



# LBP LEASING AND FINANCE CORPORATION

(A LANDBANK SUBSIDIARY)

**CLASS D**

**Special Order No.: 24-02**  
**Series of 2024**

## 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.

The reconstitution of the LLFC CART is in accordance with the ARTA Memorandum Circular No. 2023-08 pertaining to the guidelines on the designation of the Committee on Anti-Red Tape (CART).

### 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.

### C. ORDER

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

Chairperson/ Focal Person	:	Head-Account Servicing Group
Vice-Chairperson	:	Head-Corporate Services Group
Members	:	<u>Account Management Group:</u> Head-Account Management Group Assistant Manager Account Management Specialist II Account Admin. Officer Account Assistant
		<u>Office of the General Counsel:</u> Head-Office of General Counsel Legal Researcher Account Management Specialist II

	<u>Account Servicing Group:</u> Head-Account Administration Unit Head- Credit Investigation and Appraisal Unit Account Administration Officer
	<u>Corporate Services Group:</u> Head-Accounting Unit Head- Administrative Unit Head-Human Resource Management Unit Head- Information and Technology Unit
	Head-Treasury Services Unit
	<u>Management Services Unit:</u> Management Specialist II
	Executive Assistant
Resource Person	: Head-Internal Audit Office
	Compliance Coordinator
	Head-Risk Management Office
Secretary	: Management Specialist II

The designated members of LLFC CART are shown on the CART Directory.

**Functions, 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, specifically the procedures/steps, prescribed processing time for transactions, documentary requirements, fees, and other information indicated in the Citizen’s Charter;
3. Ensure submission of the updated Citizen’s Charter to ARTA, together with an updated Certificate of Compliance (CoC) duly signed by the LLFC President and CEO;
4. Ensure adherence on the required posting of the most current and updated Citizen’s Charter in the most conspicuous space in LLFC office and the posting at the official website of LLFC;
5. 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. Ensure compliance to zero-contact policy in accordance with the law;
7. Ensure compliance of the LLFC’s external and internal services with the prescribed processing time as mandated by R.A. No. 11032;
8. Develop and foster a client feedback mechanism and implement ARTA’s Harmonized Client Satisfaction Measurement (CSM);

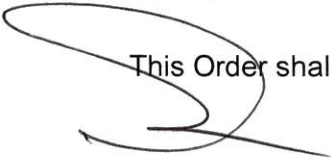
9. Ensure adherence and timely submission of ARTA's reportorial requirements including the Client Satisfaction Measurement Report which shall be submitted to ARTA on or before 15 April of each year;
10. Establish and manage a public assistance complaints desk to effectively receive complaints, comments, 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 the Legal Office of ARTA are acknowledged, received, responded to and/or acted upon within the designated period;
11. 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;
12. Ensure compliance and submission of the Zero Backlog Report on or before 07 March of every year. The LLFC CART shall serve as the coordinating body relative to the implementation of the Report Card Survey providing the information and documents required by ARTA;
13. Recommend policies, issuances, and measures, to facilitate the implementation of RA No. 11032 and further improve related issuances and existing guidelines; and
14. Perform other functions, duties and responsibilities under R.A. 11032, its IRR and other ARTA issuances.

**D. REPEALING CLAUSE**

This order supersedes S.O. No. 23-039, s. 2023 or the Reconstitution of the LLFC 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: January 11, 2024