



Carlos Hilado Memorial State University

Alijis Campus • Binalbagan Campus • Fortune Towne Campus • Talisay (Main) Campus

A leading GREEN institution of higher learning in the global community by 2030

(Good governance, Research-oriented, Extension-driven, Education for Sustainable Development, and Nation-building)

002460 Office of the President

MEMORANDUM ORDER NO: 19, s. 2026

TO : CONCERNED PERSONNEL

FROM : OFFICE OF THE PRESIDENT

RE : COMPOSITION OF THE CARLOS HILADO MEMORIAL STATE UNIVERSITY (CHMSU) COMMITTEE ON ANTI-RED TAPE (CART)

DATE : February 26, 2026



Pursuant to Republic Act 11032, otherwise known as the Ease of Doing Business and Efficient Government Services Delivery Act of 2018, and Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) No. 2020-07, "*Guidelines on the Designation of a Committee on Anti-Red Tape (CART)*", as amended by ARTA MC No. 2023-08, "*Amendment on Certain Provisions of Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2020-07 dated 30 September 2020*", the following shall compose the Committee on Anti-Red Tape (CART) effective **February 27, 2026** until duly rescinded.

Chairperson	:	Vice President for Administration and Finance
Vice Chairperson	:	Chief Administrative Officer – Finance Division
Secretariat and ARTEMIS Focal	:	Head of the Planning, Monitoring and Evaluation Unit
Members	:	Head of the Information Communication Technology Unit
	:	Head of the Human Resource Management Unit
	:	Head of the Legal Unit
	:	Head of the Records Unit
Focal Persons	:	Campus Executive Director, Fortune Towne Campus
	:	Campus Executive Director, Alijis Campus
	:	Campus Executive Director, Binalbagan Campus

Functions, Duties, and Responsibilities

The CART shall ensure that the agency receive, respond, and comply with the requirements of R.A. 11032, its

IRR and subsequent issuances by ARTA, as may be applicable, and in coordination with 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 the services of the agency, if deemed necessary, using the concepts and tools indicated in the Whole-of Government (WOG) Reengineering Manual issued by ARTA;
2. Adoption of the Philippine Good Regulatory Principles (PGRP) Awards;
3. Conduct of effective knowledge transfer, or information dissemination among office employees on ARTA-related trainings and the submission of a status report on the activities conducted within sixty (60) days from the end of the training;



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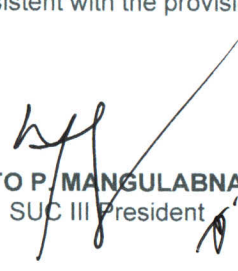
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4. Registration and publication of new regulations and issuances to the University of the Philippines Office of National Administrative Register (UP ONAR); and
5. Setting up of the most current and updated Citizen's Charter and submission of the same to ARTA together with an updated Certificate of Compliance (CoC) duly signed by the Head of Agency or authorized representative, and the identification of official personnel who shall encode and submit the Citizen's Charter through the Anti-Red Tape Electronic Management Information System (ARTEMIS);
6. Compliance of CHMSU on the zero-contact policy in accordance with R.A. 11032;
7. Compliance of the external and internal services of the Agency with the prescribed processing time as mandated by R.A. 11032 or the respective mandate under special law;
8. Implementation of the Harmonized Client Satisfaction Measurement (CSM) in accordance with the guidelines provided under MC No. 2022-05 and its amendment as may be applicable;
9. Submission to ARTA not later than the last working day of April of each year of the Client Satisfaction Measurement Report (CSMR) for each service based on the guidelines issued by ARTA;
10. Establishment and management of a public assistance complaints desk to effectively receive complaints, feedback, and monitor customer satisfaction mechanisms where clients may express their complaints, comments, or suggestions;
11. Ensure that complaints forwarded by the Presidential Complaints Center, Contact Center ng Bayan of the Civil Service Commission (CSC), and the legal office are acknowledged, received, and responded to, and acted upon within the designated period;
12. The CART is given full discretion to adopt all lawful methods in resolving complaint referred by ARTA;
13. Ensure compliance and submission of the Zero Backlog Report;
14. The CART shall serve as the coordinating body relative to the implementation of the Report Card Survey (RCS); and,
15. The CART shall perform such other functions, duties, and responsibilities under R.A. 11032, its IRR and other issuances issued by ARTA.

In case of failure to perform the duties and responsibilities or for reason of unsatisfactory performance or loss of trust and confidence, the Head of the University may relieve you from the designation.

All orders, memoranda, rules and regulations which are inconsistent with the provisions of this order are deemed amended, repealed and superseded accordingly.

So, ordered.


NORBERTO P. MANGULABNAN, PhD
SUC III President

cf: Vice-Presidents
Executive Directors
Deans
Concerned Personnel
Executive Assistant
Records
File



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