



MC No. 09, s. 2018

MEMORANDUM CIRCULAR

TO : ALL PARTICIPATING AGENCIES IN THE 2018 PERFORMANCE BASED - BONUS (DEPARTMENTS, BUREAU AND AGENCIES OF THE NATIONAL GOVERNMENT; GOVERNMENT OWNED OR CONTROLLED CORPORATIONS; STATE UNIVERSITIES AND COLLEGES; LOCAL WATER DISTRICTS; AND LOCAL GOVERNMENT UNITS)

SUBJECT : Validation Guidelines on Citizen's Charter Compliance for the 2018 Performance Based-Bonus

The following conditions based on CSC MC No. 14, s. 2017 shall be adopted in the validation of Citizen's Charter compliance for the 2018 Performance Based-Bonus:

1. FOR AGENCIES THAT HAVE SUBMITTED THEIR CERTIFICATIONS OF COMPLIANCE (CoCs) IN 2017

CoCs submitted pursuant to CSC MC No. 14, s. 2017 and received by the Office for Strategy Management - Civil Service Commission (OSM-CSC) thru the AO 25 Secretariat in 2017 shall be the basis of the validation for the FY 2018 PBB. Submission of a CoC may be done when:

- a. The agency has been identified with deficiency/ies in the initial validation in 2017; or
- b. The agency has been included in the Non-Compliant list in 2017; or
- c. The agency finds it necessary to submit a new CoC.

2. FOR AGENCIES THAT HAVE NOT SUBMITTED CoCs IN 2017

- a. Agencies with frontline services shall conduct self-assessment of existing Citizen's Charter 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;
- b. 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 of each action taken shall be submitted to the OSM-CSC through the AO 25 Secretariat using the template provided in Annex A;

Bawat Kawani, Lingkod Bayani

- c. Agencies with no frontline services shall submit their CoC to the OSM-CSC through the AO 25 Secretariat, indicating their compliance with the posting requirements of their respective Service Charters using the template provided in Annex B;
- d. 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; and
- e. 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.

All CoCs shall be submitted to the CSC-OSM through the AO 25 Secretariat **not later than August 1, 2018.**

These guidelines shall take effect immediately.


ALICIA dela ROSA-BALA
Chairperson

19 JUN 2018

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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**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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