



# NCMH CART CORNER

JANUARY - MARCH 2024 | ISSUE NO. 1

NATIONAL CENTER FOR MENTAL HEALTH COMMITTEE ON ANTI-RED TAPE OFFICIAL PUBLICATION



Q1 Process Owners Meeting (ARTA Point Persons)  
January 17, 2024



Time and Motion Study Training  
February 21-22, 2024



Launching of PACD at NCMH Camarin Extension  
February 23, 2024



NCMH Public Assistance and Complaints Desk



## CLIENT SATISFACTION RATING

Total Respondents: 1,821

January – 98% (327 respondents)  
February – 98% (771 respondents)  
March – 98% (723 respondents)



## CLIENT CONCERNS

8888/CSC-CCB/ARTA/PAC/DOH-CART/PACD

Complaints - 25  
Requests for Assistance - 13  
Commendation - 8  
Inquiry - 1



## FOI REQUESTS

Freedom of Information

Top 3 Requests:

1. Hospital Statistics
2. Healthcare Workers to Patient Ratio
3. Site Development and Floor Plans

## ABOUT US

The NCMH Committee on Anti-Red Tape (CART), chaired by the Medical Center Chief, oversees the implementation and monitoring of compliance with R.A. 11032, or the Ease of Doing Business and Efficient Delivery of Government Services. The law aims to streamline systems and procedures and promote transparency and accountability among public officials and employees.

## NCMH CART

**Chairperson:** Dr. Noel V. Reyes (Medical Center Chief II)

**Vice Chairperson:** Tristian John O. Palmani

**Members:** Dr. Maria Victoria P. Gueco, Godofredo S. Valles, Gilbert R. Naval, Frennie P. Obillo, Chona M. Sabo, Francis A. Agustin & Jazer Neariah F. Vasquez

**Client Concerns & PACD Focal Persons:** Mary Ann C. Castaneda, Maria Lianell M. Tolentino, Maria Victoria C. Casidsid, Glyza O. Orio & Ethel Mae T. Alicpala

For concerns, please contact us at:

QUALITY MANAGEMENT OFFICE (QMO)

Client Concerns Unit

8531-9001 loc. 477 | qmo@ncmh.gov.ph

Public Assistance and Complaints Desk (PACD)

8531-9001 loc. 304 | pacd@ncmh.gov.ph

NATIONAL CENTER FOR MENTAL HEALTH

9 de Pebrero St., Mandaluyong City 1550

Trunkline: 8531-9001 | www.ncmh.gov.ph

## THINGS TO KNOW ABOUT Ease of Doing Business and Efficient Government Service Delivery Act (RA 11032)



### OVERVIEW

The act is about streamlining and improving the current systems and procedures of government services. It aims to reduce processing time, cut bureaucratic red tape, and eliminate corrupt practices.

### IMPORTANT!

**NO** government officer or employee shall:

- Reject applications/requests with complete requirements without valid reason
- Ask for extra requirements and charges fees not indicated in the Citizen's Charter
- Fail to inform requesting party about disapproval of application/request
- Fail to act within prescribed time on application/request without valid reason
- Fail to attend to applicants/requesting parties who are within premises of a government office before the end of official working hours and during lunchtime
- Fail to issue official receipt
- Be involved in fixing activities in exchange of money or other benefits



### Prescribed Processing Time

 **3** working days  
Simple Transactions

 **7** working days  
Complex Transactions

 **20** working days  
Highly Technical Transactions

### Zero Contact Policy

No contact in any manner with any requesting party concerning an application or request except during submission of documents.



### Penalties

- FIRST OFFENSE:** Administrative liability with six (6) months suspension. Except for fixing or collusion with fixers where the Revised Penal Code shall apply.
- SECOND OFFENSE:** administrative and criminal liability
  - ✓ dismissal from the service
  - ✓ perpetual disqualification from holding public office
  - ✓ forfeiture of retirement benefits
  - ✓ imprisonment of one (1) year to six (6) years
  - ✓ fine of not less than P500K but not more than P2M

Any person who commits any act such as but not limited to bribery, extortion or malicious solicitation of favor shall be criminally liable and shall be punished under the Revised Penal Code and other special laws.

### Citizen's Charter

- ✓ procedure to obtain a particular service
- ✓ checklist of requirements for each type of request
- ✓ person/s responsible for each step
- ✓ maximum time to complete each process
- ✓ amount of fees (if applicable)
- ✓ procedure for filing complaints

### Report Card Survey (RCS) 2.0

Is a holistic tool that will measure the effectiveness of the Citizen's Charter and focuses on measuring the quality, efficiency and adequacy of government services through evaluation of the streamlining initiatives of the agency.