



Republic of the Philippines
Department of Education
 NATIONAL CAPITAL REGION



December 14, 2023

REGIONAL MEMORANDUM

No. No. 1297 s. 2023

- To:** Schools Division Superintendents
 School Heads
 RO Division Chiefs and Unit/Section Heads
 Regional Public Assistance Coordinator
 Division Public Assistance Coordinators
 All Others Concerned

**SUBMISSION OF CLIENT SATISFACTION MEASUREMENT (CSM)
 RESULTS FOR FISCAL YEAR 2023**

- In reference to the **Unnumbered Memorandum** dated December 11, 2023, the field is hereby informed of the above-captioned subject.
- Attention is invited to Paragraph 4, item d. The **Regional Public Assistance Coordinators (RPACs) and Division Public Assistance Coordinators (DPACs)** shall be in-charge of gathering and submitting the CSM Results from the concerned units.
- RPACs, DPACs, and schools shall upload a Memorandum (Annex C) signed by the Regional Director/Schools Division Superintendent/School Head to ensure the truth, accuracy, and completeness of the CSM Results.
- Deadline for uploading of CSM Results is on or before **December 29, 2023**, thru the links provided in the Memorandum.
- Immediate dissemination and compliance of this Memorandum are desired.


JOCELYN DR. ANDAYA
 Director IV

To be indicated in the Perpetual Index
 under the following subjects:

OFFICES EMPLOYEES OFFICIALS
 ORD/PAU



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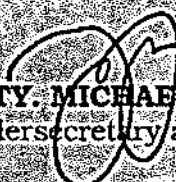



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MEMORANDUM

TO : Regional Directors
Schools Divisions Superintendent
School Heads
All Others Concerned

ATTN : Regional Public Assistance Coordinators
Division Public Assistance Coordinators

FROM : 
ATTY. MICHAEL WESLEY T. POA
Undersecretary and Chief of Staff


JASON V. MERCENE
Supervising Administrative Officer
Officer-in-Charge, Office of the Director
Public Affairs Service

SUBJECT : **SUBMISSION OF CLIENT SATISFACTION MEASUREMENT (CSM) RESULTS FOR FISCAL YEAR 2023**

DATE : December 11, 2023

All Regional Offices (ROs), Schools Division Offices (SDOs), and schools are requested to submit their FY 2023 Client Satisfaction Mechanism (CSM) Results for services declared in the DepEd Citizen's Charter to the Public Affairs Service – Public Assistance Action Center (PAS-PAAC) on or before December 29, 2023.

This is pursuant to Memorandum Circular (MC) No. 2019-002-A titled "Supplemental Guidelines on Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2019-002 or the Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act 11032, Otherwise Known as the "Ease of Doing

¹ DepEd Citizen's Charter; <https://www.deped.gov.ph/wp-content/uploads/DepEd-Citizens-Charter-2022.pdf>



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Business and Efficient Government Service Delivery Act of 2018, and its *Implementing Rules and Regulations* which states that all government agencies shall submit their Client Satisfaction Measurement (CSM) report every year.

Additionally, ARTA Memorandum Circular (MC) No. 2022-05 titled *“Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement”* provides the harmonized CSM tool that will enable government agencies to assess the overall satisfaction and feedback of their clients on the service they availed. The implementation of the CSM Form was further reiterated in DepEd through DM-OUHROD-2023-0930 titled *“Implementation of the Client Satisfaction Measurement (CSM) Form Prescribed by the Anti-Red Tape Authority”* issued on July 12, 2023.

To aid in the preparation of the FY 2023 CSM Results, all concerned are reminded of the following:

- a. Results shall be reported for both the external and internal services specified in Annex A of this memorandum. These services declared in the DepEd Citizen's Charter represent the services most common in each governance level.
- b. Results shall be culled from the ARTA-prescribed CSM Form, as implemented in DepEd through DM-OUHROD-2023-0930.

