

MEMORANDUM CIRCULAR NO. 2019 – 002
Series of 2019

August 13, 2019

TO: ALL HEADS OF GOVERNMENT OFFICES AND AGENCIES INCLUDING LOCAL GOVERNMENT UNITS (LGUS), GOVERNMENT-OWNED OR –CONTROLLED CORPORATIONS (GOCCS), AND OTHER GOVERNMENT INSTRUMENTALITIES


SUBJECT: GUIDELINES ON THE IMPLEMENTATION OF THE CITIZEN’S CHARTER IN COMPLIANCE WITH REPUBLIC ACT 11032, OTHERWISE KNOWN AS THE “EASE OF DOING BUSINESS AND EFFICIENT GOVERNMENT SERVICE DELIVERY ACT OF 2018,” AND ITS IMPLEMENTING RULES AND REGULATIONS (IRR)

1. BACKGROUND

- 1.1. In response to the President’s urgent order in his last 2019 State of the Nation Address where he reiterated his “directive to the government and instrumentalities, including the LGUs and the government corporations: simplify.”, the Anti-Red Tape Authority is fast-tracking projects and programs to streamline and improve government service delivery.
- 1.2. Republic Act No. 11032 or the “Ease of Doing Business and Efficient Government Service Delivery Act of 2018,” amending Republic Act No. 9485 or the Anti-Red Tape Act of 2007,” was enacted on May 28, 2018 effectively creating the Anti-Red Tape Authority (ARTA). Its Implementing Rules and Regulations (IRR) was subsequently promulgated on August 4, 2019 following the appointment of Director General Jeremiah B. Belgica.
- 1.3. The Authority, with Director General Belgica at its helm, set out full speed ahead to accomplish President Duterte’s dream of creating a comfortable life for every Filipino through the elimination of red tape and corruption in the government. To begin with, President Duterte wants to expedite government transactions with simple processes pegged to be done in three (3) days or less.
- 1.4. To support the President’s goal, ARTA, barely a week after the effectivity of the IRR, is rolling out the new Citizen’s Charter Guidelines. Pursuant to the law and its IRR, every agency is mandated to create a Citizen’s Charter that shall contain all of the government services that government agencies offer to ensure the efficient, transparent, and accountable delivery of government service.
- 1.5. The Citizen’s Charter is the official document that will communicate, in simple terms, the service standards or pledge of an agency on the government services being provided to the citizens. Other than communicating the service standards of the office, it shall also serve as the basis for establishing liability of all erring government employees involved in unnecessary red tape and corruption. Furthermore, the law also promotes incentives and rewards as forms of acknowledgement for compliant government agencies that have shown exemplary services and best practices.
- 1.6. Through the joint efforts of receptive and empowered government agencies, private institutions, and citizenry, a thriving business climate and a competent service delivery system can be attained.

2. PURPOSE

This Memorandum Circular is issued to provide all government agencies with pertinent information and instructions in developing and revising their Citizen’s Charter in compliance with R.A. 11032 and its IRR.



3. COVERAGE

This Memorandum Circular shall apply to Section 1, Rule II of the IRR of R.A. 11032.

4. ACRONYMS

- 4.1. ARTA – Anti- Red Tape Authority
- 4.2. CSC – Civil Service Commission
- 4.3. PCC – Presidential Complaints Center
- 4.4. G2B – Government to Business
- 4.5. G2C – Government to Citizen
- 4.6. G2G – Government to Government
- 4.7. GOCC – Government-Owned or -Controlled Corporation
- 4.8. IRR – Implementing Rules and Regulations of R.A. 11032
- 4.9. LGU – Local Government Unit
- 4.10. NGO – Non-Government Organizations
- 4.11. RA – Republic Act

5. LEGAL BASIS

Pursuant to R.A. 11032 and its Implementing Rules and Regulations, specially Section 6 of the Act and Rule IV of the IRR.

