

Special Order	RECONSTITUTION OF THE COMPOSITION OF THE DAP COMMITTEE ON ANTI-RED TAPE (CART))	DATE:
Number: SO-2024-101		July 30, 2024 Page: 1 of 3 pages

I. REFERENCES:

- RA 11032 “Ease of Doing Business and Efficient Government Service Delivery Act of 2018” and its IRR
- ARTA Memorandum Circular 2020-07 Guidelines on Designation of a Committee on Anti- Red Tape

II. PURPOSE / RATIONALE

ARTA MC 2020-07, as amended by MC 2023-08, mandates the creation of an inter-office Committee on Anti-Red Tape (CART) to ensure compliance with the Ease of Doing Business and Efficient Government Service Delivery Act.

As a matter of policy, the DAP strives to comply with all oversight agency requirements.

III. COMPOSITION OF THE COMMITTEE:

The following are designated as members of the DAP Committee on Anti-Red Tape (CART):

CART Designation	Name	Possible Alternative
Chairperson	• President & CEO	• Senior Vice President for Programs Operations Group
Vice Chairperson	• Corporate Concerns Center, Vice President	• Programs Operations Group, Vice President
Members	• DAP sa Mindanao, Vice President	• DAP sa Mindanao, Office Director
	• Graduate School of Public and Development Management, Dean	• Graduate School of Public and Development Management, Alternate Officer
	• Programs Operations Office, Director	• Programs Operations Office, Alternate Officer
	• Corporate Operations and Strategy Management, Office Director	• Corporate Operations and Strategy Management, Alternate Officer
	• Administrative Department, Department Manager	• Administrative Department, Alternate Officer
	• Human Resource Management and Development Department, Department Manager	• Human Resource Management and Development Department, Alternate Officer
	• DAP Conference Center, Department Manager	• DAP Conference Center, Alternate Officer
	• Central Documentation and Records Division, Manager	• Central Documentation and Records Division, Alternate Officer
• Legal Services Office	• Legal Services Office, Alternate Officer	

SO-2024-101	RECONSTITUTION OF THE COMPOSITION OF THE DAP COMMITTEE ON ANTI-RED TAPE (CART)	2 of 3 pages
-------------	---	--------------

	<ul style="list-style-type: none"> • Internal Audit Services, Manager 	<ul style="list-style-type: none"> • Internal Audit Services, Alternate Officer
	<ul style="list-style-type: none"> • Information and Communications Technology Division, Division Chief 	<ul style="list-style-type: none"> • Information and Communications Technology Division, Alternate Officer
	<ul style="list-style-type: none"> • Institutional Marketing Center Public Assistance/Complaints Center, Director 	<ul style="list-style-type: none"> • Public Assistance/Complaints Center, Alternate Officer
Secretariat	COSM, COF and Legal Services Office	

IV. ROLES AND RESPONSIBILITIES OF THE CART

A. The DAP CART shall be responsible for the following functions:

1. Ensuring compliance with the requirements of RA11032, its IRR and subsequent issuances by the ARTA, as applicable.
2. For this purpose, these requirements pertain to the following:
 - a. Conduct of compliance cost analysis, time and motion studies, evaluation and improvement of all DAP's services, and reengineering the same;
 - b. Ensure effective knowledge transfer, or information dissemination among office employees on ARTA-related trainings, briefings, or such related matters obtained by office staff within 60 days from end of training;
 - c. Register new regulations and issuances to the UP National Administrative Register (UP ONAR) or the Official Gazette for publication, if applicable, within 15 days from issuance;
 - d. 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 ARTA, and submit to ARTA to populate the Anti-Red Tape Electronic Management Information System (ARTEMIS);
 - e. Monitor and periodically review the Academy's Citizen's Charter, specifically, steps/procedures, time, documentary requirements, and fees;
 - f. Ensure that an updated Citizen's Charter is posted not later than March 31 of each year;
 - g. Ensure the compliance of DAP to the zero-contact policy in accordance with the law;
 - h. Ensure the compliance of the agency's external and internal services with the prescribed processing times as mandated with RA 11032 or the agency's mandate under special law;
 - i. Develop and foster a client feedback mechanism and client satisfaction measurement;
 - j. Report to the 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;
 - k. Establish and manage a public assistance complaints desk or ARTA Helpdesk, to effectively receive complaints, feedback, and monitor client satisfaction. The CART must ensure that all complaints forwarded by the Presidential Complaints Center, Civil Service Commission's Contact Center ng Bayan, and Complaints Action Center of ARTA are acknowledged, received, responded to and/or acted upon within the designated period by the intended recipient within DAP;
 - l. Coordinate with the IMC in disseminating ARTA information, education and communication materials for public consumption; and,
 - m. Perform other functions, duties and responsibilities under RA 11032, its IRR and other issuances issued by ARTA.

V. EFFECTIVITY

This Special Order shall take effect immediately and shall remain in force unless modified or superseded by another issuance. All issuances and provision of other previous issuances inconsistent with the provisions of this Order are hereby amended, repealed and superseded.