However, CSM results obtained from previous feedback forms, e.g. old DepEd CCSS Form, may still be included in the submission. Kindly refer to the provided conversion for reference:

PREVIOUS CSM FORM		ARTA-PRESCRIBED CSM FORM
5-Point Likert Scale		
5	Outstanding	Strongly Agree
4	Very Satisfied	Agree
3	Satisfied	Neither Agree nor Disagree
2	Unsatisfied	Disagree
1	Poor	Strongly Disagree
Service Quality Dimensions		
Considered as N/A since this has no counterpart in the previous feedback form.		SQD0
Responsiveness		SQD1
Reliability		SQD2
Access and Facilities		SQD3
Communication		SQD4



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Costs	SQD5
Integrity	SQD6
Assurance	SQD7
Outcome	SQD8

- c. The CSM Results shall cover feedback received from both online and hard copies of the CSM Forms. Offices that have not yet encoded client feedback from the CSM Form hard copies may use the template that can be downloaded through the link: <https://bit.ly/CSMResultsTemplate>. Note that the template provided shall only be used internally by the RO/SDO/school and shall not be submitted to the PAAC.
- d. The Regional Public Assistance Coordinators (RPACs) and Division Public Assistance Coordinators (DPACs) shall be in-charge of gathering and submitting the CSM Results from the concerned units. Thus, each RO and SDO shall submit only **ONE** (1) Consolidated CSM Result (covering all concerned units) to the PAAC. There shall likewise be only one (1) CSM Result per school. Annex B includes the information needed for the report.
- e. Only submissions to PAAC through the links provided shall be considered in crafting the DepEd-wide FY 2023 CSM Report.

GOVERNANCE LEVEL	OFFICE	LINK
Regional Office	<ul style="list-style-type: none"> • Accounting Section • Budget Section • Cash Section • Curriculum and Learning Management Division 	https://bit.ly/DepEd2023CSM_RO_A
	<ul style="list-style-type: none"> • Human Resource and Development Division • Legal Unit • National Educators Academy of the Philippines – Regional Office 	https://bit.ly/DepEd2023CSM_RO_B



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	<ul style="list-style-type: none"> • Policy, Planning and Research Division 	
	<ul style="list-style-type: none"> • Office of the Regional Director • Personnel Section 	https://bit.ly/DepEd2023CSM_RO_C
	<ul style="list-style-type: none"> • Public Affairs Unit • Quality Assurance Division • Records Section 	https://bit.ly/DepEd2023CSM_RO_D
Schools Division Office	<ul style="list-style-type: none"> • Budget Unit • Cash Unit • Information and Communications Technology Unit • Legal Unit 	https://bit.ly/DepEd2023CSM_SDO_A
	<ul style="list-style-type: none"> • Office of the Schools Division Superintendent • Personnel Unit 	https://bit.ly/DepEd2023CSM_SDO_B
	<ul style="list-style-type: none"> • Property and Supply • Records Unit • Curriculum Implementation Division 	https://bit.ly/DepEd2023CSM_SDO_C
	<ul style="list-style-type: none"> • SGOD Planning and Research Section • SGOD - School Management, Monitoring, and Evaluation Section 	https://bit.ly/DepEd2023CSM_SDO_D
	Schools (External Services)	https://bit.ly/DepEd2023CSM_ExtSchools
Schools (Internal Services)	https://bit.ly/DepEd2023CSM_IntSchools	



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- f. RPACs, DPACs, and schools shall upload a Memorandum (Annex C) signed by the Regional Director / Schools Division Superintendent / School Head to ensure the truth, accuracy, and completeness of the CSM Results.
- g. Email or hard copy submissions shall NOT be recorded by the PAAC. Likewise, any misrepresentation, discrepancy, or duplication in the data or consolidated submission may result in tagging the RO/SDO/school as non-compliant to this requirement.
- h. ROs, SDOs, and schools are not allowed to submit their report directly to the ARTA or any oversight agency.

