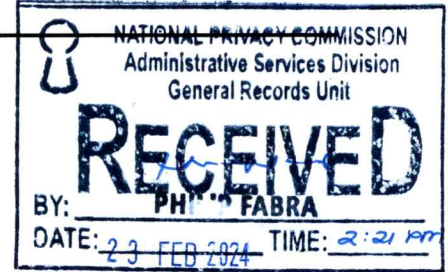




Republic of the Philippines
NATIONAL PRIVACY COMMISSION
 5th Floor, Philippine International Convention Center,
 Vicente Sotto Avenue, Pasay City, Metro Manila 1307



PRIVACY COMMISSION
SPECIAL ORDER
 NO. 018 s. 2024



SUBJECT: RECONSTITUTION OF THE NATIONAL PRIVACY COMMISSION COMMITTEE ON ANTI-RED TAPE

In the exigency of the service and pursuant to Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) No. 2023-08, s. 2023, dated 22 November 2023; the Privacy Commission Special Order No. 050, s. 2023, entitled "Reconstitution of the National Privacy Commission - Committee on Anti-Red Tape (NPC-CART)," is hereby reconstituted to be composed of the following officials and personnel:

NPC-CART	
Chairperson	Executive Director IV
Vice-Chairperson:	Director IV, <i>Privacy Policy Office</i>
Committee Members:	Director IV, <i>Legal Enforcement Office</i> Director IV, <i>Finance and Administrative Office</i> Division Chief, <i>Compliance and Monitoring Division</i>
<i>Sub-Committee on Regulatory Impact Assessment</i>	
Members:	Division Chief, <i>Policy Development Division</i> Attorney IV, <i>Legal Division</i> Development Management Officer IV, <i>Policy Development Division</i> Information Technology Officer I, <i>Compliance and Monitoring Division</i>
<i>Sub-Committee on Public Information and Client Satisfaction</i>	
Members:	Division Chief, <i>Public Information and Assistance Division</i> Division Chief, <i>Human Resource and Development Division</i> Information Officer IV, <i>Public Information and Assistance Division</i> Administrative Assistant V, <i>Office of the Executive Director</i>
<i>Sub-Committee on Ease of Doing Business (EoDB) Compliance</i>	
Members:	Division Chief, <i>Financial Planning and Management Division</i> Division Chief, <i>Legal Division</i> Division Chief, <i>Administrative Services Division</i> Supervising Administrative Officer, <i>Financial Planning and Management Division</i>
<i>Sub-Committee on ICT Support</i>	
Members	Information Technology Officer II, <i>Interim Management Information System Unit</i> Information Technology Officer I, <i>Data Security and Technology Standards Division</i> Information Systems Analyst III, <i>Data Security and Technology Standards Division</i>

NPC-CART Secretariat	
Secretariat	Executive Assistant III, <i>Office of the Executive Director</i>
Member/s:	Administrative Officer IV, <i>Financial Planning and Management Division</i>
	Administrative Officer III, <i>Administrative Services Division</i>
	Administrative Officer I, <i>Administrative Services Division</i>
	Administrative Assistant III, <i>Privacy Policy Office</i>

NPC-CART Functions, Duties and Responsibilities

The NPC-CART shall ensure that the Commission receive, respond, and comply with the requirements of Republic Act (R.A.) No. 11032, its IRR and subsequent issuances by ARTA, as may be applicable, and in coordination with the appropriate offices, divisions, and units. These requirements pertain to the following:

1. Conduct of reengineering of systems and procedures, compliance cost analysis, time and motion studies, and evaluation and improvement of all the services of the Commission, if deemed necessary, using the concepts and tools indicated in the Whole-of-Government (WOG) Reengineering Manual issued by ARTA;
2. Compliance to the provisions of ARTA MC No. 2022-06 or the MC Establishing the National Policy on Regulatory Management System (NPCRMS), as applicable, particularly on the following:
 - a. Submission of Annual Regulatory Plan (ARP) not later than 07 March of each year;
 - b. Submission of Regulatory Notification Form (RNF), in the absence of an ARP, to notify ARTA of every formulation, modification, and repeal of regulations, ordinances, or other related issuances;
 - c. Conduct of post-implementation assessment and review of existing regulations, ordinances, or other related issuances;
 - d. Conduct of Preliminary Impact Assessment (PIA) whenever there is an intent to formulate, modify, or repeal a regulation and the subsequent submission of Preliminary Impact Statement (PIS) for ARTA's review and assessment;
 - e. Preparation and submission of a Regulatory Impact Statement (RIS) upon completion of each Regulatory Impact Assessment (RIA) conducted, for ARTA's review and assessment;
 - f. Referral of ARTA's policy option recommendations to the appropriate decision-makers within the Commission; and
 - g. Encoding of all existing (both in-effect and repealed) regulations and issuances to populate the Philippine Business Regulation Information System (PBRIS), once operational.
3. Adoption of Philippine Good Regulatory Principles (PGRP), including the coordination of the orientation of employees involved in the PGRP Awards,

determination of the qualifications of the Commission and documentation of best practices, innovative ideas, and success stories that shall serve as bases for nomination for the PGRP Awards, formulation of internal guidelines and mechanism for nomination, submission of the nomination to ARTA containing the qualifications of the Commission with collected evidence and detailed description of its best practices, innovative ideas, and success stories, among others;

