

MEMORANDUM CIRCULAR NO. 2019-002-A
SERIES OF 2019

DATE: 02 December 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: SUPPLEMENTAL GUIDELINES ON ARTA MEMORANDUM CIRCULAR NO. 2019-002 SERIES OF 2019 OR THE "GUIDELINES ON THE IMPLEMENTATION OF THE CITIZEN'S CHARTER IN COMPLIANCE WITH REPUBLIC ACT NO. 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. On 13 August 2019, the Anti-Red Tape Authority (ARTA) issued Memorandum Circular No. 2019-002 or the "*Guidelines on the Implementation of the Citizen's Charter in Compliance with the 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).*"
- 1.2. ARTA MC No. 2019-002 and its attached references provide the guidelines for all government agencies in developing and revising their respective Citizen's Charters in compliance with R.A. 11032 and its IRR.
- 1.3. This Supplemental Guidelines is being issued in view of the Administrative Order (AO) No. 25 Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems (AO 25 IATF) issuance of the Memorandum Circular No. 2019-02 or the *Supplemental Guidelines on the Grant of the Performance-Based Bonus for Fiscal Year 2019 under Executive Order (EO) No. 80 s. 2012 and EO No. 201, s. 2016.*

2. PURPOSE

- 2.1. The issuance of this Supplemental Guidelines shall provide clarifications, particularly on the terminologies and concepts used in the ARTA MC No. 2019-002, and its attached references and updates on the requirements and deadlines stated in the same document.
- 2.2. In line with Section 2.2 of MC No. 2019-02 issued by the AO 25, this Supplemental Guidelines is being issued to provide clarification to all covered government agencies in the submission of their updated Citizen's Charter as the basis for the review of the agency's streamlining and process improvement of their critical services covering all Government-to-Citizens (G2C), Government-to-Business (G2B), and Government-to-Government (G2G) transactions.

3. CLARIFICATIONS

3.1. Terms and Concepts

3.1.1. Citizen's Charter

- 3.1.1.1. Government services enrolled in existing Service Charters, or its equivalent, shall be included in the Citizen's Charter as these services, regardless of whether they involve government-to-government transactions, are also covered under R.A. 11032.

3.1.2. Government Service

3.1.2.1. As defined under **Section 4 (gg), Rule I of the IRR of R.A. 11032**, a government service refers to the process or transaction between applicants or requesting parties and government offices or agencies, involving applications for any privilege, right, reward, license, clearance, permit or authorization, concession, or for any modification, renewal, or extension of the enumerated applications or requests, which are acted upon in the ordinary course of business of the agency or office concerned.

3.1.2.2. The government office or agency's performance of a function without any need for an application or request shall not be included in the Citizen's Charter. However, if the performance of a function may be applied for or requested, it shall be considered a service and be included in the Citizen's Charter.

3.1.2.2.1. If the performance of a function without any need for an application or request is an integral part in processing the service applied for or requested, the performance of the function shall be considered and written in the Citizen's Charter as a step in the process for the delivery of the service and shall not be considered as an independent service by the government agency or office.

3.1.2.3. Government services shall include the **External** and **Internal Services** of the government agency or office.

3.1.2.3.1. External Services refer to government services applied for or requested by external citizens or clients or those who do not form part or belong to the government agency or office providing the service.

3.1.2.3.2. Internal Services refer to government services applied for or requested by citizens or clients who are within the respective government agency or office, such as, but not limited to, its personnel or employees, whether regular or contractual. Internal services include services such as, but not limited to, back-end/support services and regulatory functions related to permitting, licensing, and issuance of a privilege, right, reward, clearance, authorization, or concession.

3.1.3. End-to-end Process

3.1.3.1. Section 2, Rule III of the IRR of RA11032 states that the Authority shall adopt the **Whole-of-Government Approach** in the streamlining of government services.

3.1.3.2. Whole-of-Government Approach entails the review and harmonization of existing and applicable laws, regulations, issuances, and policies to make legal interpretations consistent across agencies. Inter-agency reviews shall be adopted for horizontal integration or end-to-end processing in the delivery of government services.

3.1.3.2.1. The reengineering process shall include an inter-agency review of key permitting and licensing laws, rules, and issuances, with the end in view of eliminating undue regulatory burden from the transacting public.

3.1.3.3. In view of the Whole-of-Government Approach in reengineering government services, the process or procedure as well as the total processing time in the delivery of

government services written in the Citizen's Charter shall be **end-to-end**—from the acceptance of the application or request with complete requirements, accompanying documents, and payment of fees, up to the issuance of certification or such similar documents approving or disapproving an application or request.

3.1.3.3.1. If the step performed by another government unit is a performance of their **function** but is an integral part of the delivery of the service, it should not be removed or separated in the total processing time.

