



University of the Philippines
OFFICE OF THE PRESIDENT

ADMINISTRATIVE ORDER NO. PAJ 24-24

TO	: Chair	EXECUTIVE VICE PRESIDENT
	Vice Chair	VICE PRESIDENT FOR ADMINISTRATION
	Members	VICE PRESIDENT FOR ACADEMIC AFFAIRS
		VICE PRESIDENT FOR PLANNING AND FINANCE
		VICE PRESIDENT FOR LEGAL AFFAIRS
		VICE PRESIDENT FOR DEVELOPMENT
		VICE PRESIDENT FOR PUBLIC AFFAIRS
		SECRETARY OF THE UNIVERSITY AND OF THE BOR
		SPECIAL ASSISTANT TO THE PRESIDENT, OFFICE OF THE PRESIDENT
	Focal Persons	VICE CHANCELLOR FOR ADMINISTRATION, UP DILIMAN
		VICE CHANCELLOR FOR ADMINISTRATION, UP LOS BANOS
		DIRECTOR, HRDO, UP MANILA
		VICE CHANCELLOR FOR ADMINISTRATION, UP VISAYAS
		CHIEF ADMINISTRATIVE OFFICER, HRDO, UP OPEN UNIVERSITY
		CHIEF, HRDO, UP MINDANAO
		HEAD, HRDO, UP BAGUIO
		VICE CHANCELLOR FOR ADMINISTRATION, UP CEBU
		ASSOCIATE DEAN FOR ADMINISTRATION, UP TACLOBAN COLLEGE
		CHIEF, HRDO, UP PGH
SUBJECT	:	CONSTITUTION OF THE UP SYSTEMWIDE COMMITTEE ON ANTI-RED TAPE (CART), PURSUANT TO ARTA MC 2023-08
DATE	:	1 MARCH 2024

In compliance with Anti-Red Tape Authority (ARTA) MC 2023-08 and ARTA MC 2024-01, you are hereby constituted as the UP Systemwide Committee on Anti-Red Tape (CART). As UP Systemwide CART, you will oversee and ensure strict compliance with the provisions of RA 11032, its Implementing Rules and Regulations (IRR) and other pertinent rules and guidelines.

The functions, duties, and responsibilities of the UP Systemwide CART are specified in Section 3.3 of ARTA MC 2023-08, which include the following:

- Conduct of reengineering of systems and procedures, compliance cost analysis, time and motion studies, and evaluation and improvement of all the services provided by the University using the concepts and tools indicated in the Whole-of-Government (WOG) Reengineering Manual issued by ARTA;
- Compliance with the guidelines/provisions of [ARTA MC No. 2022-06](#) (dated 07 October 2022) or the establishment of the National Policy on Regulatory Management System (NPRMS);
- Adoption of the Philippine Good Regulatory Principles (PGRP), including the coordination of the orientation of employees, determination of the qualifications and documentation, innovative ideas, and success stories;
- Conduct of effective knowledge transfer, or information dissemination among office employees on ARTA-related training and briefing or such related matters obtained by the office staff and submission of a status report;
- Setting up of the most current and updated service standards and inclusion of the same in the University of the Philippines Citizen's Charter;
- Compliance with the University's zero-contact policy;
- Compliance with the University's external and internal services;
- Implementation of the Harmonized Client Satisfaction Measurement (CSM) in accordance with the guidelines provided [MC No. 2022-05](#) (dated 20 September 2022) and its amendment, as may be applicable;
- 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 ARTA guidelines;
- Establishment and management of a public assistance complaints desk or ARTA Helpdesk to effectively receive complaints, feedback, and monitor customer satisfaction; and
- Compliance with the other provisions of the ARTA MC.

The Committee may avail of the services of resource persons, secretariat and support staff, subject to the President's approval, and shall be entitled to honorarium rates of Standing Committee Level 2.

All previous issuances inconsistent with the foregoing are deemed modified, superseded, or amended accordingly.

For your guidance and compliance.


ANGELO A. JIMENEZ
President

Name of Agency	University of the Philippines
Department Order	Administrative Order No. PAJ 24-24
CART or SUBCART	UP Systemwide

NO.	NAME	CART DESIGNATION	POSITION / DESIGNATION / TITLE	OFFICE/ DEPARTMENT/ DIVISION	EMAIL ADDRESS	CONTACT NUMBER
1	Caesar A. Saloma	Chairperson	Executive Vice President	Office of the President	op@up.edu.ph	(632) 8928-0110 local 2524
2	Augustus C. Resurreccion	Vice Chairperson	Vice President for Administration	Office of the Vice President for Administration	acresurreccion@up.edu.ph	(632) 8981-8500 local 2525
3	Lorraine Pe Symaco	Member	Vice President for Academic Affairs	Office of the Vice President for Academic Affairs	ovpaa@up.edu.ph	(632) 8926-4736 local 2528
4	Joselito G. Florendo	Member	Vice President for Planning and Finance	Office of the Vice President for Planning and Finance	ovppf@up.edu.ph	(632) 8928-2866 local 2504
5	Ruben P. Acebedo II	Member	Vice President for Legal Affairs	Office of the Vice President for Legal Affairs	ovpla@up.edu.ph	(632) 8927-8459 local 2547
6	Karen Ann B. Jago-on	Member	Officer-in-Charge, Vice President for Development	Office of the Vice President for Development	ovpd@up.edu.ph	(632) 8928-2888 local 2506
7	Marian L. Coquia-Regidor	Member	Vice President for Public Affairs	Office of the Vice President for Public Affairs	ovppa@up.edu.ph	(632) 8981-8500 local 2531
8	Roberto M.J. Lara	Member	Secretary of the University and of the BOR	Office of the Secretary of the University	osu@up.edu.ph	(632) 8981-8500 local 2534
9	Domingo A.B. Lopez	Member	Special Assistant to the President	Office of the President	op@up.edu.ph	(632) 8928-0110 local 2524
10	Adeline A. Pacia	Focal Person	Vice Chancellor for Administration	Office of the Vice Chancellor for Administration	ovca.updiliman@up.edu.ph	8981-8500 local 2579

11	Rolando T. Bello	Focal Person	Vice Chancellor for Administration	Office of the Vice Chancellor for Administration	ovca.uplb@up.edu.ph	09992211489 / 09088954872
12	Michael Antonio F. Mendoza	Focal Person	Director	Human Resource Development Office	hrdo.updiliman@up.edu.ph	89818500 local 2569
13	Farisal U. Bagsit	Focal Person	Vice Chancellor for Administration	Office of the Vice Chancellor for Administrator	ovca.upvisayas@up.edu.ph	(033) 315-2150
14	Michael P. Lagaya	Focal Person	Chief Administrative Officer	Human Resource Development Office	hrdo.upou@up.edu.ph	536-6001 to 06 local 710
15	Lynda A. Buenaobra	Focal Person	Chief	Human Resources Development Office	hrdo.upmindanao@up.edu.ph	(082) 293-0863 local 9141
16	Maria Ana B. Diaz	Focal Person	Chief	Human Resources Development Office	hrdo.upbaguio@up.edu.ph	(074)445-0785
17	Robert R. Roxas	Focal Person	Vice Chancellor for Administration	Office of the Vice Chancellor for Administration	ovca.upcebu@up.edu.ph	232-8187 local 123
18	Arvin L. De Veyra	Focal Person	Vice Chancellor for Administration	Office of the Vice Chancellor for Administrator	aldeveyra1@up.edu.ph	(053) 832-2897
19	Marjorie L. Torres	Focal Person	Chief Administrative Officer	Human Resource Development Division	hrdd.uppggh@up.edu.ph	8554 8400 local 2051 to 2055



