

OFFICE ORDER NO. 2024-003

January 8, 2024

Pursuant to Republic Act No. 11032 (Ease of Doing Business and Efficient Government Service Delivery Act of 2018) and Memorandum Circular No. 2020-07 of the Anti-Red Tape Authority (“ARTA”), as amended by ARTA Memorandum Circular No. 2023-08, a Committee on Anti-Red Tape (“CART”) is hereby established with the following membership, to wit:

- Chairman - General Manager
 - Vice-Chairman - Deputy General Manager
 - Members - Corporate Secretary
- Comptroller
- Assistant Director, Human Resource
Management and Development Division
- Assistant Director, Facilities and Property Division
- Information Technology Officer

The CART shall have the following functions, duties and responsibilities, viz.:


1. Conduct of reengineering of systems and procedures, compliance cost analysis, time and motion studies, and evaluation and improvement of all services of PICC, if deemed necessary, using the concepts and tools indicated in the Whole-of-Government Reengineering Manual issued by ARTA;
2. Compliance to ARTA guidelines on Establishing the National Policy on Regulatory Management System, as applicable, particularly on the following:
 - 2.1. Submission of the Annual Regulatory Plan (“ARP”) not later than March 7 of each year;
 - 2.2. Submission of a Regulatory Notification Form, in the absence of an ARP, to notify ARTA of every formulation, modification, and repeal of regulations, ordinances, or other related issuances;
 - 2.3. Conduct of post-implementation assessment and review of existing regulations, ordinances or other related issuances;
 - 2.4. Conduct of a Preliminary Impact Assessment whenever there is an intent to formulate, modify, or repeal a regulation and the subsequent submission of a Preliminary Impact Statement for ARTA’s review and assessment;

- 2.5. Preparation and submission of a Regulatory Impact Statement upon completion of each Regulatory Impact Assessment conducted, for ARTA's review and assessment;
- 2.6. Referral of ARTA's policy option recommendations to the appropriate decision-makers within PICC; and
- 2.7. Encoding of all existing (both in-effect and repealed) regulations and issuances to populate the Philippine Business Regulation Information System once operational;
3. 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;
4. Setting up of the most current and updated service standards and inclusion of the same in the Citizen's Charter of PICC in accordance with the suggested template and prescribed manner of writing issued by ARTA, including the following:
 - 4.1. Submission of the updated Citizen's Charter Handbook to ARTA together with an updated Certificate of Compliance duly signed by the Head of Agency or authorized representative;
 - 4.2. Identification of official personnel who shall encode and submit the Citizen's Charter through the Anti-Red Tape Electronic Management Information System, once operational;
 - 4.3. Monitoring and periodic review of the PICC Citizen's Charter, specifically the procedures/steps, timeline, documentary requirements, fees, and other information indicated in the Citizen's Charter; and
 - 4.4. Posting of the most current and updated Citizen's Charter – Information Billboard in the most conspicuous space of the Center, 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 PICC website pursuant to ARTA guidelines;
5. Ensure the compliance of PICC on the zero-contact policy, as appropriate, in accordance with R.A. No. 11032;
6. Compliance of PICC's external and internal services with the prescribed processing time as mandated by R.A. No. 11032 or the respective mandate under special law;
7. Implementation of the Harmonized Client Satisfaction Measurement in accordance with ARTA guidelines as may be applicable;
8. Submission to ARTA not later than the last working day of April of each year of the Client Satisfaction Measurement Report for each service based on the guidelines issued by ARTA;

9. Establishment and management a public assistance complaints desk or ARTA Helpdesk to effectively receive complaints, feedback and monitor customer satisfaction via hotline numbers, short message service, information and communication technology, or other mechanisms where clients may adequately express their complaints, comments, or suggestions. The CART must ensure that 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 PICC; and
10. Perform such other functions, duties and responsibilities under R.A. No. 11032, its Implementing Rules and Regulations, and ARTA issuances.

The CART shall be assisted by a Secretariat consisting of the staff members of the Office of the General Manager and Office of the Corporate Secretary.

The CART may call upon any other officer or employee to assist it in the performance of the foregoing functions, duties and responsibilities.


RENATO B. PADILLA
General Manager

CART Directory
As of January 30, 2025

INSTRUCTIONS	<p>1. Please do not abbreviate.</p> <p>2. Reflect all the names indicated in the Department Order.</p> <p>3. Add a sheet if submitting several CART compositions</p>
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Name of Agency	Philippine International Convention Center, Inc.
Office Order	Office Order No. 2024-003
CART or SUBCART	CART

NO.	NAME	CART DESIGNATION	POSITION / DESIGNATION / TITLE	OFFICE / DEPARTMENT / DIVISION	EMAIL ADDRESS	CONTACT NUMBER
1	Atty. Nicolette Ann P. Cruz	Chairperson	General Manager	Office of the General Manager	npcruz@picc.gov.ph	8789-4789 local 7014
2	Mr. Roberto A. Garcia	Vice-Chairman	Deputy General Manager	Office of the Deputy General Manager	ragarcia@picc.gov.ph	8789-4789 local 7133
3	Atty. Melpin A. Gonzaga	Member	Corporate Secretary	Office of the Corporate Secretary	magonzaga@picc.gov.ph	8789-4789 local 7287
4	Ms. Maria Louisa P. Padilla	Member	Comptroller	Office of the Comptroller	mppadilla@picc.gov.ph	8789-4789 local 7073
5	Atty. Melan M. Espela	Member	Assistant Director	Human Resource Management and Development Division	mmespela@picc.gov.ph	8789-4789 local 7062
6	Mr. Domingo Glenn Fulgencio L. Pelonio	Member	Assistant Director	Facilities and Property Division	glpelonio@picc.gov.ph	8789-4789 local 7067
7	Mr. Marnie F. Onia	Member	Information Technology Officer	Office of the General Manager	mfonia@picc.gov.ph	8789-4789 local 7082
8	Atty. Rafael Ian L. Andal	Secretariat Member	Junior Executive Assistant	Office of the Corporate Secretary	rlandal@picc.gov.ph	8789-4789 local 7287
9	Ms. Maria Cecilia Regina N. Martin	Secretariat Member	Junior Executive Assistant	Office of the General Manager	cnmartin@picc.gov.ph	8789-4789 local 7013
10	Ms. Glorilyn S. Bandanes	Secretariat Member	Executive Secretary	Office of the General Manager	gsbandanes@picc.gov.ph	8789-4789 local 7014
11	Ms. Jennet S. Osorio	Secretariat Member	Senior Administrative Assistant	Office of the General Manager	jsosorio@picc.gov.ph	8789-4789 local 7015