

Reference B
Citizen's Charter Handbook Template
with Instructions

THE CITIZEN'S CHARTER HANDBOOK

The Citizen's Charter is one of the primary tools that government agencies use to communicate their service standards on the delivery of government services to their citizens or clients. In compliance to **Paragraph 6.3.1.1 of Memorandum Circular No. 2019-002**, or the Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and its Implementing Rules and Regulations, the Anti-Red Tape Authority (ARTA) drafted a template for the Citizen's Charter Handbook. Through this template, government agencies will be able to draft and publish their Handbooks in a complete, accurate, and standardized manner.

For the easier reference of all stakeholders, the Citizen's Charter Handbooks shall be physically bound (e.g. hardbound, softbound, and ring-bound). **Figures 1.1 to 1.8** show a sample Citizen's Charter Handbook.

OVERVIEW OF THE CITIZEN'S CHARTER HANBOOK

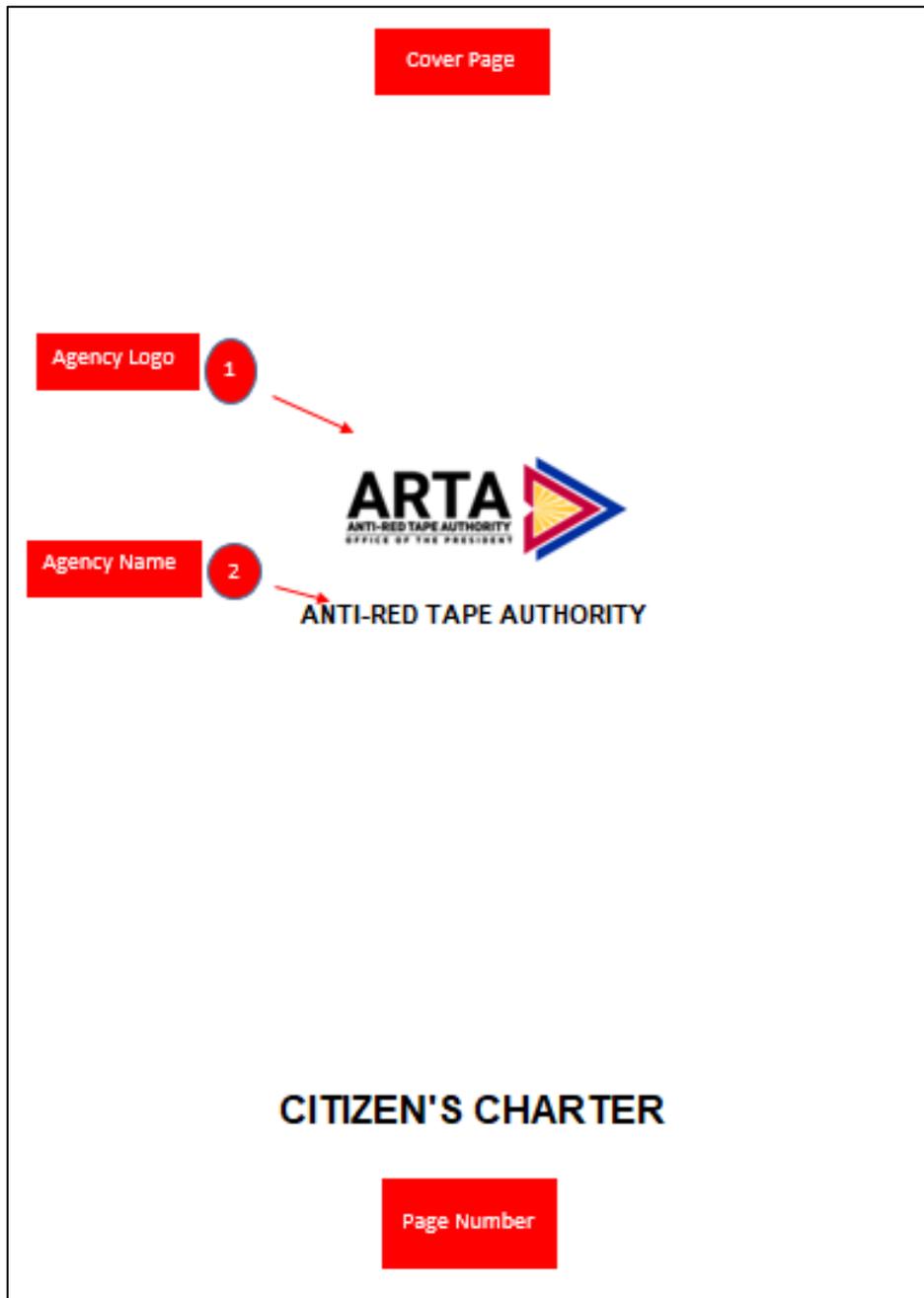


Figure 1.1 Citizen's Charter Handbook – Sample Cover Page

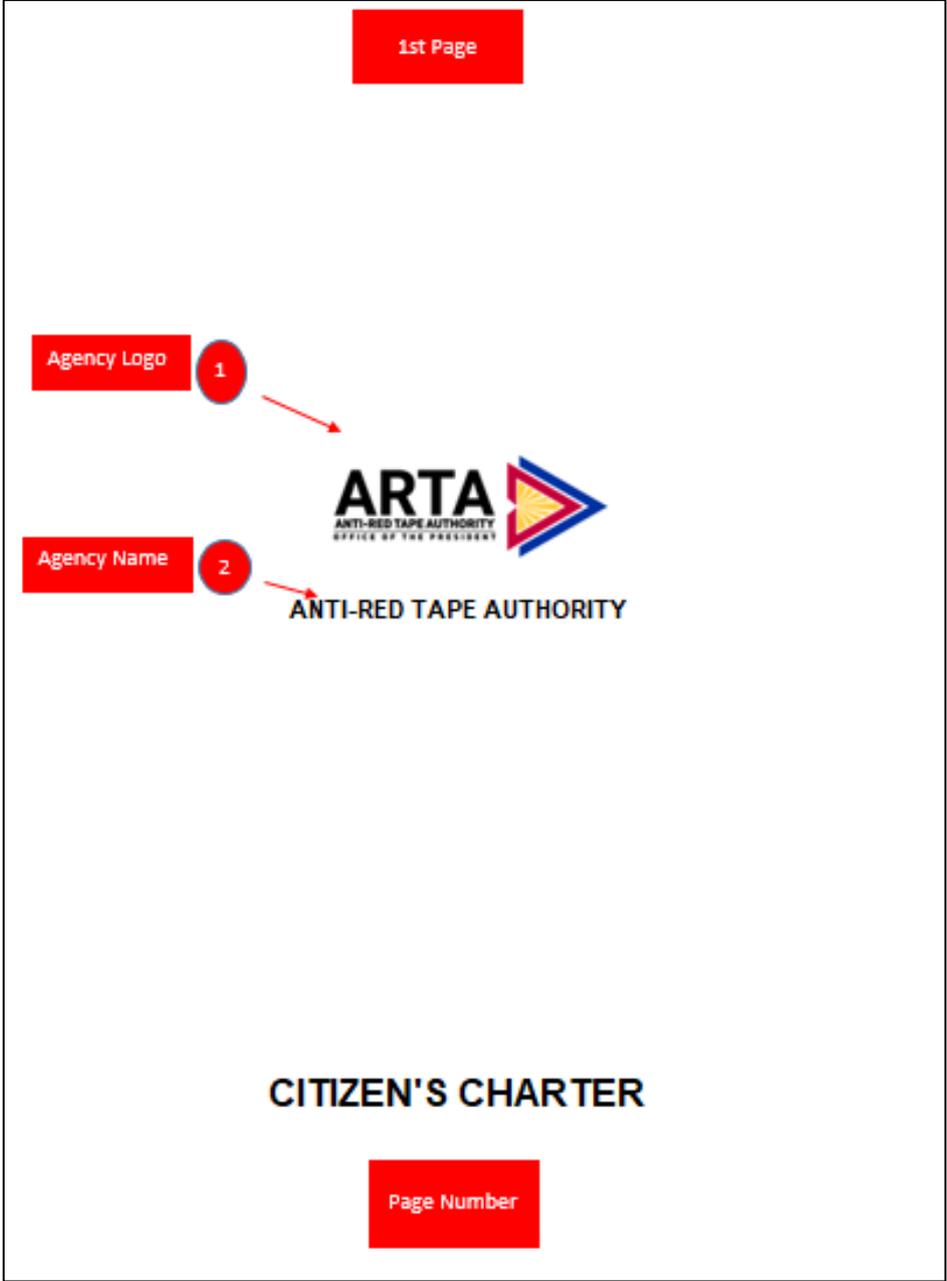


Figure 1.2 Citizen's Charter Handbook – Sample 1st Page

I. Mandate:

The Anti-Red Tape Authority (ARTA) oversees the implementation of the Ease of Doing Business and Efficient Government Services Delivery Act of 2018 as an attached agency of the Office of the President.

