

**MEMORANDUM CIRCULAR NO. 2020-03-A
SERIES OF 2020**

TO : ALL GOVERNMENT OFFICES AND AGENCIES IN THE EXECUTIVE DEPARTMENT INCLUDING LOCAL GOVERNMENT UNITS (LGUs), GOVERNMENT-OWNED-OR-CONTROLLED CORPORATIONS (GOCCs), AND OTHER GOVERNMENT INSTRUMENTALITIES

SUBJECT : AMENDMENT TO MEMORANDUM CIRCULAR NO. 2020-03 DATED 20 MARCH 2020 RE “EXTENSION OF DEADLINE OF SUBMISSION OF THE CITIZEN’S CHARTER AND SUSPENSION OF PROCESSING TIMES IN THE DELIVERY OF GOVERNMENT SERVICES IN LUZON AREA IN LIGHT OF THE IMPOSITION OF THE ENHANCED COMMUNITY QUARANTINE”

DATE : 11 JUNE 2020

I. BACKGROUND AND LEGAL BASIS

WHEREAS, pursuant to the Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2020-002-A, the deadline of the submission of the Citizen’s Charter, covering External and Internal Services, was set on 31 March 2020;

WHEREAS, in light of the imposition of the Enhanced Community Quarantine (ECQ), the Authority issued Memorandum Circular No. 2020-03 on 20 March 2020 extending the deadline of submission of the Citizen’s Charter and suspended the processing times prescribed under R.A. 11032 in delivery of government services in Luzon area;

WHEREAS, Section 1(d) of the of the Administrative Order No. 30, series of 2020 issued by the Office of the President on 21 April 2020, directs government offices to formulate and issue guidelines on the suspension of deadlines for the submission of documents for the duration of community quarantine;

WHEREAS, Section 2 of the Administrative Order No. 23 (AO 23), series of 2020 issued by the Office of the President on 21 February 2020, directs all national government agencies covered by Section 3 of RA 11032 to hasten the reform of their processes in order to eliminate overregulation and to submit to the Authority a Compliance Report on how their respective Citizen’s Charter conforms with the requirements under RA 11032;

WHEREAS, the Memorandum of the Executive Secretary dated 02 June 2020 provides the extension of the submission of the Compliance Report as required under the AO 23;

WHEREAS, pursuant to Section 4.3.5 of the ARTA Memorandum Circular No. 2020-04 dated 08 June 2020, the Authority hereby synchronizes and sets the deadline



for the simultaneous submission of the Compliance Reports required under AO 23 and the updated Citizen's Charter.

NOW, THEREFORE, the **ANTI-RED TAPE AUTHORITY**, by virtue of its functions and powers under RA 11032, hereby issues the amendments to MC 2020-03.

II. GENERAL GUIDELINES

The succeeding paragraphs of MC 2020-03 are hereby amended to read as follows:

A. As to the Deadline of Submission of Citizen's Charter

1. The deadline of the submission of the updated Citizen's Charter, including all government services covering both the external and internal services, and the Certificate of Compliance is further **EXTENDED** until **25 July 2020**. This shall be a **simultaneous submission** together with the Compliance Report required under the Administrative Order No. 23 series of 2020 issued by the Office of the President, which deadline was likewise extended per ARTA Memorandum Circular No. 2020-04.

2. This covers the obligation of the covered agencies to post their updated Citizen's Charter as mandated under Section 3 (a), Rule IV of the Implementing Rules and Regulations (IRR) of RA No. 11032¹. Specifically, all new government services introduced, or new processes implemented and all other revisions on the existing services being adopted in consideration of the declaration of a State of Public Health Emergency shall be reflected in the respective Citizen's Charter.

Government Agencies shall **submit** the aforementioned services **twenty (20) working days** from the issuance of this Circular.

3. In consideration of the implementation of social distancing protocols, all requests for Citizen's Charter briefing/orientation shall be done virtually or via online platforms on the schedule agreed upon by both the Authority and the requesting government agency.

4. Soft copies of the Citizen's Charter (in text-searchable PDF Format) and all other requests made by the Authority shall be submitted by email at: compliance@arta.gov.ph.

¹ Section 3 (a), Rule IV of the IRR of RA No. 11032 provides that "should there be any update, the head of agency shall ensure that an updated Citizen's Charter is posted not later than March 31st of each year."



B. As to the Mandated Processing Times of 3-7-20 Working Days

1. All Government Agencies shall **OBSERVE** and **COMPLY** with the prescribed processing times provided under RA 11032.

2. For Government Agencies located in areas placed under the Enhanced Community Quarantine (ECQ), the processing times stated in the Citizen's Charter of government agencies shall be **SUSPENDED AND APPROPRIATE ADJUSTMENTS SHALL BE MADE** until the ECQ is lifted. Thereafter, the Government Agencies must **OBSERVE** and **COMPLY** with the prescribed processing times provided under RA 11032. Failure to do so constitutes a violation of said law.

3. The counting of prescribed processing time, which shall be expressed in working days as stated under Section 2 (d), Rule IV of the IRR shall immediately commence upon resumption of work in government offices; *Provided*, the government agencies shall notify the citizens or clients in writing or through other means of communication of the adjustments made in their processing times. In the event that delay will be inevitably incurred by reason of lack of sufficient manpower, ARTA hereby reminds the government agencies that they are allowed to request for one extension, for the same number of days, from the citizens or clients; **Provided**, they observe the sending of written notices, physically or electronically, to said citizens or clients informing them of the final date of release of any license, permit, or any government service applied for. The same should be received by the concerned citizen or client within the prescribed processing time.

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All previous issuances or portions thereof issued by the Authority inconsistent with this Circular are hereby deemed repealed or amended accordingly.

For information and compliance.

Recommending Approval:



ATTY. EDUARDO V. BRINGAS

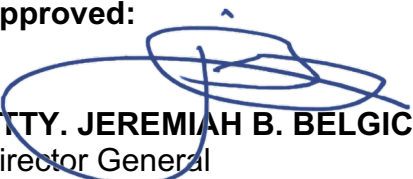
Deputy Director General



ATTY. ERNESTO V. PEREZ

Deputy Director General

Approved:



ATTY. JEREMIAH B. BELGICA, REB, EnP

Director General



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