

Republic of the Philippines
Department of Education
 NATIONAL CAPITAL REGION

REGIONAL MEMORANDUM
 NCR NO. 387 s, 2023

TO : **SCHOOLS DIVISION SUPERINTENDENTS**
Regional Office Officials and Employees

FROM : 
WILFREDO E. CABRAL, CESO III
 Regional Director

SUBJECT : **Reminder to comply with the requirements under R.A. 11032 or Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and its Implementing Rules and Regulations (IRR)**

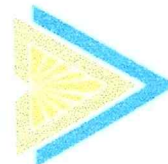
DATE : May 16, 2023

1. Attached is Advisory No. 002, series of 2023 dated April 28, 2023 issued by the Anti-Red Tape Authority (ARTA).
2. For information and compliance.



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ADVISORY NO. 002
SERIES OF 2023

FOR : ALL GOVERNMENT OFFICES AND AGENCIES IN THE EXECUTIVE DEPARTMENT INCLUDING LOCAL GOVERNMENT UNITS (LGUs), GOVERNMENT-OWNED OR -CONTROLLED CORPORATIONS (GOCCs), AND OTHER GOVERNMENT INSTRUMENTALITIES, WHETHER LOCATED IN THE PHILIPPINES OR ABROAD

SUBJECT : REMINDER TO COMPLY WITH THE REQUIREMENTS UNDER R.A. 11032 OR THE EASE OF DOING BUSINESS AND EFFICIENT GOVERNMENT SERVICE DELIVERY ACT OF 2018 AND ITS IMPLEMENTING RULES AND REGULATIONS (IRR)

DATE : 28 APRIL 2023

Pursuant to Section 17 of Republic Act (RA) No. 11032 or the "*Ease of Doing Business and Efficient Government Service Delivery Act of 2018*", the Anti-Red Tape Authority (ARTA) is mandated to implement and oversee a national policy on anti-red tape and ease of doing business and monitor and evaluate the compliance of agencies covered under Section 3 of the same Act.

Consistent with this provision and the Implementing Rules and Regulations (IRR) of R.A. 11032, the Authority issued various Memorandum Circulars pertaining to the required compliances relative to its implementation.

In this regard, this advisory is being issued to all covered government agencies and local government units (LGUs) to reiterate the submission of the following requirements to the Authority:

1. **Citizen's Charter (CC) and Certificate of Compliance (CoC)**, as stipulated in the ARTA Memorandum Circular No. 2019-002 Series of 2019 or the *Guidelines on The Implementation of the Citizen's Charter in Compliance with RA No. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," its IRR, and its Supplemental or ARTA Memorandum Circular No. 2019-002-A Series of 2019;*
2. **Committee on Anti-Red Tape (CART)**, as stipulated in the ARTA Memorandum Circular No. 2020-07 or the *Guidelines on the Designation of a CART in the Agencies Concerned in Compliance with R.A. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and its IRR;*
3. **Client Satisfaction Measurement Report (CSMR)**, in accordance with the ARTA Memorandum Circular 2022-05 or the *Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement;*
4. **Zero Backlog Report**, as stipulated in ARTA Memorandum Circular 2022-02 entitled, *Reiterating the Provisions of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 or R.A. 11032 on Automatic Approval or Automatic*

10-05-2023



Extension for Pending Applications or Requests of Agencies Beyond the Prescribed Processing Time and for the Submission of Zero Backlog Report;

5. **Initial Whole-of-Government (WOG) Reengineering Plan**, as stipulated in ARTA Memorandum Circular No. 2021-09, or the *Issuance of the Whole-of-Government Reengineering Manual*; and
6. **Electronic-Business One Stop Shop (E-BOSS)**, in accordance with the ARTA Memorandum Circular 2021-05, or the *Reporting Mechanism on the Compliance to the Automation Requirements of Section 11 (c) of R.A 11032*.

For your reference, here is the timeline and manner of submission of each compliance:

Compliance	Timeline of Submission	Frequency of Submission	Manner of Submission
Citizen's Charter (CC) and Certificate of Compliance (CoC)	<p>Without any submission – submit the CC and CoC on or before 28 April 2023.</p> <p>With revision – submit updated CC and CoC before implementation of revised services.</p> <p>Without revision – submit only latest CoC every March 31st of every year.</p>	<p>CoC – annual submission</p> <p>CC – at any time that updates and/or revisions are incorporated.</p>	<p>Submit Citizen's Charter (in-text searchable PDF format) and/or the Certificate of Compliance (using the New CoC Template) via https://tinyurl.com/CCandCOCsubmission</p>
Committee on Anti-Red Tape (CART)	<p>Submission of the Office Order and the Directory of the Members of the CART</p> <p>Original Deadline: December 2020</p> <p>Deadline for the grant of</p>	<p>One-time submission.</p> <p>Resubmission shall be made in case of changes in the composition of members and the directory</p>	<p>Submit online via https://tinyurl.com/CARTSUBMISSIONS</p>

	the Performance-Based Bonus (PBB): 28 February 2023		
Client Satisfaction Measurement Report (CSMR)	To cover Y2022 – submit on or before 31 January 2023 For Y2023 onwards – submit on or before the last working day of April of the following year.	Annual submission	Submit online via https://tinyurl.com/CSMRsubmissions
Zero Backlog Program	Zero Backlog Program Original Deadline: 29 April 2022	One time submission. Resubmission shall be made in case of revision.	Submit Annex A (Zero Backlog Program) via the link https://tinyurl.com/ZeroBacklogProgram
	Backlog Report or Zero Backlog Certification – submit every March 7 th of the following year Extended Deadline for Y2022: 17 April 2023 per ARTA Advisory No. 001 s. 2023	Annual submission	Submit Annex B (Backlog Report) or Annex C (Zero Backlog Certificate) via https://tinyurl.com/ZeroBacklogProgram
Initial WOG Reengineering Plan	Original Deadline: 31 December 2021 Extended Deadline: 31 March 2022	One-time submission	Submit online via https://tinyurl.com/WOGReengineeringReport

