



Republic of the Philippines
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
CENTRAL OFFICE
Manila

097, 7, D PWH
09-05-2019

05 SEP 2019

DEPARTMENT MEMORANDUM)

CIRCULAR NO.)

65)

Series of 2019)

09-05-19)

FOR / TO : Undersecretaries
Assistant Secretaries
Bureau Directors
Service Directors
Regional Directors
Heads of UPMO Clusters
District Engineers
This Department

For information and guidance, attached is a copy of ARTA MC No. 2019-002 dated August 13, 2019, entitled "**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)**".

A copy of the said ARTA Circular may also be downloaded from the DPWH website: <http://dpwhweb>. If an office cannot access the DPWH website, a hard copy may be obtained from the Records Management Division, HRAS upon request.

For dissemination to all concerned.

MARICHU A. PALAFOX, CESO III
Assistant Secretary for Support Services

Encl: ARTA MC No. 2019-002 dated August 13, 2019

Cc: Office of the Secretary

1.3 JGT

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.

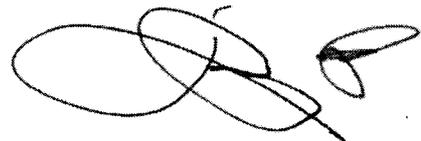
- 6.4.2. **Reengineering.** The ARTU of the agency shall ensure the compliance of the agency to R.A. 11032 and its IRR, specifically with regard to Section 5 of R.A. 11032 and Section 1, Rule III of the IRR on the need to reengineer systems and procedures within the agency.
- 6.4.3. The improved and 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:

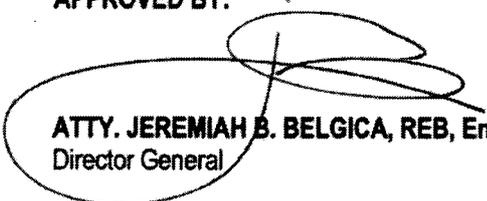
- Reference A. Implementing Rules and Regulations of R.A. 11032
- Reference B. Citizen's Charter Handbook Template
- Reference C. Certificate of Compliance Template

RECOMMENDED BY:



ATTY. ERNESTO V. PEREZ, CPA, ^{PH}
Deputy Director General

APPROVED BY:



ATTY. JEREMIAH B. BELGICA, REB, EnP
Director General

REFERENCE A

Implementing Rules and Regulations of R.A. 11032

Reference B
Citizen's Charter Handbook Template
with Instructions

THE CITIZEN'S CHARTER – GENERAL FORM

The Citizen's Charter is one of the primary tools that government agencies use to communicate their service standards and other pertinent information to the citizens. As such, the Anti-Red Tape Authority (ARTA) recommended a new template for the Citizen's Charter in compliance to the provisions of R.A. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and its Implementing Rules and Regulations (IRR). Through this template, government agencies will be able to draft and publish their Citizen's Charter Handbooks in a complete and accurate manner.

All Citizen's Charter Handbooks are recommended to be physically bound (e.g. hardbound, softbound, and ring-bound). **Figures 1.1 to 1.8** show a sample Citizen's Charter Handbook for reference.

