



MEMORANDUM CIRCULAR No. 30
Series of 2026

TO : THE SENIOR DEPUTY ADMINISTRATOR, DEPUTY ADMINISTRATORS, REGIONAL / DEPARTMENT / PROJECT MANAGERS, DIVISION MANAGERS, AND ALL OTHERS CONCERNED

SUBJECT : RECONSTITUTION OF THE NIA COMMITTEE ON ANTI-RED TAPE (CART), ITS TECHNICAL WORKING GROUP (TWG), SECRETARIAT, AND DESIGNATED REGIONAL CART FOCAL PERSONS, AMENDING NIA MEMORANDUM CIRCULAR NO. 69, S. 2025

This Memorandum Circular is issued to reconstitute the **NIA Committee on Anti-Red Tape (NIA-CART)** pursuant to the provisions of **Republic Act No. 11032**, otherwise known as the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, and its *Implementing Rules and Regulations (IRR)*, which require government agencies to establish and maintain a Committee on Anti-Red Tape (CART) to oversee the implementation of anti-red tape initiatives and ensure compliance with ARTA requirements.

This reconstitution is necessary in view of personnel movement within the agency and to ensure compliance with the updated guidelines issued by the ARTA dated **January 19, 2026**, under **ARTA Advisory No. 2026-007**, which provides that only the **name of office or positions of designated members** shall be cited in the unified office issuance, while the **directory of members containing their respective names and contact details** shall be submitted separately to ARTA in Excel format.

This issuance likewise provides for the creation of the **CART Technical Working Group (TWG)**, designation of **Secretariat** and **CART Focal Persons** in each Regional Irrigation Office/Department, IISO, to ensure effective implementation of ARTA-related reforms within the NIA.

A. COMPOSITION OF THE NIA-CART

Chairperson	:	Administrator
Vice-Chairperson	:	Senior Deputy Administrator
Co-Vice Chairpersons	:	Deputy Administrator for Administrative and Finance Sector Deputy Administrator for Engineering and Operations Sector
Members	:	Manager, Administrative Department Manager, Financial Management Department Manager, Engineering Department Manager, Operations Department Manager, Corporate Planning Services Manager, Legal Services Manager, Internal Audit Services Manager, Public Affairs and Information Staff Manager, Management Information Division, CPS Manager, Human Resources Division, AD Records Officer IV, Records Section, HRD-AD



The CART shall **ensure** that the agency receives, responds to, and complies with the requirements of R.A. 11032, its Implementing Rules and Regulations (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:

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 agency, if deemed necessary, using the concepts and tools indicated in the Whole-of-Government (WOG) Reengineering Manual issued by ARTA;
2. Compliance with the Provisions of ARTA MC No. 2022-06 or the MC Establishing the National Policy on Regulatory Management System (NPRMS), as applicable, particularly on the following:
 - 2.1 Submission of Annual Regulatory Plan (ARP) not later than 07 March of each year;
 - 2.2 Submission of a Regulatory Notification Form (RNF), in the absence of an ARP, to notify ARTA of every formulation, modification, and repeal of regulations, ordinances, or other related issuances;
 - 2.3 Conduct of post-implementation assessment and review of existing regulations, ordinances, or other related issuances;
 - 2.4 Conduct of a Preliminary Impact Assessment (PIA) whenever there is an intent to formulate, modify, or repeal a regulation and the subsequent submission of a Preliminary Impact Statement (PIS) for ARTA's review and assessment;
 - 2.5 Preparation and submission of a Regulatory Impact Statement (RIS) upon completion of each Regulatory Impact Assessment (RIA) conducted, for ARTA's review and assessment;
 - 2.6 Referral of ARTA's policy option recommendations to the appropriate decision-makers within the agency; and
 - 2.7 Encoding of all existing (both in effect and repealed) regulations and issuances to populate the Philippine Business Regulation Information System (PBRIS), once operational;
3. 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 agency, 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 and mechanism for nomination, submission of the nomination to ARTA containing the qualifications of the agency with collected evidence and detailed description of its best practices, innovative ideas, and success stories, among others;
4. Conduct of effective knowledge transfer, or information dissemination among office employees on ARTA-related training, briefings, or such related matters obtained by office staff, and submission of a status report on the activities conducted within sixty (60) days from the end of the training;
5. Setting up the most current and updated service standards and inclusion of the same in the Citizens' Charter of the agency 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:
 - 5.1 Submission of the updated Citizens' Charter Handbook to ARTA, together with an updated Certificate of Compliance (CoC) duly signed by the Head of the Agency;