It shall be highlighted that the submission of the CSM Report is also part of the Agency Accountabilities as stated in MC No. 2023-1 titled "*Guidelines on the Grant of the Performance-Based Bonus (PBB) for FY 2023 Under Executive Order (EO) No. 80, s. 2012 and EO No. 201, s. 2016.*" **Thus, if DepEd is deemed eligible for the grant of the FY 2023 PBB, non-compliance to the submission of the CSM Report will result in the isolation from the grant of the PBB payout.**

Likewise, all offices are reminded to safeguard the soft and hard copies of the CSM Forms and uphold integrity in the preparation of CSM Report since 4.8.2 of ARTA MC 2022-05 states that "The ARTA reserves the right to request proof of the survey results, including the answered paper surveys and the Excel file of the aggregated data".

For more information, please contact Ms. Grazielle Anne A. Sarical or Ms. Ariane G. Llegado, PAS-PAAC, through the following:

Email address: depedactioncenter@deped.gov.ph
Phone numbers: 8638-7530, 8633-1942
Viber mobile number: 09672498552

Immediate dissemination of and strict compliance with this issuance is directed.

Enclosures:

Annex A: External Services to be Reported for the CSM
Annex B: Preparation of Consolidated CSM Report
Annex C: Transmittal Memo Template
MC No. 2019-002-A
MC No. 2022-05
MC No. 2023-1
DM-OUHROD-2023-0930



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Annex A: External and Internal Services to be Reported for the CSM

CSM Results shall be reported for both the external and internal services specified in Annex A of this memorandum. These services declared in the DepEd Citizen's Charter represent the services most common in each governance level. Offices shall briefly discuss their response rate results and provide reason/s why certain services were not offered or why certain services had no/low CSM responses, as applicable.

Regional Offices

External Services	Internal Services	RO Unit
N/A	1. Certification as to Availability of Funds 2. Endorsement of Request for Cash Allocation from SDOs	Accounting Section
N/A	3. Disbursement Updating 4. Downloading/ Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units 5. Letter of Acceptance for Downloaded Funds 6. Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority) 7. Processing of Budget Utilization Request & Status (BURS)	Budget Section
1. Payment of External and Internal Claims 2. Payment of Obligation	8. Handling of Cash Advances	Cash Section
3. Access to LRMDS Portal 4. Procedure for the Use of LRMDS Computers	N/A	Curriculum and Learning Management Division
N/A	9. Rewards and Recognition	Human Resource and



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		Development Division
5. Legal Assistance to Walk-in Clients 6. Request for Correction of Entries in School Record	10. Processing of communication received through the Public Assistance Action Center (PAAC) 11. Request for Certification as to the Pendency or Non-Pendency of an Administrative Case	Legal Unit
7. Recognition of Professional Development Programs / Courses	N/A	National Educators Academy of the Philippines – Regional Office
8. Issuance of Foreign Travel Authority 8.1. Issuance of Foreign Official Travel Authority 8.2. Issuance of Foreign Personal Travel Authority	N/A	Office of the Regional Director
9. Acceptance of Employment Application (Walk-in) 10. Acceptance of Employment Application (Online) 11. Issuance of Certificate of Last Payment	12. Application for Leave 13. Application for Retirement / Survivorship / Disability Benefit 14. Issuance of Certificate for Remittances 15. Issuance of Certificate of Employment and/or Service Record 16. Issuance of Foreign Travel Authority 16.1. Issuance of Foreign Official Travel Authority 16.2. Issuance of Foreign Personal Travel Authority 17. Processing of Equivalent Record Form (ERF) 18. Processing of Study Leave 19. Processing of Terminal Leave Benefits	Personnel Section



