



**MEMORANDUM CIRCULAR NO. 2021– 10  
SERIES OF 2021**

**FOR : ALL PARTICIPATING GOVERNMENT AGENCIES IN THE FISCAL YEAR 2021 PERFORMANCE BASED-BONUS (PBB) INCLUDING DEPARTMENTS, LOCAL GOVERNMENT UNITS (LGUs), GOVERNMENT-OWNED-OR-CONTROLLED CORPORATIONS (GOCCs), LOCAL WATER DISTRICTS, STATE UNIVERSITIES AND COLLEGES, AND OTHER GOVERNMENT INSTRUMENTALITIES**

**SUBJECT : VALIDATION GUIDELINES ON CITIZEN’S CHARTER COMPLIANCE FOR THE FISCAL YEAR 2021 PERFORMANCE BASED-BONUS (PBB)**

**DATE : 3 DECEMBER 2021**

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**1. BACKGROUND AND LEGAL BASIS**

- 1.1. Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018* mandates that all government agencies shall set up their respective most current and updated service standards to be known as the Citizen’s Charter in the form of information billboards which shall be posted at the main entrance of offices or at the most conspicuous place, in their respective websites and in the form of published materials written either in English, Filipino, or in the local language.
- 1.2. Section 3, Rule IV of the Implementing Rules and Regulations (IRR) of R.A. 11032 requires that each covered agency shall regularly review their Citizen’s Charter, and should there be any update, the head of agency shall ensure that an updated Citizen’s Charter is posted not later than March 31<sup>st</sup> of each year. Section 8 of R.A. 11032 mandates that the head of the agency shall be primarily responsible and accountable for the implementation and strict compliance with the requirements of the law, particularly the Citizen’s Charter.
- 1.3. On 13 August 2019, the Anti-Red Tape Authority (ARTA or Authority) issued Memorandum Circular (MC) No. 2019-002 series of 2019 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,”* (R.A. No. 11032) and its *Implementing Rules and Regulations (IRR)*. The ARTA MC No. 2019-002 and its attached references provided the





guidelines for all covered government agencies in updating their respective Citizen's Charter.

- 1.4. On 02 December 2019, ARTA issued MC 2019-002-A, s. 2019 or the "Supplemental Guidelines on ARTA Memorandum Circular 2019-002 s. 2019 to provide further clarifications on ARTA MC No. 2019-002.
- 1.5. Section 5.0 of MC No. 2021-01 or the *Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal year (FY) 2021 under Executive Order No. 80, s. 2012 and Executive Order No. 201, s. 2016* by the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems (AO 25 IATF) requires agencies to update their Citizen's Charter and submit the same directly to the ARTA. Compliance with this condition shall be used as the basis in determining the eligibility of responsible units and individuals.

## 2. PURPOSE

Consistent with the IRR and the issuances of ARTA, this Circular is being issued to provide guidelines on the compliance with the Citizen's Charter and Certificate of Compliance (CoC) requirements in relation to the grant of the PBB for FY 2021.

## 3. GENERAL GUIDELINES

### 3.1 Updating of the Citizen's Charter

- 3.1.1 Each agency/LGU shall update their respective Citizen's Charter and reflect the streamlined process of the services based on the results of the reengineering of systems and procedures as mandated under Section 5 of R.A. No. 11032 and Section 5.8 of ARTA MC No. 2021-09.<sup>1</sup>

### 3.2 Issuance of the Certificate of Compliance

- 3.2.1 The CoC is issued in order to ensure compliance of the agencies or LGUs, including the offices under the jurisdiction of said agency or LGUs, to the mandates of R.A. No. 11032, particularly Section 6 thereof.
- 3.2.2 The CoC shall be signed by the head of the agency/ local chief executive or the head of their Committee on Anti-Red Tape Authority (CART).
- 3.2.3 The duly accomplished and signed CoC shall be submitted using the **new template** attached herein as Annex A. The agency/LGU may use digital/electronic signature in signing the CoC.

<sup>1</sup> Issuance of the Whole-of-Government Reengineering Manual. 25 June 2021.

3.2.4 For the grant of the FY 2021 PBB, the submitted CoC shall be the basis of the Authority in validating the agency's compliance with the requirement.

### 3.3 Submission of CoC

3.3.1 All participating agencies and LGUs shall report their compliance with the Citizen's Charter requirement to the Authority by accomplishing the **form** accessible through the link below:

<https://bit.ly/ARTAPBB2021>

3.3.2 All participating agencies and LGUs shall ensure that they **upload** their **duly accomplished and signed CoC** in the form. The CoC to be uploaded shall be in portable document format (PDF) only.

3.3.3 **Only submissions made through the abovementioned link shall be considered by the Authority in determining their compliance with the Agency Accountabilities condition or Sec. 5.0 under the PBB Guidelines.**

3.3.4 All participating agencies and LGUs that already submitted their CoC to the Authority through [compliance@arta.gov.ph](mailto:compliance@arta.gov.ph) are **still required to accomplish the form.**

### 3.4 Extension of the Deadline for Submission

3.4.1 The initial deadline of submission of the updated CoC on **04 December 2021** pursuant to AO 25 IATF MC No. 2021-02 or the Supplemental Guidelines on the Grant of the FY 2021 PBB shall be **extended** until **31 March 2022**.

### 3.5 Validation

3.5.1 The Authority shall start validating compliance with the Citizen's Charter requirement **one (1) month** after the deadline of the submission of the CoC in relation to the grant of the PBB.

## 4. AMENDMENT TO THE GUIDELINES

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

## 5. REPEALING CLAUSE



Provisions of previous issuances of the Authority that are inconsistent with this Circular are hereby repealed or declared invalid.

## 6. SEPARABILITY CLAUSE

If any provisions or part of this Circular is held unconstitutional or invalid, it shall not affect the validity of the remaining provisions of this Circular.

## 7. EFFECTIVITY

This Circular will be implemented simultaneously with the effectivity of the IRR of R.A. 11032, and the issuances of the Authority not in conflict with the guidelines mentioned herein. This Circular shall take effect upon publication and registration with the University of the Philippines-Office of the National Administrative Register and publication in a newspaper of general circulation or in the Official Gazette.

### RECOMMENDING APPROVAL:

**USEC. ERNESTO V. PEREZ, CPA**  
Deputy Director General for Operations

### APPROVED BY:

**SEC. JEREMIAH B. BELGICA, REB, EnP**  
Director General

**Annex A**  
**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' Charter Handbook Edition: \_\_\_\_\_(Year, Edition Number)  
*Example: 2021, 1<sup>st</sup> Edition*

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

	Citizen's Charter Information billboard <i>(In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)</i>
	Citizen's Charter Handbook <i>(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)</i>
	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.
  - 10) The head of the office or agency shall be primarily responsible for the implementation of this Act and shall be held accountable to the public in rendering fast, efficient, convenient and reliable service, pursuant to Sec. 8 of R.A. 11032.

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

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