Electronic Business One Stop Shop (eBOSS)	Original Deadline: 14 July 2022 Updated eBOSS Compliance Report – Deadline: 12 May 2023	One-time submission	Submit online via https://tinyurl.com/2023eBOSSComplianceReport
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This Advisory hereby informs that all concerned government agencies and LGUs who have yet to comply with the above-cited requirements are given until **31 May 2023** to comply. ARTA would like to emphasize the provision under Section 8 of R.A. 11032, which holds the heads of the office or agency to be primarily responsible for the implementation of the Act and accountable to the public in rendering fast, efficient, convenient, and reliable service. Agencies are reminded that failure to comply with the above-cited requirements may warrant the filing of administrative case/s, as may be applicable.

Agencies are likewise reminded that compliance with the above-cited requirements form part of the agency's score in the Report Card Survey 2.0.

As for the compliance with the Committee on Anti-Red Tape (CART) in relation to the grant of the Performance-Based Bonus (PBB) for FY 2022, only the submissions made before the deadline on 28 February 2023 will be considered. This is consistent with the deadline provided in the AO 25 IATF Memorandum Circular No. 2022-01 or the *Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year 2022 Under Executive Order (EO) No. 80, S. 2012 and EO No. 201, S. 2016.*

All relevant ARTA issuances may be accessed through our website, www.arta.gov.ph.

For queries and concerns regarding the compliance, you may reach our office through compliance@arta.gov.ph

For information and compliance.

Recommending Approval:


UNDERSECRETARY GERALD G. DIVINAGRACIA
Deputy Director General for Operations

Approved:

SECRETARY ERNESTO V. PEREZ
Director General

New COC Template

(AGENCY/LGU LETTERHEAD)

CERTIFICATE OF COMPLIANCE

Year: _____

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/Local Chief Executive/Head of the Committee on Anti-Red Tape Authority/duly authorized representative)** of the **(name of agency/LGU)**, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or 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/LGU)** including its **(number of Regional Offices/Branches/Service Offices/Campuses, if applicable)** has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen's Charter Handbook Edition: _____ (Year, Edition Number)
Example: 2021, 1st Edition

- 2) The following required forms of posting of the Citizen's Charter are present:

<input type="checkbox"/>	Citizen's Charter Information billboard <i>(In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)</i>
<input type="checkbox"/>	Citizen's Charter Handbook <i>(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)</i>
<input type="checkbox"/>	Official website/Online Posting

- 3) The Citizen's Charter Information Billboard enumerates the following information:

- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.

- 4) The Citizen's Charter Handbook enumerates the following information:

- a. Mandate, vision, mission, and service pledge of the agency;
- b. Government services offered (External and Internal Services);
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Classification of service;
 - iii. Type of transaction;
 - iv. Who may avail;
 - v. Client steps and agency actions to obtain a particular service;
 - vi. Person responsible for each step;

- vii. Processing time per step and total;
 - viii. Fee/s to be paid per step and total, if necessary.
 - c. Procedure for filing complaints and feedback;
 - d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
 - e. List of Offices
- 5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.
- 7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.
- 8) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 9) There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.

(Full name)
(Position)
(Name of agency)

Annex "A"
Zero Backlog Program

Government Agency/Office Logo	
Department/Agency	<i>Indicate the name of the agency</i>
Program Title/Name	<i>Name or title of the Zero Backlog Program implemented by the agency</i>
Program Objective	<i>Program Objective</i>
Target Output	<i>The intended output of the program once completed</i>
Date Implemented	<i>The date when the program was implemented</i>
Implementing office	<i>The name of the office implementing the Zero Backlog Program</i>

Program Description
<i>Description of the Program</i>

Matrix of Services and Plan of Action							
Of fic e	Na me of serv ice	Classifi cation (Simpl e, Compl ex, Highly Techni cal)	Average Number of applications/r equests/ license/permit /clearances, etc. received per day	Average number of applications / requests/ license/perm it/clearances, etc. processed within the prescribed processing time	Average number of applications/ requests/ license/perm it/clearances, etc. ISSUED within the prescribed time	Interv ening Factor s for the gap (i.e., limite d IT infrast ructur e, unavai lable signat ories, etc.)	Plan of Action to addre ss the gap (i.e., Strea mlinin g, Digital ization .)

Implementation Results
<i>Indicate significant improvements since the implementation of the Zero Backlog Program</i>

Name and Signature of Head of Agency/ARTA Focal

Template for Inventory of Licenses, Permits, Certifications, Authorizations, Clearances tagged as a backlog

Name of Government Agency/Office					
Name of Office/Department					
Name of Service (License, Clearance, Permit, Certification Authorization, and others)	Classification of Service (Simple, Complex, Highly Technical)	Processing time indicated in the Citizens Charter (i.e., days / hours / minutes)	Total number of received applications for the covered period	Total number of pending transactions for the covered period	Remarks

Annex "C"
Zero Backlog Certification

ZERO BACKLOG CERTIFICATION

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 2008, 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 1, Rule VI of the IRR of R.A. 11032, 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] adhere to the responsibility to render fast, efficient, convenient, reliable service
- 2) The government offices enumerated herein does not have unacted upon/pending transaction exceeding the prescribed processing time as indicated on the Citizen's Charter
- 3) All the services/transactions are processed within the prescribed processing time set under R.A. 11032

This certification is being issued to attest to the fact that the agency has no backlog transactions for the covered the period.

IN WITNESS THEREOF, 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]