

**MEMORANDUM CIRCULAR NO. 2021-03**  
**Series of 2021**

**TO: ALL GOVERNMENT OFFICES AND AGENCIES INCLUDING LOCAL GOVERNMENT UNITS, GOVERNMENT-OWNED OR CONTROLLED CORPORATIONS AND OTHER GOVERNMENT INSTRUMENTALITIES, WHETHER LOCATED IN THE PHILIPPINES OR ABROAD, THAT PROVIDE SERVICES COVERING BUSINESS AND NONBUSINESS RELATED TRANSACTIONS**

**SUBJECT: FINAL NOTIFICATION FOR GOVERNMENT OFFICES WHICH HAVE NOT PREVIOUSLY SUBMITTED THEIR CITIZEN'S CHARTER AND CERTIFICATE OF COMPLIANCE SINCE THE ENACTMENT OF R.A. NO. 11032 AND EXTENSION OF SUBMISSION OF UPDATED OR REVISED CITIZEN'S CHARTER**

**DATE: 31 MARCH 2021**

---

**I. Background and Legal Bases**

Republic Act No. 11032 or the *"Ease of Doing Business and Efficient Government Service Delivery Act of 2018"* mandates all covered agencies to set up their respective most current and updated Citizen's Charter. In line with this, the Anti-Red Tape Authority ("Authority") is mandated to monitor the agencies' compliance with the provisions of the law. To implement this provision, the Authority issued several rules and circulars on the timelines for the submission of the most current and updated Citizen's Charter, such as:

**A. Rule IV, Sec. 3 of the Implementing Rules and Regulations of RA No. 11032<sup>1</sup> which states:**

*"a) Set up the most current and updated service standards.*

*To promote efficiency and to streamline the delivery of government services, agencies shall identify and indicate all government services offered by them. Each agency shall adopt an improved processing time, which shall be posted in their Citizen's Charter.*

*Each agency shall classify their processes or services into simple, complex, and highly technical transactions, and must submit the same to the Authority based on the criteria provided. Those activities which pose a danger to public health, public safety, public morals, or public policy shall in no*

---

<sup>1</sup><https://www.officialgazette.gov.ph/2019/07/17/implementing-rules-and-regulations-of-republic-act-no-11032/>

case be processed longer than twenty (20) working days, or as determined by the government agency and instrumentality concerned, whichever is shorter.

Specific transactions, processes, services or activities that agencies fail to include and classify shall be interpreted by the Authority as simple transactions without prejudice on the part of the agency to ask for reconsideration.

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.

**B. ARTA Memorandum Circular No. 2019-002 dated 13 August 2019<sup>2</sup>**  
which states:

*“All covered government agencies must submit their initial updated Citizen's Charter, together with the Certificate of Compliance (CoC), both duly approved and signed by the Agency Head on or before December 6, 2019, pursuant to Section 3(d), Rule IV of the IRR.”*

**C. ARTA Memorandum Circular No. 2019-002-A dated 2 December 2019<sup>3</sup>**  
which states:

**3.4. Updated Timeline of Submissions**

REQUIREMENTS	CONTENTS	DEADLINE	REMARKS
List of Complete Classified Government Services	External and Internal Services	August - September 2019	Submit via email at <a href="mailto:compliance@arta.gov.ph">compliance@arta.gov.ph</a>
Citizen's Charter Information Billboard	External Services	December 6, 2019	Post at the main entrance or at the most conspicuous place
Citizen's Charter Handbook	External Services	December 6, 2019	Submit via email at <a href="mailto:compliance@arta.gov.ph">compliance@arta.gov.ph</a> (In-text searchable PDF format) using the Reference B: Citizen's Charter Handbook Template with Instructions.
	All government service covering External Services and Internal Services	March 31, 2020	
Citizen's Charter – Online/ Website Posting (Soft Copy of the Soft Copy of Citizen's Charter Handbook)	External Services	December 6, 2019	Upload in the official website of the Government Agency
	All government service covering External Services and Internal Services	March 31, 2020	

<sup>2</sup><http://arta.gov.ph/wp-content/uploads/2020/07/MC2020-02.pdf>

<sup>3</sup>[http://arta.gov.ph/wp-content/uploads/2020/07/MC\\_No.\\_2019-002-A.pdf](http://arta.gov.ph/wp-content/uploads/2020/07/MC_No._2019-002-A.pdf)

Certificate of Compliance		December 6, 2019	Submit via email at <a href="mailto:compliance@arta.gov.ph">compliance@arta.gov.ph</a> along with the soft copy of the Citizen's Charter Handbook
Client Satisfaction Measurement Report		Last working day of January of every year	Submit via email at <a href="mailto:compliance@arta.gov.ph">compliance@arta.gov.ph</a>

**D. ARTA Memorandum Circular No. 2020-03 dated 20 March 2020<sup>4</sup>** which states:

*“The deadline of the submission of the Citizen’s Charter, including all government services covering both the external and internal services, is EXTENDED for twenty (20) WORKING DAYS counted from 13 April 2020 or until such time that the Enhanced Community Quarantine over Luzon has been lifted, whichever comes first.”*

**E. ARTA Memorandum Circular No. 2020-003-A dated 11 June 2020<sup>5</sup>** which states:

*“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.”*

Pursuant to the above issuances, the Authority is currently conducting an annual **AUDIT** of the compliance by all covered government offices on their respective submission of Citizen’s Charter and Certificate of Compliance. Based on the said audit, it appears that there are still a number of government offices which have not submitted the same since the enactment of R.A. No. 11032. Likewise, the deadline for the submission of the updated or revised Citizen’s Charter, if applicable, is fast approaching.