UNIVERSITY OF THE PHILIPPINES
DILIMAN **QUEZON CITY**
VoIP TRUNKLINE: 8981-8500 LOCAL: 2558; 2556
DIRECT LINE: (632) 8981-8508, (632) 8981-8510
E-MAIL: chancellor.updiliman@up.edu.ph

OFFICE OF THE CHANCELLOR

1 March 2024

ADMINISTRATIVE ORDER NO. ECLV-24-041

TO : Chair: Vice Chancellor for Administration
Vice Chair: Director, Human Resource Development Office
Members: Director, Diliman Information Office
Representative, Diliman Legal Office
Representatives, Office of the Vice Chancellor for Academic Affairs cluster
Representative, Office of the Vice Chancellor for Administration cluster
Representative, Office Vice Chancellor for Community Affairs cluster
Representative, Office Vice Chancellor for Planning and Development cluster
Representative, Office Vice Chancellor for Research and Development cluster
Representative, Office Vice Chancellor for Student Affairs Cluster

SUBJECT : Reconstitution of the UP Diliman Committee on Anti-Red Tape (UPD CART)

In compliance with Memorandum No. ACR 24-29 and as required by the Anti-Red Tape Authority (ARTA) Memorandum Circular 2023-08, you are hereby constituted as the Committee on Anti-Red Tape (CART) of U.P. Diliman with the Vice Chancellor for Administration as Chair and the Director of the Human Resource Development Office as Vice Chair. As CART, you will oversee and ensure strict compliance with the provisions of RA 11032, its IRR and other pertinent rules and guidelines.

The functions, duties, and responsibilities of the CART are specified in the General Guidelines Section 3.3 of MC 2023-8, which include the following:

- Conduct of reengineering of systems and procedures, compliance cost analysis, time and motion studies, evaluation, and improvements of the agency's services;
- Monitoring and review of the Citizen's Charter, particularly the procedures/steps, time, documentary requirements, and fees;
- Implementation of the zero-contact policy
- Compliance of the agency with the 3-7-20 prescribed processing time for transactions;
- 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;
- Establishment and management of the public assistance complaints desk which will receive complaints and monitor client satisfaction through various feedback mechanisms; and
- Compliance with the guidelines on the national policy on the Regulatory Management System

The Committee may avail of the services of secretariat and support staff and shall be entitled to honorarium rates of Standing Committee Level 2.


EDGARDO CARLO L. VISTAN, II
Chancellor

Name of Agency	University of the Philippines
Department Order	Administrative Order No. ECLV-24-034
CART or SUBCART	UP Diliman

NO.	NAME	CART DESIGNATION	POSITION / DESIGNATION / TITLE	OFFICE/ DEPARTMENT/ DIVISION	EMAIL ADDRESS	CONTACT NUMBER
1	Adeline A. Pacia	Chairperson	Vice Chancellor for Administration	Office of the Vice Chancellor for Administration	ovca.updiliman@up.edu.ph	8981-8500 local 2579
2	Arthur A. Gonzales III	Vice Chairperson	Director	Human Resource Development Office	hrdo.updiliman@up.edu.ph	89818500 local 2569, 2564, 2573
3	Anril P. Tiatco	Member	Director	UP Diliman Information Office	updio@upd.edu.ph	(632) 8981-8500 local 3984
4	Alan Mazimilian Y. Roxas, Jr.	Member	Architect IV	Diliman Legal Office, Office of the Vice Chancellor for Community Affairs	dilimanlegal.upd@up.edu.ph	8981 8500 locals 2518/ 2563
5	Elvira B. Lapuz	Member	University Librarian	Office of the Vice Chancellor for Academic Affairs	library.updiliman@up.edu.ph	8981-8500 local 2852
6	Mark Anthony M. Morales	Member	Director	Office of the Campus Architect, Office of the Vice Chancellor for Planning and Development	oca_upd@up.edu.ph	8981-8500 local 3966

7	Armando S. Somintac	Member	Program Development Associate	Research Management office, Office of the Vice Chancellor for Research and Development	rmo.ovcrd@up.edu.ph	8981-8500 loc. 4050
8	April J. Perez	Member	Director	University Food Service, Office of the Vice Chancellor for Student Affairs	ufs.upd@up.edu.ph	8929-2196 locals 4513 to 4518
	Kristian July R. Yap	Member	Deputy Director	Human Resource Development Office, Office of the Vice Chancellor for Administration	hrdo.updiliman@up.edu.ph	8981-8500 local 2569, 2564, or 2573
9	Rogelio T. Estrada	Focal Person	Division Chief	Human Resource Development Office	hrdo.updiliman@up.edu.ph	8981-8500 local 2569, 2564, or 2574



Office of the Chancellor

28 February 2024

ADMINISTRATIVE ORDER NO. 102

Series of 2024

TO : **All Concerned**
(Through your respective unit heads)

SUBJECT : **Amendment to OC Administrative Order No. 018, Series of 2024, UPLB Committee on Anti-Red Tape (CART)**

Pursuant to OVPA Memorandum No. ACR 24-29, and in compliance with the Anti-Red Tape Authority (ARTA) MC 2023-08, please constitute yourselves into the UPLB Committee on Anti-Red Tape (CART).