II. Vision:

ARTA envisions an efficient, effective, and transformative government that aspires to be globally-competitive. We aim to be an authority that creates opportunities for businesses and provides world-class government service to create a better life for the Filipino people.

III. Mission:

ARTA commits to be a catalyst of change by advocating for better regulatory environment, eliminating red-tape, and implementing reforms and initiatives to promote fast and effective government service delivery, improving the ease of doing business in the country.

IV. Service Pledge:

We commit to:

1. Advocate for the adoption of effective government practices for efficient government service delivery and prevention of graft and corruption;
2. Capacitate government agencies to reengineer its systems and procedures to reduce processing time and regulatory burden for the transacting public;
3. Promote the implementation of simplified requirements and procedures that will reduce red tape and expedite business and non-business related transactions in the government;
4. Provide assistance to the public in filing and investigating complaints against government agencies and/or officials for non-compliance to R.A. 11032.
5. Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break

Figure 1.3 Citizen's Charter Handbook – Sample Agency Profile

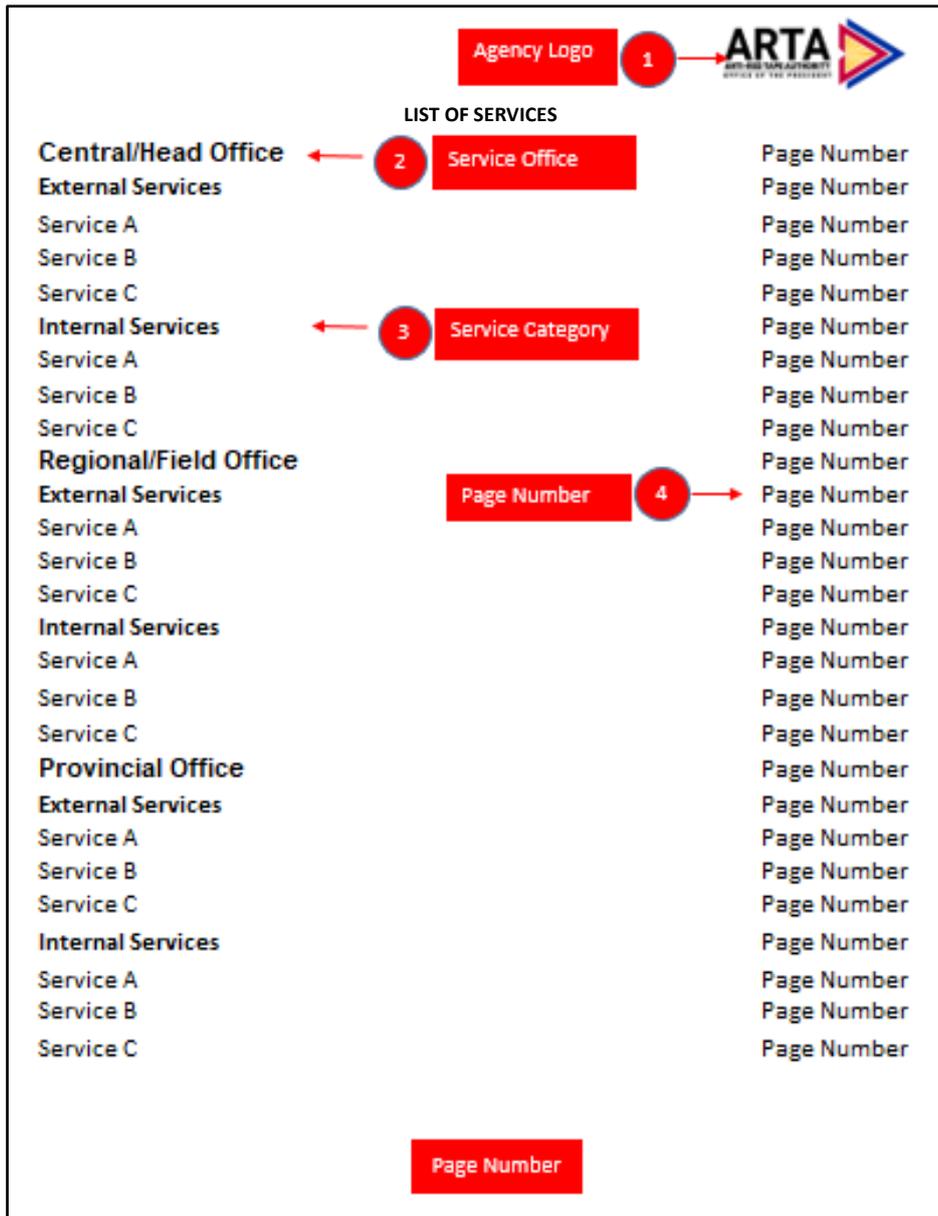


Figure 1.4 Citizen's Charter Handbook – Sample List of Services

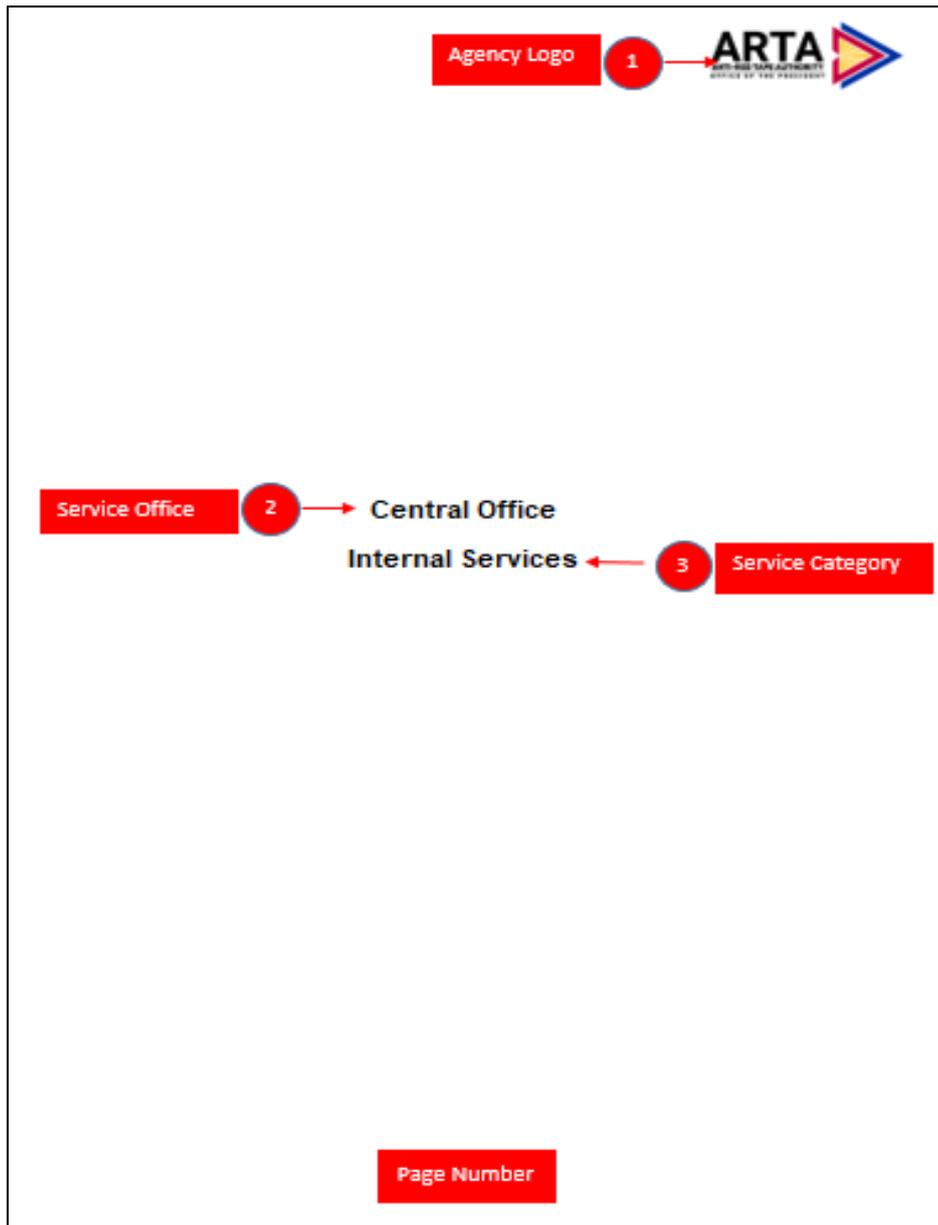


Figure 1.5 Citizen's Charter Handbook – Sample Service Header

1. Submission of the Updated Citizen's Charter via electronic mail

Submission of Government Agencies Citizen's Charter to the Authority

| | | | | |
|--|---|--|------------------------|---|
| Office or Division: | Compliance Monitoring and Evaluation Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All Government Agencies, LGUS, GOCCs, and other Government Instrumentalities | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Citizen's Charter | | ARTA task force of the agency availing the service | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit an electronic mail containing the updated Citizen's Charter to the Anti-Red Tape Authority | 1. Accept and download the updated Citizen's Charter and send an acknowledgement mail | None | 3 Days | Team Leader (Compliance Monitoring and Evaluation Office) |
| TOTAL: | | None | 3 Days | |

2. Submission of the list of services via electronic mail

Submission of Government Agencies Citizen's Charter to the Authority

| | | | | |
|--|---|--|------------------------|---|