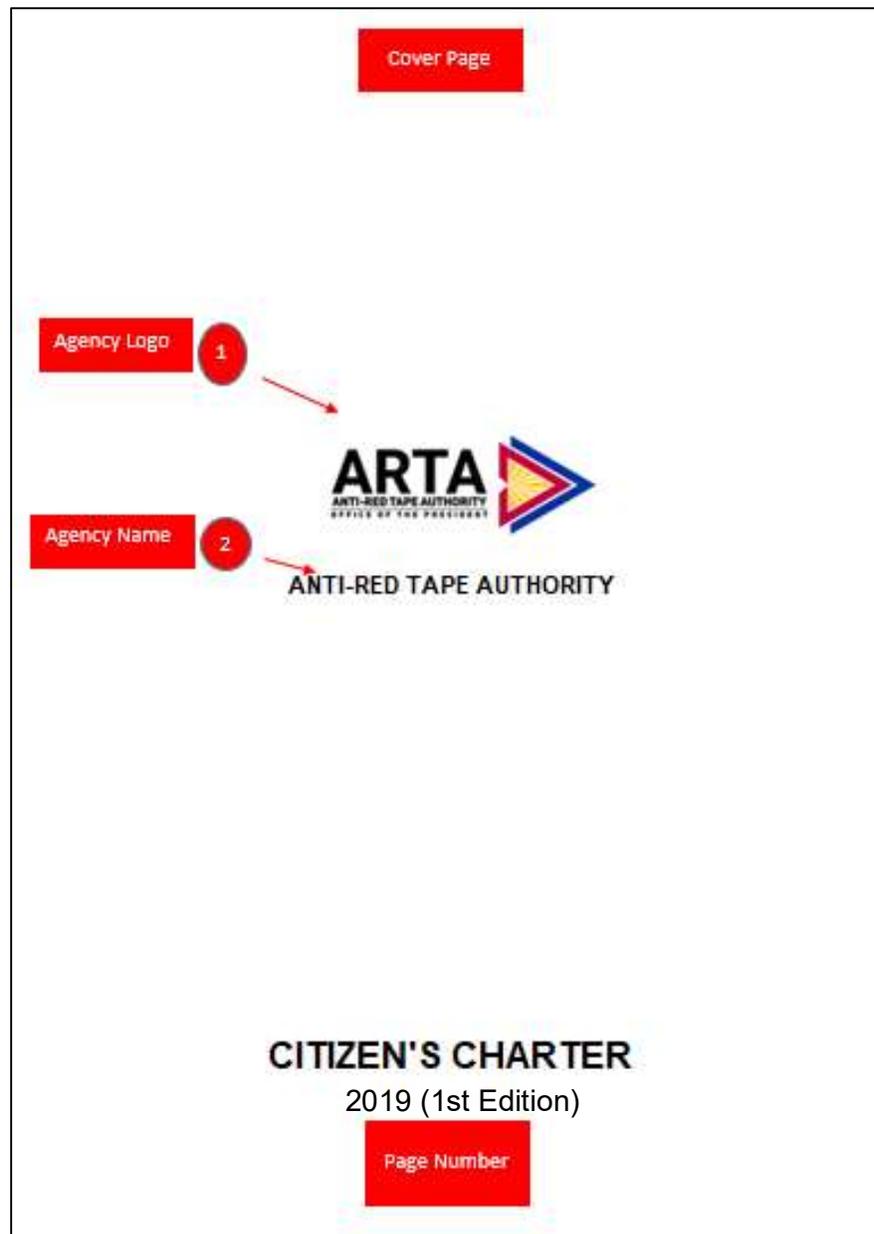


Figure 1.1 Citizen's Charter Handbook – Sample Cover Page

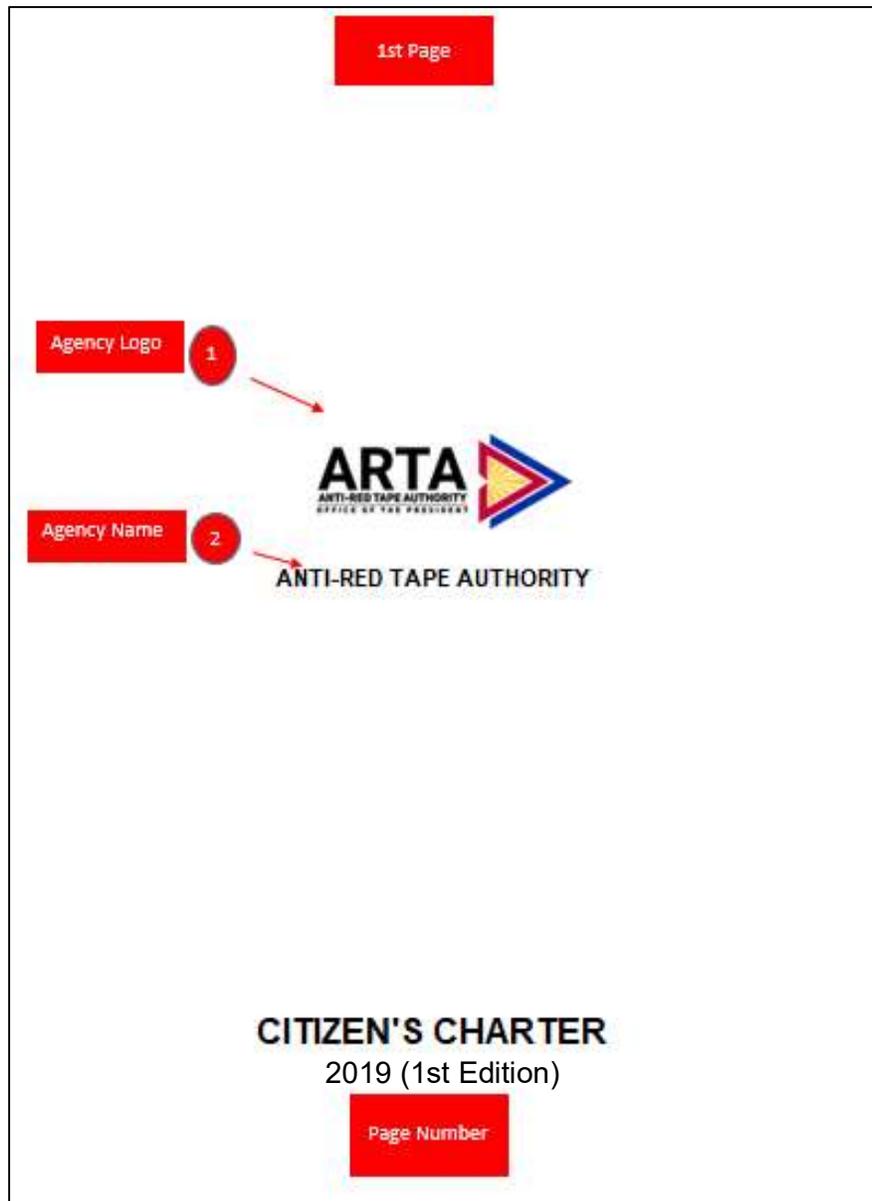


Figure 1.2 Citizen's Charter Handbook – Sample 1st Page




I. Mandate:
 The Anti-Red Tape Authority (ARTA) oversees the implementation of the Ease of Doing Business and Efficient Government Services Delivery Act of 2018 as an attached agency of the Office of the President.

II. Vision:
 ARTA envisions an efficient, effective, and transformative government that aspires to be globally-competitive. We aim to be an authority that creates opportunities for businesses and provides world-class government service to create a better life for the Filipino people.

III. Mission:
 ARTA commits to be a catalyst of change by advocating for better regulatory environment, eliminating red-tape, and implementing reforms and initiatives to promote fast and effective government service delivery, improving the ease of doing business in the country.

IV. Service Pledge:
 We commit to:

1. Advocate for the adoption of effective government practices for efficient government service delivery and prevention of graft and corruption;
2. Capacitate government agencies to reengineer its systems and procedures to reduce processing time and regulatory burden for the transacting public;
3. Promote the implementation of simplified requirements and procedures that will reduce red tape and expedite business and non-business related transactions in the government;
4. Provide assistance to the public in filing and investigating complaints against government agencies and/or officials for non-compliance to R.A. 11032.
5. Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break

