



Republic of the Philippines  
Province of Bulacan  
**MUNICIPALITY OF SANTA MARIA**  
**OFFICE OF THE MUNICIPAL MAYOR**



**EXECUTIVE ORDER NO.004 – 2024**

**AN EXECUTIVE ORDER REORGANIZING THE COMMITTEE ON ANTI-RED TAPE (CART) OF THE LOCAL GOVERNMENT UNIT OF SANTA MARIA, BULACAN**

**WHEREAS**, Republic Act No. 11032 otherwise known as “The Ease of Doing Business and Efficient Government Service Delivery Act of 2018” mandates all government agencies to adopt simplified requirements and procedures that will reduce red tape and expedite business and non-business-related transactions;

**WHEREAS**, the Anti-Red Tape Authority (ARTA) issued Memorandum Circular No. 2020-07 series of 2020 directing all government offices to designate a Committee on Anti-Red Tape (CART) and providing funds therefor;

**WHEREAS**, the Anti-Red Tape Authority (ARTA) issued Memorandum Circular No. 2023-08 series of 2023 clarifying issues on the designation of Committee on Anti-Red Tape (CART) members;

**WHEREAS**, such circular instructs that agencies must comply with the provisions of the Anti-Red Tape Act of 2007 (R.A. 9485), as amended by R.A. 11032, should be reorganized as the CART;

**NOW THEREFORE: I, BARTOLOME R. RAMOS**, Municipal Mayor of Santa Maria, Province of Bulacan by virtue of the power vested in me by law, do hereby reorganize the Committee on Anti-Red Tape (CART) of the Municipality of Santa Maria, Bulacan.

**SECTION I: COMPOSITION.** The Committee on Anti-Red Tape (CART) of this municipality shall be composed of the following.

<b>Chairperson</b>	:	Municipal Mayor
<b>Vice Chairperson</b>	:	Municipal Administrator
<b>Members</b>	:	Municipal Human Resource Management Officer
		Sangguniang Bayan Secretary
		Municipal Treasurer
		Municipal Planning and Development Coordinator





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Municipal Assessor

Municipal Engineer

Designated Licensing Officer

Municipal Environment and Natural Resources  
Officer

Municipal Health Officer

Municipal Social Welfare and Development  
Officer

Municipal Civil Registrar

Municipal Agriculturist

Information Systems Analyst I

Barangay Focal Person

**Secretariat : HRM OFFICE**

**SECTION II: FUNCTIONS, DUTIES AND RESPONSIBILITIES.** The Committee on Anti-Red Tape (CART) shall perform the following duties and functions:

1. Ensure that the agency receive, respond and comply with the requirements of R.A. 11032, its 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:
  - 1.1. 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. 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 the 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;





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3. Conduct of effective knowledge transfer, or information dissemination among office employees on ARTA-related trainings, briefings, or such related matters obtained by the office staff and submission of a status report on the activities conducted within sixty (60) days from the end of training;
4. Registration and publication of new regulations and issuances to the following, within fifteen (15) days from issuance:
  - 4.1. University of the Philippines Office of National Administrative Register (UP ONAR); and
  - 4.2. Newspaper of general circulation for publication;
5. Setting up the most current and updated service standards and inclusion of the same in the Citizen's 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 Citizen's Charter Handbook to ARTA, together with an updated Certificate of Compliance (CoC) duly signed by the Head of Agency or authorized representative;
  - 5.2. Identification of office 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; and
  - 5.4. Posting of the most current and updated Citizen's Charter-Information Billboard in the most conspicuous space in the office, with the relevant pages of the Citizen's Charter Handbook placed in the service counters of offices providing external services and the softcopy of the Citizen's Charter Handbook posted at the official website of the agency pursuant to ARTA 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;





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8. Implementation of the Harmonized Client Satisfaction Measurement (CSM) in accordance with the guidelines provided under MC No. 2022-02 and its amendments 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.
10. Establishment and management of 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 express their complaints, comments and suggestions.

**SECTION III: EFFECTIVITY.**

This Executive Order takes effect immediately. Any existing order found inconsistent thereto shall be deemed repealed or modified.

Done this 19<sup>th</sup> day of January, 2024 at the Local Government Unit of Santa Maria, Province of Bulacan.

  
**BARTOLOME R. RAMOS**  
Municipal Mayor

