



Republic of the Philippines
Department of Education
REGION IX, ZAMBOANGA PENINSULA
SCHOOLS DIVISION OF DAPITAN CITY

Office of the Schools Division Superintendent

15 May 2023

DIVISION MEMORANDUM

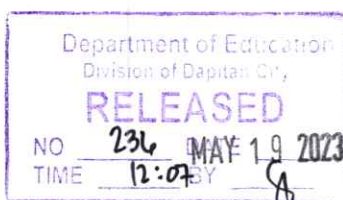
No. 236, s. 2023

RECONSTITUTION OF COMMITTEE ON ANTI-RED TAPE (CART)

To: Assistant Schools Division Superintendent
Chief, Curriculum Implementation Division
Chief, School Governance and Operations Division
Education Program Supervisors
Public Schools District Supervisors
Elementary/Secondary Schools Administrators
OSDS Section Heads
All Others Concerned

1. In accordance with Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2020-07 s. 2020 re: *Guidelines on the Designation of a Committee on the Anti-Red Tape (CART) in the Agencies Concerned in Compliance with Republic Act No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2028, and its Implementing Rules and Regulations (IRR)*, and ARTA Advisory No. 002, s. 2023, this Office hereby reconstitutes the Division Committee on Anti-Red Tape (CART) due to inevitable personnel movement, to wit;

Chairperson	-	Danny B. Cordova Schools Division Superintendent	
Vice Chairperson	-	Rosalio B. Conturno, Jr. OIC - Assistant Schools Division Superintendent	
Members	-	Ella Grace M. Tagupa CES, CID	Sherlito E. Sagapsapan CES, SGOD
		Geordito T. Olario Administrative Officer V	Olga P. Miranda Accountant III
		Anthon John S. Soriano Planning Officer III	Glenford E. Padoa ITO - I
		Rosa Belinda P. Gemperoso Administrative Officer V (Budget)	



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Department of Education
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Secretariat:

Head - Cynthia O. Dalman
Administrative Officer IV

Members: - Choseth D. Bantilan
Administrative Aide VI

Meche M. Pacho
Administrative Assistant III

Focal Person - Anthon John S. Soriano
Planning Officer III
Legal Officer - Designate

2. The CART shall ensure that their agency shall comply with the requirements of RA No. 11032, its IRR and subsequent issuances by the Authority, as may be applicable. These requirements pertain to the conduct of the following:

2.1. Conduct of compliance cost analysis, time and motion studies, evaluation and improvement of all the agency's services, and reengineering the same;

2.2. Subject to the Guidelines/National Policy on Regulatory Management System to be issued by the Authority:

2.2.1. Notify the Authority of every formulation, modification, and repeal of regulations, ordinances or other related issuances;

2.2.2. Conduct post-implementation assessment and review of existing regulations, ordinances or other related issuances, undertake Regulatory Impact Assessment (RIA);

2.2.3. Prepare a Preliminary Impact Assessment (PIA) whenever there is an intent to formulate, modify, or repeal a regulation and submit to the Authority;

2.2.4. Produce a Regulatory Impact Statement (RIS) upon completion of each RIA and submit to the Authority for review and assessment;

