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## RECONSTITUTING THE NAGA CITY COMMITTEE ON ANTI-RED TAPE (CART)

WHEREAS, Section 5 of Republic Act No. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018", mandates that all offices and agencies which provide government services should regularly undertake cost compliance analysis and time and motion studies, undergo evaluation and improvement of transaction systems and procedures, as well as reengineer the same, if needed, to reduce bureaucratic red tape and processing time;

WHEREAS, pursuant to the aforesaid statutory provision, the Anti-Red Tape Authority issued Memorandum Circular No. 2020-07, Series of 2020, directing all government offices to create a Committee on Anti-Red Tape (CART);

WHEREAS, through Memorandum Circular No. 2023-08, Series of 2023, the Anti-Red Tape Authority, amended Memorandum Circular No. 2020-07, wherein it provided guidelines on the Committee on Anti-Red Tape;

WHEREAS, for the City Government of Naga to effectively implement the provisions of Republic Act 11032, Ordinance No. 2023-133, known as the "Naga City Citizen's Charter Ordinance of 2023," was enacted. This ordinance designates the I-Governance Office as the primary office responsible for the execution of the provisions outlined in Republic Act 11032, as well as its implementing rules and regulations, and the provisions of this ordinance;

**WHEREAS**, previously, the Internal Audit Service was designated as the Secretariat of the Naga City Committee on Anti-Red Tape, wherein it provided administrative and technical assistance, pursuant to Executive Order No. 2023-005;

WHEREAS, in the Internal Audit Manual for Local Government Units, 2023 Edition, issued under Local Budget Circular No. 153, Series of 2023, Part I, Paragraph 1.8 (j)(i) thereof specifies that the Internal Audit Service (IAS) Unit must be separate from all non-internal audit functions. These non-audit functions include, but are not limited to, roles related to appointment, membership, participation in regular management committees, and special designations that do



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





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

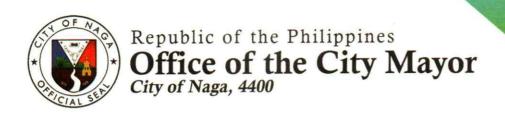
## SECTION 2. DESIGNATION OF I-GOVERNANCE OFFICE. The I-

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).
- 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.







- 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.
- 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 28th day of March, 2025, at the City of Naga, Camarines Sur, Philippines.

HON. NELSON S. LEGACION

Attested By:

JOSELITO S.A. DEL ROSARIO, Ph. D

City Administrator