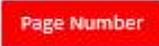


Figure 1.3 Citizen's Charter Handbook – Sample Agency Profile

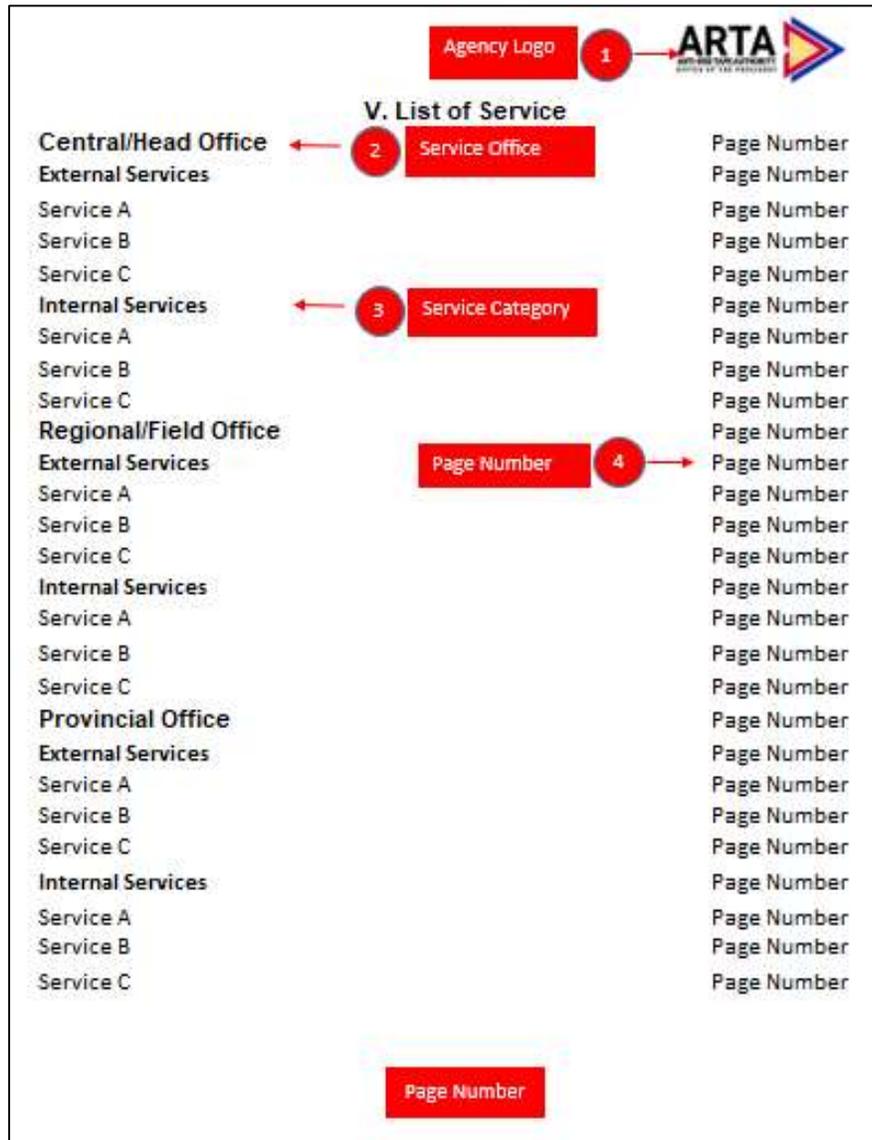


Figure 1.4 Citizen's Charter Handbook – Sample List of Services

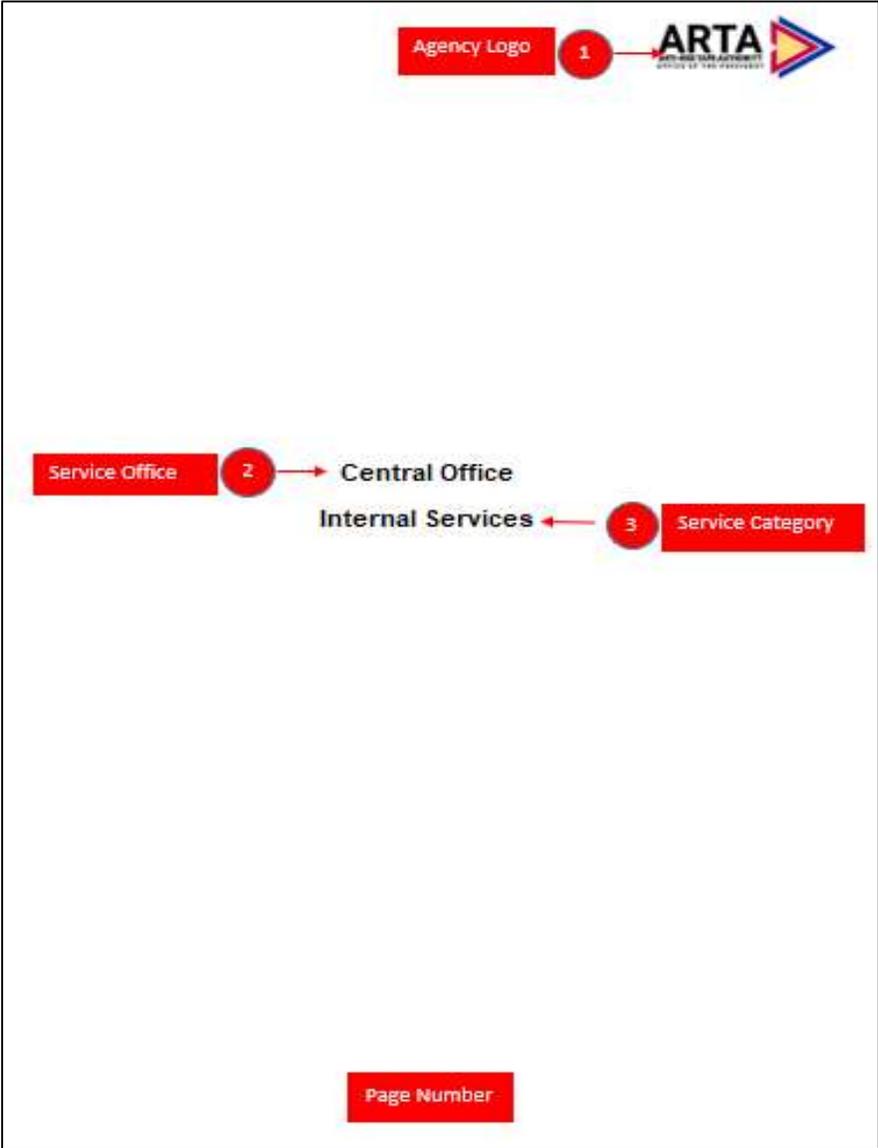


Figure 1.5 Citizen’s Charter Handbook – Sample Service Header




1. Submission of the Updated Citizen's Charter via electronic mail
 Submission of Government Agencies Citizen's Charter to the Authority

Office or Division:	Compliance Monitoring and Evaluation Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Government Agencies, LGUS, GOCCs, and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Citizen's Charter		ARTA task force of the agency availing the service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an electronic mail containing the updated Citizen's Charter to the Anti-Red Tape Authority	1. Accept and download the updated Citizen's Charter and send an acknowledgment mail	None	3 Days	Team Leader (Compliance Monitoring and Evaluation Office)
TOTAL:		None	3 Days	

2. Submission of the list of services via electronic mail
 Submission of Government Agencies Citizen's Charter to the Authority

Office or Division:	Compliance Monitoring and Evaluation Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Government Agencies, LGUS, GOCCs, and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complete list of government services		ARTA task force of the agency availing the service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an electronic mail containing the list of all government services to the Anti-Red Tape Authority	1. Accept and download the list of government services and send an acknowledgment mail	None	3 Days	Team Leader (Compliance Monitoring and Evaluation Office)
TOTAL:		None	3 Days	

Page Number

Figure 1.6 Citizen's Charter Handbook – Service Specification Section




VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Answer the client feedback form and drop it at the designated drop box in front of the City Public Relations & Information Office Contact info: 478-5099 or complaints@sampleagency.gov.ph
How feedback is processed	Every Friday, the Public Relations Officer opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen. <u>For inquiries and follow-ups, clients may contact the following telephone number: 002-2013.</u>
How to file a complaint	Answer the client Complaint Form and drop it at the designated drop box in front of the City Public Relations & Information Office. Complaints can also be filed via telephone. Make sure to provide the following information: - Name of person being complained - Incident - Evidence <u>For inquiries and follow-ups, clients may contact the following telephone number: 002-2013.</u>
How complaints are processed	The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation. The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaints Officer will give the feedback to the client. <u>For inquiries and follow-ups, clients may contact the following telephone number: 002-2013.</u>
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph : 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)

Page Number

Figure 1.7 Citizen's Charter Handbook - Sample Feedback and Complaints Mechanisms

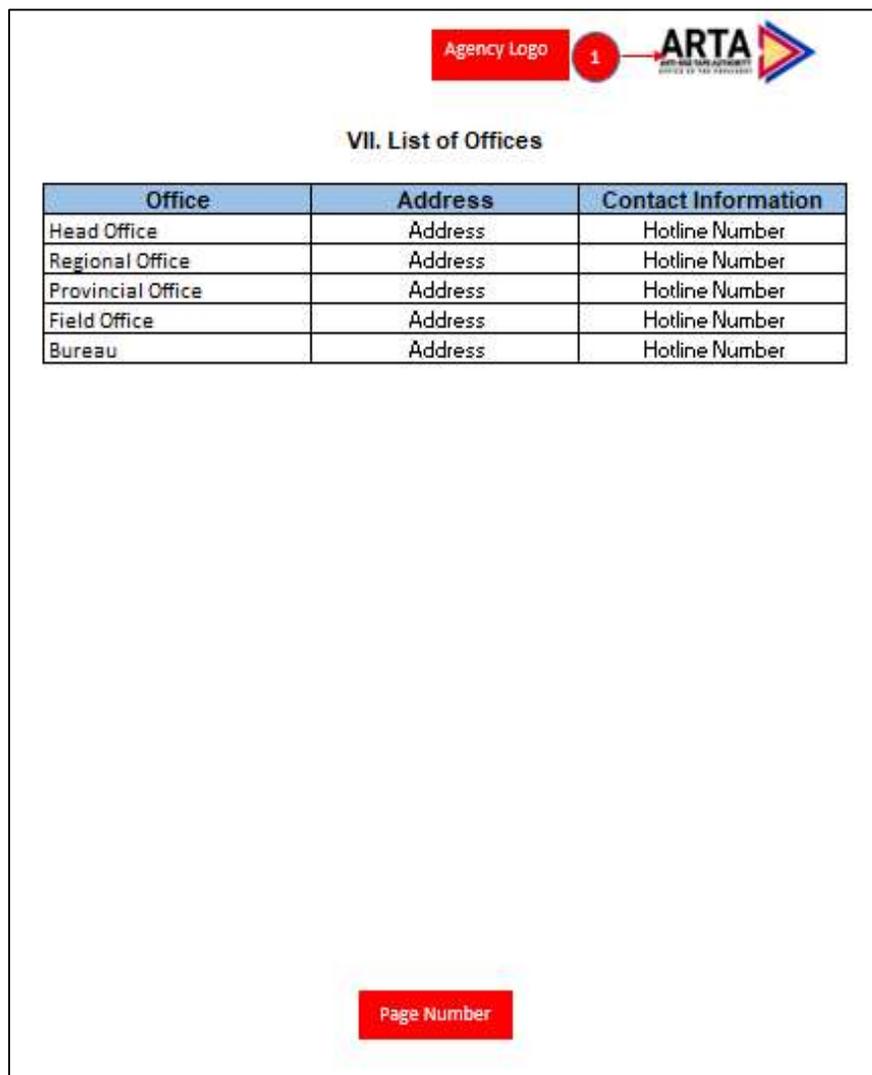


Figure 1.8 Citizen's Charter Handbook – List of Offices

All government agencies can include additional design in their Citizen's Charters and has the option of providing other relevant information. However, the prescribed manner of writing the information required by the law, as discussed below, must be strictly followed as these are the minimum requirements for compliance and standardization.

