

Reference B
Citizen's Charter Handbook Template
with Instructions

THE CITIZEN'S CHARTER – GENERAL FORM

The Citizen's Charter is one of the primary tools that government agencies use to communicate their service standards and other pertinent information to the citizens. As such, the Anti-Red Tape Authority (ARTA) recommended a new template for the Citizen's Charter in compliance to the provisions of R.A. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and its Implementing Rules and Regulations (IRR). Through this template, government agencies will be able to draft and publish their Citizen's Charter Handbooks in a complete and accurate manner.

All Citizen's Charter Handbooks are recommended to be physically bound (e.g. hardbound, softbound, and ring-bound). **Figures 1.1 to 1.8** show a sample Citizen's Charter Handbook for reference.

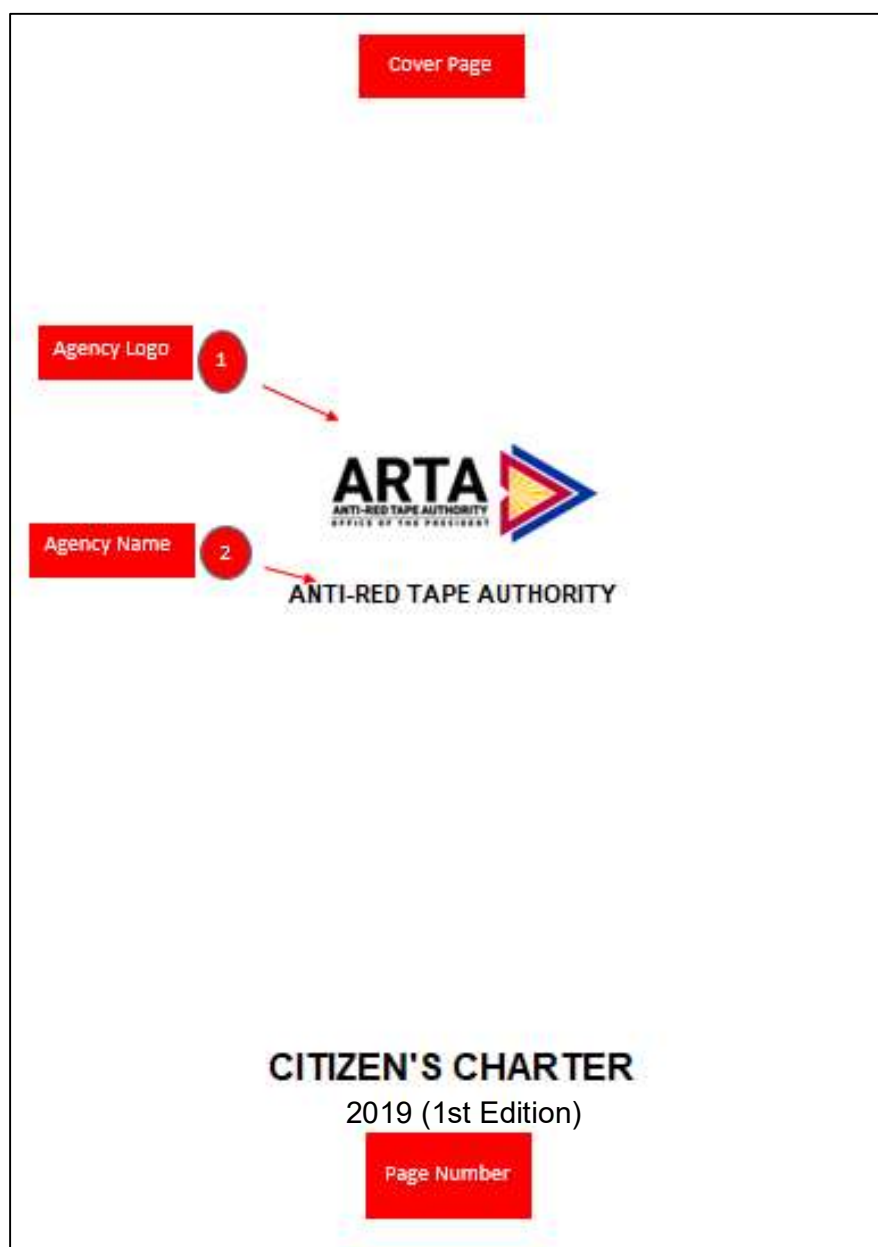


Figure 1.1 Citizen's Charter Handbook – Sample Cover Page

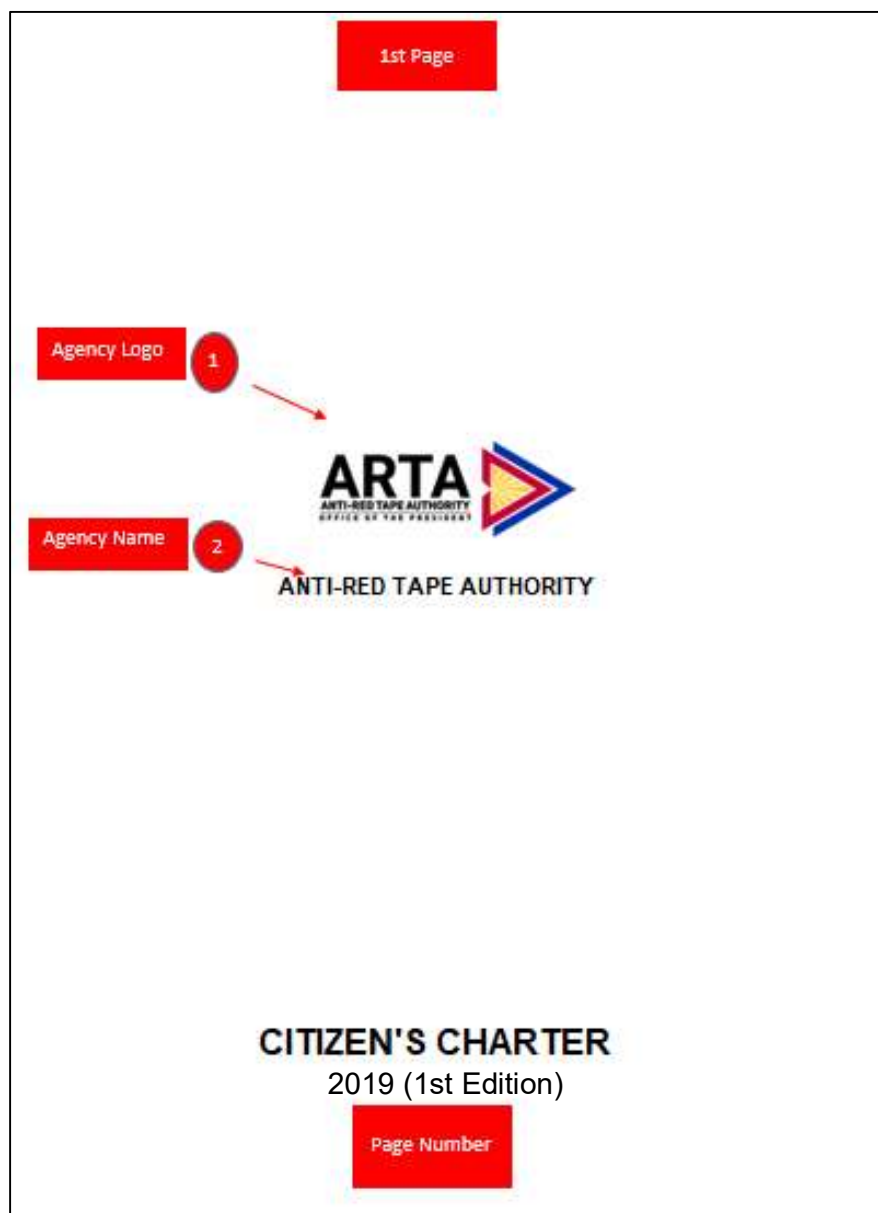


Figure 1.2 Citizen's Charter Handbook – Sample 1st Page

Agency Logo 1 ARTA ANTI-RED TAPE AUTHORITY
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
Page Number

