

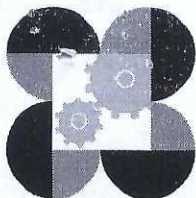
March 10, 2025

ITDI SPECIAL ORDER NO. 132
Series of 2025

SUBJECT: Reconstitution of the ITDI Committee on Anti-Red Tape (CART)

In the interest of the service and in compliance with the **Anti-Red Tape Authority (ARTA)** Advisory No. 2025-005 Series of 2025 dated 24 January 2025 and Section 6.3 of Memorandum Circular No. 2023-08 or "Guidelines on the Designation of a **Committee on Anti-Red Tape (CART)**", the **ITDI CART** is hereby reconstituted with the following composition and functions:

| CART Designation | Position/Title |
|--|--|
| Chairperson | Director |
| Vice-Chairperson | Deputy Director for Administrative and Technical Services |
| Members: | |
| 1. Policy/Planning | Supervising Science Research Specialist |
| 2. Core Operations: | |
| a) Chemicals and Energy Division (CED) | Senior Science Research Specialist |
| b) Environment and Biotechnology Division (EBD) | Science Research Specialist II |
| c) Food Processing Division (FPD) | Science Research Analyst |
| d) Materials Science Division (MSD) | Senior Science Research Specialist |
| e) MSD-Advanced Device and Materials Testing Laboratory (ADMATEL) | Senior Science Research Specialist |
| f) Packaging Technology Division (PTD) | Science Research Analyst |
| g) National Metrology Division (NMD) | Supervising Science Research Specialist |
| h) Standards and Testing Division (STD) | Senior Science Research Specialist |
| i) Technological Services Division (TSD) | Senior Science Research Specialist |
| 3. Internal Audit | Supervising Administrative Officer |
| 4. Management Information Systems | Senior Science Research Specialist |
| 5. Records Management | Administrative Officer V |
| 6. Property Management | Administrative Officer V |
| 7. Human Resource Management | Administrative Officer V |
| 8. Cashier | Administrative Officer V |
| 9. Finance | Administrative Officer IV |
| 10. Public Assistance /Complaint Center | Science Research Specialist I |



Functions, Duties, and Responsibilities:

The CART shall ensure that ITDI receive, respond, and comply with the requirements of RA No. 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. Conduct of effective knowledge transfer, or information dissemination among office employees on ARTA-related training, 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;
3. Setting up of the most current and updated service standards and inclusion of the same in the ITDI Citizen's Charter in accordance with the suggested template and prescribed manner of writing issued by ARTA through MC No. 2018-02 and its Reference B, including the following:
 - a. Submission of the updated Citizen's Charter Handbook to ARTA, together with an updated Certificated of Compliance (CoC) duly signed by the Head of Agency or authorized representative;
 - b. 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;
 - c. Monitoring and periodic review of the ITDI Citizen's Charter specifically the procedures/steps, timeline, documentary requirements, fees and other information indicated in the Citizen's Charter; and
 - d. Posting of the most current and updated Citizens' 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 at the official website of ITDI pursuant to ARTA MC No. 2019-02;
4. Compliance of ITDI on the zero-contact policy in accordance with R.A. 11032;
5. Compliance of ITDI's the external and internal services with the prescribed processing time as mandated by RA No. 11032 or the respective mandate under special law;
6. 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;
7. Submission to ARTA **not later than the last working day of April of each year** of the Client Satisfaction Measurement Report of each service based on the guidelines issued by ARTA.





8. 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 services (SMS), information and communication technology, or other mechanisms where clients may express their complaints, comments, or suggestions.
9. 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 ITDI.
10. 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.**
11. Coordinate with the communications/public relations office of the agency 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.
12. Perform such other functions, duties and responsibilities under RA No. 11032 (amending R.A. 9485), its IRR and other issuances by the ARTA.

This Order shall take effect immediately and supersedes all other issuances not in accordance herewith and shall remain in force until revoked by proper authority.

ANNABELLE V. BRIONES, Ph.D.
Director

| Document Revision History | | | |
|---------------------------|---|---------------|--------------|
| Page | Revision Explanation | Date | Approved by: |
| 1 | Change from names of committee members to position titles of CART Members per ARTA Memorandum Circular No. 2023-08. Revision of ITDI SO #23 Series of 2025 dated Jan. 10, 2025. | Mar. 10, 2025 | |



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| Name of Agency | INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE |
| Department Order | S.O. s.2025 |
| CART or SUBCART | CART |

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