



REPUBLIC OF THE PHILIPPINES
PHILIPPINE BROADCASTING SERVICE
BUREAU OF BROADCAST SERVICES
QUEZON CITY



07 March 2023

BBS SPECIAL ORDER NO. 47
Series of 2023

In the exigency of the service and in compliance with Republic Act No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, and its Implementing Rules and Regulations (IRR), the composition of the **Bureau of Broadcast Services Committee on Anti-Red Tape (CART)** is hereby constituted as follows:

1. **MR. GEORGE C. ARCEÑO, JR.** - Chairperson
2. **MS. RACHELLE R. GATPANDAN** - Vice Chairperson
3. **MR. BENJAMIN REUEL R. ORTIGUERO, JR.**
4. **MS. EILEEN V. ELIGADO**
5. **MS. MARIETTA C. CEPEDA**
6. **MR. JUN P. ROMANA**
7. **MS. EASTER LILY P. DUQUE** - Union Representative

SECRETARIAT:

1. **MS CRISTELA M. MARQUEZ** - Head
2. **MS. BEA ROSEANNE V. GAZA**
3. **MS. ZEFORA B. BOSONGAN**

Functions, Duties and Responsibilities of the CART:

The CART shall ensure that the Agency shall comply with the requirements of RA No. 11032, its IRR and subsequent issuances by the Authority, as may be applicable. These pertain to the conduct of the following:

1. Conduct of compliance cost analysis, time and motion studies, evaluation and improvement of all the agency's services, and reengineering the same;
2. Subject to the Guidelines/National Policy on Regulatory Management System to be issued by the Authority:

2.1 Notify the Authority of every formulation, modification, and repeal of regulations, ordinances or other related issuances;

- 2.2 Conduct post-implementation assessment and review of existing regulations, ordinances or other related issuances, undertake Regulatory Impact Assessment (RIA);
 - 2.3 Prepare a Preliminary Impact Assessment (PIA) whenever there is intent to formulate, modify, or repeal a regulation and submit to the Authority;
 - 2.4 Produce a Regulatory Impact Statement (RIS) upon completion of each RIA and submit to the Authority for review and assessment;
 - 2.5 Refer the Authority's policy option recommendations to the appropriate decision-makers within the agency;
 - 2.6 Submit an inventory and electronic copies of all existing (both in-effect and repealed) regulations and issuances to populate the Philippine Business Regulation Information System (PBRIS);
3. Ensure effective knowledge transfer, or information dissemination among office employees on ARTA-related trainings, briefings, or such related matters obtained by office staff within sixty (60) days from the end of the training;
4. Register new regulations and issuances to the following, if applicable, within fifteen (15) days from issuance:
 - a. UP Office of National Administrative Register (UP ONAR); and
 - b. Official Gazette for publication
5. Set up the most current and updated service standards and indicate in the Citizen's Charter in accordance to the prescribed template issued by the Authority, and submit the same to the Authority to populate the Anti-Red Tap Electronic Management System (ARTEMIS);
6. Monitor and periodically review the Agency's Citizen's Charter, specifically: procedures/steps, time, documentary requirements, and fees;
7. Ensure that an updated Citizen's Charter, should there be any change, is posted not later than March 31st of each year;
8. Ensure the compliance of the Agency on the zero-contact policy in accordance with the law;
9. Ensure the compliance of the Agency's external and internal services with the prescribed processing time as mandated by RA No. 11032 or the Agency's mandate under special law;

10. Develop and foster a client feedback mechanism and client satisfaction measurement;
11. Report to the Authority not later than the last working day of January of each year the results of the Client Satisfaction Survey for each service based on the guidelines to be issued by the Authority;
12. Establish and manage a public assistance complaints desk or ARTA Helpdesk to effectively receive complaints, feedback and monitor customer satisfaction via hotline numbers, short message services (SMS), 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 the Authority are acknowledged, received, responded to and/or acted upon within the designated period by the intended recipient within their agency;
13. Serve as overall coordinating body for the establishment of an Electronic Business One Stop Shop (e-BOSS) in compliance with the mandate under RA No. 11032, its IRR, and other issuances by the Authority. The 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, as applicable;
14. Coordinate with the City Government's communications/public relations office the dissemination of ARTA Information, Education and Communication materials for public consumption;
15. Perform such other functions, duties and responsibilities under RA No. 11032 (amending RA No. 9485), its IRR and other issuances issued by the Authority.

Functions of the Secretariat:

The CART Secretariat shall have the following functions;

1. Issue notice of meeting to all members of the committee;
2. Prepare the calendar of business of committee meetings;
3. Prepare minutes of committee meeting and corresponding communications;
4. Maintain records of committee deliberations and other related documents;
5. Assist in the review, consolidation, and finalization of the Citizens Charter; and
6. Perform other related functions.

This Order takes effect immediately and shall remain in force unless sooner revised or revoked. All Orders/Circulars/Directives inconsistent with this Order are hereby repealed and/or superseded accordingly.

For the information and guidance of all concerned.



RIZAL GIOVANNI P. APORTADERA, JR.
Director IV

cc: All concerned
All Divisions/Stations
Records
File