Figure 1.3 Citizen's Charter Handbook – Sample Agency Profile

Agency Logo		1	ARTA
V. List of Service			
Central/Head Office	2	Service Office	Page Number
External Services			Page Number
Service A			Page Number
Service B			Page Number
Service C			Page Number
Internal Services	3	Service Category	Page Number
Service A			Page Number
Service B			Page Number
Service C			Page Number
Regional/Field Office			Page Number
External Services		Page Number	4
Service A			Page Number
Service B			Page Number
Service C			Page Number
Internal Services			Page Number
Service A			Page Number
Service B			Page Number
Service C			Page Number
Provincial Office			Page Number
External Services			Page Number
Service A			Page Number
Service B			Page Number
Service C			Page Number
Internal Services			Page Number
Service A			Page Number
Service B			Page Number
Service C			Page Number
Page Number			

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

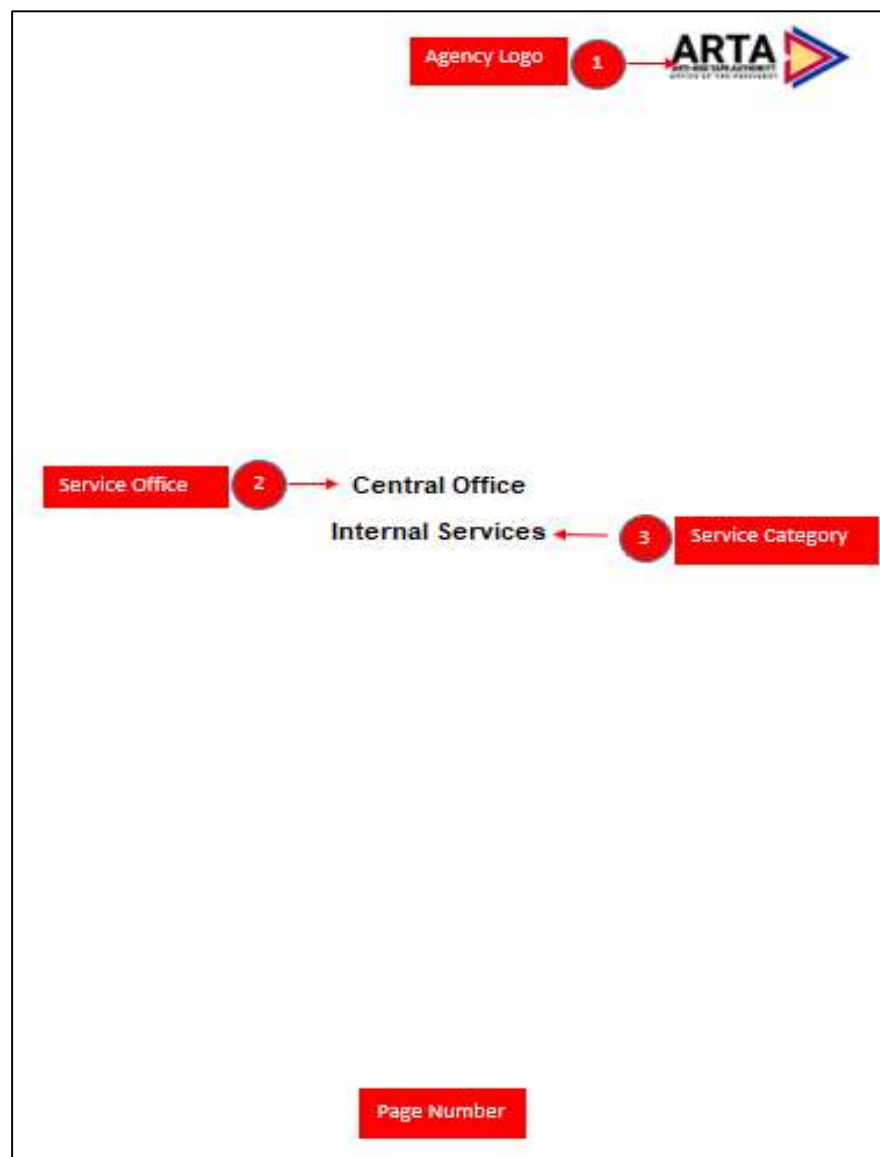


Figure 1.5 Citizen's Charter Handbook – Sample Service Header




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 acknowledgment 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 acknowledgment mail	None	3 Days	Team Leader (Compliance Monitoring and Evaluation Office)
TOTAL:		None	3 Days	



