



**EMB REGIONAL SPECIAL ORDER**

No. 37  
Series of 2022

**SUBJECT : CREATION OF EMB-7 COMMITTEE ON ANTI-RED TAPE (CART) IN COMPLIANCE WITH REPUBLIC ACT (RA) NO. 11032, OTHERWISE KNOWN AS THE "EASE OF DOING BUSINESS AND EFFICIENT GOVERNMENT SERVICE DELIVERY ACT OF 2018, "AND ITS IMPLEMENTING RULES AND REGULATIONS**

In the interest of the service and to ensure compliance of the provisions of Republic Act 11032, its implementing Rules and Regulations (IRR), and with the subsequent issuance by ARTA, the EMB-7 Committee on Anti-Red Tape (CART) is hereby created to be composed of the following:

Chairperson	: Maribel B. Munsayac	- Regional Director
Vice-Chairperson	: Engr. Amancio S. Dongcoy	- Chief, Finance & Admin. Division
Members	: Engr. Ranzel A. Dioko	- Chief, Environmental Monitoring and Enforcement Division
	Engr. Rizalina R. Saberon	- Chief, Clearance & Permitting Div.
	Engr. Jose Alfonso A. Casurra	- Chief Planning & Information Systems Management Unit
	Engr. Cindylyn P. Ochea	- Chief Environmental Education and Information Unit
	Anna Lei G. Lucmayon	- Chief Records Unit
	Atty. Unalee R. Monares	- Chief Legal Unit
	Sheila C. Colubio	- Chief Finance Section
	Lorelie M. Duragos	- Chief Administrative Section

The EMB-7's CART shall perform the functions provided under Item 6.2 of ARTA MC No. 2020-07 as enumerated below:

1. Conduct of compliance cost analysis, time and motion studies, evaluation and improvement of all the agency's services, and reengineering the same;
2. Comply to the guidelines on the National Policy on Regulatory Management System to be issued by the ARTA;
3. Ensure effective knowledge transfer, or information dissemination among office employees on ARTA related matters;
4. Register new regulations to UPONAR and publish them to the Official Gazette;
5. Set up and update the Citizen's Charter. Submit it to the Anti-Red Tape Electronic Management System (ARTEMIS);
6. Monitor and review the agency or office's Citizen's Charter, specifically the procedures/steps, time, documentary requirements, and fees;
7. Ensure updates on the Citizen's Charter is posted not later than March 31 of every year;
8. Ensure Agency implementation of the zero-contact policy;



Department of Environment and Natural Resources  
**ENVIRONMENTAL MANAGEMENT BUREAU**  
Region VII

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9. Ensure Agency compliance with the 3-7-20 prescribed processing time for transactions;
10. Develop and foster a client feedback mechanism and client satisfaction measurement;
11. Report to ARTA the results of the Client Satisfaction Survey until the last working day of January each year;
12. Establish and manage a public assistance complaints desk to effectively receive complaints and monitor customer satisfaction via several feedback mechanism;
13. Serves as coordinating body for the establishment of the agency's Electronic Business One-Stop Shop (BOSS);
14. Coordinate and disseminate ARTA information, education, and communication materials for public consumption;
15. Perform other functions, duties and responsibilities under R.A. 11032 and its IRR.

This Order takes effect immediately and shall remain in force unless revoke by authorized official.

Issued this 28th day of February 2022.

  
**MARIBEL B. MUNSAYAC**  
Regional Director 