



MC No. 14, s. 2017

## MEMORANDUM CIRCULAR

**TO :** ALL HEADS OF CONSTITUTIONAL BODIES, DEPARTMENTS, BUREAUS AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS; GOVERNMENT OWNED OR CONTROLLED CORPORATIONS WITH ORIGINAL CHARTERS; STATE UNIVERSITIES AND COLLEGES; AND LOCAL WATER DISTRICTS

**SUBJECT :** Validation Guidelines on Citizen's Charter Compliance for the 2017 Performance-Based Bonus

Pursuant to CSC Resolution No. 1700814 dated April 27, 2017, the following guidelines are hereby adopted in the conduct of validation for the Citizen's Charter requirements and improvement in the agency's frontline transactions:

1. Agencies with frontline services shall conduct self-assessment of existing Citizen's Charters with the goal of enhancing service standards to include streamlining of procedures, shortening of processing time standards of each transaction, and reducing the number of signatories, among others;
2. A Certification of Compliance (CoC) indicating compliance with the requirements of the ARTA law and report of improvements of the most availed frontline transactions including the actions taken to improve each transaction, and substantial results as proof on each action taken shall be submitted to the Office for Strategy Management, Civil Service Commission (CSC) through the AO 25 Secretariat not later than June 1, 2017 using the template provided in **Annex A**;
3. Agencies with no frontline services shall submit the CoC to the CSC indicating their compliance with the posting requirements of their respective Service Charters not later than June 1, 2017 using the template provided in **Annex B**;
4. The CoC submitted shall be the basis for the CSC's validation of the agency's compliance with the ARTA requirements and report of improvements;
5. The validation shall commence within a month after the CSC has forwarded to the concerned oversight agencies the list of agencies that shall be validated; and

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6. If after validation, an agency is identified with deficiencies, a Certification of Compliance after Validation (CoCV) shall be issued by the agency concerned to rectify the deficiencies noted using the template provided in **Annex C**.

These guidelines shall take effect immediately.

  
ALICIA dela ROSA- BALA  
Chairperson

03 MAY 2017



R.A. No. 9485 (ARTA)

Re: Validation Guidelines;  
Citizen's Charter Compliance;  
2017 Performance-Based Bonus

X----- X

Number : 1700814

Promulgated : 27 APR 2017

## RESOLUTION

**WHEREAS**, Section 2 of Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007 declares that “xxx the State shall maintain honesty and responsibility among its public officials and employees, and shall take appropriate measures to promote transparency in each agency with regard to the manner of transaction with the public, which shall encompass a program for the adoption of simplified procedures that will reduce red tape and expedite transactions in government”;

**WHEREAS**, Section 5 of RA No. 9485 mandates “all offices and agencies which provide frontline services to regularly undertake time and motion studies, undergo evaluation and improvement of their transaction systems and procedures and re-engineer the same if deemed necessary to reduce bureaucratic red tape and processing time”;

**WHEREAS**, Executive Order No. 80, s. 2012 directs the adoption of the Performance-Based Incentive System (PBIS) for government employees that shall consist of the Productivity Enhancement Incentive (PEI) and the Performance-Based Bonus (PBB) to rationalize the current incentive system in government, which is generally characterized by across-the-board-bonuses; to strengthen performance monitoring and appraisal system based on the Organizational Performance Indicator Framework (OPIF), the Strategic Performance Management System (SPMS) of the Civil Service Commission (CSC) and the Results-Based Performance Management System (RBPMS); and to recognize and reward exemplary performance to enhance service delivery in the bureaucracy;

**WHEREAS**, Chapter 5 of the Philippine Development Plan of 2017-2022 provides for the adoption of a whole-of-government approach in delivery of key services that includes the shift to streamline operations of department of agencies and simplify systems and processes to deliver public good and services in the most efficient, effective and economical manner;

**WHEREAS**, CSC Memorandum Circular No. 14, s. 2016 enjoins all government agencies providing frontline services to revisit their Citizen's Charters and review and reduce or remove redundant requirements and re-engineer their procedures, especially for those services with transaction time that goes beyond the three-day limit;

**WHEREAS**, Item 5.1 (c) of the FY 2017 Good Governance Conditions (GGCs) under Memorandum Circular No. 2017-1 issued by the AO25 Inter-Agency Task Force sets the Citizen's Charter requirements that an agency must comply with, that is, to (1) maintain/update the Citizen's or Service Charter or its equivalent reflecting the agency's enhanced service standards for all its frontline services to citizens, businesses, and government agencies, and (2) undertake self-assessment and reporting of improvements made by the agency to implement the CSC MC No. 14, s. 2016; and

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**WHEREAS**, there is a need to institute the guidelines for Citizen's Charter compliance and validation as one of the good governance conditions for the grant of the PBB;

**WHEREFORE**, the Commission resolves to adopt the following guidelines in the compliance and validation of the Citizen's Charter requirements as well as the improvement in the agency's frontline transactions:

