



MC No. 14, s. 2016

### MEMORANDUM CIRCULAR

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

**SUBJECT :** Urgent Review and Improvement of Citizen's Charter

In the nine years of implementation of the Anti-Red Tape Law (RA 9485), the bureaucracy has made strides in improving public frontline service and customer satisfaction. However, public feedback on slow processes and fixing persists as evidenced by the number of complaints the Civil Service Commission receives through its Contact Center ng Bayan.

In his inaugural address, President Rodrigo R. Duterte directed heads of government agencies "to reduce requirements and the processing time of all applications, from the submission to the release". The President's directive is anchored on the need to facilitate or improve frontline services, which is congruent to the objectives of the Anti-Red Tape Act of 2007, and to bring back the people's trust in government.

All government agencies providing frontline services are enjoined to revisit their Citizen's Charter. They should review and reduce or remove redundant requirements and re-engineer their procedures, especially for those services with transaction time that go beyond the three day limit.

For compliance.

  
**ALICIA DELA ROSA-BALA**  
Chairperson

01 July 2016

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