| Office or Division: | Compliance Monitoring and Evaluation Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All Government Agencies, LGUS, GOCCs, and other Government Instrumentalities | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Complete list of government services | | ARTA task force of the agency availing the service | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit an electronic mail containing the list of all government services to the Anti-Red Tape Authority | 1. Accept and download the list of government services and send an acknowledgement mail | None | 3 Days | Team Leader (Compliance Monitoring and Evaluation Office) |
| TOTAL: | | None | 3 Days | |

Figure 1.6 Citizen's Charter Handbook – Sample Service Specification Section

Feedback and Complaints Mechanism

| FEEDBACK AND COMPLAINTS MECHANISMS | |
|---------------------------------------|--|
| How to send a feedback | Answer the client feedback form and drop it at the designated drop box in front of the City Public Relations & Information Office Contact info: 478-5039 or complaints@sampleagency.gov.ph |
| How feedback is processed | Every Friday, the Public Relations Officer opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen. For inquiries and follow-ups, clients may contact the following telephone number: 002-2013. |
| How to file a complaint | Answer the client Complaint Form and drop it at the designated drop box in front of the City Public Relations & Information Office. Complaints can also be filed via telephone. Make sure to provide the following information: - Name of person being complained - Incident - Evidence For inquiries and follow-ups, clients may contact the following telephone number: 002-2013. |
| How complaints are processed | The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation. The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaints Officer will give the feedback to the client. For inquiries and follow-ups, clients may contact the following telephone number: 002-2013. |
| Contact Information of CCB, PCC, ARTA | ARTA: complaints@arta.gov.ph : 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) |

Figure 1.7 Citizen's Charter Handbook - Sample Feedback and Complaints Mechanisms

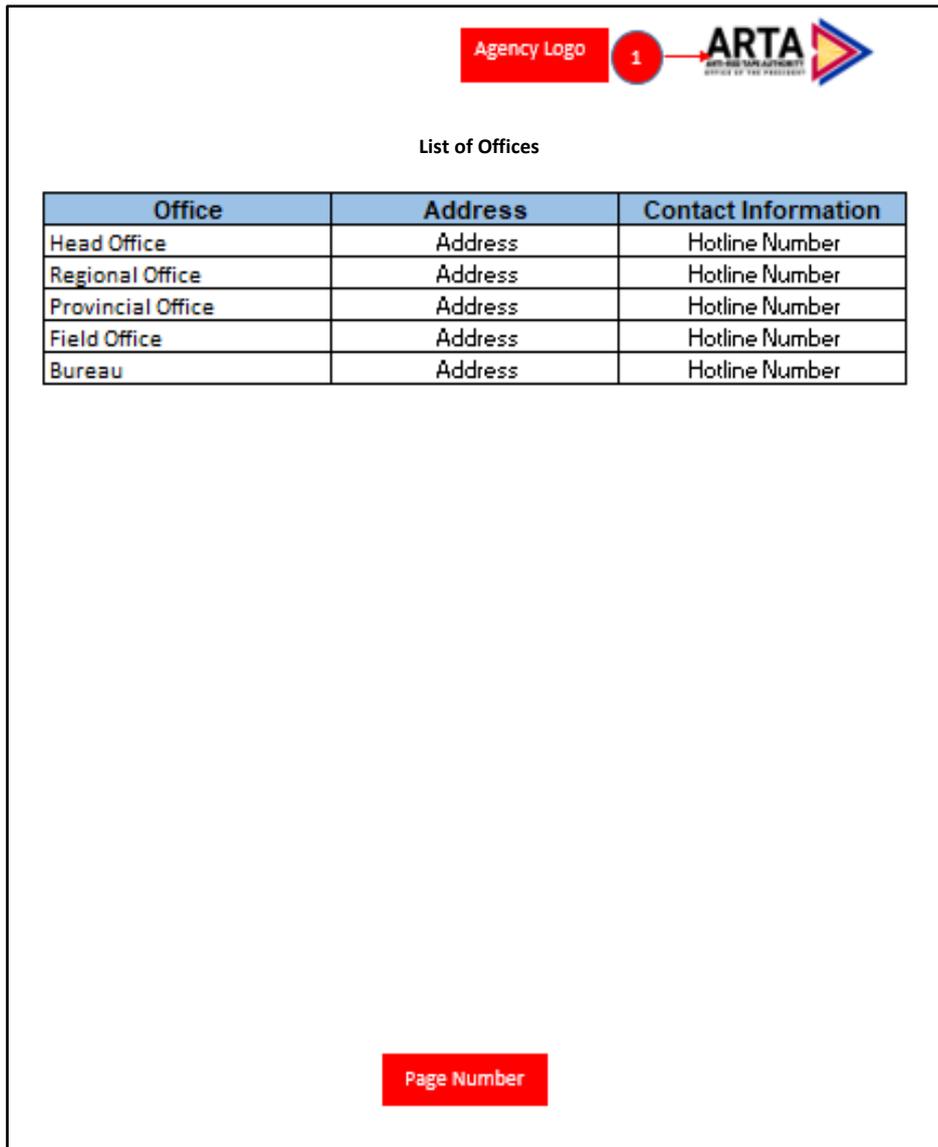


Figure 1.8 Citizen's Charter Handbook – List of Offices

All government agencies can include additional design as well as provide other relevant information in their Handbooks. However, the **manner of writing** the required information by the law **must be strictly followed** as these are the minimum requirements for compliance and standardization.

Any deviation from the prescribed manner of writing shall result to the rejection of the Citizen's Charter Handbook upon the validation of the Authority. Compliance to the **format** of the font style and font sizes indicated in this guide is **optional**. The government agency shall still have discretion over said format.

