



PORO POINT MANAGEMENT CORPORATION

A Member of the Bases Conversion and Development Authority Group



SPECIAL OFFICE ORDER NO. 2025-013

SUBJECT : RECONSTITUTION OF THE COMPOSITION OF PORO POINT MANAGEMENT CORPORATION'S COMMITTEE ON ANTI-RED TAPE (CART)

DATE : APRIL 8, 2025

Pursuant to Memorandum Circular No. 2023-08, issued by the Anti-Red Tape Authority, on the "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)," the Poro Point Management Corporation's CART is hereby reconstituted as follows:

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|---------------------|---|--|
| Chairperson | : | President and CEO |
| Vice Chairperson | : | Internal Auditor |
| Members | : | Vice President for HR and Administration Vice President for Airport Management Vice President for Infrastructure Management Legal Counsel Finance Manager Business Development Manager Facilities Manager Corporate Planning Officer OIC for Zone Security and Public Safety Corporate Secretary/Compliance Officer |
| Secretariat Head | : | Enterprise Regulations Officer |
| Secretariat Members | : | Terminal Operations Officer Environment and Safety Officer Business Development Officer Budget Officer Records and Quality Officer Legal Researcher Public Relations Officer |

The CART shall ensure that PPMC shall 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 PPMC, if deemed necessary, using the concepts and tools indicated in the Whole-of-Government (WOG) Reengineering Manual issued by ARTA;



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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 March 7 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 of 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 and 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 Regulatory Impact Assessment (RIA) conducted, for ARTA's review and assessment;
 - 2.6 Referral of ARTS's policy option recommendations to the appropriate decision-makers within PPMC; and
 - 2.7 Encoding of all existing (both on-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 PPMC 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 PPMC 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:



PORO POINT MANAGEMENT CORPORATION

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- 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 Citizen's Charter of PPMC 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 President and CEO 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 Citizen's Charter of PPMC, 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 places 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 PPMC pursuant to ARTA MC No. 2019-02;
7. Compliance of PPMC on the zero-contact policy in accordance with R.A. 11032;
8. Compliance of the external and internal services of PPMC 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 not later than the last working day of April of each year of the Client Satisfaction Measurement Report for each service based on the guidelines issued by ARTA. For PPMC, CSM Report shall be submitted on or before April 15 of each year based on JMC No. 1 (s. 2023) and
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



PORO POINT MANAGEMENT CORPORATION

A Member of the Bases Conversion and Development Authority Group



technology, or other mechanisms where clients may express their complaints, comments, or suggestions.

The CART shall 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 PPMC.

In addition, under 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,” Section V.(2) of MC No. 2021-11 states that the CART is given full discretion to adopt all lawful methods in resolving the complaint referred by ARTA.

As may be applicable, the CART shall serve as overall coordinating body for the establishment of an Electronic Business One Stop Shop (e-BOSS) in compliance with the mandate under R.A. 11032, its IRR, and other issuances of ARTA. The CART must facilitate and assist various departments and offices involved during the development and implementation of e-BOSS, including logistical and personnel requirements, security of the system, development of a communication plan, implementation of contingency measures, and protection of data and information.

The CART shall also 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 March 7 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.

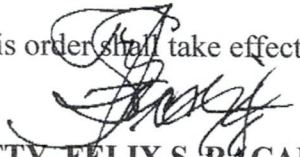
Further, the CART shall coordinate with the Public Relations Officer on the dissemination of ARTA Information, Education, and Communication materials for public consumption. Moreover, it shall recommend policies, issuances and measures to facilitate the implementation of R.A. No. 11032 and further improve related issuances and existing guidelines.

Finally, the CART shall perform such other functions, duties, and responsibilities under R.A. 11032 (amending R.A. 9485), its IRR and other issuances issued by ARTA.

The Secretariat shall provide assistance to the CART.

All orders inconsistent herewith and are hereby superseded and/or modified accordingly.

This order shall take effect immediately.


ATTY. FELIX S. RACADIO
President & CEO