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Citizen's Charter

CHANGE IS COMING



Citizen's Charter is an official document, a service standard, or a pledge, that communicates, in simple terms, information about the services provided by the government to its citizens.

Under the law, all government offices are required to: (1) identify its frontline services; (2) undertake reengineering of transactions; and (3) set up service standards to be known as the Citizen's Charter, including the forming of a task force to prepare said Charter, to be presented on a billboard or another prominent area for announcements at the office handling the processes and services explained therein.

It also describes the step-by-step procedure for availing a particular service, and the guaranteed performance level that clients may expect for that service.

While many government offices have already complied with this requirement, the Civil Service Commission (CSC) believes that offices still have to undertake a major review and improvement of their respective citizen's charters.

This is in line with the directive given by President Rodrigo Duterte during his inaugural speech hitting the ground running on his first day as the new and 16th president of the Republic of the Philippines urging all the department secretaries and heads of agencies to reduce requirements and the processing time of all applications, from the submission to the release.

According to the Memorandum, *"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."*

The said directive is anchored on the need to facilitate or improve frontline services, which is corresponding to the objectives of the Anti-Red Tape Act of 2007, and to bring back the public's trust in government.

Republic Act No. 9485 or the Anti-Red Tape Act of 2007 is an Act to Improve the Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefore.

The said law covers: (1) all government offices and agencies; (2) local government units (LGUs); and (3) government-owned or controlled corporations that provide frontline services. However, it excludes those performing judicial, quasi-judicial and legislative functions but the frontline services of these agencies are deemed included.

Based on the report of the Philippine Institute for Development Studies (PIDS), the Philippines made the second biggest jump next to Russia as it rose to 95th place from 144th during the 2010 to 2015 period, based on World Bank's ease of doing business ranking.

According to PIDS, the Philippines similarly posted the second biggest improvement next to Russia.

With the said the directive, all government offices and agencies should now improve their transaction systems and procedures deemed necessary to reduce bureaucratic red tape and processing time. And in time, the Philippines will continue to be a better-performing country with improved business performance.

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DILG-CO QUALITY POLICY

We, the DILG Central Office, commit to formulate sound policies and provide effective technical and administrative services to promote excellence in local governance, strengthen local government capacities, and enhance the service delivery of our Regional and Field Offices.