Chair	Vice Chancellor for Administration
Vice-Chair	Assistant to the Vice Chancellor for Administration
Members	Vice Chancellor for Academic Affairs
	University Registrar
	Chief Administrative Officer, Internal Control Office
	Chief Accountant, Accounting Office
	Director, Human Resources Development Office
Secretariat/UPLB Focal Person	Executive Assistant II, Office of the Vice Chancellor for Administration

The functions, duties, and responsibilities of the UPLB CART are specified in the Anti-Red Tape Authority Memorandum Circular 2023-08 General Guidelines Section 3.3, which include 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 provided by the university using the concepts and tools indicated in the Whole-of-Government (WOG) Reengineering Manual issued by ARTA;



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0968 898 8258



oc.uplb@up.edu.ph



www.uplb.edu.ph

2. compliance with the guidelines/provisions of ARTA MC No. 2022-06 (dated 07 October 2022) or the establishment of the National Policy on Regulatory Management System (NPRMS);
3. adoption of the Philippine Good Regulatory Principles (PGRP), including the coordination of the orientation of employees, determination of the qualifications and documentation, innovative ideas, and success stories;
4. conduct of effective knowledge transfer, or information dissemination among office employees on ARTA-related training and briefing or such related matters obtained by the office staff and submission of a status report;
5. setting up of the most current and updated service standards and inclusion of the same in the University of the Philippines Citizen's Charter;
6. compliance with the university's zero-contact policy;
7. compliance with the university's external and internal services;
8. implementation of the Harmonized Client Satisfaction Measurement (CSM) in accordance with the guidelines provided in MC No. 2022-05 (dated 20 September 2022) 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 CSM Report for each service based on the ARTA guidelines;
10. establishment and management of a public assistance complaints desk or ARTA Helpdesk to effectively receive complaints, feedback, and monitor customer satisfaction; and
11. compliance with the other provisions of the ARTA.

This supersedes OC Administrative Order No. 018, Series of 2024, issued on 05 January 2024.

Thank you for your usual support and cooperation.



AGHAM C. CUEVAS
Vice Chancellor for Academic Affairs
and Officer-in-Charge

cc: OVCA
HRDO
RMO

Name of Agency	University of the Philippines
Department Order	Administrative Order No. 018 series of 2024
CART or SUBCART	UP Los Baños

NO.	NAME	CART DESIGNATION	POSITION / DESIGNATION / TITLE	OFFICE/ DEPARTMENT/ DIVISION	EMAIL ADDRESS	CONTACT NUMBER
1	Jose V. Camacho	Chairperson	Chancellor	Office of the Chancellor	oc.uplb@up.edu.ph	0968 898 8258
2	Rolando T. Bello	Vice Chairperson	Vice Chancellor for Administration	Office of the Vice Chancellor for Administration	ovca.uplb@up.edu.ph	49 536 2331
3	Agham C. Cuevas	Member	Vice Chancellor for Academic Affairs	Office of the Vice Chancellor for Academic Affairs	ovcaa.uplb@up.edu.ph	49 536 2306
4	Margarita Carmen S. Paterno	Member	University Registrar	Office of the University Registrar	our.uplb@up.edu.ph	0956 456 5721
5	Joan E. Mendoza	Member	Chief Administrative Officer	Internal Control Office	ico.uplb@up.edu.ph	(049) 576-7945 or (049) 536-2345 loc. 1030 / 1031
6	Marie Claire L. Raymundo	Member	Chief Accountant	Accounting Office	accounting.uplb@up.edu.ph	591-0173
7	Roderick C. Javar	Member	Director	Human Resources Development Office	hrdo.uplb@up.edu.ph	0998 571 8619; 0998 575 1071
8	Leni N. Garcia	Focal Person	Executive Assistant II	Office of the Vice Chancellor for Administration	ovca.uplb@up.edu.ph	49 536 2331



Office of the Chancellor
UNIVERSITY OF THE PHILIPPINES MANILA
The Health Sciences Center

8/F Philippine General Hospital Complex, Taft Avenue, Manila 1000, Philippines
Tel. no. (632) 8814 1203 to 1205 | Email: upm-oc@up.edu.ph

12 February 2024

ADMINISTRATIVE ORDER NO. CMLT-2024-068

TO : **Chair:** Vice Chancellor for Administration and Finance
Vice-Chair: Vice Chancellor for Planning and Development
Members:
Chief, Legal Office
Director, Information Management Service
University Registrar
Chief, Accounting Office
Central Document Controller
Focal Person: Director, HRDO
Secretary: Administrative Officer V, OVCAF

SUBJECT : **Reconstitution of the UP Manila Committee on Anti-Red Tape (UPM CART)**

Pursuant to ARTA MC 2023-08, the UP Manila Committee on Anti-Red Tape (UPM CART) is hereby reconstituted, with the Vice Chancellor for Administration and Finance (VCAF) and Vice Chancellor for Planning and Development (VCPD) as Chair and Vice-Chair, respectively, effective immediately.

Based on Memo No. ACR 24-29, the following are the functions, duties, and responsibilities of the CART:

1. Conduct of reengineering of systems and procedures, compliance cost analysis, time and motion studies, evaluation, and improvement of all the services provided by the University using the concepts and tools indicated in the Whole-of-Government (WOG) Reengineering Manual issued by ARTA;
2. Compliance with the guidelines/provisions of ARTA MC No. 2022-06 (dated 07 October 2022) or the establishment of the National Policy on Regulatory Management System (NPRMS);
3. Adoption of the Philippine Good Regulatory Principles (PGRP), including the coordination of the orientation of employees, determination of the qualifications and documentation, innovative ideas, and success stories;



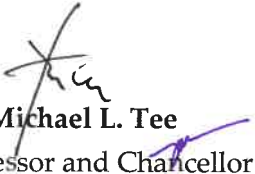
Office of the Chancellor
UNIVERSITY OF THE PHILIPPINES MANILA
The Health Sciences Center

8/F Philippine General Hospital Complex, Taft Avenue, Manila 1000, Philippines
Tel. no. (632) 8814 1203 to 1205 | Email: upm-oc@up.edu.ph

4. Conduct of effective knowledge transfer, or information dissemination among office employees on ARTA-related training and briefing or such related matters obtained by the office staff and submission of a status report;
5. Setting up of the most current and updated service standards and inclusion of the same in the University of the Philippines Citizen's Charter;
6. Compliance with the University's zero-contact policy;
7. Compliance with the University's external and internal services;
8. Implementation of the Harmonized Client Satisfaction Measurement (CSM) in accordance with the guidelines provided MC No. 2022-05 (dated 20 September 2022) 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 for each service based on the ARTA guidelines;
10. Establishment and management of a public assistance complaints desk or ARTA Helpdesk to effectively receive complaints, feedback, and monitor customer satisfaction;
11. Compliance with the other provisions of the ARTA MC.

The Committee shall be entitled to an honoraria authorized for a Standing Committee (Level 2), subject to the usual government and University rules and regulations.

For your information and guidance.