2.2.5. Refer the Authority's policy option recommendations to the appropriate decision-makers within the agency;





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- 2.2.6. Submit an inventory and electronic copies of all existing (both in-effect and repealed) regulations and issuances to populate the Philippine Business Regulation Information System (PBRIS).
- 2.3. 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;
- 2.4. Register new regulations and issuances to the Official Gazette for publication, if applicable, within fifteen (15) days from issuance:
- 2.5. Set up the most current and updated service standards and indicate in the Citizen's Charter in accordance to the prescribed template issued by the Authority, and submit the same to the Authority to populate the Anti-Red Tape Electronic Management Information System (ARTEMIS);
- 2.6. Monitor and periodically review the office or agency's Citizen's Charter, specifically: procedures/steps, time, documentary requirements, and fees;
- 2.7. Ensure that an updated Citizen's Charter, should there be any change, is posted not later than March 31st of each year;
- 2.8. Ensure the compliance of the agency on the zero-contact policy in accordance with the law;
- 2.9. Ensure the compliance of the agency's external and internal services with the prescribed processing time as mandated by RA No. 11032 or the agency's mandate under special law;
- 2.10. Develop and foster a client feedback mechanism and client satisfaction measurement;
- 2.11. Report to the Authority not later than the last working day of January of each year the results of the Client Satisfaction Survey for each service based on the guidelines to be issued by the Authority;
- 2.12. Establish and manage 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 adequately express their complaints, comments, or suggestions. The CART must ensure that complaints forwarded by the Presidential Complaints Center, Civil Service Commission's Contact Center ng Bayan, and Complaints Action Center of the





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Authority are acknowledged, received, responded to and/or acted upon within the designated period by the intended recipient within their agency;

2.13. Serve as overall coordinating body for the establishment of an Electronic Business One Stop Shop (e-BOSS) in compliance with the mandate under RA No. 11032, its IRR, and other issuances by the Authority. 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, as applicable;

2.14. Coordinate with the agency's communications/public relations office the dissemination of ARTA Information, Education, and Communication materials for public consumption;

2.15. Perform such other functions, duties and responsibilities under RA No. 11032 (amending RA No. 9485), its IRR and other issuances issued by the Authority.

Immediate and wide dissemination of this Memorandum is desired.

DANNY B. CORDOVA, EdD, CESO VI
Assistant Schools Division Superintendent,
Officer-In-Charge
Office of the Schools Division Superintendent

OSDS-ADMS-Memo-2023-025



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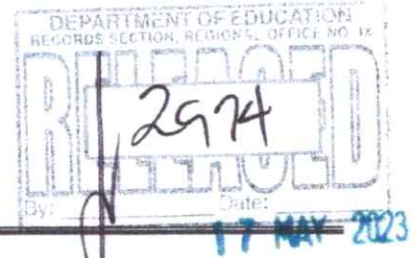


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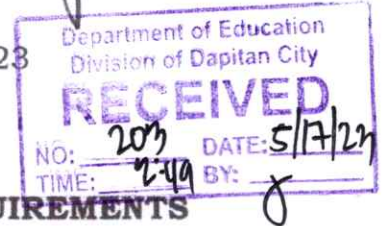


Republic of the Philippines
Department of Education
 REGIONAL OFFICE IX, ZAMBOANGA PENINSULA



Office of the Regional Director

May 16, 2023



REGIONAL MEMORANDUM

No. 223, s. 2023

REMINDER ON THE COMPLIANCE WITH THE REQUIREMENTS UNDER R.A. 11032

TO: Assistant Regional Director
 Schools Division Superintendents
 Functional Division Chiefs
 CID and SGOD Chiefs
 Committee on Anti-Red Tape (CART)
 Unit and Section Heads
 All others concerned

1. This is in reference to Advisory No 002, series of 2023 issued on April 28, 2023, by Secretary Ernesto V. Perez, Director General with the subject **“Reminder to comply with the requirements under R.A. 11032 or the ease of doing business and efficient government service delivery act of 2018 and its implementing rules and regulations (IRR)”**.
2. This Memorandum is being issued to reiterate the submission of requirements to the Anti-Red Tape Authority.
3. Attention is invited to paragraphs 4, 5 and 6 of the said Advisory for strict compliance.
4. For information, guidance, and immediate dissemination.