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	20. Request for Transfer from Another Region 21. Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances)	
12. Generation of School IDs for New Schools and/or Adding or Updating of SHS Program Offering 13. Request for Reversion	N/A	Policy, Planning and Research Division
14. Public assistance (Email) 15. Public assistance (Hotline and Walk-in) 16. Standard Freedom of Information request	N/A	Public Affairs Unit
17. Application for Opening/Additional Offering of SHS Program for Private Schools 18. Application for Tuition and Other School Fees (TOSF), No Increase, and Proposed New Fees of Private Schools 19. Issuance of Special Orders for the Graduation of Private School Learners	22. Application for Establishment, Merging, Conversion, and Naming/Renaming of Public Schools and Separation of Public Schools	Quality Assurance Division
20. Certification, Authentication, and Verification 21. Issuance of Requested Documents (CTC and Photocopy of Documents) 22. Issuance of Requested Documents (Non-CTC) 23. Receiving of Communication 24. Receiving of Complaint	N/A	Records Section



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Schools Division Offices

External Services	Internal Services	SDO Unit
N/A	1. Processing of ORS 2. Posting/Updating of Disbursement	Budget Unit
N/A	3. Handling of Cash Advances	Cash Unit
N/A	4. User Account Management for Centrally Managed Systems 5. Troubleshooting of ICT Equipment 6. Uploading of Publications	Information and Communications Technology Unit
1. Request for Correction of Entries in School Record	7. Issuance of Certificate of No Pending Case	Legal Unit
N/A	8.1 Issuance of Foreign Official Travel Authority 8.2. Issuance of Foreign Personal Travel Authority	Office of the Schools Division Superintendent
2. Acceptance of Employment Application (Teaching Position) 3. Acceptance of Employment Application (Non-Teaching and Teaching-related Positions - (promotion and entry)	9. Application for ERF (Equivalent Record Form) 10. Application for Leave 11. Application for Retirement 12. Issuance of Certificate of Employment 13. Issuance of Service Record 14. Loan Approval and Verification 15. Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	Personnel Unit



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	16. Processing of Terminal Leave Benefits 17. Request for Correction of Name and Change of Status	
4. Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	18. Requisition and Issuance of Supplies 19. Property and Equipment Clearance Signing	Property and Supply
5. Issuance of Requested Documents (Non-CTC) 6. Issuance of Requested Documents (CTC and Photocopy of Documents) 7. Certification, Authentication, Verification (CAV) 8. Receiving and Releasing of Communication and other Documents 9. Receiving of Complaints against Non-Teaching Personnel 10. Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	N/A	Records Unit
11. Accessing Available Learning Resources from LRMS Portal 12. Borrowing of Learning Materials from Libraries 13. Alternative Learning System (ALS) Enrollment	20. Program Work Flow of Submission of Contextualized Learning Resources 21. Quality Assurance of Supplementary Learning Resource	Curriculum Implementation Division
14. Request for Basic Education Data (from external stakeholders)	22. Request for Basic Education Data (Internal Stakeholder) 23. Request for Data for EBEIS/LIS/NAT and Performance Indicators	SGOD - Planning and Research Section



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15. Issuance of Government Permit, Renewal, Recognition of Private Schools 16. Issuance of Special Orders for the Graduation of Private School Learners 17. Application for SHS Additional Track/Strand 18. Application for Summer Permit for Private Schools 19. Application for No Increase in Tuition Fee 20. Application for Increase in Tuition Fee	N/A	SGOD - School Management, Monitoring, and Evaluation Section
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Annex B: Preparation of Consolidated CSM Report

The CSM Report shall be culled from the following sources:

- ARTA-prescribed CSM Form, as implemented in DepEd through DM-OUHROD-2023-0930
- Old feedback forms, e.g. DepEd CCSS Form, provided the results are converted from the old to the new Likert Scale and SQD.

A. Total number of clients who completed the survey for FY 2023

Report the total number of surveyed clients with complete transactions. A transaction is considered complete when the final step of the service availed of is accomplished.

Additionally, all concerned units shall gather a minimum number of CSM responses based on the ARTA Sample Size Calculator: <https://tinyurl.com/CSMsamplesize>.

Offices shall briefly discuss their response rate results and provide reason/s why certain services were not offered or why certain services have no/low responses, as applicable.

B. Total number of transactions for FY 2023

Report the total number of transactions per service declared in the DepEd Citizen's Charter applicable to the governance unit.

Kindly note that the number of transactions shall be greater than the number of surveyed clients or survey responses.

