



EXECUTIVE ORDER NO. 050

Series of 2025

RECONSTITUTING THE 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 all government offices and agencies providing services to regularly conduct cost compliance analyses and time-and-motion studies, evaluate and improve transaction systems and procedures, and reengineer the same, when necessary, to reduce bureaucratic red tape and processing time;

WHEREAS, in line with this mandate, the Anti-Red Tape Authority issued Memorandum Circular No. 2020-07, as amended by Memorandum Circular No. 2023-08, prescribing guidelines for the creation of a Committee on Anti-Red Tape (CART) in all government agencies and offices;

WHEREAS, the City Government of Naga has launched the *Citizens' Charter 2.0* as part of its continuing effort to build upon its pioneering role in introducing the Citizens' Charter to the entire country;

WHEREAS, there is a need to further strengthen the participation of government offices, the Naga City Local Government Employees Association (NACILGUEA), and the Naga City People's Council (NCPC) to ensure that the City's reengineering efforts are more responsive, inclusive, and effective;

WHEREAS, a well-structured and functional Anti-Red Tape Committee (CART) is vital in monitoring the City Government's performance in complying with the Citizens' Charter, implementing service delivery improvements, and addressing public grievances related to government services;

NOW, THEREFORE, I, MARIA LEONOR G. ROBREDO, Mayor of the City of Naga by virtue of the powers vested in me by law, do hereby order the reconstitution of the Committee on Anti-Red Tape (CART), to wit:



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

Chairperson	MARIA LEONOR G. ROBREDO City Mayor
Co-Chairperson	ELMER T. STO. DOMINGO, JR. Chairperson, Naga City People's Council
Vice-Chairperson	DAVE R. BERCASIO Member, Transition Committee
Members	GILDA GAYLE R. ABONAL-GOMEZ Sangguniang Panlungsod ATTY. CHRISMUND A. LEAÑO City Legal Office MS. MARIE ANN BALDEMORO City Treasurer's Office MS. NESSICA BROS City Human Resource Management Office ENGR. ERVIN D. NIERVA President, Naga City Government Unit Employees Alliance (NACILGUEA) MS. SOFIA C. SADIA Head Nurse, Naga City General Hospital REPRESENTATIVE Metro Naga Chamber of Commerce and Industry (MNCCI) REPRESENTATIVE Liga ng mga Barangay



SECTION 2. FUNCTIONS, DUTIES, AND RESPONSIBILITIES. The CART shall ensure that the City Government of Naga complies with Republic Act No. 11032, its Implementing Rules and Regulations (IRR), and subsequent issuances of the Anti-Red Tape Authority (ARTA), in coordination with the appropriate offices and units. Specifically, the CART shall:

1. Undertake the reengineering of systems and procedures, compliance cost analyses, time-and-motion studies, and evaluations of all City Government services, and recommend improvements as necessary, using the concepts and tools prescribed in the Whole-of-Government (WOG) Reengineering Manual issued by ARTA;
2. Facilitate knowledge transfer and information dissemination to office employees on ARTA-related trainings, briefings, and similar activities attended by staff;
3. Ensure the publication and regular updating of service standards, and their inclusion in the Citizens' Charter of each department or office;
4. Ensure strict observance of the zero-contact policy pursuant to R.A. 11032;
5. Ensure that both external and internal services of the City Government adhere to the prescribed processing times under R.A. 11032 and other applicable special laws;
6. Lead the implementation of the Harmonized Client Satisfaction Measurement (CSM) in accordance with ARTA Memorandum Circular No. 2022-005, as amended;
7. Establish and manage the i-Serve public assistance and complaints desk to effectively receive complaints and feedback, and monitor customer satisfaction through the MyNaga App, hotline numbers, SMS, ICT platforms, or other mechanisms;
8. Ensure that complaints referred by the Presidential Complaints Center, the Civil Service Commission's Contact Center ng Bayan, and the ARTA Legal Office are acknowledged, responded to, and acted upon within the prescribed periods by the concerned offices or departments;
9. Assist in the implementation of the electronic Business One-Stop Shop (e-BOSS) system; and
10. Ensure compliance with the Zero Backlog Report requirement under ARTA Memorandum Circular No. 2022-02, as amended by Memorandum Circular No. 2023-01, and submit the report on or before March 7 of every year.



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SECTION 3. SECRETARIAT. The i-Governance Office shall serve as the Secretariat of the Committee.

SECTION 4. AMENDMENTS AND INTERPRETATION. This Order may be amended or supplemented as may be deemed necessary, and shall be interpreted to give full force and effect to the attainment of the declared policy and the operationalization of the principles of good governance.

SECTION 5. REPEALING CLAUSE. All issuances and orders inconsistent with this Order are hereby repealed, amended, or modified accordingly.

SECTION 6. SEPARABILITY CLAUSE. If any provision of this Order is declared unconstitutional or invalid, the other provisions not affected thereby shall remain in full force and effect.

SECTION 7. EFFECTIVITY. This Order shall take effect immediately and shall remain in effect unless otherwise revoked or amended, or until superseded by an ordinance.

DONE in the City of Naga, this 23rd day of September, 2025.


MARIA LEONOR GERONA ROBREDO
City Mayor

Attested by:  **RAYNOR RODRIGUEZ**