3.1.3.3.2. If a government service involves inter-agency actions, the corresponding processing time of the procedure performed by the other government agency shall be reflected on the Citizen's Charter of the agency responsible for the delivery of the service, which shall also apply to all involved government agencies.

3.2. Classification of Services

3.2.1. Pursuant to **Section 3(a), Rule IV of the IRR of R.A. 11032**, specific transactions, processes, services, or activities that agencies fail to include and classify shall be interpreted by this Authority as simple transactions without prejudice on the part of the agency to ask for reconsideration

3.3. Posting and Publishing of the Citizen's Charter

3.3.1. As indicated in the **Par. 6.9.1. of ARTA M.C. No. 2019-002**, the Citizen's Charter shall be posted through information billboards and shall be uploaded in the official website of the government agency. The Citizen's Charter Handbook shall also be accessible to the public for reference on the comprehensive details of the government services of the government agency.

3.3.1.1. Information Billboard. Per **Par. 6.3.1.2. of ARTA M.C. No. 2019-002**, the Citizen's Charter in the form of information billboards shall be posted at the main entrances or at the most conspicuous places of the government agencies or offices.

3.3.1.1.1. All covered government agencies should reflect all their external services in their information billboards.

3.3.1.1.2. There is no prescribed format, design, or size for the information billboards as long as it is clear, readable, concise, and engaging to the citizen or client transacting with the government agency.

3.3.1.1.3. At the minimum, the information billboards should contain the following details:

- Complete list of requirements
- Required fees, if any
- Name, designation, and office of the person responsible per step
- Processing time
- Procedure for filing complaints

3.3.1.1.4. All covered government agencies shall come up with innovative means to disseminate their Citizen's Charters, through the use of display modalities such as, but not limited to, electronic postings, mobile apps, and interactive kiosks.

3.3.1.2. Handbook. Per **Par. 6.3.1.1. of ARTA M.C. No. 2019-002**, the Citizen's Charter in the form of a handbook may follow the suggested format provided in Reference B – Citizen's Charter Handbook Template with Instructions.

3.3.1.2.1. All Handbooks shall be physically bound (e.g. hardbound, soft bound, or ring-bound).

3.3.1.2.2. There is no prescribed design or size for the Handbooks.

3.3.1.2.3. The font style and font size indicated in Reference B are only recommendatory.

3.3.1.2.4. The prescribed manner of writing the information shall be strictly followed as these are minimum requirements for compliance and standardization. Likewise, all the information indicated in Reference B shall be included in the Handbook.

3.3.1.2.5. The Citizen's Charter Handbook may be placed at the windows/counters of each frontline office as it contains comprehensive details of the services provided by the government agency.

3.3.1.3. Online. In line with **Par. 6.3.1.3. of ARTA M.C. No. 2019-002**, the soft copy of the Citizen's Charter Handbook shall be uploaded and posted on the official website of the government agency.

3.4. Updated Timeline of Submissions

REQUIREMENTS	CONTENTS	DEADLINE	REMARKS
List of Complete Classified Government Services	External and Internal Services	August - September 2019	Submit via email at compliance@arta.gov.ph
Citizen's Charter Information Billboard	External Services	December 6, 2019	Post at the main entrance or at the most conspicuous place
Citizen's Charter Handbook	External Services	December 6, 2019	Submit via email at compliance@arta.gov.ph (In-text searchable PDF format) using the Reference B: Citizen's Charter Handbook Template with Instructions.
	All government service covering External Services and Internal Services	March 31, 2020	
Citizen's Charter – Online/ Website Posting (Soft Copy of the Soft Copy of Citizen's Charter Handbook)	External Services	December 6, 2019	Upload in the official website of the Government Agency
	All government service covering External Services and Internal Services	March 31, 2020	

Certificate of Compliance		December 6, 2019	Submit via email at compliance@arta.gov.ph along with the soft copy of the Citizen's Charter Handbook
Client Satisfaction Measurement Report		Last working day of January of every year	Submit via email at compliance@arta.gov.ph

4. FEEDBACK

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

- Official Website: www.arta.gov.ph
- E-Mail Addresses: info@arta.gov.ph | compliance@arta.gov.ph
- Telephone Nos.: (02) 8478 5091 | (02) 8478 5093 | (02) 8478 5099
- Facebook: Anti-Red Tape Authority
- Twitter and Instagram: @ARTAgovph

5. EFFECTIVITY

This Circular shall take effect immediately and will be implemented simultaneously with the effectivity of the ARTA MC No. 2019-002.

RECOMMENDED BY:



ATTY. ERNESTO V. PEREZ, CPA
Deputy Director General

APPROVED BY:



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