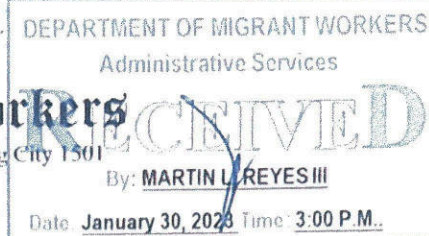




Republic of the Philippines
Department of Migrant Workers
Blas F. Ople Building, Ortigas Avenue cor. EDSA, Mandaluyong City 1501



ADMINISTRATIVE ORDER No. 19
Series of 2023

In the interest of the service, and pursuant to Republic Act 11032, otherwise known as Ease of Doing Business and Efficient Government Service Delivery (EODBEGSD) Act of 2018, its Implementing Rules and Regulations (IRR), and in reference to the Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2020-07 Series 2020, the Committee on Anti-Red Tape (CART) in the Department of Migrant Workers (DMW) is hereby created with the following composition:

Chairperson	: Undersecretary for Licensing and Adjudication
Co-Chairperson	: Undersecretary for Finance and Internal Affairs
Members	: Director, All Bureaus Director, Internal Audit Service Director, Legal Service Director, Management Information and Technology Service Director, Human Resource Management and Development Service Director, Administrative Service Director, Finance Service Director, Strategic Planning and Management Service Director, Strategic Communications Service
Secretariat	: Chief, Management Audit Division Chief, Operations Audit Division Chief, Information Systems Management Division Chief, Human Resource Management Division

The DMW-CART shall have the following functions, duties and responsibilities as enumerated in ARTA Memorandum Circular 2020-07 Series 2020 as follows:

1. Conduct of compliance cost analysis, time and motion studies, evaluation and improvement of all the department's services, and reengineering of the same;
2. Subject to the Guidelines/National Policy on Regulatory Management System to be issued by the Anti-Red Tape Authority (ARTA):
 - 2.1 Notify ARTA 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 an intent to formulate, modify, or repeal a regulation and submit to ARTA;
 - 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 ARTA's policy option recommendations to appropriate decision-maker within the Department;

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By DMW General Services Division on: January 30, 2023

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- 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 training;
 4. Register new regulations and issuances to the following, if applicable, within fifteen (15) days from issuance:
 - a. U.P. 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 ARTA, and submit the same to ARTA to populate the Anti-Red Tape Electronic Management Information System (ARTEMIS);
 6. Monitor and periodically review the office or department'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 department on the zero-contact policy in accordance with the law;
 9. Ensure the compliance of the department's external and internal services within the prescribed processing time as mandated by RA No.11032 or the department's mandate under special law;
 10. Develop and foster a client feedback mechanism and client satisfaction measurement;
 11. Report to ARTA 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 ARTA;
 12. Establish and manage a public assistance complaints desk or ARTA Helpdesk and 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 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 and responded to and/or acted upon within the designated period by the intended recipient within the department;
 13. Coordinate with the department's communications/public relation office the dissemination of ARTA Information, Education, and Communication materials for public consumption; and
 14. Perform such other functions, duties and responsibilities under RA No.11032 (amending RA No.9485), and its IRR and other issuances issued by the ARTA.

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The Internal Audit Service shall serve as the Secretariat to the DMW-CART and will be the responsible Office to ensure compliances to the requirements of RA 11032 and its IRR, and all subsequent issuances by the Authority, as may be applicable.

All Attached Agencies, Regional Offices and Migrant Workers Offices are hereby directed to create and designate a sub-CART in their respective offices.

All expenses to be incurred by the members of the DMW-CART in the performance of their duties and responsibilities shall be chargeable against the funds of DMW, subject to the existing government budgeting, accounting, auditing rules and regulations.

This Order shall take effect immediately.


MARIA SUSANA V. OPLE
Secretary

30 January 2023

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