Figure 1.6 Citizen's Charter Handbook – Service Specification Section

Agency Logo 1 ARTA	
VI. Feedback and Complaints	
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: 478-5033 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. <u>For inquiries and follow-ups, clients may contact the following telephone number: 002-2013.</u>
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 <u>For inquiries and follow-ups, clients may contact the following telephone number: 002-2013.</u>
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. <u>For inquiries and follow-ups, clients may contact the following telephone number: 002-2013.</u>
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph : 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)
Page Number	

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




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



Figure 1.8 Citizen's Charter Handbook – List of Offices

All government agencies can include additional design in their Citizen's Charters and has the option of providing other relevant information. However, the prescribed manner of writing the information required by the law, as discussed below, must be strictly followed as these are the minimum requirements for compliance and standardization.

Any deviation from the prescribed manner of writing may result to the rejection of the Citizen's Charter upon the validation of the Authority. The Authority indicated the recommended font style and font size as this is one of the most readable and preferred fonts for technical documents.

I. Cover Page

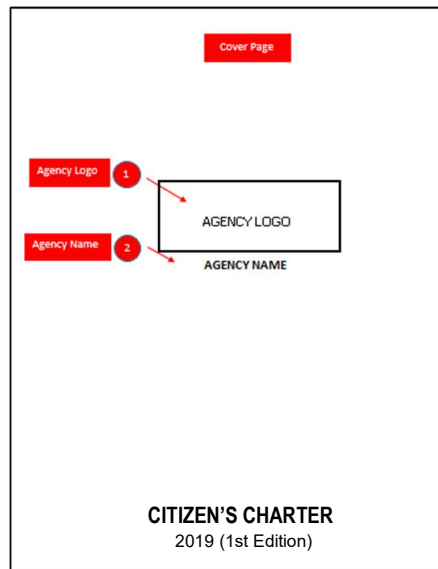


Figure 2 Citizen's Charter Handbook – Cover Page Template

The cover page of the Citizen's Charter Handbook shall contain the official logo and the official name of the government agency to easily identify the government agency. This page shall also include the labels, "CITIZEN'S CHARTER" and the year it was published including its edition.

Format:

- Government Agency Logo
 - Size: Official Dimensions of the Official Logo
 - Resolution: High resolution
- 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
- Label
 - Text: Year (No. of Edition)
 - Font Size: Should at least be 16

II. First Page

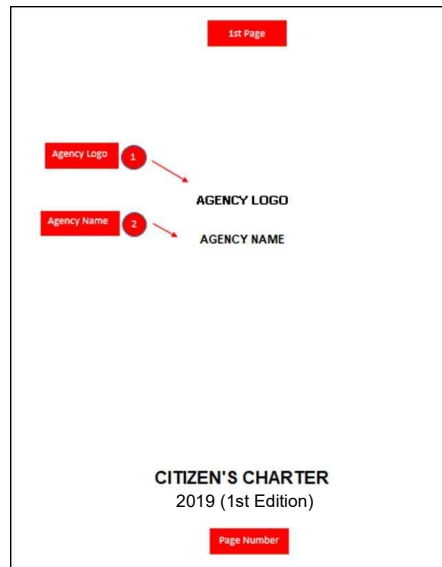


Figure 3 Citizen's Charter Handbook – 1st Page Template

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

Format:

- Government Agency Logo
 - Size: Official Dimensions of the Official Logo
 - Resolution: High Resolution
- 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
- Label
 - Text: Year (No. of Edition)
 - Font Size: Should at least be 16

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 pertinent information about the government agency. In this section, government agencies will be able to reaffirm their identities to the public and to guarantee to the citizens that the government agencies will provide 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 every page.

