



MEMORANDUM CIRCULAR NO. 2021- 09
SERIES OF 2021

FOR : ALL HEADS OF GOVERNMENT OFFICES AND AGENCIES,
INCLUDING LOCAL GOVERNMENT UNITS (LGUS), GOVERNMENT-
OWNED-OR-CONTROLLED CORPORATIONS (GOCCS), AND OTHER
GOVERNMENT INSTRUMENTALITIES

SUBJECT : ISSUANCE OF THE WHOLE-OF-GOVERNMENT REENGINEERING
MANUAL

DATE : 25 June 2021

1. BACKGROUND

- 1.1. On 4 February 2020, the Authority signed into a Memorandum of Understanding (MOU) with the United Kingdom (UK) Government as part of the latter's ASEAN Regulatory Reform Programme. Part of the assistance is the provision of local consultancy service for the development of the Manual on the Whole-of-Government (WOG) Reengineering.
- 1.2. In March 2020, the Authority launched the Program NEHEMIA or the National Effort for the Harmonization of Efficient Measures of Inter-related Agencies as its flagship sectoral-based streamlining. The sectors included in the first phase of the program are: 1) the common towers and interconnectivity sector; 2) the socialized housing sector; 3) the food and pharmaceutical sector, 4) logistics sector, and 5) energy sector.
- 1.3. The Authority and the Consultant conducted the data-gathering for the crafting of the Manual with the five (5) sectors under the Program NEHEMIA Phase 1. Consequently, the Telecommunications Sector was duly selected for the pilot implementation of the Manual.
- 1.4. The Manual underwent a series of revisions and improvements based on coordination and consultation held with public and private stakeholders, the Authority's partner government agencies identified in the Implementing Rules and Regulations (IRR) of Republic Act (RA) 11032, namely the National Economic Development Authority (NEDA), the Department of Budget and Management (DBM), and the Civil Service Commission (CSC), and other relevant government agencies, including the Development Academy of the Philippines (DAP), Department of Information and Communications Technology (DICT), Department of the Interior and Local Government (DILG), Department of Finance (DOF) and Office of the Presidential Adviser on Streamlining of Government Process (OPASGP).

2. LEGAL BASIS

- 2.1. Pursuant to Section 5 of R.A. 11032, all government agencies and offices covered by the Act are mandated to regularly undergo evaluation and improvement of their transaction systems and procedures and reengineer the same if deemed necessary to reduce bureaucratic red tape and processing time. The reengineering process also entails an interagency review and harmonization of permitting and licensing laws, policies, regulations, and issuances to eliminate redundant and undue regulatory burdens to the transacting public.
- 2.2. Section 3, Rule III of the Implementing Rules and Regulations of R.A. 11032 provides that the Authority, in coordination with the National Economic Development Authority (NEDA), Department of Budget and Management (DBM), and Civil Service Commission (CSC), are authorized to issue implementing guidelines on the Whole-of-Government (WOG) Reengineering to guide agencies and offices in the streamlining and reengineering of their systems and procedure.

3. PURPOSE

This **Memorandum Circular** (Circular) is issued to provide information on the adoption and endorsement of the Whole-of-Government (WOG) Reengineering Manual to guide agencies and offices towards adopting a whole-of-government approach in the streamlining and reengineering of their systems and procedures in compliance with Section 5 of R.A. 11032.

4. COVERAGE

This **Circular** shall cover all government offices and agencies in the Executive Department including local government units (LGUs), government-owned-or-controlled corporations and other government instrumentalities, located in the Philippines or abroad, that provide services covering business-related and nonbusiness transactions.

5. GUIDELINES

All government agencies and offices covered under this Circular shall be guided of the following:

- 5.1 The Authority enjoins all government agencies to adopt the Whole-of-Government (WOG) Reengineering Manual as a tool in the reengineering of government services included herein as Annex A of this Circular.
- 5.2 The Authority in partnership with United Kingdom – Department for Business, Energy, and Industrial Strategy (BEIS) will conduct a training for the members of the Committee on Anti-Red Tape (CART) of agencies for the WOG Reengineering Manual for the Executive Departments, oversight agencies, and priority agencies under Program NEHEMIA to capacitate the agencies for the effective adoption of the WOG Reengineering Manual.



- 5.3** The CART or the identified representatives of the government agencies on the conduct of the Reengineering training shall ensure that the learnings from the said training shall be cascaded to the regional offices, local offices, field offices, bureaus and other offices through a seminar, training, and or learning sessions.
- 5.4** The CART of each agency shall ensure that all government services including the services of the regional offices, local offices, field offices, bureaus and other offices be reengineered as deemed necessary.
- 5.5** The CART of each agency shall ensure and oversee the reengineering of systems and procedures of the government services to reduce bureaucratic red tape.
- 5.6** The Agencies shall understand the client journey, identify and prioritize the issues encountered by the client and discover the current state of the processes when reengineering their systems and procedures.
- 5.7** In reengineering the services, the agency shall prioritize the external services of their agency that they deemed most availed considering the volume of transactions or number of applications received in the period of one (1) particularly the previous year.
- 5.8** The improved and reengineered systems and procedures of the agencies shall be the basis in the drafting and updating the Citizen's Charter as stated in item 6.4.3 of ARTA MC 2019-02.
- 5.9** To determine the current status of the implementation of Sec. 5 of R.A 11032, the agencies through their respective CART, shall submit to the Authority an initial Reengineering report that shall at the minimum contain the following:
- i. Identified priority services for reengineering whether external services or internal services
 - ii. Current Status: number of steps, processing time, cost whichever is if applicable
 - iii. Expected outcome: Projected/target reduction of steps, time, cost whichever is if applicable
 - iv. Concerned agency, office, unit, division
 - v. Target clients

The existing reengineering plan, time and motion study and cost compliance analysis of agencies which are currently in the process of improving their services will be accepted.

- 5.10** Agencies shall submit their report to the Authority through the link <https://tinyurl.com/WOGReengineeringReport> on or before **31 December 2021**.
- 5.11** The hardcopy of the Reengineering Guidelines shall be disseminated by the Authority to the Executive Departments, Oversight agencies and other priority agencies. An electronic copy of the Manual shall also be made available on the official website of the Authority for easy reference of the agencies.

6. AMENDMENTS TO GUIDELINES

The guidelines outlined in this **Memorandum** are subject to change as may be deemed necessary by the Authority and shall be issued through a supplemental Memorandum.



7. EFFECTIVITY

This **Circular** shall take effect upon publication and registration with the University of the Philippines-Office of the National Administrative Register.

RECOMMENDED BY:



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APPROVED BY:



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