PARTS OF THE CITIZEN'S CHARTER HANDBOOK

I. Cover Page

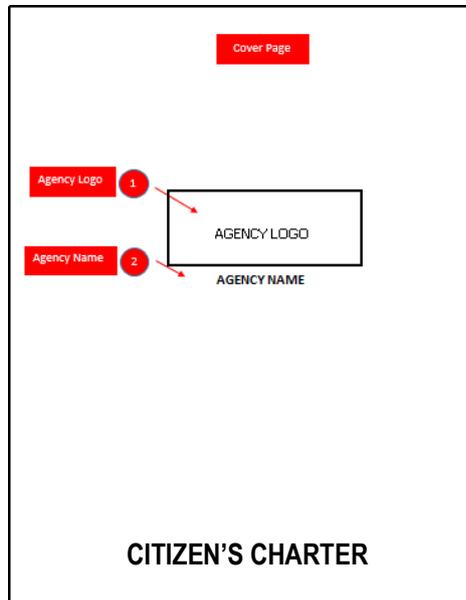


Figure 2 Citizen's Charter Handbook – Cover Page Template

The cover page of the Citizen's Charter Handbook shall contain the official logo and the official name of the government agency. This page shall also include the label, "CITIZEN'S CHARTER."

Format:

- Government Agency Logo
 - Size: Official Dimensions of the Official Government Agency Logo in Legal Documents
 - Resolution: High
- Government Agency Name
 - Font Style: Official Font Style of the Government Agency Name
 - Font Size: Should at least be 20
- Label
 - Text: Citizen's Charter
 - Font Size: Should at least be 20, All Capitals

II. First Page

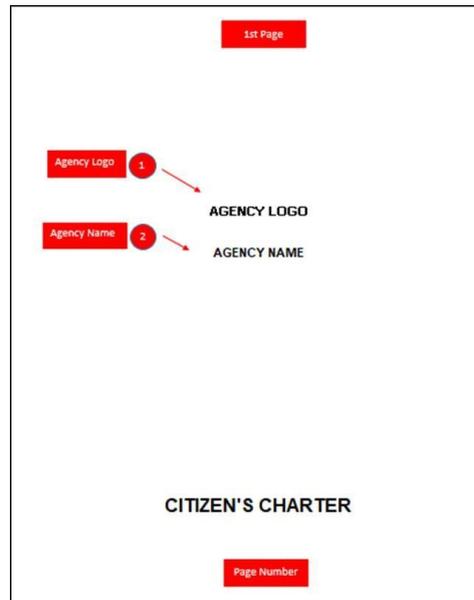


Figure 3 Citizen's Charter Handbook – 1st Page Template

The first page of the Citizen's Charter Handbook shall contain the same content and specifications as the cover page. However, from this page onwards, the page number should be printed at the center-bottom of the footer of each page.

Format:

- Government Agency Logo
 - Size: Official Dimensions of the Official Government Agency Logo in Legal Documents
 - Resolution: High
- Government Agency Name
 - Font Style: Official Font Style of the Government Agency Name
 - Font Size: Should at least be 20
- Label
 - Text: Citizen's Charter
 - Font Size: Should at least be 20, All Capitals

III. Agency Profile

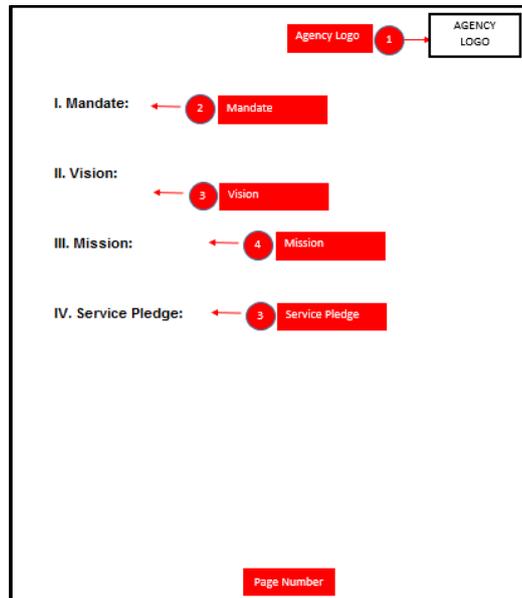


Figure 4 Citizen's Charter Handbook – Agency Profile Template

The first section of the Citizen's Charter Handbook shall contain the *Agency Profile*. It shall give the citizens or clients pertinent information about the government agency. In this section, government agencies will be able to reaffirm their identities to the public with the guarantee of providing efficient, consistent, and high-quality service. From this page onwards, the official logo of the government agency shall be printed at the top rightmost corner of the header of each page.

The Agency Profile shall contain the following information: **(I) Mandate**, **(II) Vision**, **(III) Mission**, and **(IV) Service Pledge** of the government agency.

- a. The *Mandate* of the Government Agency shall contain a brief statement about the legal basis of the agency, its main functions, directives, and purposes.
- b. The *Vision* shall indicate the long-term directions and/or goals of the government agency as well as the conditions and the standards it seeks to achieve in the future.
- c. The *Mission* shall focus on how the government agency will attain its visions in the future. It focuses on the things currently being done in relation to the attainment of their mandate and vision statement.
- d. The *Service Pledge* shall refer to the open and written declaration of guaranteed commitment to specific standards of performance and behavior in the delivery of service as stated in Civil Service Commission (CSC) Memorandum Circular No. 25 series of 2001. It shall also include an assurance, compliant to the provisions of R.A. 11032, specifically on Section 21 (f), stating: **“all applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break shall be attended to.”**

Format:

- Government Agency Logo
 - Alignment: Top Rightmost Corner
 - Height: 1 Inch
 - Resolution: High
- Text Headers
 - Alignment: Left
 - Font Style: Arial, Bold
 - Font Size: 14
- Body of Text
 - Alignment: Justified
 - Font Style: Arial
 - Font Size: 12

EXAMPLE:

I. Mandate

The Anti-Red Tape Authority (ARTA) oversees the implementation of the Ease of Doing Business and Efficient Government Services Delivery Act of 2018 as an attached agency of the Office of the President.

II. Vision

ARTA envisions an efficient, effective, and transformative government that aspires to be globally-competitive. We aim to be an authority that creates opportunities for businesses and provides world-class government service to create a better life for the Filipino people.

III. Mission

ARTA commits to be a catalyst of change by advocating for better regulatory environment, eliminating red-tape, and implementing reforms and initiatives to promote fast and effective government service delivery, improving the ease of doing business in the country.

IV. Service Pledge

We commit to:

- **Advocate for the adoption of effective government practices** for efficient government service delivery and prevention of graft and corruption;
- **Capacitate government agencies** to reengineer its systems and procedures to reduce processing time and regulatory burden for the transacting public;
- **Promote the implementation of simplified requirements and procedures** that will reduce red tape and expedite business and non-business related transactions in the government;
- **Provide assistance to the public** in filing and investigating complaints against government agencies and/or officials for non-compliance to R.A. 11032.
- **Attend to all applicants or requesting parties who are within the premises of the office** prior to the end of official working hours and during lunch break.

Reminders/Pointers:

- This section will re-introduce the government agency to the citizens or clients. It is encouraged to make use of this opportunity to give the citizens or clients the assurance and commitment of providing efficient and honest services.
- Entries should be concise, informative, and complete.
- In drafting this section, refer to the legal mandate and goals of the government agency.
- The existing Vision Statement, Mission Statement, and Service Pledge of the government agency can be used. However, government agencies have the liberty to revise them to reflect the reengineered processes of the government services as well as the new directions set by the head of agency.

IV. Complete List of Services

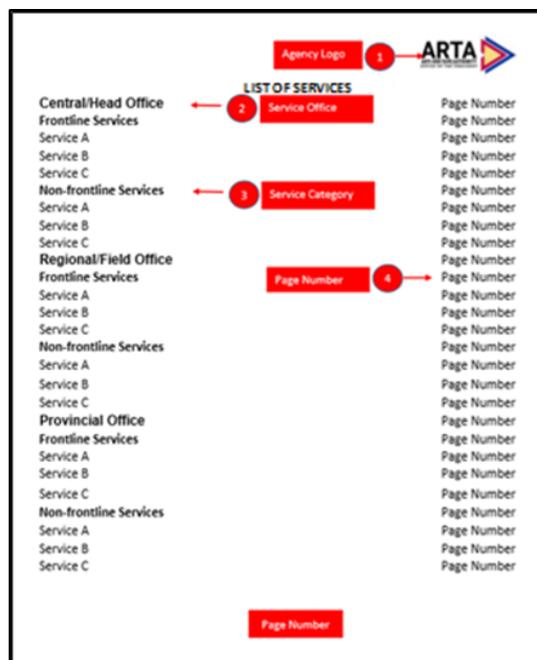


Figure 1.4 Citizen's Charter Handbook – Sample List of Services

The *List of Services* section of the Citizen's Charter Handbook shall serve as the table of contents of the document. It shall contain the complete list of all government services offered by the government agency.