Dr. Michael L. Tee
Professor and Chancellor

Name of Agency	University of the Philippines
Department Order	Administrative Order No. CMLT 2024-068
CART or SUBCART	UP Manila

NO.	NAME	CART DESIGNATION	POSITION / DESIGNATION / TITLE	OFFICE/ DEPARTMENT/ DIVISION	EMAIL ADDRESS	CONTACT NUMBER
1	Johanna Patricia A. Cañal	Chairperson	Vice Chancellor for Administration and Finance	Office of the Vice Chancellor for Administration and Finance	upm-ovca@up.edu.ph	88141-206 to 208
2	Jose V. Tecson III	Vice Chairperson	Vice Chancellor for Planning and Development	Office of the Vice Chancellor for Planning and Development	upm-ovcpd@up.edu.ph	88141-213 & 215; 295
3	Ruel B. Nario	Member	Chief, Legal Office	Legal Office	upm-legal@up.edu.ph	88141-273
4	Marbert John C. Marasigan	Member	Director, Information Management Service	Information Management Services	ims@post.upm.edu.ph	88141-254
5	Erwin A. Dando	Member	Chief Accountant	Accounting Office	upm-accounting@up.edu.ph	88141-230 to 232
6	Jean Flor C. Casauay	Member	University Registrar	Office of the University Registrar	upm-our@up.edu.ph	88141-244
7	Melody Jane C. Rojo	Member	Central Document Controller	Office of the Vice Chancellor for Planning and Development	upm-ovcpd@up.edu.ph	(632) 88141-295
8	Michael Antonio F. Mendoza	Focal Person	Director	Human Resource Development Office	hrdo.updiliman@up.edu.ph	89818500 local 2569

9	Jane B. Gegonia	Secretariat	Administrative Officer V	Office of the Vice Chancellor for Academic Affairs	upm-ovcaa@up.edu.ph	88141-209 to 211; 299
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**UNIVERSITY OF THE PHILIPPINES VISAYAS
OFFICE OF THE CHANCELLOR**



13 February 2024

ADMINISTRATIVE ORDER NO. CCC 2024-119

T O : All Concerned

SUBJECT : Reconstitution of the Committee on Anti-Red Tape

X-----X

The Committee on Anti-Red Tape (CART) is hereby reconstituted effective 01 January 2024 until 31 December 2024 with the following as Chair, Vice-Chair, and Members:

Chair: Vice Chancellor for Administration
Vice-Chair: Assistant to the Vice Chancellor for Administration

Members: Vice Chancellor for Planning and Development
Vice Chancellor for Academic Affairs
Vice Chancellor for Research and Extension
University Registrar
Director, Office of Student Affairs
Chief, Accounting Office
Chief, Budget Office
Chief, Cash Office
Director, Digital Innovation Center
Chief, Office of Legal Services
Chief, Human Resource and Development Office
Director, Information and Publications Office

Focal Person: Vice Chancellor for Administration

Secretariat: Administrative Officer, HRDO
Administrative Officer, OVCA
Administrative Assistant, OVCA
Administrative Aide, OVCA

Function, Duties, and Responsibilities (Section 3.3, ARTA MC No. 2023-08)

The CART shall ensure that the University receives, responds to, and complies with the requirements of RA 11032, its IRR, and subsequent issuances by the Anti-Red Tape Authority (ARTA). These requirements pertain to the following, as applicable:

- Conduct of reengineering systems and procedures, compliance cost analysis, time and motion studies, and evaluation and improvement of all the services provided by the University using the concepts and tools indicated in the Whole-of-Government (WOG) Reengineering Manual issued by ARTA;

- Compliance with the guidelines/provisions of ARTA MC No. 2022-06 (dated 01 October 2022) or the establishment of the National Policy on Regulatory Management System (NPRMS);
- Adoption of the Philippine Good Regulatory Principles (PGRP), including the coordination of the orientation of employees, determination of the qualifications and documentation, innovative ideas, and success stories;
- Conduct of effective knowledge transfer, or information dissemination among office employees on ARTA-related training and briefing or such related matters obtained by the office staff and submission of a status report;
- Setting up of the most current and updated service standards and inclusion of the same in the University of the Philippines Citizen's Charter;
- Compliance with the University's zero-contact policy;
- Compliance with the University's external and internal services;
- Implementation of the Harmonized Client Satisfaction Measurement (CSM) in accordance with the guidelines provided in MC No. 2022-05 (dated 20 September 2022) and its amendment, as may be applicable;
- 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 ARTA guidelines;
- Establishment and management of a public assistance complaints desk or ARTA Helpdesk to effectively receive complaints, feedback, and monitor customer satisfaction; and
- Compliance with the other provisions of the ARTA Memorandum Circular.

For your information and guidance.


CLEMENT C. CAMPOSANO
Chancellor

cc: HRDO

CCC/lmjs

Name of Agency	University of the Philippines
Department Order	Administrative Order No. CCC 2024-119
CART or SUBCART	UP Visayas

NO.	NAME	CART DESIGNATION	POSITION / DESIGNATION / TITLE	OFFICE/ DEPARTMENT/ DIVISION	EMAIL ADDRESS	CONTACT NUMBER
1	Farisal U. Bagsit	Chairperson	Vice Chancellor for Administration	Office of the Vice Chancellor for Administration	ovca.upvisayas@up.edu.ph	(033) 315-2150
2	Cherry P. Añasco	Vice Chairperson	Assistant to the Vice Chancellor for Administration	Office of the Vice Chancellor for Administration	ovca.upvisayas@up.edu.ph	(033) 315-2150
3	Reynold D. Tan	Member	Acting Vice Chancellor for Planning and Development	Office of the Vice Chancellor for Planning and Development	ovcpd.upvisayas@up.edu.ph	(033) 315-8137
4	Alice Joan G. Ferrer	Member	Vice Chancellor for Academic Affairs	Office of the Vice Chancellor for Academic Affairs	ovcaa.upvisayas@up.edu.ph	(033) 315-8142
5	Encarnacion Emilia S. Yap	Member	Vice Chancellor for Research and Extension	Office of the Vice Chancellor for Research and Extension	ovcre.upvisayas@up.edu.ph	(033) 315-8382
6	Nilo C. Araneta	Member	University Registrar	Office of the University Registrar	our.upvisayas@up.edu.ph	(033) 315-8556
7	Nathaniel G. Samson	Member	Director	Office of Student Affairs	osa.upvisayas@up.edu.ph	(033) 513-7019
8	Eleanor M. Ravena	Member	Chief	Accounting Office	acctg.upvisayas@up.edu.ph	
9	Ma. Juni Antonietta L. Genesila	Member	Acting Chief	Budget Office	budget.upvisayas@up.edu.ph	(033) 315-9273

10	Maureen Kay C. Ongo	Member	Chief	Cash Office	cash.upvisayas@up.edu.ph	(033) 315-2277
11	Francis D. Dimzon	Member	Chief	Digital Innovation Center	dispgroup@upv.edu.ph	
12	Nellie Jo P. Aujero-Regalado	Member	Chief	Office of Legal Services	lso.upvisayas@up.edu.ph	
13	Gerthrode Charlotte Tan-Mabilog	Member	Director	Information and Publications Office	ipo.upvisayas@up.edu.ph	0961 795 0005
14	Rina-Joy C. Ambatang	Support Staff	Supervising Administrative Officer	Human Resources and Development Office	hrdo.upvisayas@up.edu.ph	(033) 513-7015



OFFICE OF THE CHANCELLOR
UNIVERSITY OF THE PHILIPPINES
OPEN UNIVERSITY

Maahas, Los Baños, Laguna 4031
(049) 536 6001 to 06 loc. 800, 702; 536-6016

12 February 2024

ADMINISTRATIVE ORDER NO.: CMDPB 2024-042

Series of 2024

TO :