Any deviation from the prescribed manner of writing may result to the rejection of the Citizen's Charter upon the validation of the Authority. The Authority indicated the recommended font style and font size as this is one of the most readable and preferred fonts for technical documents.

I. Cover Page

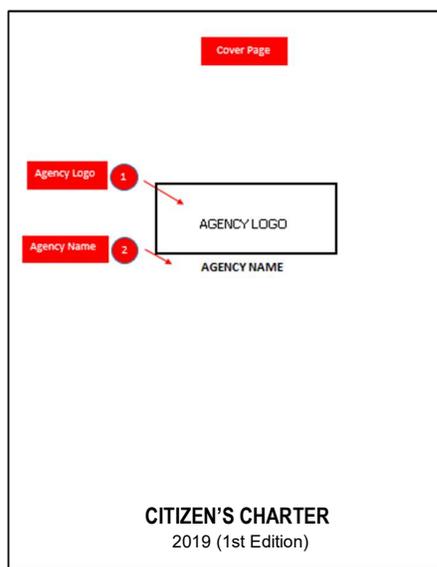


Figure 2 Citizen's Charter Handbook – Cover Page Template

The cover page of the Citizen's Charter Handbook shall contain the official logo and the official name of the government agency to easily identify the government agency. This page shall also include the labels, "CITIZEN'S CHARTER" and the year it was published including its edition.

Format:

- Government Agency Logo
 - Size: Official Dimensions of the Official Logo
 - Resolution: High resolution
- Government Agency Name
 - Font Style: Official Font Style of the Government Agency Name
 - Font Size: Should at least be 20
- Label
 - Text: CITIZEN'S CHARTER
 - Font Size: Should at least be 20
- Label
 - Text: Year (No. of Edition)
 - Font Size: Should at least be 16

II. First Page

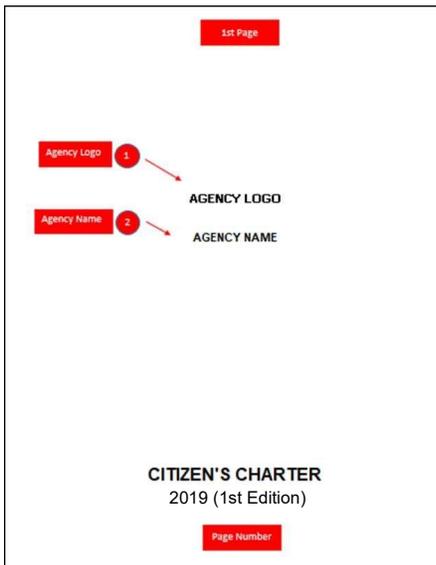


Figure 3 Citizen's Charter Handbook – 1st Page Template

The first page of the Citizen's Charter Handbook shall contain the same content and specifications as the cover page. From this page onwards, the page number should be printed at the center-bottom of the footer of the page.

Format:

- Government Agency Logo
 - Size: Official Dimensions of the Official Logo
 - Resolution: High Resolution
- Government Agency Name
 - Font Style: Official Font Style of the Government Agency Name
 - Font Size: Should at least be 20
- Label
 - Text: CITIZEN'S CHARTER
 - Font Size: Should at least be 20
- Label
 - Text: Year (No. of Edition)
 - Font Size: Should at least be 16

III. Agency Profile

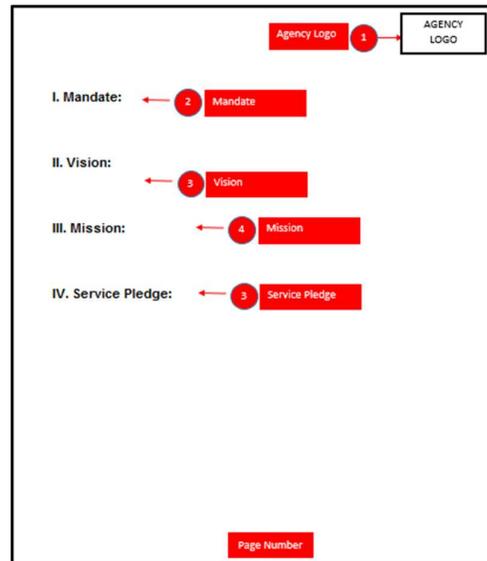


Figure 4 Citizen's Charter Handbook – Agency Profile Template

The first section of the Citizen's Charter Handbook shall contain the *Agency Profile*. It shall give the citizens pertinent information about the government agency. In this section, government agencies will be able to reaffirm their identities to the public and to guarantee to the citizens that the government agencies will provide efficient, consistent, and high-quality service. From this page onwards, the official logo of the government agency shall be printed at the top rightmost corner of the header of every page.

The Agency Profile shall contain the following information: **(I) Mandate of the Government Agency, (II) Vision Statement, (III) Mission Statement, and (IV) Service Pledge.**

- a. The *Mandate of the Government Agency* shall contain a brief statement about the legal basis of the agency, its main functions, directives, and purposes.
- b. The *Vision* shall indicate the long-term directions and/or goals of the government agency, as well as the conditions and the standards the government agency seeks to achieve in the future.
- c. The *Mission* shall focus on how the government 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.
- d. The *Service Pledge* shall refer to an open and written declaration of guaranteed commitment to specific standards of performance and behavior in the delivery of service as stated in CSC Memorandum Circular No. 25 series of 2001. It shall also include an assurance, compliant to the provisions of R.A. 11032, specifically on Section 21, letter f, stating: **“all applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break shall be attended to.”**

Format:

- Government Agency Logo
 - Alignment: Top Rightmost Corner
 - Height: 1 Inch
 - Resolution: High Resolution
- Text Headers
 - Alignment: Left
 - Font Style: Arial, Bold
 - Font Size: 14
- Body of Text
 - Alignment: Justified
 - Font Style: Arial
 - Font Size: 12

EXAMPLE:I. Mandate

The Anti-Red Tape Authority (ARTA) oversees the implementation of the Ease of Doing Business and Efficient Government Services Delivery Act of 2018 as an attached agency of the Office of the President.

II. Vision

ARTA envisions an efficient, effective, and transformative government that aspires to be globally-competitive. We aim to be an authority that creates opportunities for businesses and provides world-class government service to create a better life for the Filipino people.

III. Mission

ARTA commits to be a catalyst of change by advocating for better regulatory environment, eliminating red-tape, and implementing reforms and initiatives to promote fast and effective government service delivery, improving the ease of doing business in the country.

IV. Service Pledge

We commit to:

- **Advocate for the adoption of effective government practices** for efficient government service delivery and prevention of graft and corruption;
- **Capacitate government agencies** to reengineer its systems and procedures to reduce processing time and regulatory burden for the transacting public;
- **Promote the implementation of simplified requirements and procedures** that will reduce red tape and expedite business and non-business related transactions in the government;
- **Provide assistance to the public** in filing and investigating complaints against government agencies and/or officials for non-compliance to R.A. 11032.
- **Attend to all applicants or requesting parties who are within the premises of the office** prior to the end of official working hours and during lunch break

Reminders/Pointers:

- This section will re-introduce the government agency to the citizens. It is encouraged to make use of this opportunity to give the citizens assurance and commitment in providing efficient and honest services.
- Entries should be concise, informative, and complete.
- Refer to the legal mandate and goals of the government agency in the creation of this section.
- The existing Vision Statement, Mission Statement, and Service Pledge of the government agency can be used. However, government agencies also have the liberty to revise them to fit the reengineered processes of the government services or the new directions set by the head of agency.