As shown above in **Figure 1.4**, all service offices/departments shall be listed hierarchically. Each service office/department shall be further categorized into service categories: *external* and *internal* services. External services refer to the government services offered by the government to a transacting citizen or client, business, or another government agency, while internal services refer to the government services provided to the employees of the government agency. In each service category, all government services shall be listed in alphabetical order. In this way, the citizens or clients shall be able to easily locate the government services needed.

For easier navigation, each service office/department, category of service, and government service shall be lodged with the appropriate page numbers.

Format:

- Government Agency Logo
 - Alignment: Top Rightmost Corner
 - Height: 1 Inch
 - Resolution: High
- Title Header
 - Text: List of Services
 - Alignment: Center
 - Font Style: Arial, Bold
 - Font Size: 14
- Body of Text
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12

V. Service Header

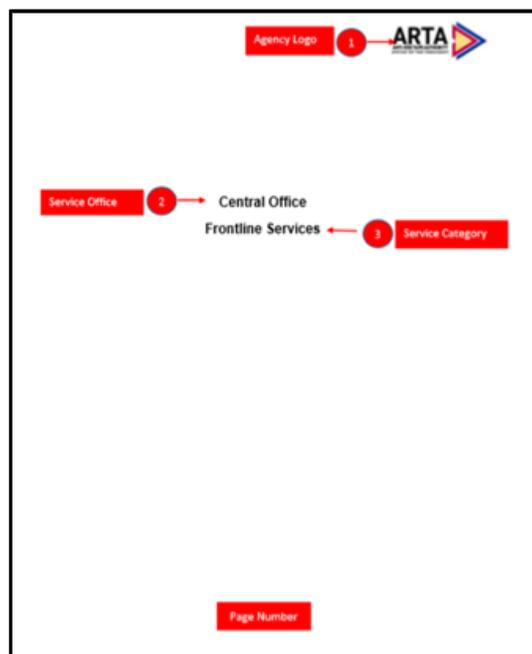


Figure 1.5 Citizen's Charter Handbook – Sample Service Header

The *Service Header* section of the Citizen's Charter Handbook shall contain the complete name of the service office/department and the service category of the succeeding service specifications. This is to properly subdivide the indicated list of government services in the Handbook.

Format:

- Government Agency Logo
 - Alignment: Top Rightmost Corner
 - Height: 1 Inch
 - Resolution: High

- Title Header (Service Office)
 - Alignment: Center
 - Font Style: Arial, Bold
 - Font Size: Should at least be 20
- Title Sub-Header (Service Category)
 - Alignment: Center (right below the Title Header)
 - Font Style: Arial, Bold
 - Font Size: Should at least be 18

VI. Service Specifications

| # SERVICE NAME | | | | |
|----------------------------|---------------|-----------------|-----------------|--------------------|
| Description of the Service | | | | |
| Office or Division: | | | | |
| Classification: | | | | |
| Type of Transaction: | | | | |
| Who may avail: | | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| | | | | |
| | | | | |
| | | | | |
| TOTAL: | | | | |

Figure 5. Citizen's Charter Handbook – Service Specifications Table Based on the R.A. 11032

The *Service Specifications* section of the Citizen's Charter Handbook shall contain all the pertinent information needed by the citizens or clients to avail a specific government service. The Service Specification section shall be comprised of multiple Service Specification Tables – one Service Specification Table shall be used per government service.

The Citizen's Charter shall give the citizens the freedom of information, while enforcing accountability and transparency upon the government agency for the government services they offer. For seamless transactions, **all fields should be filled out with honest, accurate, and complete information, showing the end-to-end process in completing the government service.** Such conditions ensure government service delivery is free from red tape and corruption.

As shown above in **Figure 5**, a Service Specification Table is further divided into 10 fields, namely: **(1) Service Information, (2) Complete Checklist of Requirements, (3) Who May Avail, (4) Client Steps, (5) Agency Action, (6) Fees To Be Paid per Step, (7) Processing Time per Step, (8) Person Responsible Per Step, (9) Total Fees To Be Paid, and (10) Total Processing Time.**

1. Service Information

The *Service Information* field of the Service Specifications Table shall contain the name of the government service, a brief description of the service, the name of the service office and/or division in-charge of the service, the classification of the government service, and its type of transaction. This

will give the citizens ample information on the nature and the intricacy of the requested government service.

Format:

- Service Name
 - Alignment: Left
 - Font Style: Arial, Bold
 - Font Size: 14
 - Others: Shall be numbered
- Text Headers
 - Alignment: Left
 - Font Style: Arial, Bold
 - Font Size: 12
- Body of Text
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12

EXAMPLE:

1. Mayor’s Clearance, Job Recommendations and Certifications

The Mayor’s Office Clearance is issued to individuals needing this document that states that he/she has no pending case filed with the Office of the Mayor. Certifications are issued to affirm the validity of information. Job recommendations are issued for job seekers.

| | |
|-----------------------------|--------------------------------|
| Office/Division: | Office of the Mayor |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |

2. Processing of Scholarship Application

The Agency recognizes the right of each child to education thus the Scholarship Program. In the month of April, scholarship applications are accepted and processed. The qualifying examination and interview by the scholarship board are held on May. Qualifiers are given certificates of scholarship for enrolment.

| | |
|-----------------------------|-----------------------------|
| Office/Division: | Registrar's Office |
| Classification: | Complex |
| Type of Transaction: | G2C – Government to Citizen |

Reminders/Pointers:

- **All government services** should be included in the Citizen’s Charter.
 - The brief description of the government service shall inform the citizens of the purpose as well as other pertinent information of said service.
 - There are three (3) classifications of government services, namely: Simple, Complex, and Highly Technical. The transactions should be properly classified as this indicates the complexity and the length of the transaction.
 - There are three (3) types of transactions, namely:
 - G2C – for government services whose client is the transacting public
 - G2B – for government services whose client is a business entity
 - G2G – for government services whose client is a government employee or another government agency
- A government service may fall under more than one (1) type of transaction.
- All unclassified government services shall be automatically deemed as a simple transaction.

2. Who May Avail

The *Who May Avail* field of the Service Specifications Table shall contain the definitive and complete list of citizens or clients who may benefit from a particular government service. This will help the citizens or clients determine who are eligible to apply for a particular government service.

Format:

- Text Header
 - Alignment: Left
 - Font Style: Arial, Bold
 - Font Size: 12
- Body of Text
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12

EXAMPLE:

- All;
- Residents only;
- OFW and their children only;

Reminders/Pointers:

- For government services where any citizen is eligible, write “All.”
- For government services aimed to cater a specific group or type of people, list them down one-by-one.

3. Complete Checklist of Requirements

The *Complete Checklist of Requirements* field of the Service Specifications Table shall show the list of all requirements needed to avail the government service. This shall include the requirement per se, the number of unit/s, item/s, or copy/ies needed of said requirement, the type of copy needed for the documentary requirements, and the place and/or government office where to secure each requirement. This helps ensure citizens are well equipped with the necessary information on completing the requirements to be submitted as well as safeguard them from any additional requirement. In turn, this helps government agencies easily facilitate all the transactions, avoiding the nonacceptance of applications due to incomplete and erroneous requirements.

For case-specific government services involving different requirements (e.g. citizen-specific, situation-specific, or condition-specific), sort the requirements under the type of case it falls into. This is to ensure that all requirements, regardless of the case, shall be listed in the Citizen’s Charter.