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

- 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 the government agency 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 an open and written declaration of guaranteed commitment to specific standards of performance and behavior in the delivery of service as stated in 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, letter 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 Resolution
- 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. It is encouraged to make use of this opportunity to give the citizens assurance and commitment in providing efficient and honest services.
- Entries should be concise, informative, and complete.
- Refer to the legal mandate and goals of the government agency in the creation of this section.
- The existing Vision Statement, Mission Statement, and Service Pledge of the government agency can be used. However, government agencies also have the liberty to revise them to fit the reengineered processes of the government services or the new directions set by the head of agency.

IV. Complete List of Services

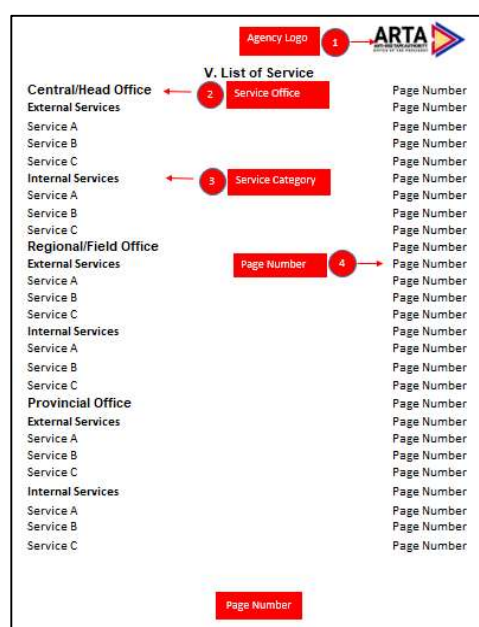


Figure 1.4 Citizen's Charter Handbook – Sample List of Services

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 listed in the Citizen's Charter of the government agency.

As shown above in **Figure 1.4**, all service offices and/or departments shall be listed hierarchically. Each service office and/or 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 client or citizen, 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 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 Resolution
- Title Header (List of Services)
 - Alignment: Center
 - Font Style: Arial, Bold
 - Font Size: 14
- Body of Text
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12

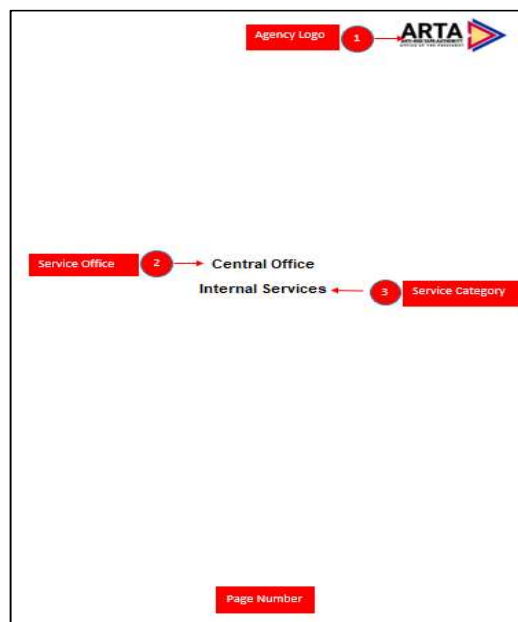
V. Service Header

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 and the service category of the succeeding service specifications. This is to properly subdivide the indicated list of government services in the Citizen's Charter Handbook.

Format:

- Government Agency Logo
 - Alignment: Top Rightmost Corner
 - Height: 1 Inch
 - Resolution: High Resolution
- 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:				
		Total Fees To Be Paid	Total Processing Time	

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 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 and shall also enforce accountability and transparency upon the government agency for their offered government services. 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 unnecessary bureaucracy and corruption.

As shown above in **Figure 5**, a Service Specification Table is further divided into ten (10) fields, namely: **Service Information, Complete Checklist of Requirements, Who May Avail, Client Steps, Agency Action, Fees To Be Paid per Step, Processing Time per Step, Person Responsible Per Step, Total Fees To Be Paid, and 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 government service, the classification of the government service, and the type of transaction. It will give the citizens ample information on the nature and intricacy of the requested government service.

Format:

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

- Government services are different from the functions of the government agencies.
- All government services should be included in the Citizen's Charter.
- The brief description of the government service shall tell the citizens the purpose of the service as well as other pertinent information about the service.