For the Regional Director:

DR. GREGORIO CYRUS R. ELEJORDE, CESO V
 Schools Division Superintendent
 Officer-in-Charge
 Office of the Assistant Regional Director

ORD-ADMIN-Rec-RM-2023-01
 RJT/asc



ADVISORY NO. 002
SERIES OF 2023

FOR : ALL GOVERNMENT OFFICES AND AGENCIES IN THE EXECUTIVE DEPARTMENT INCLUDING LOCAL GOVERNMENT UNITS (LGUs), GOVERNMENT-OWNED OR -CONTROLLED CORPORATIONS (GOCCs), AND OTHER GOVERNMENT INSTRUMENTALITIES, WHETHER LOCATED IN THE PHILIPPINES OR ABROAD

SUBJECT : REMINDER TO COMPLY WITH THE REQUIREMENTS UNDER R.A. 11032 OR THE EASE OF DOING BUSINESS AND EFFICIENT GOVERNMENT SERVICE DELIVERY ACT OF 2018 AND ITS IMPLEMENTING RULES AND REGULATIONS (IRR)

DATE : 28 APRIL 2023

Pursuant to Section 17 of Republic Act (RA) No. 11032 or the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018", the Anti-Red Tape Authority (ARTA) is mandated to implement and oversee a national policy on anti-red tape and ease of doing business and monitor and evaluate the compliance of agencies covered under Section 3 of the same Act.

Consistent with this provision and the Implementing Rules and Regulations (IRR) of R.A. 11032, the Authority issued various Memorandum Circulars pertaining to the required compliances relative to its implementation.

In this regard, this advisory is being issued to all covered government agencies and local government units (LGUs) to reiterate the submission of the following requirements to the Authority:

1. **Citizen's Charter (CC) and Certificate of Compliance (CoC)**, as stipulated in the ARTA Memorandum Circular No. 2019-002 Series of 2019 or the *Guidelines on The Implementation of the Citizen's Charter in Compliance with RA No. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," its IRR, and its Supplemental or ARTA Memorandum Circular No. 2019-002-A Series of 2019;*
2. **Committee on Anti-Red Tape (CART)**, as stipulated in the ARTA Memorandum Circular No. 2020-07 or the *Guidelines on the Designation of a CART in the Agencies Concerned in Compliance with R.A. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and its IRR;*
3. **Client Satisfaction Measurement Report (CSMR)**, in accordance with the ARTA Memorandum Circular 2022-05 or the *Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement;*
4. **Zero Backlog Report**, as stipulated in ARTA Memorandum Circular 2022-02 entitled, *Reiterating the Provisions of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 or R.A. 11032 on Automatic Approval or Automatic*

1 APR 28 2023
ARTA

Extension for Pending Applications or Requests of Agencies Beyond the Prescribed Processing Time and for the Submission of Zero Backlog Report:

- 5. **Initial Whole-of-Government (WOG) Reengineering Plan**, as stipulated in ARTA Memorandum Circular No. 2021-09, or the *Issuance of the Whole-of-Government Reengineering Manual*; and
- 6. **Electronic-Business One Stop Shop (E-BOSS)**, in accordance with the ARTA Memorandum Circular 2021-05, or the *Reporting Mechanism on the Compliance to the Automation Requirements of Section 11 (c) of R.A 11032*.

For your reference, here is the timeline and manner of submission of each compliance:

Compliance	Timeline of Submission	Frequency of Submission	Manner of Submission
Citizen's Charter (CC) and Certificate of Compliance (CoC)	<p>Without any submission – submit the CC and CoC on or before <u>28 April 2023</u>.</p> <p>With revision – submit updated CC and CoC before implementation of revised services.</p> <p>Without revision – submit only latest CoC every March 31st of every year.</p>	<p>CoC – annual submission</p> <p>CC – at any time that updates and/or revisions are incorporated.</p>	<p>Submit Citizen's Charter (in-text searchable PDF format) and/or the Certificate of Compliance (using the New CoC Template) via https://tinyurl.com/CCandCOCsubmission</p>
Committee on Anti-Red Tape (CART)	<p>Submission of the Office Order and the Directory of the Members of the CART</p> <p>Original Deadline: December 2020</p> <p>Deadline for the grant of</p>	<p>One-time submission.</p> <p>Resubmission shall be made in case of changes in the composition of members and the directory</p>	<p>Submit online via https://tinyurl.com/CARTSUBMISSIONS</p>