4. 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;
5. Registration and publication of new regulations and issuances to the following, within fifteen (15) days from issuance:
 - a. University of the Philippines Office of National Administrative Register (UP ONAR); and
 - b. Newspaper of general circulation for publication.
6. Setting up the most current and updated service standards and inclusion of the same in the Citizen's Charter of the Commission in accordance with the suggested template and prescribed manner of writing issued by ARTA through MC No. 2019-02 and its Reference B, including the following:
 - a. Submission of the updated Citizen's Charter Handbook to ARTA, together with an updated Certificate of Compliance (CoC) duly signed by the Head of Agency or authorized representative;
 - b. Identification of official personnel who shall encode and submit the Citizen's Charter through the Anti-Red Tape Electronic Management Information System (ARTEMIS), once operational;
 - c. Monitoring and periodic review of the Citizen's Charter of the Commission, specifically the procedures/steps, timeline, documentary requirements, fees, and other information indicated in the Citizen's Charter; and
 - d. Posting of the most current and updated Citizen's Charter - Information Billboard in the most conspicuous space of the office, 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 official website of the Commission pursuant to ARTA MC No. 2019-02.
7. Compliance of the Commission on the zero-contact policy in accordance with R.A. No. 11032;
8. Compliance of the external and internal services of the Commission with the prescribed processing time as mandated by R.A. No. 11032 or the respective mandate under special law;

9. Implementation of the Harmonized Client Satisfaction Measurement (CSM) in accordance with the guidelines provided under ARTA MC No. 2022-005 and its amendment as may be applicable;
10. 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;
11. Establishment and management of a public assistance complaints desk or ARTA Helpdesk to effectively receive complaints, feedback and monitor customer satisfaction via hotline numbers, short messages services (SMS), information and communication technology, or other mechanisms where client may express their complaints, comments, or suggestions.

The NPC-CART shall ensure that complaints forwarded by the Presidential Complaints Center, Contact Center ng Bayan of the Civil Service Commission (CSC), and the Legal Office of ARTA are acknowledged, received, responded to, and acted upon within the designated period by the intended recipient within the Commission.

In addition, under ARTA MC No. 2021-11 or the "Guidelines for Nationwide Implementation of Referral and Handling of Complaints involving Section 12(f) and 21(a) to (g) of R.A. No. 9485, as amended by R.A. No. 11032 to the Committee on Anti-Red Tape (CART) and/or Legal Offices of Government Agencies," Section V.(2) of ARTA MC No. 2021-11 states that the CART/agency is given full discretion to adopt all lawful methods in resolving the complaint referred by ARTA.

As may be applicable, the NPC-CART shall serve as overall coordinating body for the establishment of an Electronic Business One Stop Shop (e-BOSS) in compliance with the mandate under R.A. No. 11032, its IRR, and other issuances of ARTA. The NPC-CART must facilitate and assist various departments and offices involved during the development and implementation of e-BOSS, including logistical and personnel requirements, security of the system, development of a communication plan, implementation of contingency measures, and protection of data and information.

The NPC-CART shall also ensure compliance and submission of the Zero Backlog Report under ARTA MC No. 2022-02, as amended by MC No. 2023-01, on or before 07 March of every year. It shall serve as the coordinating body relative to the implementation of the Report Card Survey (RCS) 2.0, providing the information and documents required by ARTA, as applicable.

Further, the NPC-CART shall coordinate with the Public Information and Assistance Division on the dissemination of ARTA Information, Education, and Communication (IEC) materials for public consumption. Moreover, it shall recommend policies, issuances, and measures to facilitate the implementation of R.A. 11032 and further improve related issuances and existing guidelines.

Finally, the NPC-CART shall perform such other functions, duties and responsibilities under R.A. No. 11032, its IRR and other issuances issued by ARTA.

Duties and Responsibilities of the Sub-Committees

Sub-Committee on Regulatory Impact Assessment

1. To assist the proponent in the preparation and conduct of a Regulatory Impact Assessment (RIA) for proposing new regulations. Existing regulations can also be subjected to RIA for the purpose of improving regulatory quality;
2. To participate or recommend attendance to RIA-related trainings; and
3. Manage or conduct Technical Learning Sessions to NPC-CART Members and other concerned personnel within thirty (30) days or as needed; and
4. Perform other related functions as assigned by the NPC-CART Chairperson.

Sub-Committee on Public Information and Client Satisfaction

1. To assist in the uploading and submission of the NPC Citizen's Charter and ARTA documentary requirements;
2. To assist in the preparation and development of a client feedback mechanism and client satisfaction measurement;
3. To assist in the dissemination of both printed and digital ARTA IEC materials for public consumption; and
4. Perform other related functions as assigned by the NPC-CART Chairperson.

Sub-Committee on Ease of Doing Business (EoDB) Compliance

1. To assist in compliance monitoring of all concerned offices/divisions/units for updating and timely reporting;
2. To oversee the review, consolidation, and finalization of the Citizen's Charter;
3. To assist in ensuring compliance of the NPC's public assistance complaints desk with relevant and related issuances; and
4. Perform other related functions as assigned by the NPC-CART Chairperson.

The *NPC-CART Secretariat* shall have the following duties and responsibilities:

1. To prepare the notices of meetings to all members of the committee;
2. To prepare and monitor the calendar of businesses of committee meetings;
3. To prepare the minutes of the meetings and corresponding communications, as needed;
4. To facilitate and maintain the records of the NPC-CART and other related documents, as needed; and
5. Perform other related functions as assigned by the NPC-CART Chairperson.

This Order shall take effect immediately and shall remain in force unless otherwise amended or revoked. All issuances inconsistent herewith are hereby suspended or revoked accordingly.



ATTY. JOHN HENRY D. NAGA

Privacy Commissioner 

Date: 23 FEB 2024