MAJAH-LEAH V. RAVAGO, PhD
President and CEO



¹ As defined in the RA10173 IRR

INSTRUCTIONS	1. Please do not abbreviate.
---------------------	-------------------------------------

Name of Agency	Development Academy of the Philippines
Department Order	Special Order 2024-101
CART or SUBCART	Committee on Anti-Red Tape (DAP CART)

NO.	NAME	CART DESIGNATION	POSITION / DESIGNATION / TITLE	OFFICE/ DEPARTMENT/ DIVISION	EMAIL ADDRESS	CONTACT NUMBER
1	Majah-Leah V. Ravago, PhD	Chairperson	President and CEO	Office of the President	pceo@dap.edu.ph	8631-2153
2	Alan S. Cajesa	Vice Chairperson	Vice President	Corporate Concerns Center	cajesa@dap.edu.ph	8631-0921 loc. 122
3	Lizan E. Perante-Calina	Member	Dean	Graduate School of Public and Development Management	calinal@dap.edu.ph	8631-0921 loc. 146
4	Mark Lemuel L. Garcia	Member	Vice President	DAP sa Mindanao	garciami@dap.edu.ph	(082) 287-2902
5	Alvin P. Principe	Member	Director	Operations Management Office	principea@dap.edu.ph	8631-2132
6	Catherine S. Luzuriaga	Member	Director	Planning, Corporate Operations and Strategy Management	luzuriagac@dap.edu.ph	8631-2125
7	Joanne Liezl Q. Nuque	Member	Director	Institutional Marketing Center	nuquei@dap.edu.ph	8631-0921 loc. 177
8	Richa S. Tibo	Member	Department Manager	Human Resource Management & Development	tibor@dap.edu.ph	8631-2136
9	Pag-asa Lubag-Dogelio	Member	Department Manager	DAP Conference Center	dogeliop@dap.edu.ph	(046) 483 1290-92 loc. 355
10	Nelson L. Casalan	Member	Department Manager	Administrative Department	casalann@dap.edu.ph	8633-5569
11	Roel L. Preciados	Member	Manager	Internal Audit Services	preciadosr@dap.edu.ph	8631-0921 loc. 149
12	Jomar A. Pastrana	Member	Division Chief	Information & Communications Technology Department	pastranaj@dap.edu.ph	8631-0921 loc. 201
13	Liza Rose I. Fetalino	Member	Manager	Central Documentation and Records Division	lifa@dap.edu.ph	8631-0921 loc. 104
14	Atty. Ma. Liana Oliveros	Member	Officer	Legal Services Office	oliverosml@dap.edu.ph	8631-2124
15	Magdalena L. Mendoza	Alternate Chairperson	Senior Vice President	Programs Operations Group	mendozam@dap.edu.ph	8631-2157
16	Arnel D. Abanto	Alternate Vice Chairperson	Vice President	Programs Operations Group	abantoa@dap.edu.ph	8631-2137
17	Avon P. Sinajon	Alternate Member	Director	DAP sa Mindanao	sinajona@dap.edu.ph	(082) 287-2902
18	Monica D. Saliendres	Alternate Member	Director	Productivity Development Research Office	saliendresm@dap.edu.ph	8631-2163
19	Liberty P. Angcaya	Alternate Member	Manager	DAP Conference Center	angcayal@dap.edu.ph	(046) 483 1290-92 loc. 207
20	Marietta Q. Umbay	Alternate Member	Division Chief	Human Resource Development Division	umbaym@dap.edu.ph	8631-0921 loc. 130
21	Maria Felicidad F. Billedo	Alternate Member	Program Manager	Graduate School of Public and Development Management	billedomf@dap.edu.ph	8631-0921 loc. 146
22	Terence G. Subala	Alternate Member	Officer	Internal Audit Services	subalat@dap.edu.ph	8631-0921 loc. 149
23	Edna Carina M. Panganiban	Alternate Member	Officer	Planning, Corporate Operations and Strategy Management	panganibane@dap.edu.ph	8631-0921 loc. 168
24	Mark Louie V. Grado	Alternate Member	Officer	Planning, Corporate Operations and Strategy Management	gradom@dap.edu.ph	8631-0921 loc. 168
25	Sheila T. Lumampao	Alternate Member	Officer	Administrative Department	set@dap.edu.ph	8633-5569
26	Peter Mark L. Dela Cruz	Alternate Member	Officer	Information & Communications Technology Department	delacruzp@dap.edu.ph	8631-0921 loc. 200
27	Solita R. Nano	Alternate Member	Officer	Central Documentation and Records Division	nanos@dap.edu.ph	8631-0921 loc. 104
28	Laiza R. Ordonio	Alternate Member	Officer	Institutional Marketing Center	ordoniol@dap.edu.ph	8632-7862
29	Emmanuel C. Parafina, Jr.	Alternate Member	Officer	Legal Services Office	parafinae@dap.edu.ph	8631-2124
30	Corporate Operations & Strategy Management	Secretariat	Secretariat	Corporate Operations & Strategy Management	dapcart@dap.edu.ph	8631-0921 loc. 168
31	Council of Fellows	Secretariat	Secretariat	Council of Fellows	dapcart@dap.edu.ph	8631-0921 loc. 122
32	Legal Services Office	Secretariat	Secretariat	Legal Services Office	dapcart@dap.edu.ph	8631-0921 loc. 102