	the Performance-Based Bonus (PBB): 28 February 2023		
Client Satisfaction Measurement Report (CSMR)	To cover Y2022 – submit on or before 31 January 2023 For Y2023 onwards – submit on or before the last working day of April of the following year.	Annual submission	Submit online via https://tinyurl.com/CSMRsubmissions
Zero Backlog Program	Zero Backlog Program Original Deadline: <u>29 April 2022</u>	One time submission. Resubmission shall be made in case of revision.	Submit Annex A (Zero Backlog Program) via the link https://tinyurl.com/ZeroBacklogProgram
	Backlog Report or Zero Backlog Certification – submit every March 7 th of the following year Extended Deadline for Y2022: 17 April 2023 per ARTA Advisory No. 001 s. 2023	Annual submission	Submit Annex B (Backlog Report) or Annex C (Zero Backlog Certificate) via https://tinyurl.com/ZeroBacklogProgram
Initial WOG Reengineering Plan	Original Deadline: 31 December 2021 Extended Deadline: 31 March 2022	One-time submission	Submit online via https://tinyurl.com/WOGReengineeringReport

Electronic Business One Stop Shop (eBOSS)	Original Deadline: 14 July 2022 Updated eBOSS Compliance Report – Deadline: 12 May 2023	One-time submission	Submit online via https://fin Yuri.com/2023eBOSSCompliance Report
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This Advisory hereby informs that all concerned government agencies and LGUs who have yet to comply with the above-cited requirements are given until **31 May 2023** to comply. ARTA would like to emphasize the provision under Section 8 of R.A. 11032, which holds the heads of the office or agency to be primarily responsible for the implementation of the Act and accountable to the public in rendering fast, efficient, convenient, and reliable service. Agencies are reminded that failure to comply with the above-cited requirements may warrant the filing of administrative case/s, as may be applicable.

Agencies are likewise reminded that compliance with the above-cited requirements form part of the agency's score in the Report Card Survey 2.0.

As for the compliance with the Committee on Anti-Red Tape (CART) in relation to the grant of the Performance-Based Bonus (PBB) for FY 2022, only the submissions made before the deadline on 28 February 2023 will be considered. This is consistent with the deadline provided in the AO 25 IATF Memorandum Circular No. 2022-01 or the *Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year 2022 Under Executive Order (EO) No. 80, S. 2012 and EO No. 201, S. 2016.*

All relevant ARTA issuances may be accessed through our website, www.arta.gov.ph.

For queries and concerns regarding the compliance, you may reach our office through compliance@arta.gov.ph

For information and compliance.

Recommending Approval:


UNDERSECRETARY GERALD G. DIVINAGRACIA
Deputy Director General for Operations

Approved:

SECRETARY ERNESTO V. PEREZ
Director General

(AGENCY/LGU LETTERHEAD)

CERTIFICATE OF COMPLIANCE

Year: _____

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, (full name), Filipino, of legal age, (position of the Head of Agency/Local Chief Executive/Head of the Committee on Anti-Red Tape Authority/duly authorized representative) of the (name of agency/LGU), the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

- 1) The (Name of agency/LGU) including its (number of Regional Offices/Branches/Service Offices/Campuses, if applicable) has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen's Charter Handbook Edition: _____ (Year, Edition Number)
Example: 2021, 1st Edition

- 2) The following required forms of posting of the Citizen's Charter are present:

- | | |
|--------------------------|---|
| <input type="checkbox"/> | Citizen's Charter Information billboard
<i>(In the form of interactive information kiosks, electronic billboards, posters, tarpaulins, standees, others)</i> |
| <input type="checkbox"/> | Citizen's Charter Handbook
<i>(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)</i> |
| <input type="checkbox"/> | Official website/Online Posting |

- 3) The Citizen's Charter Information Billboard enumerates the following information:

- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.