C. Result count of SQD questions for FY 2023

Report the breakdown of the eight (8) SQD questions by result count. Kindly provide a brief analysis of the results.

D. Demographic profile

Report the breakdown of the client demographic based on the following:

- a. Age
 - i. 19 or lower
 - ii. 20-34
 - iii. 35-49
 - iv. 50-64



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- v. 65 or higher
- vi. Did not specify

- b. Sex
 - i. Male
 - ii. Female
 - iii. Did not specify

- c. Customer Type
 - i. Citizen
 - ii. Business
 - iii. Government

- d. Region of residence

Kindly provide a brief analysis of the results.

E. Count of Citizen's Charter Responses

Report the breakdown of responses on the Citizen's Charter questions by result count. Kindly provide a brief analysis of the results.

- a. Citizen's Charter Awareness
- b. Citizen's Charter Visibility
- c. Citizen's Charter Helpfulness

F. Major or most common identified feedback/concern from clients

Report the summary of feedback from clients by identifying the most frequent feedback or concerns received for FY 2023.



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Schools

External Services	Internal Services
1. Acceptance of Employment Application for Teacher I Position (Walk-in)	1. Issuance of Special Order for Service Credits and Certification of Compensatory Time Credits
2. Acceptance of Employment Application for Teacher I Position (Online)	2. Laboratory and School Inventory
3. Borrowing of Learning Materials from the School Library/Learning Resource Center	3. School Learning and Development
4. Distribution of Printed Self-Learning Modules in Distance Learning Modality	
5. Enrollment (Walk-in)	
6. Enrollment (Online)	
7. Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (Walk-in)	
8. Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (Online)	
9. Issuance of School Clearance for different purposes	
10. Issuance of School Forms, Certifications, and other School Permanent Records	
11. Public assistance (walk-in/phone call)	
12. Public assistance (email/social media)	
13. Receiving and releasing of communications and other documents	
14. Reservation Process for the Use of School Facilities	
15. Request for Personnel Records for Teaching/Non-Teaching Personnel	



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Insert letterhead

MEMORANDUM

TO : JASON V. MERCENE
Supervising Administrative Officer
Officer-in-Charge, Office of the Director
Public Affairs Service

FROM : NAME OF REGIONAL DIRECTOR / SCHOOLS DIVISION
SUPERINTENDENT / SCHOOL HEAD

SUBJECT : TRANSMITTAL OF THE FY 2023 CLIENT SATISFACTION
MEASUREMENT (CSM) RESULTS

DATE : (Insert date)

In line with the memorandum on the Submission of Client Satisfaction Measurement (CSM) Results for Fiscal Year 2023 requesting all field offices and schools to submit the FY 2023 CSM Results in accordance with the agency accountabilities in MC No. 2023-1 titled "Guidelines on the Grant of the PBB for FY 2023 Under Executive Order (EO) No. 80, s. 2012 and EO No. 201, s. 2016," this Office hereby transmits the FY 2023 Consolidated CSM Results for (insert name of Regional Office / Schools Division Office / School).

This Office declares that the CSM Form was implemented for both the external and internal services declared in the DepEd Citizen's Charter, as required under DM-OUHROD-2023-0930 titled "Implementation of the Client Satisfaction Measurement (CSM) Form Prescribed by the Anti-Red Tape Authority" issued on 12 July 2023.

This Office is aware that failure to submit their CSM Results by any office delivering services, without providing an acceptable explanation on why said service/s were not offered or had no/low CSM respondents, may result in isolation from the grant of the FY 2023 PBB if DepEd is deemed eligible for said bonus.

Thus, CSM Results for each office have been collected to form the consolidated CSM Report that was submitted to the Public Affairs Service – Public Assistance Action Center (PAS-PAAC) through the link provided.

This Office attests to the truth, accuracy, and completeness of the CSM Results submitted.

For queries/clarifications on the CSM Report, please contact (insert name of RPAC) through (insert email address and/or contact number).

Thank you.

**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