1. Agencies with frontline services shall conduct self-assessment of existing Citizen's Charters with the goal of enhancing service standards to include streamlining of procedures, shortening of processing time standards of each transaction, and reducing the number of signatories, among others;
2. A Certification of Compliance (CoC) indicating compliance with the requirements of the ARTA law and report of improvements of the most availed frontline transactions including the actions taken to improve each transaction, and substantial results as proof on each action taken shall be submitted to the Office for Strategy Management, Civil Service Commission (CSC) through the AO 25 Secretariat not later than June 1, 2017 using the template provided in **Annex A**;
3. Agencies with no frontline services shall submit the CoC to the CSC indicating their compliance with the posting requirements of their respective Service Charters not later than June 1, 2017 using the template provided in **Annex B**;
4. The CoC submitted shall be the basis for the CSC's validation of the agency's compliance with the ARTA requirements and report of improvements;
5. The validation shall commence within a month after the CSC has forwarded to the concerned oversight agencies the list of agencies that shall be validated; and
6. If after validation, an agency is identified with deficiencies, a Certification of Compliance after Validation (CoCV) shall be issued by the agency concerned to rectify the deficiencies noted using the template provided in **Annex C**:

Quezon City.

  
ALICIA dela ROSA-BALA  
Chairperson

  
ROBERT S. MARTINEZ  
Commissioner

VACANT  
Commissioner

Attested by:

  
DOLORES B. BONIFACIO  
Director IV  
Commission Secretariat and Liaison Office

**CERTIFICATION OF COMPLIANCE AFTER VALIDATION  
(deficiencies addressed after validation)**

*(Pursuant to Republic Act 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureauratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor)*

I, \_\_\_\_\_ (Head of Agency) \_\_\_\_\_, Filipino, of legal age, \_\_\_\_\_ (Position) \_\_\_\_\_ of the \_\_\_\_\_ (Name of Agency) \_\_\_\_\_, located at \_\_\_\_\_ (Office Address) \_\_\_\_\_, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify that the (Name of Agency) has already addressed the following deficiencies identified during the Citizen's Charter validation conducted on (Date of Validation) by the (CSC Regional/Field Office):

Findings	Action Taken

This certification is being issued to attest to the accuracy of all information contained herein based on available records and information that can be verified with the \_\_\_\_\_ (Name of Agency) \_\_\_\_\_.

**IN WITNESS HEREOF**, I hereunto set my hand this (day) of (month), (year) in (city, province), Philippines.

\_\_\_\_\_  
Head of Agency

\_\_\_\_\_  
Position

SUBSCRIBED AND SWORN to before me this (day) of (month) 20\_\_ in (city, province), Philippines, with affiant exhibiting to me his/her (government-issued ID) issued on (date of issuance) at (place of issuance).

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**For Agencies with Frontline Services**

(Agency letterhead)

**CERTIFICATION of COMPLIANCE**

*Pursuant to Republic Act 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor*

I, *(full name)*, Filipino, of legal age, *(position of the Head of Agency)* of the *(name of agency)*, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, 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. Frontline services offered
  - c. Step-by-step procedure in availing of frontline services
  - d. Employee responsible for each step
  - e. Time needed to complete the procedure
  - f. Amount of fees
  - g. Required documents
  - h. Procedure for filing complaints
- 2) The Citizen's Charter is posted as information billboards in all the service offices of *(name of agency)* that deliver frontline services.
- 3) The Citizen's Charter is positioned 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, or in the local dialect and published as an information material (e.g. booklet or brochure).
- 5) The Citizen's Charter is uploaded in the agency's website and accessible to the public.
- 6) The agency has undertaken self-assessment and reporting of improvements in its existing Citizen's Charter.
- 7) The Citizen's Charter shows the process improvements, specifically on the streamlining of procedures and shortened turnaround time, on the most availed frontline services:

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits

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 HEREOF, 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) 20\_\_ in (city, province), Philippines, with affiant exhibiting to me his/her (government-issued ID) issued on (date of issuance) at (place of issuance).

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**For Agencies with No Frontline Services**

(Agency letterhead)

**CERTIFICATION of COMPLIANCE**

*Pursuant to Republic Act 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor*

I, *(full name)*, Filipino, of legal age, *(position of the Head of Agency)* of the *(name of agency)*, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following facts:

- 1) The *(name of agency)* has no frontline services, thus, an equivalent Citizen's Charter or Service Charter has been established that enumerates the following:
  - a. Vision and mission of the agency
  - b. Internal services offered
  - c. Step-by-step procedure in availing of the services
  - d. Employee responsible for each step
  - e. Time needed to complete the procedure
  - f. Required documents
- 2) The Service Charter is posted as information billboard.
- 3) The Service Charter is positioned at the entrance or at the most conspicuous place of the delivery unit that delivers the services.

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 HEREOF, 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) 20\_\_ in (city, province), Philippines, with affiant exhibiting to me his/her (government-issued ID) issued on (date of issuance) at (place of issuance).

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