



Republic of the Philippines  
Quezon City  
**OFFICE OF THE MAYOR**

3rd Flr. Bulwagang Amoranto  
High Rise Building,  
Quezon City Hall Compound  
Diliman, Quezon City  
Trunkline: 8988-4242 loc. 8195

**EXECUTIVE ORDER NO. 3**  
Series of 2024

**AMENDING EXECUTIVE ORDER NO. 25, SERIES OF 2022, ENTITLED:  
RECONSTITUTING THE CART-EODB**

**WHEREAS**, Republic Act (R.A.) No. 11032, otherwise known as the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018 (EODB Act)*, aims to streamline government services to improve competitiveness and ease of doing business in the Philippines.

**WHEREAS**, on 08 October 2019, this Office created *Ease of Doing Business & Automation Task Force*, through Executive Order No. 36, Series of 2019, in order to implement the objectives and mandates of R.A. 11032; to align with the National Government's agenda and the Quezon City Government's 14-Point Agenda, to make Quezon City a preferred business destination by strengthening good governance and improving business processes.

**WHEREAS**, on 30 September 2020, the Anti-Red Tape Authority (ARTA or the Authority) promulgated Memorandum Circular No. 2020-07, Series of 2020, in order to institutionalize the Committee on Anti-Red Tape (CART) in all government offices, agencies and instrumentalities, in order to ensure the integration of functions, alignment of objectives of the plans, programs and services that are being implemented pursuant to the EODB Act.

**WHEREAS**, on 22 November 2023, the Anti-Red Tape Authority (ARTA or the Authority) promulgated Memorandum Circular No. 2023-08, Series of 2023, amending certain provisions on Memorandum Circular No. 2020-07, Series of 2020, further clarifying the coverage and compliance of covered agencies.

**NOW THEREFORE, I, MA. JOSEFINA G. BELMONTE**, by the powers vested in me by law as Mayor of Quezon City, do hereby order the following:

**SECTION 1. Creation of the Committee on Anti-Red Tape and Ease of Doing Business (CART-EODB).** The existing Ease of Doing Business & Automation Task Force, which was created by virtue of Executive Order No. 36, Series of 2019, is hereby re-constituted as the Committee on Anti-Red Tape and Ease of Doing Business (CART-EODB). The CART-EODB shall be composed of the heads of the following departments or offices, or their representatives:

- a) Office of the City Administrator - Chairperson
- b) Business Permits and Licensing Department - Vice Chairperson
- c) Department of the Building Official - Co-Vice Chairperson
- d) **Human Resource Management Department - Observer**
- e) Information Technology and Development Department

- f) City Treasurer's Office
- g) City Assessor's Office
- h) City Planning and Development Department
- i) City Health Department
- j) Department of Sanitation and Clean-Up Works of Quezon City
- k) Department of Public Order and Safety
- l) Market Development and Administration Department
- m) City Civil Registry Department
- n) President of the Liga ng mga Barangay
- o) Bureau of Fire Protection - Quezon City
- p) City Council Secretary
- q) City Legal Department
- r) City Veterinary Office
- s) Barangay and Community Relations Department
- t) Quezon City Tourism Department
- u) **Quezon City Citizen Services Department**
- v) Public Employment Service Office
- w) Department of the Interior and Local Government - QC Field Office

The CART-EODB may invite national government officials involved in the implementation of the EODB Act, particularly the Department of Trade and Industry (DTI), the Department of Information and Communication Technology (DICT), the Anti Red Tape Authority (ARTA), the Department of the Interior and Local Government (DILG) and the Civil Service Commission (CSC), and other concerned private and public institutions, to participate, complement, assist and provide technical assistance in the development and implementation of the Anti-Red Tape and EODB Plan.

**SECTION 2. Expanded Functions, Duties, and Responsibilities.** The CART-EODB shall undertake the following, as far as practicable:

- a) Streamline all City Government services, including but not limited to the following:
  - i) eliminate, consolidate, make efficient, or make simultaneous the relevant procedural steps, with a view to fully comply with the provisions of RA 11032;
  - ii) use a single unified application form with a unique identification number for all offices and procedural steps involved in an application;
  - iii) adopt a flexi-time schedule to enable delivery of services even during, lunch break, or after regular working hours;
  - iv) adopt a policy wherein submitted documents are accepted as true on their face, provided that the applicant makes the appropriate certification; and
  - v) limit each transaction to not more than three (3) signatories.
- b) Enable service delivery through physical or online one-stop shops; for a particular service, citizens should be able to complete all necessary steps while interfacing with a single website, or by transacting business in a single location only.
- c) Digitize and computerize transactions as far as practicable, including but not limited to the following:
  - establish a back-end system and intranet interconnection of all offices;
  - use electronic documents instead of hardcopies;

- use electronic signatures instead of manual physical signatures;
  - implement a zero contact policy, wherein remote transactions are emphasized and limiting face-to-face transactions as far as practicable, **including delivery of permits and clearances via electronic means or courier services;**
  - establish a City Government-wide email and electronic messaging system, and an online document tracking and scanning system; and
  - interlink and integrate the databases of all City Government departments and offices.
- d) Enable electronic payment for City Government services and transactions, including but not limited to the following:
- on-line payment mechanisms;
  - credit card facilities and other e-payment terminals in QC Hall; and
  - payment kiosks in strategic locations around Quezon City.

The foregoing activities shall comply with the laws and regulations on data privacy, proprietary rights, security and confidentiality.