- There are three (3) classifications of services, namely: Simple, Complex, and Highly Technical transactions. Classify the transactions properly as this will signal the citizens on both the intricacy and the length of the process.
- There are three (3) types of transactions, namely:
 - G2C – for services whose client is the transacting public
 - G2B – for services whose client is a business entity
 - G2G – for services whose client is another government agency, government employee or official

*One government service may fall under more than one (1) type of transaction.

2. Who May Avail

The *Who May Avail* field of the Service Specifications Table shall contain the definitive and complete list of citizens who may benefit from a particular government service. This will help citizens determine who are eligible to apply for a 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 services where any citizen is eligible, write “All.”
- For services that are aimed for 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 the requirements needed to process the government service. This shall include the physical requirement per se, the number of unit/s, item/s, or copy/ies needed of the requirement, the type of copy needed for the documentary requirements, and the place, government office, and/or unit where to secure each requirement. This helps ensure citizens are well equipped with information regarding 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, refraining from turning down citizens due to incomplete and erroneous requirements.

For government services that require different requirements depending on the type of case (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

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

OR

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

EXAMPLE:

Barangay Clearance (1 original, 2 photocopy)	Barangay Hall – Window 1
Seedlings (10 grams)	Farm of the Applicant
Police Clearance (1 photocopy)	Local Police Station – Window 1
Order of Payment (1 original)	Office of the Mayor – Cashier Section/Division/Desk
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
Representative	
Special Power of Attorney	Person 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 Applicant

Reminders/Pointers:

- All requirements should be completely listed in the comprehensive and uniform Checklist of Requirements.
 - **Any requirement not written in the comprehensive and uniform Checklist of Requirements will not allow the government agency to ask for it. The same also applies to the quantity of the 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 be listed, including when they shall be applicable.
- Be specific as possible in stating where each requirement can be secured. Point out the specific government office, division, and desk, if possible.
- For requirements needing one (1) copy, please indicate the number one (1) after the requirement as well as specify if it is an original copy or a photocopy.
- For services that do not need requirements, write “None.”
- Do not leave anything blank, except for the spaces between the groups of requirements.

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 should do** to complete the government service. The **exact location and name of the service office or government agency (for inter-agency services)** where the task/s could be completed, as well as the **specific instruction/s** on how to perform each step shall also be specified. This will help the citizens access the government service without experiencing conflicts, safeguarding them from additional steps in the process.

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
 - 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.**

- Situational processes or steps should still be included in this field. Indicate under which circumstances the citizen should do such steps. For situational processes or steps, follow this manner of writing: Situation – Action – Location of Action – Reminder, if any.
- Government services can sometimes have only one (1) client step especially for government agencies that make use of backroom operations.
- All client steps shall be numbered accordingly.
- The client steps and the locations where to perform the 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 actions of the government agency in each client step in the process. It shall serve as the standard operating procedure (SOP) of the office and/or division. This shall serve as a guide for the citizen on what the government agencies do during the entire process.

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
 - Number each Agency Action – should be in parallel with the Client Steps numbers
 - For Agency Actions that are more than 1, use the 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:

- Citizens will know how the office and/or division will proceed with each process step. 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 government 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 them 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 will 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 standard fees, follow this order: 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 instead.
 - For fees in tabular form, put the table of fees right after its corresponding Service Specifications Table.
 - For fees that varies 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 section 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/denominations, please follow the prescribed manner of writing.
- 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 section should be based on time-motion studies and the reengineering of processes.

For government services having varying processing time depending on the type of case (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
 - Write the processing time following this order: # Day/s, # Hour/s, # Minute/s.
 - For government services covered by special laws or, indicate the processing time per step following this order: # Day/s, # Hour/s, # Minute/s and state the sentence citing the special law “Service is covered under R.A. ####.” at the bottom of the Service Specification Table.
 - For government services under multi-stage processing, indicate the processing time per step following this order: # Day/s, # Hour/s, # Minute/s and state the sentence “(Service Name) qualified for multi-stage processing.” at the bottom of the Service Specification Table.

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.
- **Ranging is not allowed.**

8. Person Responsible Per Step

The *Person Responsible Per Step* column of the Service Specifications Table shall contain basic information on the government employee or officer in-charge for each client step. It shall provide the designation and the office of said personnel. This field serves as the measure of ensuring accountability from the government agency. It empowers and encourages the citizens to hold government employees or designated officer accountable if the service standards are not appropriately met. It also gives the personnel a sense of responsibility and ownership on his/her step that should drive them to work more efficiently.