- 4) The Citizen's Charter Handbook enumerates the following information:

- a. Mandate, vision, mission, and service pledge of the agency;
- b. Government services offered (External and Internal Services);
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Classification of service;
 - iii. Type of transaction;
 - iv. Who may avail;
 - v. Client steps and agency actions to obtain a particular service;
 - vi. Person responsible for each step;

- vii. Processing time per step and total;
 - viii. Fee/s to be paid per step and total, if necessary.
 - c. Procedure for filing complaints and feedback;
 - d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
 - e. List of Offices
- 5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
 - 6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.
 - 7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.
 - 8) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
 - 9) There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.

(Full name)
(Position)
(Name of agency)

Annex "A"
Zero Backlog Program

Government Agency/Office Logo	
Department/Agency	<i>Indicate the name of the agency</i>
Program Title/Name	<i>Name or title of the Zero Backlog Program implemented by the agency</i>
Program Objective	<i>Program Objective</i>
Target Output	<i>The intended output of the program once completed</i>
Date Implemented	<i>The date when the program was implemented</i>
Implementing office	<i>The name of the office implementing the Zero Backlog Program</i>

Program Description
<i>Description of the Program</i>

Matrix of Services and Plan of Action							
Of	Na	Classifi	Average	Average	Average	Interv	Plan
fic	me	cation	Number of	number of	number of	ening	of
e	of	(Simpl	applications/r	applications	applications/	Factor	Action
	serv	e,	quests/	/ requests/	requests/	s for	to
	ice	Compl	license/permit	license/perm	license/perm	the	addre
		ex,	/clearances,	it/clearances,	it/clearances,	gap	ss the
		Highly	etc. received	etc.	etc. ISSUED	(i.e.,	gap
		Techni	per day	processed	within the	limited IT	(i.e.,
		cal)		within the	prescribed	infrastr	Streamlinin
				processing	time	uctur	g,
				time		e,	Digital
						unavai	ization
						lable	.)
						signat	
						ories,	
						etc.)	

Implementation Results
<i>Indicate significant improvements since the implementation of the Zero Backlog Program</i>

Name and Signature of Head of Agency/ARTA Focal

Annex "E"

Template for Inventory of Licenses, Permits, Certifications, Authorizations, Clearances tagged as a backlog

Name of Government Agency/Office					
Name of Office/Department	Classification of Service (Simple, Complex, Highly Technical)	Processing time indicated in the Citizens Charter (i.e., days / hours / minutes)	Total number of applications received for the covered period	Total number of pending transactions for the covered period	Remarks
Name of Service (License, Clearance, Permit, Certification, Authorization, and others)					

Annex "C"
Zero Backlog Certification

ZERO BACKLOG CERTIFICATION

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2008, and for Other Purposes

I, [FULL NAME], Filipino, of legal age, [POSITION OF THE HEAD OF AGENCY], of the [NAME OF AGENCY], the person responsible and accountable in ensuring compliance with Section 1, Rule VI of the IRR of R.A. 11032, the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The [NAME OF AGENCY], including its [NUMBER OF REGIONAL OFFICES/BRANCHES/SERVICE OFFICES/CAMPUSES] adhere to the responsibility to render fast, efficient, convenient, reliable service
- 2) The government offices enumerated herein does not have unacted upon/pending transaction exceeding the prescribed processing time as indicated on the Citizen's Charter
- 3) All the services/transactions are processed within the prescribed processing time set under R.A. 11032

This certification is being issued to attest to the fact that the agency has no backlog transactions for the covered the period.

IN WITNESS THEREOF, I have hereunto set my hand this [DAY] of [MONTH], [YEAR] in [CITY, PROVINCE], Philippines.