IV. Complete List of Services

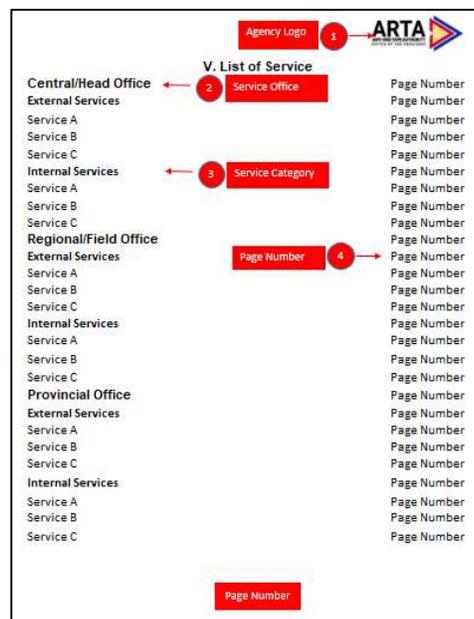


Figure 1.4 Citizen's Charter Handbook – Sample List of Services

The *List of Services* section of the Citizen's Charter Handbook shall serve as the table of contents of the document. It shall contain the complete list of all government services listed in the Citizen's Charter of the government agency.

As shown above in **Figure 1.4**, all service offices and/or departments shall be listed hierarchically. Each service office and/or department shall be further categorized into service categories: external and internal services. External services refer to the government services offered by the government to a transacting client or citizen, while internal services refer to the government services provided to the employees of the government agency. In each service category, all government services shall be listed in alphabetical order. In this way, the citizens shall be able to easily locate the government services needed.

For easier navigation, each service office/department, category of service, and government service shall be lodged with the appropriate page numbers.

Format:

- Government Agency Logo
 - Alignment: Top Rightmost Corner
 - Height: 1 Inch
 - Resolution: High Resolution
- Title Header (List of Services)
 - Alignment: Center
 - Font Style: Arial, Bold
 - Font Size: 14
- Body of Text
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12

V. Service Header

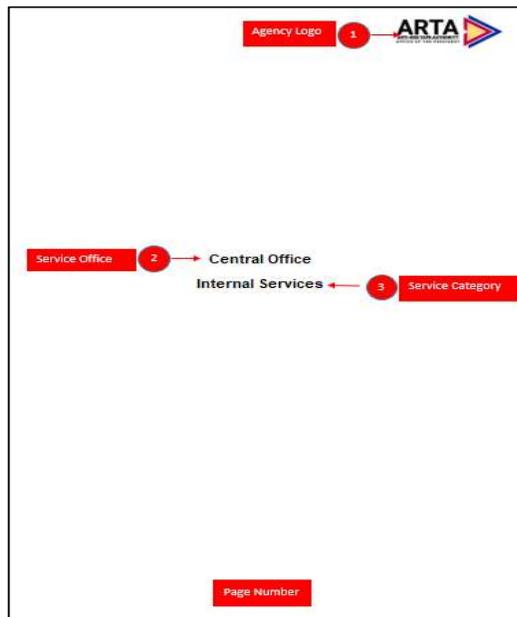


Figure 1.5 Citizen’s Charter Handbook –Sample Service Header

The *Service Header* section of the Citizen’s Charter Handbook shall contain the complete name of the service office and the service category of the succeeding service specifications. This is to properly subdivide the indicated list of government services in the Citizen’s Charter Handbook.

Format:

- Government Agency Logo
 - Alignment: Top Rightmost Corner
 - Height: 1 Inch
 - Resolution: High Resolution
- Title Header (Service Office)
 - Alignment: Center

- Font Style: Arial, Bold
- Font Size: Should at least be 20
- Title Sub-Header (Service Category)
 - Alignment: Center (right below the Title Header)
 - Font Style: Arial, Bold
 - Font Size: Should at least be 18

VI. Service Specifications

# SERVICE NAME				
Description of the Service				
Office or Division:				
Classification:				
Type of Transaction:				
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL:				
		TOTAL FEES TO BE PAID	TOTAL PROCESSING TIME	

Figure 5. Citizen’s Charter Handbook – Service Specifications Table Based on the R.A. 11032

The *Service Specifications* section of the Citizen’s Charter Handbook shall contain all the pertinent information needed by the citizens to avail a specific government service. The Service Specification section shall be comprised of multiple Service Specification Tables - one Service Specification Table shall be used per government service.

The Citizen’s Charter shall give the citizens the freedom of information and shall also enforce accountability and transparency upon the government agency for their offered government services. For seamless transactions, **all fields should be filled out with honest, accurate, and complete information, showing the end-to-end process in completing the government service.** Such conditions ensure government service delivery is free from unnecessary bureaucracy and corruption.

As shown above in **Figure 5**, a Service Specification Table is further divided into ten (10) fields, namely: **Service Information, Complete Checklist of Requirements, Who May Avail, Client Steps, Agency Action, Fees To Be Paid per Step, Processing Time per Step, Person Responsible Per Step, Total Fees To Be Paid, and Total Processing Time.**

1. Service Information

The *Service Information* field of the Service Specifications Table shall contain the name of the government service, a brief description of the service, the name of the service office and/or division in-charge of the government service, the classification of the government service, and the type of transaction. It will give the citizens ample information on the nature and intricacy of the requested government service.

Format:

- Text Headers
 - Alignment: Left
 - Font Style: Arial, Bold
 - Font Size: 12
- Service Name
 - Alignment: Left
 - Font Style: Arial, Bold
 - Font Size: 14
 - Shall be numbered
- Body of Text
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12

EXAMPLE:

1. Mayor’s Clearance, Job Recommendations and Certifications

The Mayor’s Office Clearance is issued to individuals needing this document that states that he/she has no pending case filed with the Office of the Mayor. Certifications are issued to affirm the validity of information. Job recommendations are issued for job seekers.

Office/Division:	Office of the Mayor
Classification:	Simple
Type of Transaction:	G2G – Government to Government

2. Processing of Scholarship Application

The Agency recognizes the right of each child to education thus the Scholarship Program. In the month of April, scholarship applications are accepted and processed. The qualifying examination and interview by the scholarship board are held on May. Qualifiers are given certificates of scholarship for enrolment.

Office/Division:	Registrar's Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen

Reminders/Pointers:

- Government services are different from the functions of the government agencies.
- All government services should be included in the Citizen’s Charter.
- The brief description of the government service shall tell the citizens the purpose of the service as well as other pertinent information about the service.

- There are three (3) classifications of services, namely: Simple, Complex, and Highly Technical transactions. Classify the transactions properly as this will signal the citizens on both the intricacy and the length of the process.
 - There are three (3) types of transactions, namely:
 - G2C – for services whose client is the transacting public
 - G2B – for services whose client is a business entity
 - G2G – for services whose client is another government agency, government employee or official
- *One government service may fall under more than one (1) type of transaction.

2. Who May Avail

The *Who May Avail* field of the Service Specifications Table shall contain the definitive and complete list of citizens who may benefit from a particular government service. This will help citizens determine who are eligible to apply for a government service.

Format:

- Text Header
 - Alignment: Left
 - Font Style: Arial, Bold
 - Font Size: 12
- Body of Text
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12

EXAMPLE:

- All;
- Residents only;
- OFW and their children only;

Reminders/Pointers:

- For services where any citizen is eligible, write “All.”
- For services that are aimed for a specific group or type of people, list them down one-by-one.

3. Complete Checklist of Requirements

The *Complete Checklist of Requirements* field of the Service Specifications Table shall show the list of all the requirements needed to process the government service. This shall include the physical requirement per se, the number of unit/s, item/s, or copy/ies needed of the requirement, the type of copy needed for the documentary requirements, and the place, government office, and/or unit where to secure each requirement. This helps ensure citizens are well equipped with information regarding the requirements to be submitted, as well as safeguard them from any additional requirement. In turn,

this helps government agencies easily facilitate all the transactions, refraining from turning down citizens due to incomplete and erroneous requirements.