Format:

- Text Header
 - Alignment: Left
 - Font Style: Arial, Bold
 - Font Size: 12
- Body of Text
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12
- Manner of Writing (For Strict Compliance)

| | |
|--|---|
| Document 1 (# of copies needed per type of copy) | Agency/Office – Specific Office/Division/Desk |
| Document 2 (# of copies needed per type of copy) | Agency/Office – Specific Office/Division/Desk |
| Document 3 (# of copies needed per type of copy) | Agency/Office – Specific Office/Division/Desk |

OR

| | |
|--|---|
| Type of Case/Citizen/Situation/Condition | |
| Document 1 (# of copies needed per type of copy) | Agency/Office – Specific Office/Division/Desk |
| Document 2 (# of copies needed per type of copy) | Agency/Office – Specific Office/Division/Desk |
| Document 3 (# of copies needed per type of copy) | Agency/Office – Specific Office/Division/Desk |
| Type of Case/Citizen/Situation/Condition | |
| Document 1 (# of copies needed per type of copy) | Agency/Office – Specific Office/Division/Desk |
| Document 2 (# of copies needed per type of copy) | Agency/Office – Specific Office/Division/Desk |
| Document 3 (# of copies needed per type of copy) | Agency/Office – Specific Office/Division/Desk |

EXAMPLE:

| | |
|--|---|
| Barangay Clearance (1 original, 2 photocopy) | Barangay Hall – Window 1 |
| Seedlings (10 grams) | Farm of the Citizen or Client |
| Police Clearance (1 photocopy) | Local Police Station – Window 1 |
| Order of Payment (1 original) | Office of the Mayor – Cashier |
| Official Receipt (1 photocopy) | City Treasury Office – Accounting Section |

OR

| | |
|--|---|
| Principal | |
| Government Issued Identification Card | BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG |
| Form 1.1 | Records Office – Window 18 |
| Soil Sample (100 grams) | Land Area of the Citizen or Client |
| Representative | |
| Special Power of Attorney | Citizen or Client Being Represented |
| Government Issued Identification Card of the person being represented (1 Original and 1 Photocopy) | BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG |
| Government Issued Identification Card of the Representative | BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig |
| Soil Sample (100 grams) | Land Area of the Citizen or Client |

Reminders/Pointers:

- **All requirements, be it documentary or not,** should be completely listed in the comprehensive and uniform Checklist of Requirements. Requirements may consist of documents, personal appearances, materials, or anything being required from the citizen or client to avail of a service.
 - **Any requirement not written in the comprehensive and uniform Checklist of Requirements will not allow the government agency to ask for it. The same condition also applies to the quantity of said requirements.**
- **Please take note that any additional requirement not listed in this section shall be grounds for investigation upon receipt of complaint. Any violator shall receive sanctions, if proven guilty.** Conditional/situational requirements should still be listed in this section. Indicate when such requirements shall be applicable.
- Be specific as possible in stating where each requirement can be secured. Indicate the specific government office, division, and desk, if possible.

- Please indicate the quantity for each requirement. For documentary requirements, specify if such documents are original copies or photocopies and their corresponding quantities.
- For government services that do not need requirements, write “None.”
- Do not leave anything blank.

4. Client Steps

The *Client Steps* column of the Service Specifications Table shall contain the step-by-step instructions in availing the requested government service. This shall contain concise and direct-to-the-point information on **what the citizens or clients should do** to complete the government service. The **exact location and name of the service office/government agency (for inter-agency services)** where the task/s could be completed and the **specific instruction/s** on how to perform each step shall also be specified. This will help the citizens or clients access the government service without experiencing conflicts, safeguarding them from additional steps in the process.

Format:

- Text Header
 - Alignment: Center
 - Font Style: Arial, Bold
 - Font Size: 12
- Body of Text
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12
- Manner of Writing (For Strict Compliance)
 - Action – Location of Action – Reminder, if any
 - Number each Client Step – should be in parallel with the Agency Actions numbers

EXAMPLE:

| Client Steps | | | | |
|--|--|--|--|--|
| 1. Sign in the Client Log Book in the office lobby | | | | |
| 2. Submit the required documents to Counter 1 for initial assessment and verification *Make sure to secure the Order of Payment that will be issued | | | | |
| 3. Pay the required fees at the City Treasury Office by showing the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment | | | | |
| 4. Return to the Mayor’s Office for the processing and release of Clearance or Certification | | | | |

Reminders/Pointers:

- This field serves as a deterrence to corrupt practices and red tape by clearly laying down the whole process that the citizens must go through.
 - **Any additional step demanded from the citizen that is not listed in the Citizen's Charter is not allowed.**
 - **Please take note that any additional steps not listed in the Citizen's Charter shall be grounds for investigation upon receipt of complaint. Any violator shall be sanctioned, if proven guilty.**
- Conditional/situational steps should still be included in this field. Indicate under which circumstances the citizen or client should perform such steps. For said steps, follow this manner of writing: **Situation – Action – Location of Action – Reminder, if any.**
 - If the conditional/situational steps are too different from the usual steps and it causes a significant change in the processing time, you can opt to create another service specification table to make it easier for the clients to discern which steps will apply.
 - However, if the conditional/situational steps do not make a difference in the processing time, you can just put it in the same service specification table and just indicate when such steps are done.
 - Please be reminded to properly label the service specification sections (i.e. Certification of Clinics – Passed the Inspection and Certification of Clinics – Did Not Pass Inspection).
- In some cases, a government service has only one (1) client step. This is mostly applicable to government agencies that make use of backroom operations.
- All client steps shall be numbered accordingly.
- The client steps and the location/s where to perform said task, should be properly stated. Write the instructions as brief and informative as possible.
- All government agencies shall freely instruct their citizens on how to best access their respective services as long as the steps are clearly specified.

5. Agency Actions

The *Agency Actions* column of the Service Specifications Table complements the *Client Steps* column by identifying the parallel action/s of the government agency in each client step in the process. It shall serve as the standard operating procedure (SOP) of the office/division. This shall inform the citizens or clients on what the government agencies do during the entire process.

Format:

- Text Header
 - Alignment: Center
 - Font Style: Arial, Bold
 - Font Size: 12
- Body of Text
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12
- Manner of Writing (For Strict Compliance)
 - Number each Agency Action – should be in parallel with the Client Steps numbers

- For Agency Actions involving more than one (1) action, follow this numbering scheme: 1.1, 1.2, 1.3, 2.1, 2.2, 2.3, etc.

EXAMPLE:

| Agency Actions | | | |
|---|--|--|--|
| 1. Give the Log Book to the client | | | |
| 2. Receive the required documents and check for completeness | | | |
| 2.1 Issue the Order of Payment if all required documents were given | | | |
| 2.3 Start processing the request | | | |
| 3. Accept the payment based on the Order of Payment | | | |
| 3.1 Issue the Official Receipt | | | |
| 4. Check the Official Receipt | | | |
| 4.1 Issue the Certificate or Clearance to the client | | | |

Reminders/Pointers:

- The citizens or clients will know how the office/division will proceed with each client step in the process. Therefore, they can immediately determine if something out of the standard procedure identified is being performed by the assigned government employee or designated officer.
 - **The assigned government employee or designated officer shall not deviate from the specified actions stated in the Citizen's Charter.**
 - **Please take note that any action done by the assigned government employee or designated officer that are not in the Citizen's Charter shall be grounds for investigation upon receipt of complaint. Any violator shall be sanctioned, if proven guilty.**
- There can be multiple agency actions per client step to show the internal processes and/or inspections conducted by the assigned government employee/s or designated officer/s. Number each agency action accordingly.
- The government agency actions should be properly stated. Write the actions as brief and informative as possible.
- All government agencies shall freely instruct their citizens on how to best access their respective services as long as the actions are clearly specified.

6. Fees To Be Paid Per Step

The *Fees To Be Paid Per Step* column of the Service Specifications Table shall show the breakdown of the corresponding fees to be paid per client step. This will allow the citizens to avoid made-up fees and corrupt practices such as asking for additional fees or “pampadulas.”

Format:

- Text Header
 - Alignment: Center
 - Font Style: Arial, Bold
 - Font Size: 12
- Body of Text
 - Alignment: Center
 - Font Style: Arial
 - Font Size: 12
- Manner of Writing (For Strict Compliance)
 - For standard fees, follow this manner of writing: Type of Fee – Type of Currency (Acronym in all capitals) Amount.
 - For fees varying case to case, enumerate the breakdown or list the amount to be paid by the citizen.
 - For fees in tabular form, put the table of fees right after its corresponding Service Specifications Table.
 - For fees that vary due to an equation, write the equation.
 - If no fees are required, write “None.”