- 5.2 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;
 - 5.3 Monitoring and periodic review of the Citizen's Charter of the agency, specifically the procedures/steps, timeline, documentary requirements, fees, and other information indicated in the Citizen's Charter;
 - 5.4 Posting of the most current and updated Citizen's Charter Information Billboard in the most conspicuous space of the office, with the relevant pages of the Citizen's Charter Handbook placed in the service counters of offices providing external services and the soft copy of the Citizen's Charter Handbook posted at the official website of the agency pursuant to MC No. 2019-02;
6. Compliance of the Agency on the zero-contact policy in accordance with R.A. 11032;
 7. Compliance of the external and internal services of the agency with the prescribed processing time as mandated by R.A. 11032 or the respective mandate under special law;
 8. Implementation of the Harmonize Client Satisfaction Measurement (HCSM) in accordance with the guidelines provided under MC No. 2022-005 and its amendment as may be applicable;
 9. 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. For GOCCs under the Governance Commission for GOCCs (GCG), HCSM Reports shall be submitted on or before 15 April of each year based on JMC No. 1, (s. 2023); and
 10. Establishment and management of a public assistance complaints desk or ARTA Helpdesk to effectively receive complaints, and 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;

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 concerned agency.

In addition, 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 R.A. 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.

As may be applicable, the CART shall serve as an overall coordinating body for the establishment of an Electronic Business One Stop Shop (e-BOSS) in compliance with the mandate under R.A. 11032, its IRR, and other issuances of ARTA. 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.

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.

Further, the CART shall coordinate with the communications/ public relations office of the agency 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.

Finally, 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.

B. TECHNICAL WORKING GROUP (TWG)

The CART Technical Working Group (TWG) shall be composed of **one representative from each Department/Office** at Central Office, preferably personnel directly involved in service delivery, process improvement, or ARTA compliance.

A TWG is hereby created to assist the Committee in the implementation of ARTA-related initiatives.

The following are their key responsibilities:

1. Review and revision of NIA's processes - reviews existing processes and procedures to identify areas that can be simplified, streamlined, or eliminated;
2. Development of Citizens' Charter - assists in creating the agency's Citizens' Charter, which outlines the procedure, timelines, and requirements for various agencies' services;
3. Identify, evaluate, and validate the external and internal services of each department/office that will form part of the NIA Harmonized Client Satisfaction Measurement (HCSM) questionnaire, and prepare the agency's HCSM Report, in coordination with the NIA CART Secretariat, for review and concurrence of the NIA CART;
4. Monitoring and Evaluation - monitors the implementation of the anti-red tape initiatives and evaluates their effectiveness in reducing bureaucratic red tape;
5. Recommendations for Improvement - based on their findings, the TWG provides recommendations to improve the agency's processes, reduce processing time, and enhance overall service delivery.

C. SECRETARIAT

A CART Secretariat is hereby designated to provide administrative, technical, and coordination support to the Committee and shall be **composed of the representatives from the following offices:**