For government services that require different requirements depending on the type of case (e.g. citizen-specific, situation-specific, or condition-specific), sort the requirements under the type of case it falls into. This is to ensure that all requirements, regardless of the case, shall be listed in the Citizen's Charter.

Format:

- Text Header
 - Alignment: Left
 - Font Style: Arial, Bold
 - Font Size: 12
- Body of Text
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12
- Manner of Writing

Document 1 (# of copies needed per type of copy)	Agency/Mother Office – Specific Office/Division/Desk
Document 2 (# of copies needed per type of copy)	Agency/Mother Office – Specific Office/Division/Desk
Document 3 (# of copies needed per type of copy)	Agency/Mother Office – Specific Office/Division/Desk

OR

Type of Case	
Document 1 (# of copies needed per type of copy)	Agency/Mother Office – Specific Office/Division/Desk
Document 2 (# of copies needed per type of copy)	Agency/Mother Office – Specific Office/Division/Desk
Document 3 (# of copies needed per type of copy)	Agency/Mother Office – Specific Office/Division/Desk
Type of Citizen/Situation/Condition	
Document 1 (# of copies needed per type of copy)	Agency/Mother Office – Specific Office/Division/Desk
Document 2 (# of copies needed per type of copy)	Agency/Mother Office – Specific Office/Division/Desk
Document 3 (# of copies needed per type of copy)	Agency/Mother Office – Specific Office/Division/Desk

EXAMPLE:

Barangay Clearance (1 original, 2 photocopy)	Barangay Hall – Window 1
Seedlings (10 grams)	Farm of the Applicant
Police Clearance (1 photocopy)	Local Police Station – Window 1
Order of Payment (1 original)	Office of the Mayor – Cashier Section/Division/Desk
Official Receipt (1 photocopy)	City Treasury Office – Accounting Section

OR

Principal	
Government Issued Identification Card	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG
Form 1.1	Records Office – Window 18
Representative	
Special Power of Attorney	Person being Represented
Government Issued Identification Card of the person being represented (1 Original and 1 Photocopy)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG
Government Issued Identification Card of the Representative	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig
Soil Sample (100 grams)	Land Area of the Applicant

Reminders/Pointers:

- All requirements should be completely listed in the comprehensive and uniform Checklist of Requirements.
 - **Any requirement not written in the comprehensive and uniform Checklist of Requirements will not allow the government agency to ask for it. The same also applies to the quantity of the requirements.**
 - **Please take note that any additional requirement not listed in this section shall be grounds for investigation upon receipt of complaint. Any violator shall receive sanctions, if proven guilty.**
- Conditional/situational requirements should be listed, including when they shall be applicable.
- Be specific as possible in stating where each requirement can be secured. Point out the specific government office, division, and desk, if possible.
- For requirements needing one (1) copy, please indicate the number one (1) after the requirement as well as specify if it is an original copy or a photocopy.
- For services that do not need requirements, write “None.”
- Do not leave anything blank, except for the spaces between the groups of requirements.

4. Client Steps

The *Client Steps* column of the Service Specifications Table shall contain the step-by-step instructions in availing the requested government service. This shall contain concise and direct-to-the-point information on **what the citizens should do** to complete the government service. The **exact location and name of the service office or government agency (for inter-agency services)** where the task/s could be completed, as well as the **specific instruction/s** on how to perform each step shall also be specified. This will help the citizens access the government service without experiencing conflicts, safeguarding them from additional steps in the process.

Format:

- Text Header
 - Alignment: Left
 - Font Style: Arial, Bold
 - Font Size: 12
- Body of Text
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12
- Manner of Writing
 - Action – Location of Action – Reminder, if any
 - Number each Client Step – should be in parallel with the Agency Actions numbers

EXAMPLE:

Client Steps				
1. Sign in the Client Log Book in the office lobby				
2. Submit the required documents to Counter 1 for initial assessment and verification *Make sure to secure the Order of Payment that will be issued				
3. Pay the required fees at the City Treasury Office by showing the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment				
4. Return to the Mayor’s Office for the processing and release of Clearance or Certification				

Reminders/Pointers:

- This field serves as a deterrence to corrupt practices and red tape by clearly laying down the whole process that the citizens must go through.
 - **Any additional step demanded from the citizen that is not listed in the Citizen’s Charter is not allowed.**

- **Please take note that any additional steps not listed in the Citizen’s Charter shall be grounds for investigation upon receipt of complaint. Any violator shall be sanctioned, if proven guilty.**
- Situational processes or steps should still be included in this field. Indicate under which circumstances the citizen should do such steps. For situational processes or steps, follow this manner of writing: Situation – Action – Location of Action – Reminder, if any.
- Government services can sometimes have only one (1) client step especially for government agencies that make use of backroom operations.
- All client steps shall be numbered accordingly.
- The client steps and the locations where to perform the task should be properly stated. Write the instructions as brief and informative as possible.
- All government agencies shall freely instruct their citizens on how to best access their respective services as long as the steps are clearly specified.

5. Agency Actions

The *Agency Actions* column of the Service Specifications Table complements the *Client Steps* column by identifying the parallel actions of the government agency in each client step in the process. It shall serve as the standard operating procedure (SOP) of the office and/or division. This shall serve as a guide for the citizen on what the government agencies do during the entire process.

Format:

- Text Header
 - Alignment: Left
 - Font Style: Arial, Bold
 - Font Size: 12
- Body of Text
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12
- Manner of Writing
 - Number each Agency Action – should be in parallel with the Client Steps numbers
 - For Agency Actions that are more than 1, use the numbering scheme: 1.1, 1.2, 1.3, 2.1, 2.2, 2.3, etc.

EXAMPLE:

	Agency Actions		
	1. Give the Log Book to the client		
	2. Receive the required documents and check for completeness		
	2.1 Issue the Order of Payment if all required documents were given		
	2.3 Start processing the request		

	3. Accept the payment based on the Order of Payment			
	3.1 Issue the Official Receipt			
	4. Check the Official Receipt			
	4.1 Issue the Certificate or Clearance to the client			

Reminders/Pointers:

- Citizens will know how the office and/or division will proceed with each process step. Therefore, they can immediately determine if something out of the standard procedure identified is being performed by the assigned government employee or designated officer.
 - **The assigned government employee or designated officer shall not deviate from the specified actions stated in the Citizen’s Charter.**
 - **Please take note that any action done by the assigned government employee or designated officer that are not in the Citizen’s Charter shall be grounds for investigation upon receipt of complaint. Any violator shall be sanctioned, if proven guilty.**
- There can be multiple government agency actions per client step to show the internal processes and/or inspections conducted by the assigned government employee/s or designated officer/s – number them accordingly.
- The government agency actions should be properly stated. Write the actions as brief and informative as possible.
- All government agencies shall freely instruct their citizens on how to best access their respective services as long as the actions are clearly specified.

6. Fees To Be Paid Per Step

The *Fees To Be Paid Per Step* column of the Service Specifications Table will show the breakdown of the corresponding fees to be paid per client step. This will allow the citizens to avoid made-up fees and corrupt practices such as asking for additional fees or “pampadulas.”

Format:

- Text Header
 - Alignment: Center
 - Font Style: Arial, Bold
 - Font Size: 12
- Body of Text
 - Alignment: Center
 - Font Style: Arial
 - Font Size: 12

- Manner of Writing
 - For standard fees, follow this order: Type of Fee – Type of Currency (Acronym in all capitals) Amount.
 - For fees varying case to case, enumerate the breakdown or list the amount to be paid instead.
 - For fees in tabular form, put the table of fees right after its corresponding Service Specifications Table.
 - For fees that varies due to an equation, write the equation.
 - If no fees are required, write “None.”