EXAMPLE:

| | | | | |
|--|--|--------------------------------------|--|--|
| | | Fees to be paid | | |
| | | None | | |
| | | AV x 1% x 10 years x 2 (Basic & SEF) | | |
| | | Secretary’s fee – PHP 50/page | | |
| | | Job recommendation - None | | |
| | | None | | |

Reminders/Pointers:

- This field serves as a deterrence to corrupt practices and red tape by clearly indicating the fees to be paid and when to pay them.
 - **Any additional fees demanded from the citizen that are not listed in the Citizen’s Charter is not allowed.**
 - **Please take note that any additional fee not listed in the Citizen’s Charter shall be grounds for investigation upon receipt of complaint. Any violator shall be sanctioned, if proven guilty.**

- For other currencies and denominations, please follow the prescribed manner of writing for standard fees.
- Be specific as possible when indicating the amount to be paid by the citizen.
- **Ranging of fees is not allowed.**
- Do not leave anything blank.

7. Processing Time Per Step

The *Processing Time Per Step* column of the Service Specifications Table shall specify the required time to process each step. This sets the expectation of the citizens as to how long the transaction will take. This field should be based on time and motion studies and the reengineering of systems and procedures.

For case-specific government services involving varying processing time (e.g. citizen-specific, situation-specific, or condition-specific), create a separate Service Specifications Table for each type of case to indicate the difference in the processing time.

Format:

- Text Header
 - Alignment: Center
 - Font Style: Arial, Bold
 - Font Size: 12
- Body of Text
 - Alignment: Center
 - Font Style: Arial
 - Font Size: 12
- Manner of Writing (For Strict Compliance)
 - Write the processing time following this order: # Day/s, # Hour/s, # Minute/s.
 - For government services covered by special laws, indicate the processing time per step following this order: # Day/s, # Hour/s, # Minute/s. Then, write a sentence at the bottom of the Service Specification Table citing the special law: "Service is covered under R.A. ###."
 - For government services under multi-stage processing, write the total processing time in: # Day/s, # Hour/s, # Minute/s. Then, write a sentence at the bottom of the Service Specification Table: "(Service Name) qualified for multi-stage processing."

EXAMPLE:

| | | | | |
|--|--|--|------------------------|--|
| | | | Processing Time | |
| | | | 3 Minutes | |
| | | | 3 Minutes | |
| | | | 5 Minutes | |
| | | | 1 Minute | |

(Service Name) is covered under R.A. #####.

OR

| | | | | |
|--|--|--|------------------------|--|
| | | | Processing Time | |
| | | | 3 Minutes | |
| | | | 15 Days | |
| | | | 5 Minutes | |
| | | | 1 Minute | |

(Service Name) qualified for multi-stage processing.

Reminders/Pointers:

- Use **only** days, hours, and minutes in specifying the processing time per step.
- Please take note of the following time conversions (except for hospitals or government agencies with 24-hour operations):
 - For 1 Month, use 22 Days.
 - For 8 Hours, use 1 Day.
 - For 60 Minutes, use 1 Hour.
 - For 60 Seconds, use 1 Minute
- Make sure the processing time per step shall be followed.
- **Rangiq is not allowed.**

8. Person Responsible Per Step

The *Person Responsible Per Step* column of the Service Specifications Table shall show the designation of the immediate supervisor /s in charge of designating the government employee/officer that shall be responsible for each step.

This field serves as the measure for ensuring accountability from the government agency. It empowers and encourages the citizens to hold government personnel accountable if the service standards are not appropriately met.

Format:

- Text Header
 - Alignment: Center
 - Font Style: Arial, Bold
 - Font Size: 12
- Body of Text
 - Alignment: Center
 - Text: Position or Designation of the Person Responsible
 - Font Style: Arial, Italicized
 - Font Size: 11
 - Text: Office of the Person Responsible
 - Font Style: Arial
 - Font Size: 11

EXAMPLE:

| | | | | Person Responsible |
|--|--|--|--|---|
| | | | | <i>Chief of Staff</i> Mayor's Office |
| | | | | <i>Chief of Staff</i> Mayor's Office |
| | | | | <i>Local Treasury Operations Officer V</i> Office of the Municipal Treasurer |
| | | | | <i>Chief of Staff</i> Mayor's Office |

Reminders/Pointers:

- The Citizen's Charter Handbook shall contain the designation of the immediate supervisor in charge of designating the officer/employee for each step.
- The Information Billboard shall contain the name, designation, and office of the person responsible for each step.

9. Total Fees To Be Paid

The *Total Fees To Be Paid* field of the Service Specifications Table shall contain the sum of all fees needed to be paid by the citizen or client to proceed with the processing of a government service. It shall also provide the citizens or clients with protection against possible made-up or additional fees.

Format:

- Text Header
 - Alignment: Right
 - Font Style: Arial, Bold
 - Font Size: 12
- Body of Text
 - Alignment: Center
 - Font Style: Arial, Bold
 - Font Size: 12
- Manner of Writing
 - For standard fees, follow this manner of writing: Type of Fee – Type of Currency (Acronym in all capitals) Amount.
 - For fees varying case to case, enumerate the breakdown or list the amount to be paid by the citizen For fees in tabular form, put the table of fees right after its corresponding Service Specifications Table.
 - For fees that vary due to an equation, write the equation.
 - If no fees are required, write “None.”

EXAMPLE:

Total Fees

- Fixed Total Fees:
 - PHP 50
 - PHP 89
 - PHP 120
- Case to Case Total Fees:
 - AV x 1% x 10 years x 2 (Basic & SEF)
 - 55% of TEPC
- Fee varies per type of citizen:
 - For local employment, scholarship, study grant, and other purposes not here under specified - PHP 100;
 - For Change of Name - PHP 100.00;
 - For Application of Filipino Citizenship - PHP 200.00;
 - For Passport or Visa Application - PHP 150.00

Reminders/Pointers:

- For other currencies and denominations, please follow the prescribed manner of writing for standard fees.
- Be specific as possible when indicating the amount to be paid by the citizen.
- **Ranqing of fees is not allowed.**

- Do not leave anything blank.

10. Total Processing Time

The *Total Processing Time* field of the Service Specifications Table shall set the standard length of time to accomplish the requested government service. This will further curb corruption and red tape by ensuring that a standard processing time should always be followed. Therefore, any attempt to intentionally delay the service will be easily noticed.

Format:

- Body of Text
 - Alignment: Center
 - Font Style: Arial, Bold
 - Font Size: 12
- Manner of Writing
 - Write the processing time following this order: # Day/s, # Hour/s, # Minute/s.
 - For government services covered by special laws, indicate the processing time per step following this order: # Day/s, # Hour/s, # Minute/s. Then, write a sentence at the bottom of the Service Specification Table citing the special law: "Service is covered under R.A. ###."
 - For government services under multi-stage processing, write the total processing time in: # Day/s, # Hour/s, # Minute/s. Then, write a sentence at the bottom of the Service Specification Table: "(Service Name) qualified for multi-stage processing."

EXAMPLE:

| | | | | |
|--|---------------|--|------------------------|--|
| | | | Processing Time | |
| | | | 3 Minutes | |
| | | | 3 Minutes | |
| | | | 5 Minutes | |
| | | | 1 Minute | |
| | TOTAL: | | 12 Minutes | |

OR

| | | | | |
|--|--|--|------------------------|--|
| | | | Processing Time | |
| | | | 5 Hours | |
| | | | 15 Days | |
| | | | 3 Days | |
| | | | 3 Hours | |
| | | | 10 Days | |

| | | | | |
|--|---------------|--|--------------------|--|
| | | | 5 Minutes | |
| | TOTAL: | | 26 Days, 5 Minutes | |

(Service Name) is covered under R.A. ####.

OR

| | | | | |
|--|---------------|--|------------------------|--|
| | | | Processing Time | |
| | | | 5 Hours | |
| | | | 5 Days | |
| | | | 3 Days | |
| | | | 4 Hours | |
| | TOTAL: | | 9 Days, 1 Hour | |

(Service Name) qualified for multi-stage processing.

