Adeline A. Pacia, OVCA
Dr. Augustus C. Resurreccion, HRDO
Dr. Arthur A. Gonzales III, HRDO
Dr. Jose Carlo G. de Pano, OC
Dr. Maria Vanessa Lusung-Oyzon, OVCAA
Ms. Elvira B. Lapuz, OVCAA
Atty. Alan Maximilian Y. Roxas, Jr, OVCCA/DLO
Arch. Mark Anthony M. Morales, OVCPD
Dr. Armando S. Somintac, OVCRD
Prof. April J. Perez, OVCSA

SUBJECT : Reconstitution of Committee on Anti-Red Tape (CART)

In compliance to Memorandum No. TJH 2020-34 and as required by the Anti Red Tape Authority (ARTA), you are hereby constituted as the Committee on Anti-Red Tape (CART) with Vice Chancellor Adeline A. Pacia as Chair and Dr. Augustus C. Resurreccion as Vice Chair. As CART, you will oversee and ensure strict compliance with the provisions of RA 11032, its IRR and other pertinent rules and guidelines.

The functions, duties, and responsibilities of the CART are specified in General Guidelines 6.2 of MC 2020-.7, which include the following:

- Conduct of compliance cost analysis, time and motion studies, evaluation and improvements of the agency's services;
- Monitoring and review of the Citizen's Charter, particularly the procedures/steps, time, documentary requirements and fees;
- Implementation of the zero-contact policy;
- Compliance of the agency with the 3-7-20 prescribed processing time for transactions;
- Establishment and management of the public assistance complaints desk which will receive complaints and monitor customer satisfaction through various feedback mechanisms;
- Coordinating body for the establishment of the agency's Electronic Business One-Stop Shop (BOSS); and
- Compliance with the guidelines on the national policy on the Regulatory Management System.

The Committee may avail of the services of resource persons, secretariat and support staff and shall be entitled to honorarium rates of Standing Committee Level 2.


FIDEL R. NEMENZO, D.Sc.
Chancellor



UNIVERSITY OF THE PHILIPPINES LOS BAÑOS

Office of the Chancellor

28 September 2022

ADMINISTRATIVE ORDER NO. 345

Series of 2022

TO : **All Concerned**
(Thru your respective unit heads)

SUBJECT : **UPLB Committee on Anti-Red Tape (CART)**

In compliance with Memorandum No. TJH 2020-34 issued by the Office of the President, University of the Philippines System on 5 November 2022 regarding the *Constitution of the Committee on Anti-Red Tape (CART), Pursuant to ARTA MC 2020-07*, please constitute yourselves into the UPLB Committee on Anti-Red Tape (CART).

		Regular Member	Alternate Member
Chairperson	Head of Agency	Prof. Jose V. Camacho, Jr. , Chancellor	Dr. Eileen Lorena M. Mamino , Assistant to the Chancellor
Vice Chairperson	Lower than Head of Agency	Assoc. Prof. Rolando T. Bello , Vice Chancellor for Administration	Assoc. Prof. Jennifer Marie S. Amparo , Assistant to the Vice Chancellor for Administration
Members		Prof. Jean O. Loyola , Vice Chancellor for Academic Affairs	Asst. Prof. Roselle V. Collado , Assistant to the Vice Chancellor for Academic Affairs
		Asst. Prof. Margarita Carmen S. Paterno , University Registrar, Office of the University Registrar	Mr. Francis Alfred Xavier C. Viray III , Project Development Officer III, Office of the University Registrar
		Ms. Joan E. Mendoza , Chief Administrative Officer, Internal Control Office	
		Ms. Marie Claire L. Raymundo , Chief Accountant, Accounting Office	Ms. Abbie Lynn S. Manongsong , Accountant IV, Accounting Office

		Atty. Eric Paul D. Peralta , Director, Human Resources Development Office	Mr. Ricardo Amiel V. Reveche , Supervising Administrative Officer, Human Resources Development Office
Secretariat		Ms. Leni N. Garcia , Executive Assistant II, Office of the Vice Chancellor for Administration	Ms. Leila D. Tamayo , Administrative Officer V, Office of the Vice Chancellor for Administration

The functions, duties, and responsibilities of the UPLB CART are specified in the Anti-Red Tape Authority Memorandum Circular 2020-07 General Guideline 6.2, which include the following:

1. conduct of compliance cost analysis, time and motion studies, evaluation and improvements of the agency's services;
2. monitoring and review of the Citizen's Charter, particularly the procedures/steps, time, documentary requirements, and fees;
3. implementation of the zero-contact policy;
4. compliance of the agency with the 3-7-20 prescribed processing time for transactions;
5. establishment and management of the public assistance complaints desk which will receive complaints and monitor customer satisfaction through various feedback mechanisms;
6. coordinating body for the establishment of the agency's Electronic Business One-Stop Shop (BOSS); and
7. compliance with the guidelines on the national policy on the Regulatory Management System.