EXAMPLE:

		Fees to be paid		
		None		
		AV x 1% x 10 years x 2 (Basic & SEF)		
		Secretary’s fee – PHP 50/page		
		Job recommendation - None		
		None		

Reminders/Pointers:

- This section serves as a deterrence to corrupt practices and red tape by clearly indicating the fees to be paid and when to pay them.
 - **Any additional fees demanded from the citizen that are not listed in the Citizen’s Charter is not allowed.**
 - **Please take note that any additional fee not listed in the Citizen’s Charter shall be grounds for investigation upon receipt of complaint. Any violator shall be sanctioned, if proven guilty.**
- For other currencies/denominations, please follow the prescribed manner of writing.
- Be specific as possible when indicating the amount to be paid by the citizen.
- **Ranging of fees is not allowed.**
- Do not leave anything blank.

7. Processing Time Per Step

The *Processing Time Per Step* column of the Service Specifications Table shall specify the required time to process each step. This sets the expectation of the citizens as to how long the transaction will take. This section should be based on time-motion studies and the reengineering of processes.

For government services having varying processing time depending on the type of case (e.g. citizen-specific, situation-specific, or condition-specific), create a separate Service Specifications Table for each type of case to indicate the difference in the processing time.

Format:

- Text Header
 - Alignment: Center
 - Font Style: Arial, Bold
 - Font Size: 12
- Body of Text
 - Alignment: Center
 - Font Style: Arial
 - Font Size: 12
- Manner of Writing
 - Write the processing time following this order: # Day/s, # Hour/s, # Minute/s.
 - For government services covered by special laws or, indicate the processing time per step following this order: # Day/s, # Hour/s, # Minute/s and state the sentence citing the special law “Service is covered under R.A. ###.” at the bottom of the Service Specification Table.
 - For government services under multi-stage processing, indicate the processing time per step following this order: # Day/s, # Hour/s, # Minute/s and state the sentence “(Service Name) qualified for multi-stage processing.” at the bottom of the Service Specification Table.

EXAMPLE:

			Processing Time	
			3 Minutes	
			3 Minutes	
			5 Minutes	
			1 Minute	

(Service Name) is covered under R.A. #####.

OR

			Processing Time	
			3 Minutes	
			15 Days	
			5 Minutes	
			1 Minute	

(Service Name) qualified for multi-stage processing.

Reminders/Pointers:

- Use **only** days, hours, and minutes in specifying the processing time per step.
- Please take note of the following time conversions (except for hospitals or government agencies with 24-hour operations):
 - For 1 Month, use 22 Days.

- For 8 Hours, use 1 Day.
- For 60 Minutes, use 1 Hour.
- For 60 Seconds, use 1 Minute
- Make sure the processing time per step shall be followed.
- **Ranging is not allowed.**

8. Person Responsible Per Step

The *Person Responsible Per Step* column of the Service Specifications Table shall contain basic information on the government employee or officer in-charge for each client step. It shall provide the designation and the office of said personnel. This field serves as the measure of ensuring accountability from the government agency. It empowers and encourages the citizens to hold government employees or designated officer accountable if the service standards are not appropriately met. It also gives the personnel a sense of responsibility and ownership on his/her step that should drive them to work more efficiently.

Format:

- Text Header
 - Alignment: Center
 - Font Style: Arial, Bold
 - Font Size: 12
- Body of Text
 - Alignment: Center
 - Text: Position or Designation of the Person Responsible
 - Font Style: Arial, Italicized
 - Font Size: 11
 - Text: Office of the Person Responsible
 - Font Style: Arial
 - Font Size: 11

EXAMPLE:

				Person Responsible
				<i>Administrative Aide II</i> Mayor's Office Or <i>Communication Equipment Operator I</i> Mayor's Office
				<i>Administrative Aide II</i> Mayor's Office Or <i>Communication Equipment Operator I</i> Mayor's Office
				<i>Local Treasury Operations Officer II</i> Office of the Municipal Treasurer

				<i>Administrative Aide II</i> Mayor's Office Or Communication Equipment Operator I Mayor's Office
--	--	--	--	---

Reminders/Pointers:

- The head of the government agency shall ensure that there shall be a duly designated person responsible per step as may be warranted.

9. Total Fees To Be Paid

The *Total Fees To Be Paid* field of the Service Specifications Table shall contain the sum of all fees needed to be paid by the citizen to proceed with the processing of a government service. It shall also provide citizens protection against possible made-up and additional fees.

Format:

- Text Header
 - Alignment: Right
 - Font Style: Arial, Bold
 - Font Size: 12
- Body of Text
 - Alignment: Center
 - Font Style: Arial, Bold
 - Font Size: 12
- Manner of Writing
 - For standard fees, follow this order: Type of Fee – Type of Currency (Acronym in all capitals) Amount.
 - For fees varying case to case, enumerate the breakdown or list the amount to be paid instead.
 - For fees in tabular form, put the table of fees right after its corresponding Service Specifications Table.
 - For fees that varies due to an equation, write the equation.
 - If no fees are required, write "None."

EXAMPLE:Total Fees

- Fixed Total Fees:
 - PHP 50
 - PHP 89
 - PHP 120
- Case to Case Total Fees:
 - AV x 1% x 10 years x 2 (Basic & SEF)
 - 55% of TEPC
- Fee varies per type of citizen:
 - For local employment, scholarship, study grant, and other purposes not here under specified - PHP 100;
 - For Change of Name - PHP 100.00;
 - For Application of Filipino Citizenship - PHP 200.00;
 - For Passport or Visa Application - PHP 150.00

Reminders/Pointers:

- Be specific as possible when indicating the amount to be paid by the citizen.
- For other currencies/denominations, please follow the prescribed order of writing.
- For government services without any fee, write “None”
- **Ranging of fees is not allowed.**
- Do not leave anything blank.

10. Total Processing Time

The *Total Processing Time* field of the Service Specifications Table shall set the standard length of time to accomplish the requested service. This will further curb corruption and red tape by ensuring that a standard processing time should always be followed. Therefore, any attempt to intentionally delay the service will be easily noticed.

Format:

- Body of Text
 - Alignment: Center
 - Font Style: Arial, Bold
 - Font Size: 12
- Manner of Writing
 - Write the processing time following this order: # Day/s, # Hour/s, # Minute/s.
 - For government services under multi-stage processing, write the total processing time in: # Day/s, # Hour/s, # Minute/s. Then, write a sentence at the bottom of the Service Specification Table: “(Service Name) qualified for multi-stage processing.”
 - For government services that are covered by special laws, the 3-7-20 rule may not apply. However, government agencies are bound by the prescribed processing time and shall be reflected on the Citizen’s Charter, indicating the legal basis “Service is covered under R.A. ###.”

EXAMPLE:

			Processing Time
			3 Minutes
			3 Minutes
			5 Minutes
			1 Minute
	TOTAL:		12 Minutes

OR

			Processing Time
			5 Hours
			15 Days (paused-clock)
			3 Days
			3 Hours
			10 Days (paused-clock)
			5 Minutes
	TOTAL:		26 Days, 5 Minutes

(Service Name) under multi-stage processing

OR

			Processing Time
			5 Hours
			5 Days
			3 Days
			4 Hours
	TOTAL:		9 Days, 1 Hour

(Service Name) is covered under R.A. ####

Reminders/Pointers:

- Use **only** days, hours, and minutes in specifying the total processing time.
- Please take note of the following time conversions (except for hospitals or government agencies with 24-hour operations):
 - For 1 Month, use 22 Days.
 - For 8 Hours, use 1 Day.
 - For 60 Minutes, use 1 Hour.
 - For 60 Seconds, use 1 Minute

- The Total Processing Time should be within the timeframe set by the law for the different classifications of government services and transactions:
 - *Simple Transactions should not take more than 3 days to process.*
 - *Complex Transactions should not take more than 7 days to process.*
 - *Highly Technical Transactions should not take more than 20 days to process.*
 - *Different types of citizens may take different steps to complete the same transactions (i.e. enrollment between a new student, an old student, a transfer, and a foreign student).*
- For government services under multi-stage processing, the total processing time may exceed 20 days.
- For government services covered by special laws, the 3-7-20 rule may not apply.
- The waiting time in processing or completing the requested government service shall be included in the Total Processing Time.
- The indicated total processing time shall cover the **end-to-end process** of the service.

