





Republic of the Philippines  
**Office of the City Mayor**  
City of Naga, 4400



not align with internal audit responsibilities, such as the Committee on Anti-Red Tape;

**WHEREAS**, to further consolidate and streamline citizen feedback mechanisms and ensure efficient handling of complaints related to government services, the I-Governance Office, in addition to its responsibilities under Ordinance No. 2023-133 and Republic Act No. 11032, shall also assume the role of the primary office responsible for receiving, processing, and addressing complaints lodged through the 8888 Citizens' Complaint Hotline, as established under Executive Order No. 06, Series of 2016;

**WHEREAS**, effective implementation of anti-red tape measures is crucial for fostering a conducive environment for business, enhancing citizen satisfaction, and ultimately, contributing to national development by eliminating bureaucratic bottlenecks and promoting integrity;

**WHEREAS**, a well-organized and effective Anti-Red Tape Committee (CART) is essential for monitoring the agency's performance in adhering to the Citizen's Charter, implementing service improvements, and addressing public grievances related to service delivery;

**NOW, THEREFORE, I, NELSON S. LEGACION**, Mayor of the City of Naga, in compliance with the above-cited Circulars and pursuant to the provisions of Ordinance No. 2023-133, acknowledging the importance of reconstituting the Committee on Anti-Red Tape (CART), by virtue of the powers vested in me by law, do hereby order the following:

**SECTION 1. COMMITTEE ON ANTI-RED TAPE.** The Naga City Committee on Anti-Red Tape is hereby reconstituted, with the following composition:

- Chairman:** City Mayor
- Vice Chairman:** City Administrator
- Members:** Chairman, SP Committee on People Empowerment  
Head, City Treasurer's Office  
Head, City Assessor's Office  
Head, City Planning and Development Office  
Head, City Human Resource and Management



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Office

Head, City Engineer's Office  
Head, City Health Office  
Head, City Environment and Natural Resources

Office

Head, City Legal Office  
Head, City Accountant's Office  
Head, Information Technology Office  
Head, Persons with Disability Affairs Office  
Head, City Events, Protocol and Public Information Office  
Head, Naga City General Hospital  
Executive Director, Naga City Investment Board  
Chairperson, Naga City People's Council

**SECTION 2. DESIGNATION OF I-GOVERNANCE OFFICE.** The I-Governance Office of Naga City is hereby designated as the primary office responsible for the implementation of the provisions of R.A. No. 11032, its implementing rules and regulations, and the provisions of Ordinance No. 2023-133, and Executive Order No. 06, Series of 2016. The I-Governance Office shall provide technical and administrative support to the CART in carrying out its functions.

**SECTION 3. FUNCTIONS.** The Naga City Committee on Anti-Red Tape (CART) is established to undertake the following responsibilities:

- a. Ensure rigorous and ongoing compliance with Republic Act No. 11032, its implementing rules and regulations, Ordinance No. 2023-133, and all relevant directives issued by the Anti-Red Tape Authority (ARTA).
- b. Systematically review and streamline processes to minimize processing times, eliminate unnecessary requirements, and enhance the overall efficiency of service delivery.
- c. Promote transparency and accountability by clearly defining service standards, ensuring public accessibility through an updated Citizen's Charter, and maintaining consistent adherence to these standards.
- d. Combat red tape and corruption by identifying and removing bureaucratic bottlenecks, simplifying procedures, and fostering a culture of integrity and ethical conduct.
- e. Enhance citizen satisfaction by establishing effective feedback mechanisms, addressing complaints in a timely manner, and continuously improving the quality of services rendered.
- f. Monitor the City's performance in complying with the Citizen's Charter and provide recommendations for necessary improvements.



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- g. Facilitate the implementation of technological advancements and digital solutions to further streamline processes and enhance service accessibility.
- h. Conduct regular reviews and evaluations of the City's anti-red tape initiatives to assess their effectiveness and identify potential areas for improvement.
- i. Submit comprehensive reports to the City Mayor regarding the progress of anti-red tape initiatives and the performance of the City in delivering services.
- j. Integrate the handling and resolution of citizen complaints received through the 8888 Citizens' Complaint Hotline, as established under Executive Order No. 06, Series of 2016, into the Committee's processes, ensuring timely and effective response and resolution.

**SECTION 4. EFFECTIVITY.** This Executive Order effectively modifies Executive Order No. 2023-005 and shall take effect immediately.

Issued this 28<sup>th</sup> day of March, 2025, at the City of Naga, Camarines Sur, Philippines.

HON. NELSON S. LEGACION  
City Mayor

Attested By:

  
JOSELITO S.A. DEL ROSARIO, Ph. D  
City Administrator