Thank you for your usual support and cooperation.



JOSE V. CAMACHO, JR.
Chancellor

cc: OVCA
HRDO
RMO



UNIVERSITY OF THE PHILIPPINES MANILA
The Health Sciences Center

13 September 2022

ADMINISTRATIVE ORDER CCDP No. 2022-163

TO : VCAF Arlene A. Samaniego, **Chair**
AVCA Melfred L. Hernandez, **Co-Chair**
Members:
Atty. James Dennis C. Gumpal Ms. Carlota P. Surat
Dir. Geoffrey A. Solano Ms. Melody Jane L. Rojo
Ms. Raquel D. Asor Mr. Jorel A. Manalo
Ms. Vicky D. Galvan Ms. Jane B. Gegonia, **Secretary**
Mr. Erwin A. Dando Ms. Elena M. Venturina, **Support Staff**
Ms. Lucia L. Juguan

SUBJECT: Reconstitution of the UP Manila Committee on Anti-Red Tape (UPM-CART)

You are hereby constituted as the UP Manila Committee on Anti-Red Tape (UPM-CART) in compliance with the requirement of ARTA MS 2020-07, effective September 15, 2022.

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

1. Conduct compliance cost analysis, time and motion studies, evaluation and improvements of the University's services.
2. Monitor and review of the Citizen's Charter, particularly the procedures/steps, time, documentary requirements and fees.
3. Implementation of the zero-contact policy.
4. Compliance of the agency with the 3-7-20 prescribed processing time for transactions.
5. Establishment and management of the public assistance complaints desk which will receive complaints and monitor customer satisfaction through various feedback mechanisms.
6. Coordinating body for the establishment of the agency's Electronic Business One-stop Shop (BOSS).
7. Oversee compliance with the guidelines on the national policy on the Regulatory Management System.

The committee shall be entitled to the prescribed honorarium for Standing Committee (Level 2), subject to accounting and auditing rules and regulations.

For information and guidance.

Carmencita D. Padilla, MD, MAHPS
Professor and Chancellor



UNIVERSITY OF THE PHILIPPINES VISAYAS
OFFICE OF THE CHANCELLOR



20 May 2022

ADMINISTRATIVE ORDER NO. CCC 2022-170

TO : All Concerned

SUBJECT : As Stated

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The **Committee on Anti-Red Tape (CART)** is hereby reconstituted with the following as chair, vice chair, members, and support staff effective 01 May 2022 until 31 October 2023:

Chair: VCA John Lorenz R. Belanio
Vice Chair: Asst. Prof. Frediezel G. De Leon

Members: Asso. Prof. Nieves A. Toledo Ms. Arlene N. Avanceña
Asst. Prof. Agustin G. Huyong Ms. Ella O. Tidon
Asst. Prof. Nilo C. Araneta Ms. Mybelle G. Zulueta
Ms. Maria Rotsen A. Cayanan Ms. Jocelyn T. Genesisila
Asst. Prof. Rhea J. Subong Asst. Prof. Arvin L. De Veyra
Atty. Nellie Jo Aujero-Regalado
Ms. Gerthrode Charlotte Tan-Mabilog

Support Staff:
Ms. Sharon Rose G. Niog Ms. Chona G. Herrera
Ms. Evelyn T. Tidon Mr. Jarem G. Espinosa
Mr. Telesforo S. Sales

The CART shall ensure UPV's compliance with the requirements of RA 11032, its IRR, and subsequent issuances by the Anti-Red Tape Authority (ARTA). The duties and responsibilities of the CART include the following, as specified in General Guideline 6.2 of the ARTA Memorandum Circular 2020-07:

1. Conduct compliance cost analysis, time and motion studies, evaluation, and improvement of UPV's services;
2. Ensure effective knowledge transfer or information dissemination among office employees on ARTA-related matters;
3. Set up the most current and updated service standards and indicate in the Citizen's Charter in accordance with the prescribed template issued by ARTA,

- and submit the same to ARTA to populate the Anti-Red Tape Electronic Management System (ARTEMIS);
4. Monitor and periodically review UPV's Citizen's Charter, specifically the procedures/steps, time, documentary requirements and fees;
 5. Ensure that an updated Citizen's Charter, should there be any change, is posted not later than March 31st of each year;
 6. Ensure UPV's implementation of the zero-contact policy in accordance with the law;
 7. Ensure the compliance of UPV's external and internal services with the prescribed processing time (3-7-20) as mandated by RA No. 11032;
 8. Develop and foster a client feedback mechanism and client satisfaction measurement;
 9. Report to ARTA 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 ARTA;
 10. Establish and manage a public assistance complaints desk or ARTA Helpdesk to effectively receive complaints and monitor customer satisfaction via several feedback 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 Commissions' Contact Center ng Bayan, and ARTA Complaints Action Center are acknowledged, received, responded to and/or acted upon within the designated period by the intended recipient within UPV;
 11. Coordinate with UPV's communication/public relations office the dissemination of ARTA Information, Education, and Communication materials for public consumption; and
 12. Perform other functions, duties, and responsibilities under RA 11032, its IRR, and other issuances by ARTA.

For your information and guidance.


CLEMENTE C. CAMPOSANO
Chancellor

cc:	All OVCs	Accounting	Budget	UPVTC
	OUR	DISP	HRDO	CM
	OSA	Legal	IPO	

CCC/erod



OFFICE OF THE CHANCELLOR
UNIVERSITY OF THE PHILIPPINES
OPEN UNIVERSITY

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Maahas, Los Baños, Laguna 4031
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23 September 2022

ADMINISTRATIVE ORDER NO.: CMDPB 2022-116

Series of 2022

TO : Vice Chancellor for Finance and Administration
Vice Chancellor for Academic Affairs
University Registrar
Secretary to the Faculty, Faculty of Information and Communication Studies
Director, Office of Student Affairs
Director, Office of Public Affairs
Director, Information and Communication Technology and Development Office
Chief Administrative Officer, Human Resources Development Office
Chief Administrative Officer, Budget Office

SUBJECT : **RECONSTITUTION OF THE UPOU COMMITTEE ON ANTI-RED TAPE (CART)**

With the Vice Chancellor for Finance and Administration as Chair and the Vice Chancellor for Academic Affairs as Co-Chair, you are hereby appointed as members of the UPOU Committee on Anti-Red Tape (CART) effective today, 23 September 2022.

The CART will ensure compliance of UPOU to RA 11032 (Ease of Doing Business and Efficient Government Service Delivery Act of 2018) and its implementing rules and regulations issued by the Anti-Red Tape Authority (ARTA) and tasked to identify, develop, implement and review policies and monitor processes of the University.

The Administrative Officer of the Office of the Vice Chancellor for Finance and Administration will serve as the Secretary of the CART.

You will receive honorarium (Grade 2) based on the approved rates set by the UP Board of Regents as amended.


MELINDA P. BANDALARIA
Chancellor

Attachments:

IRR of RA 11032
ARTA MC No. 2020-007



Office of the Chancellor
University of the Philippines Baguio

Iskolar ng Bayan Building, University of the Philippines Baguio
Governor Pack Road, Baguio City 2600
Telefax: +63 (074) 442-3833 Email: oc.upbaguio@up.edu.ph

Memorandum No. CCLA 2022-064

TO : Vice Chancellor SANTOS JOSE O. DACANAY III, Vice Chair
Mr. JOSE KYM S. ALVARO, member
Ms. CECILE G. DANGAWEN, member
Prof. VICTORIA LOURDES C. DIAZ, member
Ms. GLORIA Q. RODRIGUERA, member
Atty. SHARON ROSE T. CAROLINO, member

SUBJECT : Appointment as Committee on Anti-Red Tape (CART)

DATE : 17 May 2022

You are hereby appointed as members of the Committee on Anti-Red Tape (CART) effective 1 April 2022 to 13 April 2024, with the undersigned as Chair.