- Corporate Planning Services
- Administrative Department
- Legal Services

The Secretariat shall have the following responsibilities

1. **Compliance Monitoring** - The CART Secretariat monitors and evaluates the compliance of government agencies with the provisions of Republic Act No. 11032 (Ease of Doing Business and Efficient Government Service Delivery Act of 2018).
2. **Complaint Handling**- The Secretariat handles complaints related to red tape and assists complainants in filing necessary cases with relevant agencies like the Civil Service Commission (CSC), the Ombudsman, and other appropriate courts.
3. **Investigation**- The Secretariat initiates investigations, either on its own initiative or upon receipt of a complaint, and refers these to the appropriate offices.
4. **Policy Implementation**- The Secretariat assists in the implementation of ARTA's policies and programs aimed at reducing red tape and improving the efficiency of government service delivery.
5. **Public Assistance**- The Secretariat may assist in establishing and managing the agency's Public Assistance and Complaints Desk (PACD) to effectively receive complaints, feedback, and monitor customer satisfaction.
6. **Information Dissemination**- The Secretariat assists in the dissemination of ARTA's Information, Education, and Communication (IEC) materials for public consumption.
7. **Administrative Support**- The Secretariat provides administrative, logistical, and technical support to the CART, including preparing notices of meetings, minutes, and other related documents.
8. **Coordination**- The Secretariat coordinates with other government agencies and stakeholders to ensure the effective implementation of ARTA's programs and policies.
9. **Citizens' Charter**- The Secretariat assists in the review, consolidation, and finalization of the Citizens' Charter.
10. **Records Management**- The Secretariat facilitates and maintains the records of the ARTA and other related documents

D. FOCAL PERSONS (Regional/Department, IISO)

All Regional/Department Offices, IISO shall designate **two (2) CART Focal Persons** who shall serve as the primary coordinators for CART-related activities and compliance requirements within their respective offices.

The list of designated CART Focal Persons, including their designation and contact details, shall be submitted to the CART Secretariat for consolidation and subsequent submission to ARTA as required.

In case of any change or replacement of the designated CART Focal Person/s, the concerned office shall immediately coordinate with and inform the CART Secretariat to ensure that the official directory of focal persons remains updated and that coordination on CART-related activities and ARTA compliance requirements is properly maintained.

The Focal Persons shall have the following responsibilities:

1. **Lead the Reengineering and Enhancement of Citizens' Charter** - tasked with improving and updating the Citizens' Charter, ensuring it accurately reflects the agency's services and processes;
2. **Coordinate Compliance with ARTA Requirements** - ensure that their respective offices comply with ARTA regulations and guidelines, including those related to the Ease of Doing Business and Efficient Government Service Delivery Act (RA 11032);

3. Ensure Timely Submission of Documents - responsible for ensuring that all required documents and reports are submitted to the CART Secretariat on time and in the correct format;
4. Implement Streamlined Processes and Services - play a crucial role in identifying and implementing measures to streamline processes and improve service delivery, reducing red tape and improving efficiency;
5. Cascade ARTA-related Activities - responsible for disseminating information and instructions related to ARTA activities, such as the ARTA Report Card Survey (RCS), to their respective offices;
6. Consolidate and Compile Reports - responsible for collecting, consolidating, and compiling reports related to ARTA activities before submitting them to the CART Secretariat;
7. Provide Management Support and Guidance - provide guidance and support to their offices in implementing ARTA-related matters;
8. Establish and Manage Public Assistance/Complaints Desk - responsible for establishing and managing a public assistance/complaints desk or ARTA Helpdesk to effectively receive complaints and feedback, and monitor customer satisfaction;
9. Monitor and Ensure Compliance - monitor the operations of their respective offices to ensure compliance with ARTA regulations and guidelines;
10. Facilitate Data Collection and Submission - facilitate the collection and consolidation of data gathered from various sources and ensure its timely submission to the relevant monitoring systems; and
11. Promote Integrity and Accountability - play a role in ensuring integrity, accountability, and proper conduct within their respective offices.

Furthermore, as stated in Section 6.3 of ARTA MC No. 2023-08, the CART is not precluded from forming committees, functional groups, and working groups to properly perform its functions, hence, all Regional/ Department Offices, Sub-CART as well as Technical Working Group on the creation and implementation of the Citizen's Charter, Harmonized Client Satisfaction Measurement (HCSM), and all other ARTA compliances shall remain enforced.

This Memorandum Circular shall take effect immediately, and all previous memoranda inconsistent with this are hereby amended or modified accordingly.

For strict compliance.


ENGR. EDUARDO EDDIE G. GUILLEN
Administrator

Date: 13 MAR 2026