



MC No. 18, s. 2009

MEMORANDUM CIRCULAR

TO : ALL HEADS OF CONSTITUTIONAL BODIES; DEPARTMENTS, BUREAUS, AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS; GOVERNMENT-OWNED OR CONTROLLED CORPORATIONS; AND STATE UNIVERSITIES AND COLLEGES

SUBJECT : Anti-Red Tape Programs and Projects

The General Appropriations Act (GAA) for FY 2009 under Republic Act No. 9524 mandates all government agencies to *"allot at least one-half of one percent (½ of 1%) of their total FY 2009 MOOE for programs and projects to implement Republic Act No. 9485 (Anti-Red Tape Act [ARTA] of 2007)."* Said appropriation shall be used exclusively for anti-red tape related programs and projects as approved by the Civil Service Commission.

Hence, the Commission hereby enjoins all government agencies and instrumentalities to submit the amount of their Maintenance and Other Operating Expenses (MOOE) and their proposed anti-red tape programs and projects (together with budget estimates) to be funded by their respective ARTA funds to the Office of Atty. Anicia Marasigan-De Lima, CSC Assistant Commissioner for Regional Operations, who presently heads the Anti-Red Tape Task Force. Deadline for submission is June 16, 2009.

Submission shall be through e-mail at csc_ncr@yahoo.com or through fax at (02) 781-4097 or addressed to No. 25 Kaliraya St., Banawe, Quezon City. You may also coordinate with your CSC Regional Office or Field Offices.

Some ARTA programs and projects which may be undertaken by government agencies are the following:

1. Extensive dissemination of ARTA; conduct of Seminar-Workshop on ARTA
2. Seminar-Workshop on PMS-OPES or other equivalent Performance Management System
3. Anti-Corruption Sensitivity Seminar
4. Information Campaign on ARTA through the use of Tri-Media
5. Assessment of frontline services
6. Enhancement of Service Standards
7. Setting up of complaints and assistance desk
8. Printing and mounting of the Anti-fixers campaign
9. Conduct of launching activities for Citizen's Charter
10. Conduct of training/capability building activities for frontline employees

11. Putting-up of technology-based support systems to expeditiously address clients complaints and requests for assistance
12. Setting-up of mechanisms to eliminate fixers and fixing activities
13. Customers/Clients Online Help and Feedback Program
14. Conduct of dialogues with stakeholders on how services can be enhanced
15. Conduct of quarterly People's Day by agency heads (to get feedback on the quality of services rendered by the agency)
16. Printing and dissemination of flyers and posters of ARTA
17. Development and application of ICT to enhance services and efficiency

For guidance and compliance.



RICARDO L. SALUDO
Chairman

June 1, 2009

arta/pp