Chair	:	Vice Chancellor for Finance and Administration
Vice Chair	:	Vice Chancellor for Academic Affairs
Members	:	Dean, Faculty of Education
		Dean, Faculty of Information and Communication Studies
		Dean, Faculty of Management and Development Studies
		University Registrar
		Director, Quality Assurance Office
		Director, Office of Student Affairs
		Director, Office of Public Affairs
		Director, ICT Development Office
		Chief Administrative Officer, HRDO
		Chief Administrative Officer, Budget Office
Focal Person	:	Chief Administrative Officer, HRDO
Secretariat	:	Administrative Officer, OVCFA

SUBJECT : RECONSTITUTION OF THE UPOU COMMITTEE ON ANTI-RED TAPE (CART)

With the Vice Chancellor for Finance and Administration as Chair and the Vice Chancellor for Academic Affairs as Vice-Chair, you are hereby appointed as members of the UPOU Committee on Anti-Red Tape (CART) effective today, 12 February 2024.

The CART will ensure compliance of UPOU to RA 11032 (Ease of Doing Business and Efficient Government Service Delivery Act of 2018) and its implementing rules and regulations issued by the Anti-Red Tape Authority (ARTA).

The OVCFA Administrative Officer will serve as the Secretary of the CART.

The UPOU Focal Person will be the Chief AO, HRDO.

You will receive honorarium (Grade 2) based on the approved rates set by the UP Board of Regents as amended.


MELINDA D. BANDALARIA
Chancellor

Attachments:
IRR of RA 11032
ARTA MC No. 2020-007
ARTA MC No. 2023-008

Name of Agency	University of the Philippines
Department Order	Administrative Order No. CMDPB 2024-042
CART or SUBCART	UP Open University

NO.	NAME	CART DESIGNATION	POSITION / DESIGNATION / TITLE	OFFICE/ DEPARTMENT/ DIVISION	EMAIL ADDRESS	CONTACT NUMBER
1	Jean A. Saludadez	Chairperson	Vice Chancellor for Finance and Administration	Office of the Vice Chancellor for Administration	vcfa@upou.edu.ph	536-6013
2	Aurora V. Lacaste	Vice Chairperson	Vice Chancellor for Academic Affairs	Office of the Vice Chancellor for Academic Affairs	vcaa@upou.edu.ph	536-6014
3	Charisse T. Reyes	Member	Dean	Faculty of Education	fed@upou.edu.ph	536-6009
4	Roberto B. Figueroa	Member	Dean	Faculty of Information and Communication Studies	fics@upou.edu.ph	536-5070 / 536-6008
5	Finaflor F. Taylan	Member	Dean	Faculty of Management and Development Studies	fmds@upou.edu.ph	536-6010
6	Blancaflor P. Arada	Member	University Registrar	Office of the University Registrar	our@upou.edu.ph	536-0106
7	Ria Valerie D. Cabanes	Member	Director	Quality Assurance Office	qao@upou.edu.ph	
8	Rod Lawrence L. Tajon	Member	Director	Office of Student Affairs	osa@upou.edu.ph	536-5484
9	Primo G. Garcia	Member	Director	Office of Public Affairs	opa@upou.edu.ph	536-6001
10	Reinald Adrian D. Pugoy	Member	Director	Information and Communication Technology Development Office	ictdo@upou.edu.ph	426-1514

11	Michael P. Lagaya	Member	Chief Administrative Officer	Human Resource and Development Office	hrdo@upou.edu.ph	
12	Amalia G. Perez	Focal Person	Chief Administrative Officer	Budget Office	budget@upou.edu.ph	



OFFICE OF THE CHANCELLOR
UNIVERSITY OF THE PHILIPPINES BAGUIO

Iskolar ng Bayan Bldg., University of the Philippines Baguio, Baguio City 2600 Philippines
Telefax: (+63) 74 442 3888 Email: oc.upbaguio@up.edu.ph

MEMORANDUM NO. CCLA 2024-025

TO: **Chair:** **Vice Chancellor for Administration**
 Vice Chair: **Head, Human Resource Development Office**
 Members: **Vice Chancellor for Academic Affairs**
 Asst. Vice Chancellor for Administration and Digital
 Innovation Center Director
 Head, Accounting Office
 Head, Budget Office
 Legal Officer, Legal Office
 Focal Person: **Head, Human Resource Development Office**

SUBJECT: Committee on Anti-Red Tape (CART)

FROM : **Chancellor CORAZON L. ABANSI**

DATE : 12 February 2024

You are hereby appointed members of the Committee on Anti-Red Tape (CART) effective 12 February 2024, with the Vice Chancellor for Administration as Chair, superseding Memorandum No. CCLA 2022-064 dated 17 May 2022, pursuant to Anti-Red Tape Authority Memorandum Circular No. 2023-08 dated 22 November 2023 and Office of the Vice President for Administration Memorandum No. ACR 24-29 dated 08 February 2024.

cc: OVCA
 HRDO
 Acctg. Office

/remy

Name of Agency	University of the Philippines
Department Order	Memorandum No. CCLA 2024-025
CART or SUBCART	UP Baguio

NO.	NAME	CART DESIGNATION	POSITION / DESIGNATION / TITLE	OFFICE/ DEPARTMENT/ DIVISION	EMAIL ADDRESS	CONTACT NUMBER
1	Jerico B. Bacani	Chairperson	Vice Chancellor for Administration	Office of the Vice Chancellor for Administration	ovca.upbaguio@up.edu.ph	(074) 446-9973
2	Maria Ana B. Diaz	Vice Chairperson	Chief	Human Resources Development Center	hrdo.upbaguio@up.edu.ph	(074) 446-9973
3	Leah B. Abayao	Member	Vice Chancellor for Academic Affairs	Office of the Vice Chancellor for Academic Affairs	ovcaa.upbaguio@up.edu.ph	(074) 424-7545
4	Lee J. Javellana	Member	Director	Digital Innovation Center	dic.upb@up.edu.ph	(074) 442-5592
5	Cecile G. Dangawen	Member	Chief	Accounting Office	cgdangawen@up.edu.ph	(074) 442-3888 or (074) 446-9973
6	Gloria Q. Rodriguera	Member	Chief	Budget Office	gqrodriguera@up.edu.ph	(074) 420-9105
7	Clifford C. Chan	Member	Legal Office	Legal Office	opa.upbaguio@up.edu.ph	(74) 444-8719

8	Maria Ana B. Diaz	Focal Person	Chief	Human Resources Development Office	hrdo.upbaguio@up.edu.ph	(074) 446-9973
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OFFICE OF THE CHANCELLOR
UNIVERSITY OF THE PHILIPPINES MINDANAO

Administration Building, Mintal, Davao City 8022, Philippines
T: +63939-984-3374, E: oc.upmindanao@up.edu.ph

