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Main Campus: URS Tanay Tel. (02) 8401-4900; 8401-4910; 8401-4911; 8539-9957 to 58

March 27, 2025

OFFICE MEMORANDUM

No. 28, s. 03 – 2025

To : **All concerned**

Subject : **URS Committee on Anti-Red Tape (URS CART)**

1. In compliance with the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 (R.A. 11032) and the Anti-Red Tape Authority (ARTA) Memorandum Circular (M.C.) No. 2023-08, the following comprises the (URS CART):

Chair:	University President	
Co-Chair:	Vice President for Academic Affairs	
Vice Chair:	Vice President for Administration and Finance Vice President for Research Development, Extension and Production	
Policy Committee Members:	Head, Planning Unit Head, Internal Audit Unit Head, ICT Unit Head, Legal Unit Head, Quality Assurance Unit Head, Information Unit	Monitor policy implementation and ensure policy review and submission of reports as per ARTA issuances.
Core Operations Committee Members:	Director, Office of Student Development Services Head, University Registrar Unit Head, University Library Services Unit Head, University Cash Unit Head, University Health Services Unit Head, University Human Resource Management Unit Head, University Records Unit Office of the Board Secretary	Ensure compliance to this Memo and the URS CART / ARTA issuances in their respective units and sub-units.
Campus Focal Persons:	Campus Director, Angono Campus Campus Director, Antipolo Campus Campus Director, Binangonan Campus Campus Director, Cainta Campus Campus Director, Cardona Campus Campus Director, Morong Campus Campus Director, Pililia Campus Campus Director, Rodriguez Campus Campus Director, Tanay Campus Campus Director, Taytay Campus	Ensure implementation of the URS CART / ARTA issuances in the Campuses.
Secretariat:	Executive Assistant OVPA, OVPAF, and OVPRDEP Secretary	Facilitate communication of the URS CART.

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2. The URS CART shall ensure the University's compliance with the requirements of R.A. 11032, its Implementing Rules and Regulations (IRR), and subsequent issuances by the ARTA, as may be applicable. These requirements pertain to the conduct of the following:
 - a. Conduct compliance cost analysis, time and motion studies, evaluation, and improvement of all the URS' services, and submit a process reengineering plan as per the ARTA Reengineering Manual;
 - b. Set-up the most current and updated service standards and indicate in the URS Citizen's Charter in accordance to the prescribed template issued by ARTA, and submit the same to ARTA;
 - c. Monitor and periodically review the URS Citizen's Charter specifically procedures/steps, processing time, fees, and documentary requirements. Moreover, the URS CART shall ensure the compliance of URS' external and internal services with the prescribed processing time of 3, 7, or 20 days in R.A. 11032;
 - d. Ensure that an updated Citizen's Charter, should there be any change, is posted in the URS website not later than March 31 of each year;
 - e. Develop and foster a client feedback mechanisms or client satisfaction measurement (CSM), and report to the ARTA not later than the last working day of January of each year, the results of the CSM for each service based on the guidelines issued by ARTA;
 - f. Prepare and submit to ARTA, other compliance reports e.g., Zero Contact Policy Report, Zero Backlog Report, and other ARTA-related reports;
 - g. Establish and manage a public assistance complaints desk or ARTA Helpdesk per Campus to effectively receive complaints, feedback, and monitor customer satisfaction.
 - h. Ensure that complaints forwarded by the Presidential Complaints Center, 8888, Civil Service Commission's Contact Center ng Bayan, and ARTA Complaints Action Center are acknowledged, received, responded to and/or acted upon within the designated period by the intended recipient within the agency;
 - i. Serve as the coordinating body for the establishment of a student One-Stop Shop (OSS) in compliance with the mandate under R.A. 11032, its IRR, and other issuance by ARTA. The CART must facilitate and assist various offices involved during the development and implementation of OSS including logistical and personnel requirements, security of the system, development of communication plan, implementation of contingency measures, and protection of data and information, as applicable;
 - j. Facilitate the effective knowledge transfer, or information dissemination among employees or the conduct of ARTA-related trainings, and submission of reports therefor;
 - k. Prepare and disseminate ARTA information, education, and communication (IEC) materials for public consumption e.g., website and social media posts, and printed materials; and
 - l. Comply with other ARTA issuances that may henceforth be issued.

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3. This Order supersedes previous issuances inconsistent with it, and shall remain in force unless otherwise amended or revoked.
4. For information and proper compliance.


NANCY T. PASCUAL, Ed.D., RGC
University President

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URS Antipolo
URS Binangonan

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Tel. 8539-9935 to 37

URS Cainta
URS Cardona
URS Morong

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Tel. 8539-9940 to 41
Tel. 8539-9950 to 56

URS Pililla
URS Rodriguez
URS Taytay

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Tel. 8539-9945 to 47
Tel. 8539-9948 to 49