The Committee will have the following functions, duties 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 Authority:
 - a. Notify the Authority of every formulation, modification, and repeal of regulations, ordinances or other related issuances;
 - b. Conduct post-implementation assessment and review of existing regulations, ordinances or other related issuances, undertake Regulatory Impact Assessment (RIA);
 - c. Prepare a Preliminary Impact assessment (PIA) whenever there is an intent to formulate, modify, or repeal a regulation and submit to and the Authority;
 - d. Refer the Authority's policy option recommendations to the appropriate decision makers within the agency;
 - e. 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 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 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 its 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 of 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 Commissions 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 the overall coordinating body for the establishment of an Electronic Business One Stop Shop (e-BOSS) in compliance with the mandate under RA No. 1102, 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 communication/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. 9486, its IRR and other issuances issued by the Authority).

Thank you.


CORAZON L. ABANSI, Ph.D.
Chancellor 

cc: OVCA, SNO, HRDO
Budget Office, Acctg. Office,
Legal Office



OFFICE OF THE CHANCELLOR
UNIVERSITY OF THE PHILIPPINES MINDANAO

Administration Building, Mintal, Davao City 8022, Philippines
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01 April 2022

ADMINISTRATIVE ORDER NO. LAEM 2022-069

TO : **Prof. Jackie Lou J. Tagubase, HRDO Chief – Chair**
Analiza S. Fulvadora – Vice Chair

Members:

OC Units

Linell Funa (Budget Office)
Analiza Macias (GAD/OASH)
Jennifer L. Navarrete (ITO)
Christine Tizon (Legal Office)
Vina Rose N. Galvez (LRMO)
Paolo James Rendon (OSA)
Clint Joey Inson (TTBDO)
Michael Gatela (Pahinungod Office)

Mary Grace Aponte (CHSS)
Marianne L. Casan (CSM)
Melissa P. Loquias (SOM)

OVCAA Units

Marievette V. Gatela (OVCAA)
Ana Sheila A. Sulimanan (ILC/LRC)
Danica Salanay (OR/CARIM)
Cynthia D. Buquia (OUR)
Raymund R. Diaz (Univ. Library)

OVCA Units

Michelle A. Panis (OVCA)
Lennie Lenn Uyog (Accounting)
Susan P. Millado (Cash Office)
Hasel M. Rojas (CPDO)
Arlene C. Gumapac (HRDO)
Helen A. Corton (PPO)
Hazel D. Montecalvo (SPMO)

Secretariat: HRDO

FROM : 
PROF. LYRE ANNI E. MURAO, PhD
Chancellor

SUBJECT : ARTA Committee

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You are hereby constituted as the Anti-Red Tape Act (ARTA) Committee for the period 01 April 2022 to 31 March 2023 in order to perform the following functions:

1. Review, revise, and update the Citizen's Charter of the University;
2. Ensure proper implementation of ARTA provisions in the campus as well as its monitoring;
3. Submit appropriate recommendations to ensure effective and sustainable implementation of the law, its implementing rules and regulations, and the Citizen's Charter; and,
4. Prepare relevant reports as required.

Thank you for your kind cooperation. Warm regards.





UNIVERSITY OF THE PHILIPPINES CEBU

OFFICE OF THE CHANCELLOR

Administrative Order No. CLM 2022-057
Series of 2022

DATE : **26 September 2022**

TO : **UP Cebu Committee on Anti-Red Tape (CART)**
Chairperson: **DR. HAZEL TRAPERO, VCA**
Co-chairperson: **MS. REBECCA BAYAWA, HRDO**
Members: **ASST. PROF. PALMY TUdTUD, CCAD**
ASSO. PROF. LEAHLIZBETH SIA, SOM
ASSO. PROF. DEMELO LAO, CS
ASST. PROF. PURITA BALTAZAR, CSS
ATTY. KING ANTHONY PEREZ, Legal
MS. JAE MARI MAGDADARO, HRDO
PROF. AURELIO VILBAR, U/P
MS. VENA TOMAYAO, OUR
MS. JASELUH SATURINAS, OSA
Secretariat: **ASST. PROF. JIMBOY ALBARACIN, AVCA**