While the country continues to be under a national public health emergency with some regions being placed under different quarantine classifications and thus,

<sup>4</sup>[http://arta.gov.ph/wp-content/uploads/2020/07/MC\\_2020-03.pdf](http://arta.gov.ph/wp-content/uploads/2020/07/MC_2020-03.pdf)

<sup>5</sup>[http://arta.gov.ph/wp-content/uploads/2020/07/Final\\_Copy\\_MC\\_No\\_2020-03-A.pdf](http://arta.gov.ph/wp-content/uploads/2020/07/Final_Copy_MC_No_2020-03-A.pdf)

the operational capacity of government offices are affected, the Authority deems it best to issue this Circular.

## II. Purpose

This Memorandum Circular is being issued to serve a final notification to all covered government offices and agencies which have not yet submitted their Citizen's Charter and Certificate of Compliance since the enactment of R.A. No. 11032.

Likewise, this Circular seeks to extend the deadline for annual submission of updated or revised Citizen's Charter, if warranted.

## III. Coverage

This Circular shall apply to all government offices and agencies including local government units (LGUs), government-owned or controlled corporations and other government instrumentalities whether located in the Philippines or abroad that provide services covering business or non-business related transactions.

This Circular is limited to the compliance by the government offices and agencies on the submission of Citizen's Charter and Certificate of Compliance and shall not be interpreted to cover compliance with other provisions of the R.A. No. 11032.

- a. This Circular sets the final deadline for **government offices and agencies which have not submitted** their Citizen's Charter and Certificate of Compliance since the enactment of R.A. No. 11032; and
- b. For **government offices which have previously submitted the same but have not updated or revised their respective Citizen's Charter**, this Circular extends the deadline for submitting the updated or revised Citizen's Charter.

## IV. Final Notification for Government Offices Which Have Not Submitted its Citizen's Charter and Certificate of Compliance Since the Enactment of R.A. No. 11032

The Authority hereby **DIRECTS** all concerned government offices to submit their Citizen's Charter and Certificate of Compliance by **April 12, 2021**. Should the said government office be under Enhanced Community Quarantine (ECQ) or Modified Enhanced Community Quarantine (MECQ) on the date of the deadline, the said government office is given three working (3) days following the lifting of the ECQ or MECQ in their respective jurisdictions to submit the Citizen's Charter and Certificate of Compliance.

Failure to submit the same within the above prescribed period shall warrant the conduct of investigation for the filing appropriate administrative case. No further notice shall be given to non-complying government office/s.

## V. Extension of Deadline for Submission of Revised or Updated Citizen's Charter

The Authority hereby **EXTENDS** the deadline for submission of revised or updated Citizen's Charter to **April 12, 2021**. Should the said government office be under Enhanced Community Quarantine (ECQ) or Modified Enhanced Community Quarantine (MECQ) on the date of the deadline, the said government office is given three working (3) days following the lifting of the ECQ or MECQ in their respective jurisdictions to submit the revised or updated Citizen's Charter and Certificate of Compliance.

## VI. Submission

All government offices complying to this Circular shall submit their compliance by either personal filing at the office of the Authority, registered mail, private courier at the new office address at the 4th and 5th Floor, NFA Bldg., NFA Compound, Visayas Ave., Brgy Vasra, Diliman, Quezon City, or through electronic mail at [compliance@arta.gov.ph](mailto:compliance@arta.gov.ph)

Should filing be done by registered mail or private courier, the government office shall notify the Authority of the mode of filing resorted to by sending a notification email to [compliance@arta.gov.ph](mailto:compliance@arta.gov.ph) with details and proof of mailing.

## VII. Audit and Investigation

After the lapse of the prescribed period set in this Circular, the Compliance, Monitoring and Evaluation Office (CMEO) shall conduct an audit on the compliance of the covered government offices and upon recommendation of the Deputy Director General for Operations, submit a list of non-complying government offices to the Investigation, Enforcement and Litigation Office (IELO) for the conduct of appropriate investigation in preparation for issuance of notice or filing of administrative case against responsible officials.<sup>6</sup>

Thereafter, the IELO, upon recommendation of the Deputy Director General for Legal, shall submit to the Director General the list of non-complying government offices for filing of administrative cases for the latter's approval.

## VIII. Feedback

---

<sup>6</sup>**Section 8 of RA No. 11032.** *Accountability of Heads of Offices and Agencies.* – 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.

In addition, **Section 17 (c) of RA No. 11032** states that the Authority has the power to “monitor and evaluate the compliance of agencies covered under Section 3 of this Act, and issue notice of warning to erring and/or noncomplying government employees or officials.

All inquiries and concerns shall be coursed through the Authority through any of the following:

- Telephone Numbers – (02) 8478 5091; 8478 5093; 8478 5099
- Email address – [compliance@arta.gov.ph](mailto:compliance@arta.gov.ph)
- Website – [www.arta.gov.ph](http://www.arta.gov.ph)
- Facebook –Anti-Red Tape Authority
- Twitter - @ARTAgovph
- Instagram - @ARTAgovph

**IX. Separability Clause**

If any provisions of this Circular shall be declared invalid or unconstitutional, such declaration shall not affect the validity of its remaining provisions.

**X. Effectivity**

This Circular shall take effect immediately.



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



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