Reminders/Pointers:

- Use **only** days, hours, and minutes in specifying the total processing time.
- Please take note of the following time conversions (except for hospitals or government agencies with 24-hour operations):
 - For 1 Month, use 22 Days.
 - For 8 Hours, use 1 Day.
 - For 60 Minutes, use 1 Hour.
 - For 60 Seconds, use 1 Minute
- The Total Processing Time should be within the timeframe set by the law for the different classifications of government services:
 - *Simple Transactions should not take more than three (3) days to process.*
 - *Complex Transactions should not take more than seven (7) days to process.*
 - *Highly Technical Transactions should not take more than twenty (20) days to process.*
 - *Different types of citizens or clients may take different steps to complete the same transactions (i.e. enrollment between a new student, an old student, a transfer, and a foreign student).*
- For government services under multi-stage processing, the Total Processing Time may exceed twenty (20) days.
- For government services covered by special laws, the “3-7-20” rule may not apply.
- The waiting time in processing or completing the requested government service shall be included in the Total Processing Time.
- The indicated Total Processing Time shall cover the **end-to-end process** of the government service.

VII. FEEDBACK AND COMPLAINTS MECHANISMS

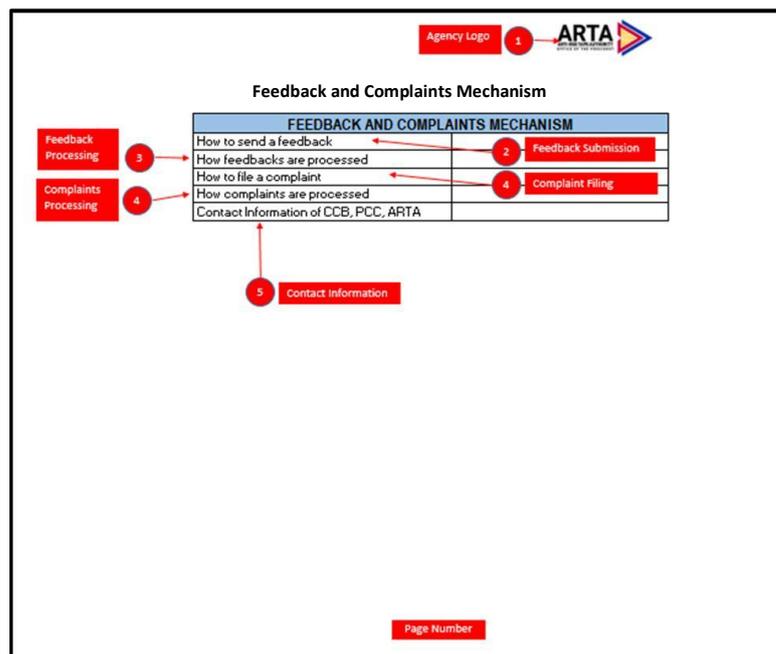


Figure 6. Citizen's Charter Handbook – Feedback and Complaints Mechanisms

The *Feedback and Complaints Mechanisms* section of the Citizen's Charter Handbook shall provide the citizen or client with pertinent information in submitting or filing their feedback and complaints upon transacting with the government agency. It shall indicate how the government agency will process and act on the feedback and complaints that they receive. It shall also show the process how the citizens or clients can follow up on their recommendations, issues, and/or concerns.

This section shall contain the following information: **Feedback Submission, Feedback Processing, Complaint Filing, Complaints Processing, and Contact Information.**

1. Feedback Submission

The *Feedback Submission* field of the Feedback and Complaints Mechanisms section shall inform the citizens or clients on the detailed procedure for providing and following up their feedback. It shall include the names and contact numbers of the government offices/divisions involved in processing feedback.

Format:

- Text Header
 - Text: Feedback and Complaints Mechanism
 - Alignment: Center
 - Font Style: Arial, Bold
 - Font Size: 14, All Capitals
- Subtext Header
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12

- Body of Text
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12

EXAMPLE:

| | |
|-------------------------|--|
| How to send a feedback? | <p>Answer the client feedback form and drop it at the designated drop box in front of the City Public Relations & Information Office</p> <p>Contact info: 478-5099 or complaints@sampleagency.gov.ph</p> |
|-------------------------|--|

2. Feedback Processing

The *Feedback Processing* field of the Feedback and Complaints Mechanisms section shall contain the detailed procedure on how the government agency processes the submitted feedback, including the waiting time until an answer is provided to the citizen or client, if necessary.

Format:

- Subtext Header
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12
- Body of Text
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12

EXAMPLE:

| | |
|----------------------------|---|
| How feedback is processed? | <p>Every Friday, the Public Relations Officer opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> |
|----------------------------|---|

| | |
|--|---|
| | For inquiries and follow-ups, clients may contact the following telephone number: 002-2019. |
|--|---|

3. Complaint Filing

The *Complaint Filing* field of the Feedback and Complaints Mechanisms section shall inform the citizens or clients on the detailed procedure for filing and following up their complaints. It shall include the name/s and contact number/s of the person/s responsible and the office/division involved in processing the applications and requests.

Format:

- Subtext Header
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12
- Body of Text
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12

EXAMPLE:

| | |
|-------------------------|--|
| How to file complaints? | <p>Answer the client Complaint Form and drop it at the designated drop box in front of the City Public Relations & Information Office.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none">- Name of person being complained- Incident- Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: 002-2019.</p> |
|-------------------------|--|

4. Complaints Processing

The *Complaints Processing* field of the Feedback and Complaints Mechanisms section shall contain the detailed procedure on how the government agency processes the filed complaints, including the waiting time until a response is provided to the complainant/s.

Format:

- Subtext Header
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12
- Body of Text
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12

EXAMPLE:

| | |
|-------------------------------|---|
| How complaints are processed? | <p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 002-2019.</p> |
|-------------------------------|---|

5. Contact Information

The *Contact Information* field of the Feedback and Complaints Mechanisms section shall contain the contact details of the national feedback and complaints centers in the country. This shall include the Legal and Public Assistance Office (LPAO) of the Authority, the Presidential Complaints Center (PCC) of the Office of the President, and the *Contact Center ng Bayan* (CCB) of the CSC. The citizens or clients can provide feedback or file complaints to said government agencies regarding the government services requested/availed.

Format:

- Subtext Header
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12
- Body of Text
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12

EXAMPLE:

| | |
|---------------------------------------|--|
| Contact Information of ARTA, PCC, CCB | ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS) |
|---------------------------------------|--|

VIII. LIST OF OFFICES



Agency Logo 1 ARTA

VII. List of Offices

| Office | Address | Contact Information |
|-------------------|---------|---------------------|
| Head Office | Address | Hotline Number |
| Regional Office | Address | Hotline Number |
| Provincial Office | Address | Hotline Number |
| Field Office | Address | Hotline Number |
| Bureau | Address | Hotline Number |

Page Number

Figure 1.8 Citizen's Charter – List of Offices

The *List of Offices* section is the last part of the Citizen's Charter Handbook. It shall indicate all of the offices included in the Citizen's Charter Handbook. It shall also contain the current address and contact information of the offices indicated in this list.

For government agencies that did not adopt a Single and Unified Citizen's Charter, the List of Offices shall only contain the office per se, its address, and its contact information.

1. Office

This shall show the consolidated list of Offices indicated in the Citizen's Charter Handbook.

Format:

- Subtext Header
 - Alignment: Center
 - Font Style: Arial, Bold
 - Font Size: 12
- Body of Text
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12

2. Address

This shall contain the specific address of each Office included in the Citizen's Charter Handbook. This will allow the citizens or clients to easily locate each Office in case they want to transact with them.

Format:

- Subtext Header
 - Alignment: Center
 - Font Style: Arial, Bold
 - Font Size: 12
- Body of Text
 - Alignment: Center
 - Font Style: Arial
 - Font Size: 12

3. Contact Information

This shall contain the contact information of each Office included in the Citizen's Charter Handbook. This shall indicate the telephone number and/or the e-mail address of each office.

Format:

- Subtext Header
 - Alignment: Center
 - Font Style: Arial, Bold
 - Font Size: 12
- Body of Text
 - Alignment: Center
 - Font Style: Arial
 - Font Size: 12