6. GENERAL GUIDELINES

6.1. Pending the submission of the Citizen's Charter, all covered government agencies are directed to immediately submit to the Authority the following:

- (i) A comprehensive list of all government services classified into simple, complex, and highly technical transactions,
- (ii) The complete requirements and fees for such services,
- (iii) The prescribed processing times of such classified government services which in no case shall exceed the corresponding three (3), seven (7), and twenty (20) days under R.A. 11032, and
- (iv) Where applicable, the government services that are covered by the Constitution and special laws thereby exempted from the prescribed processing time under R.A. 11032, indicating such service, prescribed processing time, and the legal basis.

6.2. Furthermore, the said government agencies shall provide the aforementioned complete list described under Par. 6.1 above to the transacting citizen or client or shall be posted in a conspicuous place within their premises, and shall immediately implement the timeframes and procedures indicated therein.

6.3. Form and Content of the Citizen's Charter

6.3.1. Form of the Citizen's Charter

6.3.1.1. Handbook. The Citizen's Charter that will be in the form of a handbook, as specified in Section 5(a), Rule IV of the IRR, may follow the suggested format as provided in Reference B, which will then be submitted to the Authority.

6.3.1.2. Information Billboard. The Citizen's Charter shall be posted at the main entrance of offices or at the most conspicuous place. Agencies are encouraged to innovate the presentation of



their respective Citizen's Charter, which shall be clear, readable, concise, and engaging to the citizen or client who are transacting with the government agencies. The use of other display modalities such as, but not limited to, interactive kiosks and electronic billboards are allowed depending on the capacity of the agency.

6.3.1.3. Online. The Citizen's Charter using the suggested format stated in Reference B shall be uploaded and posted on the official website utilized by the agency, through a tab or link specifically for the Citizen's Charter, located at the most visible space or area on the website, or as a link under the Transparency Seal.

6.3.2. Content of the Citizen's Charter

6.3.2.1. Handbook. The contents of the Citizen's Charter that will be in the form of a handbook shall contain all the details indicated below:

6.3.2.1.1. Agency Profile – This shall contain pertinent information on the agency, which are as follows:

- 6.3.2.1.1.1.1. Mandate** – Brief statement about the legal basis of the agency, its main functions, directives, and purposes.
- 6.3.2.1.1.1.2. Vision** – Long-term directions and goals of the agency, as well as the conditions and standards it seeks to achieve in the future.
- 6.3.2.1.1.1.3. Mission** – How the agency will attain its visions in the future. It focuses on the things currently being done in relation to the attainment of their mandate and vision statement.
- 6.3.2.1.1.1.4. Service Pledge** – As stated in the CSC Memorandum Circular No. 25 series of 2001. It shall include an assurance of compliance of agencies with Section 21(f) of R.A. 11032.

6.3.2.1.2. List of Services – This shall contain a complete list of all government services offered by the government agencies included in the Citizen's Charter and the page where each government service can be found. Non-inclusion of all the government services offered by the government agencies in the Citizen's Charter Handbook shall be deemed as a violation of R.A. 11032.

6.3.2.1.3. Service Specifications – This shall contain:

- (i) All government services offered by the agency,
- (ii) The service information which includes the service, the office or division offering the service, the service classification, and the type of transaction,
- (iii) The citizen or client who can avail the service,
- (iv) The list of all the requirements to be submitted per service and where to secure such requirements,
- (v) The steps and procedures to be accomplished per service,
- (vi) The fees to be paid by the citizen or client per step,
- (vii) The processing time to complete each service,
- (viii) The person responsible per step,
- (ix) The total processing time to complete the service, and
- (x) The total fees to be paid by the citizen or client.

6.3.2.1.4. Service – The name and description of the service provided by the agency.



6.3.2.1.5. Classification – The classification of the identified service, which shall be categorized into simple, complex, and highly technical.

6.3.2.1.6. Type of Transaction – The type of service transaction depending on the nature of the citizen or client transacting with the agency, which shall be categorized into Government-to- Citizens (G2C), Government-to-Businesses (G2B), and Government-to- Government (G2G).

6.3.2.1.7. Who may Avail – The citizen or client who can avail the service.

6.3.2.1.8. Checklist of Requirements – The complete list of all the requirements necessary to avail a particular service. It shall also indicate the office or agency where the citizen or client can secure said requirements.