[FULL NAME]
[POSITION OF THE HEAD OF AGENCY]
[NAME OF AGENCY]



ADMINISTRATIVE DIVISION DEPED REGION IX <region9.admin@depd.gov.ph>

Fwd: [ADVISORY] DepEd and Its Attached Agencies - Reminder to Comply with the Requirements under RA 11032 and Its IRR

1 message

DepEd RO-IX ZamPen <region9@depd.gov.ph>

Thu, May 11, 2023 at 11:48 AM

To: ROMEO DALIGDIG <romeo.daligdig@depd.gov.ph>, Admin <region9.admin@depd.gov.ph>, Pilar Layon <pilar.layon@depd.gov.ph>

We are happy to be of service: <https://link.r9-deped.com/DepEdROIXFebruary>

Department of Education

REGIONAL OFFICE IX

Corazon C. Aquino Regional Government Center, Balintawak, Pagadian City

Facebook Page: <https://www.facebook.com/DEPEDREGIONS>

Website: www.dsedm9.info ; r9-deped.com

----- Forwarded message -----

From: **Compliance Monitoring and Evaluation Office** <compliance@arta.gov.ph>

Date: Thu, May 11, 2023 at 9:58 AM

Subject: [ADVISORY] DepEd and Its Attached Agencies - Reminder to Comply with the Requirements under RA 11032 and Its IRR

To: csoc@depd.gov.ph <csoc@depd.gov.ph>

Cc: Pauline Karol G. Guiyab <PaulineGuiyab@arta.gov.ph>, Joshua A. Crepa <joshuaacrep@arta.gov.ph>, Zyra DL Argañosa <zyraarganoze@arta.gov.ph>, Mark Jonald D. Delos Santos <markdelosantos@arta.gov.ph>, Shayne Marie M. Araullo <shaynemanisaraullo@arta.gov.ph>

Dear Sir/Ma'am,

Greetings from the Anti-Red Tape Authority!

The Authority would like to inform your good office about the issued Advisory No. 002 with the subject, Reminder to Comply with the Requirements under RA 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and its Implementing Rules and Regulations (IRR).

This Advisory hereby informs that all concerned government agencies and local government units (LGUs), who have yet to comply, are given until 31 May 2023 to submit the following requirements:

- **Citizen's Charter (CC) and Certificate of Compliance (CoC)**
- **Committee on Anti-Red Tape (CART)**
- **Client Satisfaction Measurement Report (CSMR)**
- **Zero Backlog Report**
- **Initial Whole-of-Government (WOG) Reengineering Plan**
- **Electronic-Business One Stop Shop (E-BOSS)**

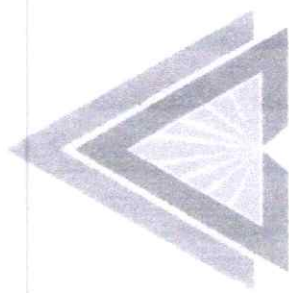
Attached herein is the copy of the Advisory for your reference. You may access the pertinent Annexes (editable) thru the link below:

ARI A would like to emphasize the provision under Section 8 of R.A. 11032, which holds the heads of the office or agency to be primarily responsible for the implementation of the Act and accountable to the public in rendering fast, efficient, convenient, and reliable service. Agencies are reminded that failure to comply with the above-cited requirements may warrant the filing of administrative cases, as may be applicable.

All relevant ARIA issuances and templates may be accessed through our website, www.aria.gov.ph.

For queries and concerns regarding the compliance, you may reach our office through compliance@aria.gov.ph.

Thank you.



Compliance Monitoring and Evaluation Office
ANTI-RED TAPE AUTHORITY
4th & 6th Floor, NFA Building, NFA Compound
Visayas Avenue, Brgy. Vasra, Dilliman, Quezon City
www.aria.gov.ph



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Advisory No. 002.pdf
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