

**LBP LEASING AND FINANCE CORPORATION***(A LANDBANK SUBSIDIARY)***Special Order No.: 23-039**  
**Series of 2023****RECONSTITUTION OF THE LLFC COMMITTEE ON ANTI-RED-TAPE (CART)****A. RATIONALE**

Pursuant to Republic Act No. 11032 otherwise known as Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and its Implementing Rules and Regulations (IRR) and in reference to Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2021-09, Series of 2021 – Issuance of the Whole-of-Government Reengineering there is a need to establish Committee on Anti-Red Tape (CART) in LBP Leasing and Finance Corporation.

**B. COVERAGE**

This issuance shall cover the composition of CART and their duties and responsibilities pursuant to R.A. 11032, its IRR and subsequent issuances by ARTA, as may be applicable.

**C. ORDER**

In the exigency of service, the following personnel are the new members of the LLFC CART:

Chairperson	:	Head-Account Servicing Group	Riza M. Hernandez
Vice-Chair	:	Head-Corporate Services Group	Raizza L. Gonzales
Members	:	Head-Account Management Group	Peter Paul I. Rigor
		Account Admin. Officer-AMG	Ofelia P. Cadiz
		Head-Office of General Counsel	Vacant
		Representative - RAMU	Reynalou L. Tambo
		Representative - LSU	Rowanne T. Salcedo
		Head-Acct. Admin. Unit	Marietta R. Tan
		Head- CIAU	Ben N. Solacito
		Acct. Admin. Officer- ASG	Susana C. Magno
		Treasury Officer - TSU	Christine C. Rubite
		Head- Administrative Unit	Vacant
		Head- IT Unit	Melody Carmela C. Mercado
		Head-Accounting Unit	Kenneth S. Sta. Rosa
		Representative- HR Unit	Clariza T. Galido
		Representative - MSU	Ilanthe L. Ramo
Resource Person	:	Head-Internal Audit	Luz M. Narciso
		Compliance Coordinator	Angelique D. Javier
		Head-Risk Management Office	Emily C. Capili
Secretary	:	Management Services Specialist	Ilanthe LI. Ramo

## Duties and Responsibilities of the LLFC CART

The CART shall have the following functions, duties and responsibilities:

1. Conduct of compliance cost analysis, time and motion studies, evaluation, and improvement of all LLFC systems and procedures to reduce bureaucratic red tape and processing time and reengineering the same.
2. Periodically review LLFC's Citizen's Charter, ensure that it complies with the prescribed processing time for transactions and adhere to required postings of the Citizen's Charter.
3. Ensure compliance to zero-contact policy in accordance with the law.
4. Ensure compliance to LLFC's external and internal services with the prescribed processing time as mandated by R.A. No. 11032.
5. Develop and foster a client feedback mechanism and implement ARTA's harmonized client satisfaction measurement.
6. Ensure adherence and timely submission of ARTA's reportorial requirements.
7. Establish and manage a public assistance complaints desk to effectively receive complaints, comments, and suggestions, and monitor client satisfaction via various feedback mechanisms. It must also ensure that all complaints forwarded by the Presidential Complaints Center Civil Service Commission's Contact Center ng Bayan, and ARTA's Complaints and Action Center are acknowledged, responded to and/or acted upon within the designated period.
8. Ensure effective knowledge transfer, or information dissemination among office employees on ARTA-related trainings, briefings, or such related matters obtained by office staff within sixty (60) days from the end of the training; and
9. Perform other functions, duties and responsibilities under R.A. 11032, its IRR and other ARTA issuances.

Attached as Annex A is the approved Charter for CART.

### **D. REPEALING CLAUSE**

This order supersedes S.O. No. 22-008, s. 2022 or the Creation of Committee on Anti-Red Tape (CART) and all orders and memoranda inconsistent herewith are deemed revoked.

### **E. EFFECTIVITY**

This Order shall take effect after approval.



**Michael P. Arañas**  
President and CEO

Date: 21 June 2023