FROM : 
LEO B. MALAGAR
Chancellor, UP Cebu

Re : **Reconstituted UPC Committee on Anti-Red Tape (CART)**

Following Memorandum No. TJH 2020-34 dated 05 November 2020 regarding the Constitution of the Committee on Anti-Red Tape (CART), pursuant to ARTA MC 2020-07, please constitute yourselves into the **UP Cebu Committee on Anti-Red Tape (CART)** guided by the following functions, duties, and responsibilities of the CART as specified in General Guideline 6.2 of MC 2020-07:

- *Conduct of compliance cost analysis, time and motion studies, evaluation and improvements of the agency's services;*
- *Monitoring and review of the Citizen's Charter, particularly the procedures/steps, time, documentary requirements, and fees;*
- *Implementation of the zero-contact policy;*
- *Compliance of the agency with the 3-7-20 prescribed processing time for transactions;*
- *Establishment and management of the public assistance complaints desk which will receive complaints and monitor customer satisfaction through various feedback mechanisms;*
- *Coordinating body for the establishment of the agency's Electronic Business One-Stop Shop (BOSS); and*
- *Compliance with the guidelines on the national policy on the Regulatory Management System.*

This supersedes Memorandum No. CLDC-2020-122 dated 05 November 2020.

Thank you for your cooperation.



PHILIPPINE GENERAL HOSPITAL

The National University Hospital
University of the Philippines Manila
Taft Avenue, Manila

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27 September 2022

ADMINISTRATIVE ORDER NO. 2022 - 143

TO : **MS. MA. ELENA G. ABAT**
Records Officer II, Department of Radiology

SUBJECT : **Appointment as Member (Paramedical) of PGH CART**

In view of the promotion of Ms. Marilyn R. Garcia to the Office and Custodial Services, you are hereby appointed as the new Member (Paramedical) of the PGH Committee on Anti-Red Tape (CART), without additional compensation, effective December 17, 2021 until December 31, 2022.

The PGH CART is institutionally tasked to identify, develop, implement, and review policies and monitor processes of the Hospital and shall have the following *functions, duties and responsibilities*:

- Conduct of compliance cost analysis, time and motion studies, evaluation and improvements of the Hospital's services;
- Monitoring and review of the Citizen's Charter, particularly the procedures/steps, time, documentary requirements, and fees;
- Implementation of the zero-contact policy;
- Compliance of the Hospital with the 3-7-20 prescribed processing time for transactions;
- Establishment and management of the public assistance complaints desk which will receive complaints and monitor customer satisfaction through various feedback mechanisms;
- Coordinate body for the establishment of the Hospital's Electronic Business One-Stop Shop (BOSS); and
- Compliance with the guidelines on the national policy on the Regulatory Management System.

The Committee's outputs shall be incorporated in the Quality Plan and Quality Objectives of each member's respective department/division and Compliance to regulatory requirements in the preparation of the Measurement, Analysis and Improvement (MAI).


GERARDO D. LEGASPI, MD
Director

*Replacement of five (5) separated/reassigned CART members has been made during the UP-PGH CART meeting dated March 25, 2022.

cc: RADIOLOGY
HRDD
Secretarial Section



PHILIPPINE GENERAL HOSPITAL
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27 September 2022

ADMINISTRATIVE ORDER NO. 2022 - 139

TO : **MR. ORLANDO V. ALBA JR.**
Head, Institutional Research, Planning and Development Staff

SUBJECT : **Appointment as Member of PGH CART**

In view of the retirement of Ms. Elsa G. Esteban, you are hereby appointed as the new Member of the PGH Committee on Anti-Red Tape (CART), without additional compensation, effective January 14, 2022 until December 31, 2022.

The PGH CART is institutionally tasked to identify, develop, implement, and review policies and monitor processes of the Hospital and shall have the following *functions, duties and responsibilities*:

- Conduct of compliance cost analysis, time and motion studies, evaluation and improvements of the Hospital's services;
- Monitoring and review of the Citizen's Charter, particularly the procedures/steps, time, documentary requirements, and fees;
- Implementation of the zero-contact policy;
- Compliance of the Hospital with the 3-7-20 prescribed processing time for transactions;
- Establishment and management of the public assistance complaints desk which will receive complaints and monitor customer satisfaction through various feedback mechanisms;
- Coordinate body for the establishment of the Hospital's Electronic Business One-Stop Shop (BOSS); and
- Compliance with the guidelines on the national policy on the Regulatory Management System.