OC – AO – LAEM
2024 – 030_v000

12 February 2024

TO : Director, OSA Director - Chair
Chief, HRDO - Vice Chair

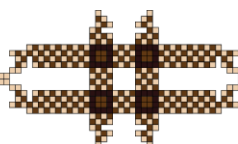
Members:

Executive Assistant, OC	Policy/Planning
University Registrar	Core Operations
College Secretary, CHSS	
College Secretary, CSM	
College Secretary, SOM	
Director, Office of Student Affairs	
Chief, Supply & Property Mgt. Office	Internal Audit
Chief, Accounting Office	
Chief, Budget Office	Finance
Chief, Cash Office	IT
Director, Information Technology Office	
University Librarian	Records
Chair, RMIC	Legal
Chief, Legal Office	
Administrative Assistant, HRDO	HR
Administrative Officer, OVCA	Public Assistance/ Complaints Center
Focal Person: Chief, HRDO	
Secretariat: Assistant Utility Worker, RMIC Senior Office Associate, ITO	

FROM : PROF. LYRE ANNI E. MURAO, PhD
Chancellor

SUBJECT : UP Mindanao's Committee on Anti-Red Tape (CART)

Consistent with Memorandum No. ACR 24-29 dated 08 February 2024 on “Constitution of the Committee on Anti-Red Tape (CART)”, and pursuant to ARTA MC 2023-08, you are hereby constituted as UP Mindanao's **Committee on Anti-Red Tape (CART)** for the period **12 February 2024 to 31 March 2025**.



29 Years in Mindanao,
for Mindanao and beyond



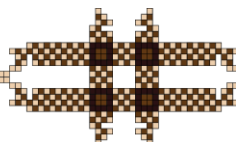
OFFICE OF THE CHANCELLOR
UNIVERSITY OF THE PHILIPPINES MINDANAO

Administration Building, Mintal, Davao City 8022, Philippines
T: +63939-984-3374, E: oc.upmindanao@up.edu.ph

The following are your committee functions:

1. Review, revise, and update the Citizen's Charter of the University;
2. Ensure proper implementation of ARTA provisions in the campus as well as its monitoring;
3. Ensure compliance with the requirements of RA 11032, its IRR and subsequent issuances by ARTA;
4. Submit appropriate recommendations to ensure effective and sustainable implementation of the law, its implementing rules and regulations, and the Citizen's Charter; and,
5. Prepare relevant reports as required.

Thank you for your kind cooperation. Warm regards.



*29 Years in Mindanao,
for Mindanao and beyond*

Name of Agency	University of the Philippines
Department Order	OC-AO-LAEM 2024-030_v000
CART or SUBCART	UP Mindanao

NO.	NAME	CART DESIGNATION	POSITION / DESIGNATION / TITLE	OFFICE/ DEPARTMENT/ DIVISION	EMAIL ADDRESS	CONTACT NUMBER
1	Ligaya R. Leal	Chairperson	Director	Office of Student Affairs	osa.upmindanao@up.edu.ph	0918 918 4934 / 0927 424 7791
2	Lynda “Yda” A. Buenaobra	Vice Chairperson	Chief	Human Resource Development Office	hrdo.upmindanao@up.edu.ph	(082) 293 0258
3	Allan V. Villanueva	Member	Executive Assistant	Office of the Chancellor	oc.upmindanao@up.edu.ph	(082) 293 0310
4	Karen Joyce G. Cayamanda	Member	University Registrar	Office of University Registrar	registrar.upmindanao@up.edu.ph	0918 919 0259
5	Kristin Faye M. Olalo	Member	College Secretary	College of Humanities and Social Science	chss.upmindanao@up.edu.ph	(082) 293-0310
6	Sherelyn A. Evangelio	Member	College Secretary	College of Science and Mathematics	csmcs.upmindanao@up.edu.ph	(082) 293-0016
7	Roxanne T. Aguinaldo	Member	College Secretary	School of Mangement	somcs.upmindanao@up.edu.ph	0918-919-6927
8	Zenaida G. Calatrava	Member	Chief	Accounting Office	ovca.upmindanao@up.edu.ph	082-293-0258
9	Jo-An A. Garcia	Member	Chief	Budget Office	budget.upmindanao@up.edu.ph	(082) 293-0258
10	Emma Ruth B. Caalaman	Member	Chief	Cash Office	cash.upmindanao@up.edu.ph	(082) 293-0258
11	Cinmayii G. Manliguez	Member	Director	Information Technology Office	ito.upmindanao@up.edu.ph	(082) 293-0016 local 9020
12	Estela Reponte-Dequito	Member	University Librarian	University Library	library.upmindanao@up.edu.ph	(082) 293-0185 local 9250

13	Charmaine P. Valentin	Member	Chief	University Legal Officer (Chief of the Legal Office)	legal.upmindanao@up.edu.ph	(082) 293-0016 local 9040
14	Arlene C. Gumapac	Member	Administrative Assistant II	Human Resource Development Office	hrdo.upmindanao@up.edu.ph	(082) 293 0258
15	Michelle A. Panis	Member	Administrative Officer I	Office of the Vice Chancellor for Administration	ovca.upmindanao@up.edu.ph	082-293-0258
16	Lynda “Yda” A. Buenaobra	Vice Chairperson	Chief	Human Resource Development Office	hrdo.upmindanao@up.edu.ph	(082) 293 0258



UNIVERSITY OF THE PHILIPPINES CEBU

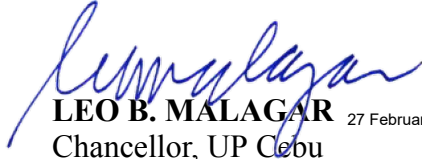
OFFICE OF THE CHANCELLOR

Administrative Order No. CLM-2024-023A

Series of 2024

DATE : 27 February 2024

TO : UP Cebu Committee on Anti-Red Tape (CART)
Chair: Vice Chancellor for Administration
Vice-Chair: Head, Human Resource Development Office
Members: College Secretary, College of Communication, Art, and Design
College Secretary, College of Science
College Secretary, College of Social Sciences
College Secretary, School of Management
Director, Ugnayan ng Pahinungod
Administrative Officer, Office of the University Registrar
Guidance Services Specialist, Office of Student Affairs
Chief, Legal Office
Head, Accounting Office
Head, Information Technology Center
Head, Safety and Security Unit
Secretariat: Administrative Assistant, HRDO
Focal Person: Vice Chancellor for Administration

FROM :  LEO B. MALAGAR 27 February 2024
Chancellor, UP Cebu

SUBJECT : Committee on Anti-Red Tape (CART)

Effective **12 February 2024** and to serve at the pleasure of the appointing authority or, unless sooner terminated, revoked, or modified by competent authorities, following MEMORANDUM NO. ACR 24-29 regarding the Constitution of the Committee on Anti-Red Tape (CART), Pursuant to ARTA MC 2023-08, please constitute yourselves into the **Committee on Anti-Red Tape (CART)** guided by the following functions, duties, and responsibilities of the CART as specified in Section 3.3, ARTA MC No. 2023-08:

- *Conduct of reengineering of systems and procedures, compliance cost analysis, time and motion studies, and evaluation and improvement of all the services provided by the University using the concepts and tools indicated in the Whole-of-Government (WOG) Reengineering Manual issued by ARTA;*
- *Compliance with the guidelines/provisions of ARTA MC No. 2022-06 (dated 07 October 2022) or the establishment of the National Policy on Regulatory Management System (NPRMS);*
- *Adoption of the Philippine Good Regulatory Principles (PGRP), including the coordination of the orientation of employees, determination of the qualifications and documentation, innovative ideas, and success stories;*



UNIVERSITY OF THE PHILIPPINES CEBU

OFFICE OF THE CHANCELLOR

- *Conduct of effective knowledge transfer, or information dissemination among office employees on ARTA-related training and briefing or such related matters obtained by the office staff and submission of a status report;*
- *Setting up of the most current and updated service standards and inclusion of the same in the University of the Philippines Citizen's Charter;*
- *Compliance with the University's zero-contact policy;*
- *Compliance with the University's external and internal services;*
- *Implementation of the Harmonized Client Satisfaction Measurement (CSM) in accordance with the guidelines provided MC No. 2022-05 (dated 20 September 2022) and its amendment, as may be applicable;*
- *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 ARTA guidelines;*
- *Establishment and management of a public assistance complaints desk or ARTA Helpdesk to effectively receive complaints, feedback, and monitor customer satisfaction;*
- *Compliance with the other provisions of the ARTA MC.*

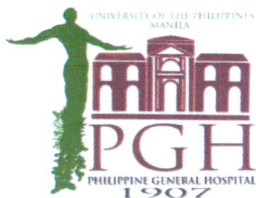
This supersedes ***Administrative Order No. CLM-2024-023*** dated ***12 February 2024***.

Thank you.

Name of Agency	University of the Philippines
Department Order	Administrative Order No. CLM 2024-023
CART or SUBCART	UP Cebu

NO.	NAME	CART DESIGNATION	POSITION / DESIGNATION / TITLE	OFFICE/ DEPARTMENT/ DIVISION	EMAIL ADDRESS	CONTACT NUMBER
1	Robert R. Roxas	Chairperson	Vice Chancellor of Administration	Office of the Vice Chancellor of Administration	ovca.upcebu@up.edu.ph	(032) 232-8187 local 123
2	Jae Mari D. Magdadaro	Vice Chairperson	Head	Human Resource Development Office	hrdo.upcebu@up.edu.ph	(032) 2328187 loc 119
3	Belinda F. Espiritu	Member	College Secretary	College of Communication, Art, and Design	ocs_ccad.upcebu@up.edu.ph	(032) 232-8187 local 315
4	Ian Jay A. Serra	Member	College Secretary	College of Science	ocs_cos.upcebu@up.edu.ph	(032) 232-8187 local 341
5	Julie Ann L. Oreiro-Nicart	Member	College Secretary	College of Social Sciences	ocs_css.upcebu@up.edu.ph	(032) 232-8185 to 87 local 210
6	Marie Jane J. Matero	Member	College Secretary	School of Management	ocs_som.upcebu@up.edu.ph	(032) 232-8187 local 304
7	Mary Gretchen F. Chaves	Member	Director	Ugnayan ng Panginuhod	pahinungod.upc@up.edu.ph	(032) 232-8187 local 212
8	Vena D. Tomayao	Member	Administrative Officer V	Office of the University Registrar	our.upcebu@up.edu.ph	(032) 232-8187, Local 324
9	Annabelle G. Maglasang	Member	Guidance Services Specialist	Office of Student Affairs	osa.upcebu@up.edu.ph	(032) 232-8187 local 115
10	King Anthony Y. Perez	Member	Chief	Legal Office	legal.upcebu@up.edu.ph	(032) 232-8187 (Local: 125 or 326)

11	Janette K. Lepiten	Member	Head	Accounting Office	accounting.upcebu@up.edu.ph	(032) 232-8187 local 104
12	Jonathan P. Victolero	Member	Head	Information and Technology Center	itc.upcebu@up.edu.ph	(032) 232-8187 local 202
13	Joseph Patrick T. Guieb	Member	Head	Safety and Security Unit	ssu.upcebu@up.edu.ph	(032) 232-8187 local 312
14	Marie Fe G. Lisondra	Secretariat	Administrative Assistant II	Human Resource Development Office	hrdo.upcebu@up.edu.ph	(032) 2328187 loc 119



PHILIPPINE GENERAL HOSPITAL
The National University Hospital
University of the Philippines Manila
Taft Avenue, Manila
"PHIC - Accredited Health Care Provider"
ISO 9001 Certified



12 February 2024

ADMINISTRATIVE ORDER NO.: 2024- 056

TO : CHAIR - Deputy Director for Administration
VICE CHAIR - Deputy Director for Health Operations
MEMBERS - Deputy Director for Fiscal Services
Deputy Director for Nursing Services
Chief, Health Information Management Division
Chief, Human Resource Development Division
Chief, Information Technology Office
Chief, Legal Office
Head, Institutional Research, Planning and Development
Head, Internal Audit Services Staff
Head, Public Assistance and Auxiliary Services
President, All UP Workers Union

SUBJECT: RECONSTITUTION OF THE UP-PGH COMMITTEE ON ANTI-RED TAPE (UP-PGH CART)

You are hereby appointed to compose the UP-PGH Committee on Anti-Red Tape (UP-PGH CART) to oversee and ensure strict compliance of UP-PGH with the provisions of R.A. 11032, its IRR and other pertinent rules and guidelines.

The Chief Administrative Officer of the Human Resource Development Division shall serve as the UP-PGH CART Focal Person.

The Administrative Aide IV of the Public Assistance and Auxiliary Services shall serve as the UP-PGH CART Secretary.

You shall be granted honoraria consistent with the rates for Standing Committee (Level 2) as approved by the UP Board of Regents as amended.

This Administrative Order shall take effect immediately and shall be enforced until revoked.