6.3.2.1.9. Steps and Procedures – The detailed step-by-step process that the citizen or client needs to go through, and the corresponding action to be taken by the assigned government official to complete the service.

6.3.2.1.10. Fees to Paid – The fees to be paid by the citizen or client availing the service.

6.3.2.1.11. Processing Time – The length of time, including the waiting time, to complete the entire service, covering the beginning of the transaction until the service has been completed and delivered. The total processing time to conclude the process shall not exceed the maximum periods of three (3) days for simple transactions, seven (7) days for complex transactions, and twenty (20) days for highly technical transactions. It shall be expressed in working days, hours, and minutes.

6.3.2.1.12. Person Responsible per Step – This shall indicate the government personnel who is responsible and accountable for each step, identified by designation and office or division. The head of the agency shall ensure that there shall be a duly designated person responsible per step as may be warranted.

6.3.2.2. Information Billboard. The Citizen's Charter that will be posted at the main entrance of offices or at the most conspicuous place shall, at the minimum, contain the services that are offered to the external clients, its corresponding complete documentary requirements, processing fees (if applicable), processing times, persons responsible per step, and the procedures for filing complaints.

6.3.2.3. Feedback Mechanism. It shall provide information on how to submit feedback based on the quality of service received and how such feedback are processed. Results of which shall be incorporated in the Client Satisfaction Measurement as indicated in paragraph 6.6 hereafter mentioned and in the annual reports of the agencies.

6.3.2.4. Complaints Mechanism. It shall provide pertinent information on how to submit complaints and how such complaints are processed. This shall also include the contact information of the Anti-Red Tape Authority (ARTA), Presidential Complaints Center (PCC), and Civil Service Commission (CSC).

6.4. Drafting a Citizen's Charter

6.4.1. Creation or Designation of Anti-Red Tape Unit. The agency shall create an Anti-Red Tape Unit (ARTU) and shall include as members thereof the agency's officers with planning and

administrative functions. The agency may also designate an already existing unit to perform the functions of the ARTU as indicated in the next succeeding paragraphs.

- 6.4.2. Reengineering.** The ARTU of the agency shall ensure the compliance of the agency to R.A. 11032 and its IRR, specifically with regard to Section 5 of R.A. 11032 and Section 1, Rule III of the IRR on the need to reengineer systems and procedures within the agency.
- 6.4.3.** The improved and reengineered systems and procedures of the agency shall be the basis in drafting and updating the Citizen's Charter.
- 6.4.4.** The National Government Agencies shall ensure the alignment and standardization of the processes of its central, regional, local, and other offices providing the same or similar services. Such aligned and standardized processes shall be reflected in the Citizen's Charter.
- 6.4.5.** The agency shall adopt a Whole-of-Government Approach in Reengineering their respective government services pursuant to Section 3, Rule III of the IRR.
- 6.4.6.** The suggested format may be considered as guide in crafting the Citizen's Charter Handbook, in order to ensure its accuracy and comprehensiveness.
- 6.4.7.** The agency shall observe the Zero-Contact Policy, as mandated under Section 7 of the Act and Rule V of the IRR, in reengineering of their systems and procedures and drafting the Citizen's Charter.
- 6.4.8.** Government agencies with government services that are covered by the Constitution and special laws thereby exempted from the prescribed processing time under R.A. 11032 shall nevertheless include in their respected Citizen's Charters the government service, prescribed processing time, and the legal basis.

6.5. Finalizing the Citizen's Charter

- 6.5.1.** The agency may conduct public consultations to solicit comments and suggestions from the concerned stakeholders to guarantee the quality, comprehensiveness, and the accuracy of the Citizen's Charter.
- 6.5.2.** The comments and suggestions given during the public consultation shall be consolidated, studied, and incorporated in the proposed Citizen's Charter, if applicable.
- 6.5.3.** The head of the agency shall affix his/her signature on the final version of the Citizen's Charter. The presence of the signature of the head of agency on the Citizen's Charter shall serve as a certification that all the necessary steps and studies have been conducted in crafting the same, following all the provisions stipulated under R.A. 11032, its IRR, and this Circular.

