ARTA
ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT OF THE PHILIPPINES

BAGONG PILIPINAS

MEMORANDUM CIRCULAR NO. 2025-04

FOR : All Complainants, Government Offices and Agencies including Local Government Units (LGUs). Government- Owned or Controlled Corporations (GOCC) and other Government Instrumentalities, whether located in the Philippines or abroad, that provide services covering business and non-business-related transactions as defined under R.A. No. 11032 and its Implementing Rules and Regulation

SUBJECT : **AMENDMENT TO SECTION 3, RULE V OF THE 2023 ARTA REVISED RULES OF PROCEDURE**

DATE : 11 March 2025

Pursuant to the powers and functions of the Anti-Red Tape Authority (Authority) under Section 17 of R.A. No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, particularly its mandate to initiate investigation motu proprio or upon receipt of a complaint, refer the same to the appropriate agency, or file cases for violations of this Act; to assist complainants in filing necessary cases before the proper Courts or Quasi-Judicial Tribunal, as the case may be; and to perform such acts as may be necessary to attain the objectives of the Act and Section 6 Rule XIV of the Implementing Rules and Regulations of R.A. No. 11032, and to further promote the efficient delivery of government services, Section 3, Rule V of Memorandum Circular No. 2023-02 entitled 2023 ARTA Revised Rules of Procedure is hereby amended and shall read as follows:

U.P. LAW CENTER
OFFICE of the NATIONAL ADMINISTRATIVE REGISTER
Administrative Rules and Regulations
REGISTERED
APR 30 2025
No. 25-0486
ONAR Registration
TIME: BY:

"RULE V
INVESTIGATION

XXX

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FINANCE AND ADMINISTRATIVE OFFICE
GENERAL SERVICES DIVISION
RECORDS UNIT
ENGR. JAY T. FAJARITO
DATE:
30 APR 2025

Section 3. Preparation of Final Complaint

Upon positive identification in the investigation report and sufficiency of pieces of evidence based on the investigation, the Authority may either:

1.a Issue a **Show Cause Order (SCO)** against the concerned government agencies, officials, and/or employees for non-compliance with the provisions of R.A. 11032; or

1.b **Notice to Explain (NTE)** as per findings or the recommendations from the Compliance Monitoring and Evaluation Office and/or the Regional Field Offices;

2. Issue a **Notice of Warning** against the concerned government agencies, officials, and/or employees if there is an apparent violation of R.A. 11032, or if a **Show Cause Order** was previously issued pertaining to the same violation;

ARTA Central Office, 5th Floor, NFA Bldg., NFA Compound, Visayas Ave., Brgy. Vasra, Diliman, Quezon City, Philippines 1128
ARTA Transformation Hub and Training Center, 4th Floor, U.P. Ayala Land TechnoHub Building I, Quezon City, Philippines 1128
info@arta.gov.ph
odg@arta.gov.ph
complaints@arta.gov.ph
1-2782 (ARTA)
8888 (Citizens' Complaint Center)
Anti-Red Tape Authority
www.arta.gov.ph

3. Immediately prepare a Final Complaint or Motu Proprio complain against the concerned government agencies, officials, and/or employees before Civil Service Commission (CSC), Ombudsman, courts, or other quasi-judicial body."

This amendment shall take effect immediately after its publication in the official Gazette or in a newspaper of general circulation.

SECRETARY ERNESTO V. PEREZ
Director General

ARTA
RECEIVED
FINANCE AND ADMINISTRATIVE OFFICE
GENERAL SERVICES DIVISION
RECORDS UNIT
DATE: 29 April 2025

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GENERAL SERVICES DIVISION
RECORDS UNIT
ENGR. IAN T. FAJARITO
DATE:
30 APR 2025

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