GERARDO D. LEGASPI, MD
Director IV 

Name of Agency	University of the Philippines
Department Order	Memorandum No. 2023-024
CART or SUBCART	UP Philippine General Hospital

NO.	NAME	CART DESIGNATION	POSITION / DESIGNATION / TITLE	OFFICE/ DEPARTMENT/ DIVISION	EMAIL ADDRESS	CONTACT NUMBER
1	Apolinario Ericson B. Berberabe	Chairperson	Deputy Director for Administration	Office of the Deputy Director for Administration	odda.uppgh@up.edu.ph	8554-84-00 loc 2006
2	Regina P. Berba	Vice Chairperson	Deputy Director for Health Operations	Office of the Deputy Director for Health Operations	oddho.uppgh@up.edu.ph	8554-84-00 loc 2008
3	Racel Ireneo Luis C. Querol	Member	Deputy Director for Fiscal Services	Office of the Deputy Director for Fiscal Services	oddfs.uppgh@up.edu.ph	8554-84-00 loc 2004
4	Maria Cecilia E. Punzalan	Member	Deputy Director for Nursing Services	Office of the Deputy Director for Nursing Services	oddns.uppgh@up.edu.ph	8554-84-00 loc 2009
5	Marjorie L. Torres	Member	Chief Administrative Officer, Human Resource Development Division	Human Resource Development Division	hrddrps.uppgh@up.edu.ph	8554-84-00 loc 2055
6	Orlando V. Alba	Member	Project Development Officer IV, Institutional Research, Planning and Development	Institutional Research, Planning and Development Office	od.uppgh@up.edu.ph	8554-84-00 loc 2035
7	Abner M. Henson	Member	Chief, Internal Audit Services	Public Assistance and Auxiliary Services	od.uppgh@up.edu.ph	85548400
8	Arnel P. Distor	Member	Information Technology Officer III, Information Technology Office	Information Technology Office	pgh-it@up.edu.ph	8554-84-00 loc 2088

9	Hope R. Valenzuela	Member	Attorney IV, Legal Office	Legal Office	hvalenzuela@up.edu.ph	8554-84-00 loc 2034
10	Karen S. Fauhllo	Member	Chief Head, Internal Audit Services Staff	Internal Audit Services Staff	ecjunioI@up.edu.ph	8554-84-00 loc 3951
11	Christian Kit L. Labrador	Secretariat	Administrative Aide IV, Public Assistance Officer and UP-PGH Committee Anti-Red Tape Secretariat	Public Assistance Office/ Public Assistance and Auxiliary Services	cart.uppgh@up.edu.ph	8554-84-00 loc 2063
12	Marjorie L. Torres	Focal Person	Chief Administrative Officer, Human Resource	Human Resource Development Division	mltorres2@up.edu.ph	8554-84-00 loc 2055



UNIVERSITY OF THE PHILIPPINES TACLOBAN COLLEGE

Magsaysay Boulevard cor. Sto. Niño Ext., Tacloban City 6500, Philippines

OFFICE OF THE DEAN

13 February 2024

To: All Concerned

Subject: Reorganization of the Committee on Anti-Red Tape (CART)

The Committee on Anti-Red Tape (CART) of UP Tacloban College (UPTC) reconstituted on 17 July 2023 via Administrative Order No. PBA-2023-028 is hereby reorganized as follows:

Chairperson:	Associate Dean for Administration
Vice Chairperson:	Teaching and Learning Resource Center Coordinator
Members:	College Secretary and Registrar
	System Administrator
	Head, Cash Office
	Head, Human Resource Development Office
	Legal Counsel
	College Information Officer
	Head, Security Services Office
Focal Person:	Associate Dean for Administration
Secretariat:	Administrative Officer III (Records Officer II)
	Administrative Assistant II

The CART shall ensure UPTC's compliance with the requirements of RA 11032, its Implementing Rules and Regulations, and subsequent issuances by the Anti-Red Tape Authority (ARTA). The duties and responsibilities of the CART include the following, as specified in ARTA Memorandum Circular No. 2023-08:

1. Conduct compliance cost analysis, time and motion studies, evaluation, and improvement of UPTC's services;
2. Ensure effective knowledge transfer or information dissemination among office employees on ARTA-related matters;
3. Set up the most current and updated service standards and indicate these in the Citizen's Charter in accordance with the prescribed template issued by ARTA, and submit the same to ARTA to populate the Anti-Red Tape Electronic Management System (ARTEMIS);
4. Monitor and periodically review UPTC's Citizen's Charter, specifically the procedures/steps, time, documentary requirements and fees;
5. Should there be any change in the Citizen's Charter, ensure that the updated Citizen's Charter is posted not later than March 31 of each year;
6. Ensure UPTC's implementation of the zero-contact policy in accordance with the law;
7. Ensure the compliance of UPTC's external and internal services with the prescribed processing time (3-7-20) as mandated by RA No. 11032;
8. Develop and foster a client feedback mechanism and client satisfaction measurement;

9. 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 ARTA;
10. Establish and manage a public assistance complaints desk or ARTA Helpdesk to effectively receive complaints and monitor customer satisfaction via several feedback 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 Commissions 'Contact Center ng Bayan, and ARTA Complaints Action Center are acknowledged, received, responded to, and/or acted upon within the designated period by the intended recipient within UPTC;
11. Coordinate with UPTC's communication/public relations office the dissemination of ARTA Information, Education, and Communication materials for public consumption; and
12. Perform other functions, duties, and responsibilities under RA 11032, its IRR, and other issuances by ARTA.

For your guidance. Thank you.



PATRICIA B. ARINTO
Dean

Name of Agency	University of the Philippines
Department Order	Administrative Order No. PBA 2024-21
CART or SUBCART	UP Tacloban

NO.	NAME	CART DESIGNATION	POSITION / DESIGNATION / TITLE	OFFICE/ DEPARTMENT/ DIVISION	EMAIL ADDRESS	CONTACT NUMBER
1	Arvin L. De Veyra	Chairperson	Associate Dean for Administration	Office of the Dean	ada.uptacloban@up.edu.ph	(053) 832-2897
2	Annie Lyn Oliveros-Yusiong	Vice Chairperson	Coordinator	Teaching and Learning Resource Center	nmglova@up.edu.ph	(053) 832-7278
3	Irma R. Tan	Member	College Secretary and Registrar	Office of the College Secretary and Registrar	ocs.uptacloban@up.edu.ph	(053) 832-2897
4	John Paul T. Yusiong	Member	System Administrator	Office of the System Administrator	sysad.uptacloban@up.edu.ph	(053) 832-2897
5	Catherine C. Moreno	Member	Head	Cash Office	cash.uptacloban@up.edu.ph	(053) 832-2935
6	Maria Edna Sevilla	Member	Head	Human Resource Development Office	hrdo.uptacloban@up.edu.ph	(053) 832-2932
7	Patrick V. Santo	Member	Legal Counsel	Legal Office	pvsanto@up.edu.ph	(053) 832-2897
8	Claire Ed C. Bacong	Member	College Information Officer	College Information Office	information.uptacloban@up.edu.ph	(053) 832-2897
9	Mario A. Martinez	Member	Head	Security Services Office	security.uptacloban@up.edu.ph	(053) 832-2897
10	Claire G. Babali	Secretariat	Administrative Officer III (Records Officer II)	Office of the College Secretary and Registrar	ocs.uptacloban@up.edu.ph	(053) 832-2897
11	Jaremel C. Cadiente	Secretariat	Administrative Assistant II	Office of the Dean	deansoffice.uptacloban@up.edu.ph	(053) 832-2897