6.6. Establishing a Feedback Mechanism and a Complaints Mechanism

- 6.6.1.** Aside from the complaints mechanism of the ARTA, PCC, and CSC, all government agencies shall establish their own feedback and complaints mechanisms to ensure that the citizens availing their services are heard and to enable the agency to continuously improve their services.
- 6.6.2.** Government agencies may set-up their own mechanisms provided that their established mechanisms are transparent and provides for accountability in their investigations and actions.
- 6.6.3.** Feedback mechanisms shall be accessible to all and responsive to the complaints and suggestions of the citizens.



6.7. Establishing a Client Satisfaction Measurement

- 6.7.1. All government agencies shall embed a client satisfaction measurement in their government service improvement efforts. The said measurement shall assess the overall satisfaction and perception of applicants or requesting parties on the government services accessed.
- 6.7.2. Government agencies may set-up their own client satisfaction measurement to enable them to adopt a measure that fits the nature of the government services offered by the agency.
- 6.7.3. The client satisfaction measurement detailing the scope and period covered by the measurement, the methodology used, the results of the measurement, and the interpretation of data shall be reported to the Authority.

6.8. Issuance of Certificates of Compliance and Submission of Citizen's Charter

- 6.8.1. The head of the agency shall consolidate the Citizen's Charters under the jurisdiction of said agency.
- 6.8.2. The head of the agency shall issue a Certificate of Compliance (CoC), ensuring compliance of the offices, including bureaus, regional offices, branches, and other offices that are under the jurisdiction of said agency, to the mandates of R.A. 11032, particularly Section 6 thereof.
- 6.8.3. The CoC shall be submitted to the Authority using the template provided in Reference C.
- 6.8.4. The head of the agency shall submit soft copies (in text-readable PDF format) of the Citizen's Charters and the Certificate of Compliance to the Authority through the email address: compliance@arta.gov.ph.

6.9. Posting and Publishing of Citizen's Charter

- 6.9.1. The Citizen's Charter shall be posted through information billboards and shall be uploaded in the website of the agency. The Citizen's Charter Handbook shall also be accessible to the public for reference on the comprehensive details of services of the agency. The Agency shall come up with other innovative means to ensure that the Citizen's Charter is readable, easy to understand, and client-centric.
- 6.9.2. The posted and published Citizen's Charter shall be written either in English, Filipino, and other local dialect commonly spoken in the area to better guarantee that it can be easily understood.
- 6.9.3. The Agencies are urged to explore other innovative ways to disseminate the Citizen's Charter. Such may be considered basis for awards and incentives to be given by the Authority.
- 6.9.4. As stated under Section 3 (a), Rule IV of the IRR the head of agency shall ensure that an updated Citizen's Charter is posted not later than March 31st of every year.
- 6.9.5. Agencies shall review their Citizen's Charter every two (2) years and update the same if necessary.

6.10. Timeline of Submissions

- 6.10.1. All covered government agencies must submit their initial updated Citizen's Charter, together with the Certificate of Compliance (CoC), both duly approved and signed by the Agency Head on or before **December 6, 2019**, pursuant to Section 3 (d), Rule IV of the IRR.
- 6.10.2. The report on the Client Satisfaction Measurement conducted by the agency shall be submitted to the Authority on or before the last working day of January of every year.



7. FEEDBACK

All inquiries and concerns should be coursed through the Authority through any of the following means:

- E-mail Address – info@arta.gov.ph
- Website – www.arta.gov.ph
- Facebook – Anti-Red Tape Authority
- Twitter – @ARTAgovph
- Instagram – @ARTAgovph

Hard copies of letters and documents should be addressed to the Authority at its principal place of business as indicated in the official website or in registered government directories.

8. AMENDMENT TO GUIDELINES

The guidelines outlined in this Circular are subject to change as may be deemed necessary by the Authority.

9. EFFECTIVITY

This Circular shall take effect immediately and will be implemented simultaneously with the effectivity of the Implementing Rules and Regulations of the R.A. 11032.

10. REFERENCES

The following additional documents are available online at the official website of the Authority, www.arta.gov.ph:

- Reference A. Implementing Rules and Regulations of R.A. 11032
- Reference B. Citizen's Charter Handbook Template
- Reference C. Certificate of Compliance Template

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