In addition to the functions, duties and responsibilities provided for in Executive Order No. 36, Series of 2019, the CART-EODB shall further ensure that the City Government shall comply with the requirements of RA No. 11032, its IRR, **the ARTA Memorandum Circular No. 2023-08, Series of 2023**, Joint Memorandum Circular of April 2021, and subsequent related issuances as may be applicable. These requirements shall include, but will not be limited to the conduct the following activities:

- e) Conduct of reengineering of systems and procedures, compliance cost analysis, time and motion studies, and evaluation and improvement of all the services of the LGU, using the concepts and tools indicated in the Whole-of-Government (WOG) Reengineering Manual issued by ARTA;
- f) 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 the agency 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 the agency with collected evidence and detailed description of its best practices, innovative ideas, and success stories, among others;
- g) 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.
- h) Registration and publication of new regulations and issuances to the following, within fifteen (15) days from issuance:
  - i) University of the Philippines Office of National Administrative Register (UP ONAR); and
  - ii) Newspaper of general circulation for publication;

- i) Setting up of the most current and updated service standards and inclusion of the same in the Citizen's Charter of the LGU 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:
  - i) Submission of the updated Citizen's Charter Handbook to ARTA, together with an updated Certificate of Compliance (CoC) duly signed by the Head of Agency or authorized representative;
  - ii) 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;
  - iii) Monitoring and periodic review of the Citizen's Charter of the LGU, specifically the procedures/steps, timeline, documentary requirements, fees, and other information indicated in the Citizen's Charter; and
  - iv) 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 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 the LGU to ARTA MC No. 2019-02;
- j) Compliance of the LGU on the zero-contact policy in accordance with R.A. 11032.
- k) Compliance of the external and internal services of the LGU with the prescribed processing time as mandated by R.A. 11032 or the respective mandate under special law.
- l) 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.
- m) 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.
- n) 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 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 the LGU.

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 (9) 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/agency 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 07 March 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 communications/public relations office of the LGU 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 RA. 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.

### **SECTION 3. Anti Red-Tape and EODB Plan and Technical Working Groups.**

The CART-EODB shall prepare an Anti-Red Tape and EODB Plan, and in this regard shall do the following:

- a) Coordinate with appropriate departments and offices for the inclusion of the standards and targets to be set by the CART-EODB under the EODB Plan;
- b) Monitor, evaluate and report on the implementation of the Anti-Red Tape and EODB Plan;
- c) Recommend to the City Mayor and the City Council the passage or issuance of the appropriate legislation and measures to promote transparency and efficiency in business practices and processes;
- d) Perform such other functions as may be necessary or as may be directed by the City Mayor.

The CART-EODB may organize technical working groups (TWGs), which may focus on different parts of the Anti-Red Tape and EODB Plan, or to address a particular technical problem, with the end in view of implementing the objectives and mandates of R.A. 11032. In this regard, the CART-EODB may call any department or office to provide resources or manpower as may be reasonably needed.

**SECTION 4. Co-location of Related Departments and Offices Engaged in Starting a Business.** The following departments and offices shall be required to have co-located offices within the premises of the QC Business One Stop Shop (BOSS) of the Business Permits and Licensing Department. Such offices shall be capable of processing and issuing all necessary clearances, permits, registrations or other documents that may be required to obtain a business permit:

- a) Zoning Administration Unit - City Planning and Development Department
- b) City Treasurer's Office
- c) Department of the Building Official
- d) City Health Department
- e) Department of Sanitation and Clean-Up Works of Quezon City
- f) Department of Public Order and Safety
- g) Bureau of Fire Protection - Quezon City (as mandated by Sec. 19, the EODB Act)
- h) City Veterinary Office
- i) Quezon City Tourism Department

**SECTION 5. Collecting Agent for Barangay Clearances.** As mandated by Sec. 10 of the Implementing Rules and Regulations of the EODB Act, the Task Force shall prepare and implement a plan whereby the BOSS shall become responsible for issuing assessments and collecting payments with respect to barangay clearances, on behalf of the respective barangays.

**SECTION 6 Secretariat.** The Business Permits and Licensing Department is hereby designated as Secretariat to the Committee. It shall provide administrative support in the conduct of meetings, take charge of communications and notices, and take custody of all records, data information, and other documents of the Committee.

**SECTION 7. Support to CART-EODB.** All departments and offices of the City Government are hereby directed to give support, assistance and cooperation to the Task Force

**SECTION 8. Funding.** The member-departments of the CART-EODB are hereby authorized to charge against their current appropriations such amounts as may be necessary for the implementation of this EO, subject to applicable government budgetary accounting and auditing rules and regulations.

Subsequent funding requirements shall be incorporated in the annual budget proposals of the respective member-departments.

**SECTION 9. Dissemination.** A copy of this Executive Order shall be furnished to the Office of the President, ARTA, and the Metro Manila Development Authority (MMDA) for information and guidance, pursuant to Section 455 (1) (xxi) of RA 7160, as amended, and shall be posted at the official website of the Quezon City Government.

**SECTION 10. Repealing Clause.** All orders, issues, rules and regulations, or parts thereof, inconsistent with this EO, are hereby repealed, amended, or modified accordingly.

**SECTION 11. Effectivity.** This EO shall take effect immediately.

Done, 12 January 2024, Quezon City.



**MA. JOSEFINA G. BELMONTE**  
City Mayor