



NATIONAL ELECTRIFICATION ADMINISTRATION

"The 1st Performance Governance System-Institutionalized National Government Agency"
57 NIA Road, Government Center, Diliman, Quezon City 1100

OFFICE ORDER NO. **2024-054**

Series of 2024



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

Effective immediately, in the exigency of public service and pursuant to Republic Act 11032 otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, and Anti-Red Tape Authority (ARTA) Memorandum Circular Nos. 2020-07, 2023-08, and 2024-01, the Committee on Anti-Red Tape of the National Electrification Administration is hereby reconstituted to be composed of the following:

- Chairperson : **ATTY. OMAR M. MAYO**
Deputy Administrator, EC Management Services
- Vice-Chairperson : **ATTY. GWEN P. ENCISO-KYAMKO**
(External) Acting Corporate Board Secretary V
Office of the Corporate Secretary
- Vice-Chairperson : **ATTY. BRYAN C. MERZA**
(Internal) Attorney III, Legal Services Office

Members:

I. OA SECTOR

A. Office of the Administrator

ANNA CLARISSE V. REYES
MICHAEL I. OCAMPO

B. Corporate Planning Office

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Database Management & Program Control Division

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MARCIANO C. ANOYA

Records Management Unit

LENARD V. GARCIA

D. NEA-EC Training Institute

MA. REGINA C. FILOTEO
JEIZEL ROSE B. MONTANA

E. Corporate Communication & Social Marketing Office

ELLEN FLEUR V. BANG-AY
RAFAEL B. BARRIENTOS

F. Office For Performance Assessment & Special Studies

IRENE C. MARTIN

II. TECHNICAL SERVICES SECTOR

A. Total Electrification & Renewable Energy Development Department

Renewable Energy Development Division

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RICHARD J. FLORES

Total ELectrification Division

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C. Engineering Department

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RICA ANGELINE A. ANI

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RAMON EDUARDO A. TARNATE

Consumer Development & Protection Division

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**GINA T. QUINDO
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General Services Division

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Transport Operations Services Unit

EMMANUEL B. SARMIENTO

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CARIZA S. CORPUZ-CRUZ**

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Systems Audit & Quality Standards Division

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C. Electric Cooperative Audit Department

Electric Cooperative Operations & Systems Audit Division

**RODEL M. GIPULAN
RYAN DALE M. ERTO**

Electric Cooperative Financial Management & Audit Division

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D. Office of the Corporate Secretary

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**ANNA LISSA DC. CREENCIA
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VI. SECRETARIAT

**ESTANISLAO D. LAXA JR.
ELAINE O. PEREZ**

CART FUNCTIONS, DUTIES, and RESPONSIBILITIES:

- A. The CART shall ensure that NEA shall receive, respond, and comply with the requirements of RA 11032, its IRR and subsequent issuances by ARTA, as may be applicable, and in coordination with the appropriate NEA sectors, departments, 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 NEA, if deemed necessary, using the concepts and tools indicated in the Whole-of-Government (WOG) Reengineering Manual issued by ARTA and NEA.
 2. For NEA 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 NEA.
 - g. 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 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 National Administrative Register (UP ONAR); 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 NEA 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:
 - a. Submission of the updated Citizen's Charter Handbook to ARTA , together with an updated Certificate of Compliance (CoC) duly signed by the Administrator.

- 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 NEA specifically the procedures/steps, timeline, documentary requirements, fees, and other information indicated in the Citizen's Charter.
 - 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 NEA pursuant to ARTA MC No. 2019-02.
7. Compliance of NEA on the zero-contact policy in accordance with Republic Act No. 11032.
 8. Compliance of the external and internal services of NEA with the prescribed processing time as mandated by RA 11032 or the respective mandate under special law.
 9. Implementation of the Harmonized Client Satisfaction Measurement (CSM) in accordance with the guidelines provided under MC No. 2022-005 and its amendment as may be applicable.
 10. CSM Report for each service shall be submitted to ARTA on or before 15 April of each year based on JMC No. 1 (s. 2023).
 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. The CART shall ensure that complaints forwarded by the Presidential Complaints Center, Contact Center ng Bayan of the Civil Service Commission, and the Legal Office of ARTA are acknowledged, received, responded to, and acted upon within the designated period by the intended recipient within NEA.
- C. 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 RA 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.

- D. As may be applicable, the CART shall serve as overall coordinating body for the establishment of an Electronic Business One Stop Shop (e-BOSS) in compliance with the mandate under RA 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.
- E. 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.
- F. The CART shall coordinate with the CCSMO 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.
- G. 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.

This supersedes Office Order No. 2023-051 dated 20 February 2023.

All expenses that will be incurred by the Committee in the performance of its functions shall be charged against the proper funds of this office, subject to the usual accounting and auditing rules and regulations.


ANTONIO MARIANO C. ALMEDA
Administrator



DIRECTORY OF NEA CART COMMITTEE (F.Y. 2024)

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