The Committee's outputs shall be incorporated in the Quality Plan and Quality Objectives of each member's respective department/division and Compliance to regulatory requirements in the preparation of the Measurement, Analysis and Improvement (MAI).


GERARDO D. LEGASPI, MD
Director

*Replacement of five (5) separated/reassigned CART members has been made during the UP-PGH CART meeting dated March 25, 2022.

cc: IRPDS
HRDD
Secretarial Section



PHILIPPINE GENERAL HOSPITAL

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Taft Avenue, Manila

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27 September 2022

ADMINISTRATIVE ORDER NO. 2022 - 140

TO : **MR. ARNEL P. DISTOR**
Head, Information Technology Office

SUBJECT : **Appointment as Member (Admin) of PGH CART**

In view of the separation of Mr. Sumilang R. Plucena from the Institution, you are hereby appointed as the new Member (Fiscal) of the PGH Committee on Anti-Red Tape (CART), without additional compensation, effective March 2, 2022 until December 31, 2022.

The PGH CART is institutionally tasked to identify, develop, implement, and review policies and monitor processes of the Hospital and shall have the following *functions, duties and responsibilities*:

- Conduct of compliance cost analysis, time and motion studies, evaluation and improvements of the Hospital's services;
- Monitoring and review of the Citizen's Charter, particularly the procedures/steps, time, documentary requirements, and fees;
- Implementation of the zero-contact policy;
- Compliance of the Hospital with the 3-7-20 prescribed processing time for transactions;
- Establishment and management of the public assistance complaints desk which will receive complaints and monitor customer satisfaction through various feedback mechanisms;
- Coordinate body for the establishment of the Hospital's Electronic Business One-Stop Shop (BOSS); and
- Compliance with the guidelines on the national policy on the Regulatory Management System.

The Committee's outputs shall be incorporated in the Quality Plan and Quality Objectives of each member's respective department/division and Compliance to regulatory requirements in the preparation of the Measurement, Analysis and Improvement (MAI).


GERARDO D. LEGASPI, MD
Director

*Replacement of five (5) separated/reassigned CART members has been made during the UP-PGH CART meeting dated March 25, 2022.

cc: ITO
HRDD
Secretarial Section



PHILIPPINE GENERAL HOSPITAL
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ISO 9001 Certified



27 September 2022

ADMINISTRATIVE ORDER NO. 2022 - 141

TO : **MS. EMELITA O. LAVILLA**
Chief, Dietary Department

SUBJECT : **Appointment as Member (Paramedical) of PGH CART**

In view of the separation of Ms. Ma. Jenee C. Virtudazo from the Institution, you are hereby appointed as the new Member (Paramedical) of the PGH Committee on Anti-Red Tape (CART), without additional compensation, effective February 15, 2022 until December 31, 2022.

The PGH CART is institutionally tasked to identify, develop, implement, and review policies and monitor processes of the Hospital and shall have the following *functions, duties and responsibilities*:

- Conduct of compliance cost analysis, time and motion studies, evaluation and improvements of the Hospital's services;
- Monitoring and review of the Citizen's Charter, particularly the procedures/steps, time, documentary requirements, and fees;
- Implementation of the zero-contact policy;
- Compliance of the Hospital with the 3-7-20 prescribed processing time for transactions;
- Establishment and management of the public assistance complaints desk which will receive complaints and monitor customer satisfaction through various feedback mechanisms;
- Coordinate body for the establishment of the Hospital's Electronic Business One-Stop Shop (BOSS); and
- Compliance with the guidelines on the national policy on the Regulatory Management System.

The Committee's outputs shall be incorporated in the Quality Plan and Quality Objectives of each member's respective department/division and Compliance to regulatory requirements in the preparation of the Measurement, Analysis and Improvement (MAI).


GERARDO D. LEGASPI, MD
Director 

*Replacement of five (5) separated/reassigned CART members has been made during the UP-PGH CART meeting dated March 25, 2022.

cc: DIETARY
HRDD
Secretarial Section



PHILIPPINE GENERAL HOSPITAL

The National University Hospital
University of the Philippines Manila
Taft Avenue, Manila

PHIC-Accredited Health Care Provider
ISO 9001 Certified



27 September 2022

ADMINISTRATIVE ORDER NO. 2022 - 142

TO : **MR. ANGELO L. MAGBANUA**
Administrative Officer V, Dept. of Obstetrics and Gynecology

SUBJECT : **Appointment as Member (Paramedical) of PGH CART**

In view of the return of Mr. Ernesto M. Cabrales Jr. as Executive Assistant to the Office of the Director, you are hereby appointed as the new Member (Paramedical) of the PGH Committee on Anti-Red Tape (CART), without additional compensation, effective March 2, 2021 until December 31, 2022.

