



OFFICE OF THE UNIVERSITY PRESIDENT

December 31, 2025

OFFICE ORDER NO.

396, s. 2025

TO: Vice President for Administration and Finance *fw 4/28* **Vice Chairperson**

Members

VP for Research, Innovation, Development and Extension *4/28/2026*
VP for Academic Affairs
VP for Student Affairs and Services - *4/28/26*
Chief Administrative Officer, Finance Division
Supervising Administrative Officer, Administrative Division
Administrative Office V, HRMDO - *4/28/26*
Planning Officer III, Planning Office *4/28/26*
Administrative Officer V, Records Office
Information Technology Officer I, Information and Communication Technology Office

Focal Person

Chief Administrative Officer
Campus Administrator

-WPU Aborlan campus
- WPU Puerto Princesa campus
- WPU Quezon campus
- WPU Rio Tuba campus
- WPU El Nido/Canique campus
- WPU Busuanga campus
- WPU Culion campus

(CC: Home College/Office/Unit/Project)

SUBJECT: Designation as Committee on Anti-Red Tape Act (Cart) and
Focal Persons

You are hereby designated as Vice Chairperson and Members of the Committee on Anti-Red Tape (CART) and Focal Persons of the university. Your duties and responsibilities are as follows:

- A. Ensure that the university 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:



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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 university, if deemed necessary, using the concepts and tools indicated in the Whole-of-Government (WOG) Reengineering Manual issued by ARTA;
2. Compliance to 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:
 - a. Submission of Annual Regulatory Plan (ARP) not later than 07 March of each year;
 - b. 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;
 - c. Conduct of post-implementation assessment and review of existing regulations, ordinances, or other related issuances;
 - d. 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;
 - e. Preparation and submission of a Regulatory Impact Statement (RIS) upon completion of each Regulatory Impact Assessment (RIA) conducted, for ARTA's review and assessment;
 - f. Referral of ARTA's policy option recommendations to the appropriate decision-makers within the NGA/GOCC; and
 - g. Encoding of all existing (both in effect and repealed) regulations and issuances to populate the Philippine Business Regulation Information Systems (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 trainings, 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. Registration and publication of new regulations and issuances to the following, within fifteen (15) days from issuance:
 - a. University of the Philippines Office of the National Administrative Register (UPONAR); and
 - b. Newspaper of general circulation for publication;
6. Setting up of the most current and updated service standards and inclusion of the same in the Citizen's Charter of the university in accordance with the suggested template and prescribed



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manner of writing issued by ARTA through MC No. 2019-02 and its Reference B, including the following:

- a. Submission of the Updated Citizen's Charter Handbook to ARTA, together with an updated Certificate of Compliance (CoC) duly signed by the University President or authorized representative;
 - b. 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;
 - c. Monitoring and periodic review of the Citizen's Charter of the university, specifically the procedures/steps, timeline, documentary requirements, fees and other information indicated in the Citizen's Charter; and
 - d. 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 university pursuant to ARTA MC No. 2019-02;
7. Compliance of the university on the zero-contact policy in accordance with R.A. 11032;
 8. Compliance of the external and internal services of the university with the prescribed processing time as mandated by R.A. 11032 or the respective mandate under special law;
 9. Implementation of the Harmonized Client Satisfaction Measurement (CSM) in accordance with the guidelines provided under the MC No. 2022-005 and its amendment as may be applicable;
 10. 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.
 11. 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, or suggestions.
- B. Ensure that complaints forwarded by the Presidential Complaints Center, Contact Center ng Bayan of the Civil Service Commission (CSC), and the Legal Office of the ARTA are acknowledged, received, responded to, and acted upon within the designated period by the intended recipient within the university.
 - C. Serve as overall coordinating body for the establishment of an Electronic Business One Stop Shop (e-BOSS) in compliance with the mandate under the R.A 11032, its IRR, and other issuance of ARTA. 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.
 - D. 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. 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.



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- E. Coordinate with the communications/public relations office of the university on the dissemination of ARTA Information, Education, and Communication materials for public consumption. Recommend policies, issuances, and measures to facilitate the implementation of R.A. No. 11032 and further improve related issuances and existing guidelines.
- F. Perform such other functions, duties, and responsibilities under R.A. 11032 (amending R.A. 9485), its IRR and other issuances issued by ARTA.

Please be guided accordingly.


AMABEL S. LIAO, Ph.D.
President
Chairperson, CART