VII. FEEDBACK AND COMPLAINTS MECHANISMS

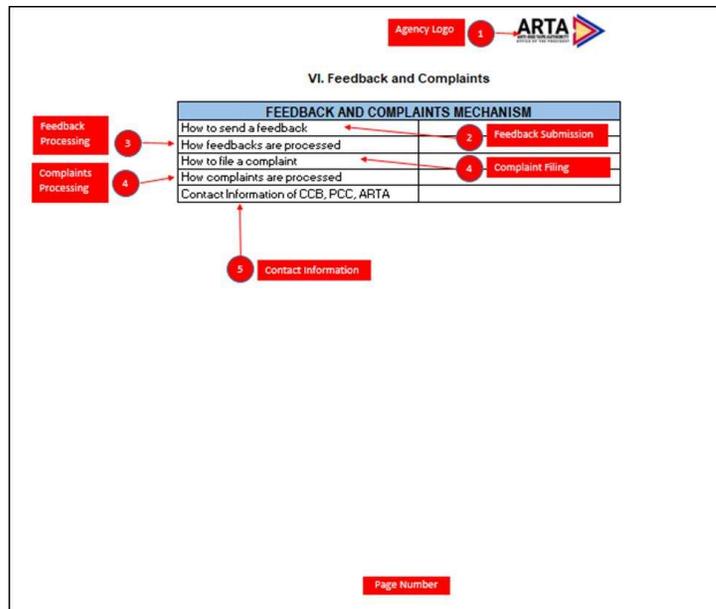


Figure 6. Citizen’s Charter Handbook – Feedback and Complaints Mechanisms

The *Feedback and Complaints Mechanisms* section of the Citizen’s Charter Handbook shall provide the citizen with all the information pertinent to submitting or filing their feedback and complaints upon transacting with the government agency. It shall indicate how the government agency handles citizen feedback and complaints. It shall also show the process how the citizens can follow up on their recommendations, issues, and/or concerns.

This shall contain the following information: **Feedback Submission, Feedback Processing, Complaint Filing, Complaints Processing, and Contact Information.**

1. Feedback Submission

The *Feedback Submission* field of the Feedback and Complaints Mechanisms section shall inform the citizens on the detailed procedure for providing feedback. It shall include the names and contact numbers of the government offices and/or divisions involved in processing feedback. It shall also show how and when the citizens can follow up on their feedback.

Format:

- Text Header
 - Text: Feedback and Complaints Mechanism
 - Alignment: Center
 - Font Style: Arial, Bold
 - Font Size: 14, All Capitals
- Subtext Header
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12
- Body of Text
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12

EXAMPLE:

<p>How to send a feedback?</p>	<p>Answer the client feedback form and drop it at the designated drop box in front of the City Public Relations & Information Office</p> <p>Contact info: 478-5099 or complaints@sampleagency.gov.ph</p>
--------------------------------	--

2. Feedback Processing

The *Feedback Processing* field of the Feedback and Complaints Mechanisms section shall contain the detailed procedure on how the government agency processes the submitted feedback, including the waiting time until an answer is provided to the citizen, if necessary.

Format:

- Subtext Header
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12
- Body of Text
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12

EXAMPLE:

<p>How feedback is processed?</p>	<p>Every Friday, the Public Relations Officer opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 002-2019.</p>
-----------------------------------	--

3. Complaint Filing

The *Complaints Filing* field of the Feedback and Complaints Mechanisms section shall inform the citizens on the detailed procedure for filing complaints. It shall include the name/s and contact number/s of the person/s responsible and the office and/or division involved in processing the applications and requests. It shall also show how and when the citizens can follow up on their complaints.

Format:

- Subtext Header
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12
- Body of Text
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12

EXAMPLE:

<p>How to file complaints?</p>	<p>Answer the client Complaint Form and drop it at the designated drop box in front of the City Public Relations & Information Office.</p>
--------------------------------	--

	<p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: 002-2019.</p>
--	---

4. Complaints Processing

The *Complaints Processing* field of the Feedback and Complaints Mechanisms section shall contain the detailed procedure on how the government agency processes the filed complaints, including the waiting time until a response is provided to the complainant/s.

Format:

- Subtext Header
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12
- Body of Text
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12

EXAMPLE:

	<p>How complaints are processed?</p> <p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p>
--	---

	<p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 002-2019.</p>
--	--

5. Contact Information

The *Contact Information* field of the Feedback and Complaints Mechanisms section shall contain the contact details of the national feedback and complaints centers in the country. This shall include the Legal and Public Assistance Office (LPAO) of the Authority, the Presidential Complaints Center (PCC), and the *Contact Center ng Bayan* (CCB), the feedback facility of the Civil Service Commission (CSC). Citizens can provide feedback or file complaints to said government offices regarding the government services requested/availed.

Format:

- Subtext Header
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12
- Body of Text
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12

EXAMPLE:

	<p>Contact Information of ARTA, PCC, CCB</p> <p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>
--	---

VIII. LIST OF OFFICES

Agency Logo 1 ARTA

VII. List of Offices

Office	Address	Contact Information
Head Office	Address	Hotline Number
Regional Office	Address	Hotline Number
Provincial Office	Address	Hotline Number
Field Office	Address	Hotline Number
Bureau	Address	Hotline Number

Page Number

Figure 1.8 Citizen’s Charter – List of Offices

The *List of Offices* section is the last part of the Citizen’s Charter Handbook. It shall contain a complete list of the Offices, including its address and contact information, offering the government services indicated in the Citizen’s Charter.

For government agencies that did not adopt a Single and Unified Citizen’s Charter, the List of Offices shall only contain the Agency, its address, and contact information.

1. Office

This shall show the list of all Offices included in the Citizen’s Charter.

Format:

- Subtext Header
 - Alignment: Center
 - Font Style: Arial, Bold
 - Font Size: 12
- Body of Text
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12

2. Address

This shall contain the specific address of each Office included in the Citizen’s Charter. This will allow the citizens to easily track each Office in case they want to transact with them.

Format:

- Subtext Header
 - Alignment: Center

- Font Style: Arial, Bold
 - Font Size: 12
- Body of Text
 - Alignment: Center
 - Font Style: Arial
 - Font Size: 12

3. Contact Information

This shall contain the contact information of each Office included in the Citizen's Charter. This shall indicate either the telephone number and/or the e-mail address of each office.

Format:

- Subtext Header
 - Alignment: Center
 - Font Style: Arial, Bold
 - Font Size: 12
- Body of Text
 - Alignment: Center
 - Font Style: Arial
 - Font Size: 12

(AGENCY LETTERHEAD)

CERTIFICATE OF COMPLIANCE

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)* of the *(name of agency)*, the person responsible and accountable in ensuring compliance with Section 6 of 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)* has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency;
 - b. Government services offered;
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Step-by-step procedure to obtain a particular service;
 - iii. Person responsible for each step;
 - iii. Maximum time needed to conclude the process;
 - iv. Document/s to be presented by the applicant or requesting party, if necessary;
 - v. Amount of fees, if necessary; and
 - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulins standees, or any other readable materials that could be easily understood by the public.
- 3) The Citizen's Charter is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 4) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 5) The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement per service in the respective offices.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, 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)

SUBSCRIBED AND SWORN to before me this (day) of (month) (year) in (city, province), Philippines, with affiant exhibiting to me his/her (government-issued ID) issued on (date of issuance) at (place of issuance).

NOTARY PUBLIC/ ADMINISTERING OFFICER

Doc. No. ____
 Page No. ____
 Book No. ____
 Series of ____