The PGH CART is institutionally tasked to identify, develop, implement, and review policies and monitor processes of the Hospital and shall have the following *functions, duties and responsibilities*:

- Conduct of compliance cost analysis, time and motion studies, evaluation and improvements of the Hospital's services;
- Monitoring and review of the Citizen's Charter, particularly the procedures/steps, time, documentary requirements, and fees;
- Implementation of the zero-contact policy;
- Compliance of the Hospital with the 3-7-20 prescribed processing time for transactions;
- Establishment and management of the public assistance complaints desk which will receive complaints and monitor customer satisfaction through various feedback mechanisms;
- Coordinate body for the establishment of the Hospital's Electronic Business One-Stop Shop (BOSS); and
- Compliance with the guidelines on the national policy on the Regulatory Management System.

The Committee's outputs shall be incorporated in the Quality Plan and Quality Objectives of each member's respective department/division and Compliance to regulatory requirements in the preparation of the Measurement, Analysis and Improvement (MAI).


GERARDO D. LEGASPI, MD
Director 

*Replacement of five (5) separated/reassigned CART members has been made during the UP-PGH CART meeting dated March 25, 2022.

cc: OB-GYNE
HRDD
Secretarial Section



OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION
UNIVERSITY OF THE PHILIPPINES

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09 November 2020

ADMINISTRATIVE ORDER NO. NGY 20-165

TO : Chair Prof. Ariel S. Betan
Assistant Vice President for Administration
and Acting Director, System HRDO

Vice Chair Prof. Mary Delia G. Tomacruz
Assistant Vice President for Academic Affairs

Members Prof. Maria Angelica D. Abad
Assistant Vice President for Public
Affairs and Director, Office of Alumni
Relations

Prof. Noreen P. Escultura
Assistant Vice President for Planning and
Finance and Director, System Budget Office

Prof. Paulo Noel G. Paje
Director, UP Information
Technology Development Center
(UP-ITDC)

Ms. Karen Gladdy G. Pervera
Office of the President

Ms. Jovita P. Fucio
Office of the Secretary of the University

Resource Person Atty. Francis Paul U. Baclay
University Legal Counsel

SUBJECT : **Constitution of the UP Systemwide and UP System
Administration Committee on Anti-Red Tape (CART)**

With AVP Ariel S. Betan as Chair and AVP Mary Delia G. Tomacruz as Vice Chair, you are hereby designated as Members of the UP Systemwide, as well as the UP System Administration Committee on Anti-Red Tape (CART), with composition and functions, duties, and responsibilities as prescribed in the ARTA MC 2020-07¹.

As the UP Systemwide and UP System Administration CART, you are “institutionally tasked to identify, develop, implement, and review policies and monitor processes” [Sec. 6.1] in line with our further compliance and implementation of the RA 11032: Ease of Doing

¹ Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2020-07 re: Guidelines on the Designation of a CART in Agencies Concerned in Compliance with RA 1103

Business and Efficient Government Service Delivery Act of 2018. Subsequently, your functions, duties, and responsibilities shall be in accordance with Sec. 6.2, hence, cover the following:

- Conduct of compliance cost analysis, time and motion studies, evaluation and improvements of the agency's services
- Monitoring and review of the Citizen's Charter, particularly the procedures/steps, time, documentary requirements, and fees
- Implementation of the zero-contact policy
- Compliance of the agency with the 3-7-20 prescribed processing time for transactions
- Establishment and management of the public assistance complaints desk which will receive complaints and monitor customer satisfaction through various feedback mechanisms
- Coordinating body for the establishment of the agency's Electronic Business One- Stop Shop (BOSS)
- Compliance with the guidelines on the national policy on the Regulatory Management System

The UP Systemwide CART and the UP System Administration CART may designate their respective secretariats, support staff and additional resource persons in the performance of their tasks. All shall be granted level 2 honoraria and rates, as approved by the Board of Regents (BOR).



NESTOR G. YUNQUE
Vice President for Administration
By authority of the President