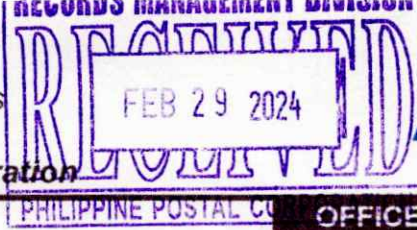


**PHLPOST COMMITTEE ON ANTI-RED TAPE (CART)
MEMBER DIRECTORY CY2025**

	NAME	DESIGNATION	OFFICE/ DEPARTMENT	CONTACT INFORMATION	
				Telephone/ Mobile No.	Email Address
1	Atty. Lee P. Vical	Chairperson/ Acting Assistant Postmaster General	Office of the APMG for Management Support Services	0998-8879114	lee_vical@yahoo.com
2	Ms. Olivia M. Valderama	Vice-Chairperson/ Area Director	Mega Manila Area	0956-3625108	omvalderama@yahoo.com
3	Ms. Zenaida V. Mataverde	Manager	Corporate Planning Department	0917-8473006	zeny.mataverde@gmail.com
4	Ms. Carol C. Terrado	Manager	Financial Management Department	0917-6755084	carolcterrado@yahoo.com
5	Mr. Francis T. Cereno	Manager	Internal Audit Department	0947-1946943	francis_t_cereno369@yahoo.com
6	Mr. Peter S. Bartolome	Manager	Service Regulations Department	0943-5570387	peter.bartolome@phlpost.gov.ph
7	Ms. Maria Erlinda G. Vargas	Acting Manager	Human Resource Management Department	0908-8737224	earlin_15@yahoo.com
8	Atty. Robert S. Garcia	Acting Manager	Inspectorate Department	0939-6539996	robert.garcia@phlpost.gov.ph
9	Engr. Reynaldo D. Cadano	Acting Manager / Concurrent Chief	Records Management Division, General Services Department	0927-9869814	reynaldo.cadano@phlpost.gov.ph
10	Mr. Earl John C. Gallarde	Representative/ Executive Asst. VI	Management Information Systems Department	0918-9263624	ej.gallarde@phlpost.gov.ph
11	Ms. Vangie Rosero	In-Charge	Customer Care Support, Airmail Exchange Department	(02) 8288-7678	phlpost.amed@gmail.com
12	Ms. Thelma Pangilinan	In-Charge	Customer Care Support Express Mail Exchange Dept.	(02) 8288-7678	phlpost.ems.cs@gmail.com
13	CART Secretariat		cart@phlpost.gov.ph		



PHLPOST OFFICE ORDER NO. 24-18

SUBJECT : **PHLPOST COMMITTEE ON ANTI-RED TAPE (CART)**

Amendment to -

DATE : 26 February 2024

In compliance to ARTA Memorandum Circular No. 2023-08 dated 22 November 2023 with the subject, "Amendment on Certain Provisions of Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2020-07 dated 30 September 2020, Pertaining to the Guidelines on the Designation of a Committee on Anti-Red Tape (CART)", previous orders pertaining to the PHLPost Committee on Anti-Red Tape (CART) are hereby amended as follows:

A. Composition of PHLPost CART

- Chairperson** : APMG for Management Support Services
- Vice-Chairperson** : Area Director, Mega Manila Area
- Members** :
Manager, Corporate Planning Department
Manager, Financial Management Department
Manager, Human Resource Management Department
Manager, Inspectorate Department
Manager, Internal Audit Department
Manager, Legal Department
Manager, Management Information Systems Department
Manager, Service Regulations Department
Chief, Records Management Division, GSD
Head, Customer Care Team
- Secretariat** :
One (1) Staff, Office of the Postmaster General
One (1) Staff, Corporate Planning Department

B. Functions, Duties, and Responsibilities of PHLPost CART

The PHLPost CART shall ensure the Corporation receive, respond, and comply with the requirements of RA 11032, its IRR and subsequent issuances by ARTA, as may be applicable, and in coordination the appropriate offices 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 PHLPost's services, if deemed necessary, using the concepts and tools indicated in the Whole-of-Government 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 (NPRMS), as applicable, particularly on the following:
 - 2.1. Submission of Annual Regulatory Plan (ARP) not later than 07 March of each year;
 - 2.2. Submission of a 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;
 - 2.3. Conduct post-implementation assessment and review of existing regulations, ordinances or other related issuances;
 - 2.4. Conduct of a Preliminary Impact Assessment (PIA) whenever there is an intent to formulate, modify, or repeal a regulation the subsequent submission of a Preliminary Impact Statement (PIS) for ARTA's review and assessment;
 - 2.5. Preparation and submission of a Regulatory Impact Statement (RIS) upon completion of each RIA conducted, for ARTA's review and assessment;
 - 2.6. Referral of ARTA's policy option recommendations to the appropriate decision-makers within PHLPost; and,
 - 2.7. 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 the Philippine Good Regulatory Principles (PGRP), including the coordination of the orientation of employees involved in the PGRP Awards, determination of the qualifications of the agency 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 agency 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:
 - 5.1 University of the Philippines Office of National Administrative Register (UP ONAR); and,
 - 5.2 Newspaper of general circulation for publication.

6. Setting up of the most current and updated service standards and inclusion of the same in the PHLPost Citizen's Charter 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:
 - 6.1 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;
 - 6.2 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;
 - 6.3 Monitoring and periodic review of the PHLPost Citizen's Charter, specifically the procedures/steps, timeline, documentary requirements, fees, and other information indicated in the Citizen's Charter; and,
 - 6.4 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 in our Corporate website pursuant to ARTA MC No. 2019-02.
7. Compliance of PHLPost to the zero-contact policy in accordance with R.A. 11032.
8. Compliance of PHLPost to the external and internal services with the prescribed processing time as mandated by R.A. 11032 or the respective mandate under special law.
9. Implementation of the Harmonized Client Satisfaction Measurement (CSM) in accordance with the guidelines provided under MC No. 2022-005 and its amendment as may be applicable.
10. Submission to ARTA of the Client Satisfaction Measurement Report for each service on or before April 15 of each year based on Joint ARTA/GCG MC No. 1 (s. 2023).
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 message service (SMS), Information and communication technology, or other mechanisms where clients may express their complaints, comments, or suggestions.
12. 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 PHLPost.
13. Resolve all complaints referred by ARTA in accordance to 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. 11032 to the CART and/or Legal Offices of Government Agencies”.

14. 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 the Authority, as applicable.
15. Coordinate with the Corporate Communications Division on the dissemination of ARTA Information, Education, and Communication materials for public consumption. Moreover, it shall recommend policies, issuances, and measures to facilitate the implementation of R.A. No. 11032 and further improve related issuances and existing guidelines.
16. Perform such other functions, duties, and responsibilities under R.A. 11032 (amending R.A. 9485), its IRR and other issuances issued by ARTA.

C. Directory of PHLPost CART Members and Focal Person per Office

As an integral part of this Office Order, attached as **Annex A** is the directory of PHLPost CART members and Focal Person per office. The said directory includes the names, offices, designation, contact numbers, and e-mail addresses of concerned PHLPost officers and employees.

All previous Office Orders inconsistent herewith are hereby superseded/revoked and/or modified accordingly.



LUIS D. CARLOS

Acting Postmaster General and CEO



ABSY/MBG/RVP