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>Administrative Aide II</i> Mayor's Office Or <i>Communication Equipment Operator I</i> Mayor's Office
				<i>Administrative Aide II</i> Mayor's Office Or <i>Communication Equipment Operator I</i> Mayor's Office
				<i>Local Treasury Operations Officer II</i> Office of the Municipal Treasurer

				<i>Administrative Aide II</i> Mayor's Office Or Communication Equipment Operator I Mayor's Office
--	--	--	--	---

Reminders/Pointers:

- The head of the government agency shall ensure that there shall be a duly designated person responsible per step as may be warranted.

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 to proceed with the processing of a government service. It shall also provide citizens protection against possible made-up and 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 order: 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 instead.
 - For fees in tabular form, put the table of fees right after its corresponding Service Specifications Table.
 - For fees that varies 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:

- Be specific as possible when indicating the amount to be paid by the citizen.
- For other currencies/denominations, please follow the prescribed order of writing.
- For government services without any fee, write “None”
- **Ranging 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 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 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.”
 - For government services that are covered by special laws, the 3-7-20 rule may not apply. However, government agencies are bound by the prescribed processing time and shall be reflected on the Citizen’s Charter, indicating the legal basis “Service is covered under R.A. ###.”

EXAMPLE:

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

OR

			Processing Time	
			5 Hours	
			15 Days (paused-clock)	
			3 Days	
			3 Hours	
			10 Days (paused-clock)	
			5 Minutes	
	TOTAL:		26 Days, 5 Minutes	

(Service Name) under multi-stage processing

OR

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

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

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 and transactions:
 - *Simple Transactions should not take more than 3 days to process.*
 - *Complex Transactions should not take more than 7 days to process.*
 - *Highly Technical Transactions should not take more than 20 days to process.*
 - *Different types of citizens 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 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 service.

VII. FEEDBACK AND COMPLAINTS MECHANISMS

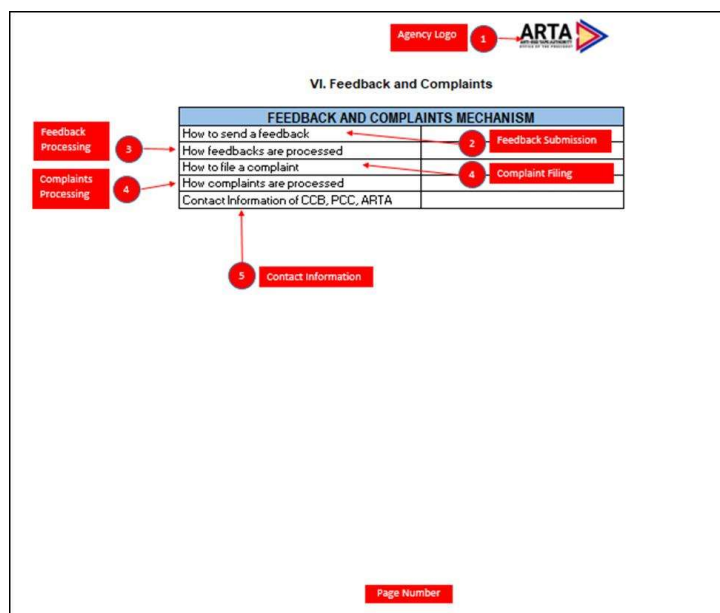


Figure 6. Citizen's Charter Handbook – Feedback and Complaints Mechanisms

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

This 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 on the detailed procedure for providing feedback. It shall include the names and contact numbers of the government offices and/or divisions involved in processing feedback. It shall also show how and when the citizens can follow up on their 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?	Answer the client feedback form and drop it at the designated drop box in front of the City Public Relations & Information Office Contact info: 478-5099 or complaints@sampleagency.gov.ph
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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, 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?	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: 002-2019.
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3. Complaint Filing

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

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?	Answer the client Complaint Form and drop it at the designated drop box in front of the City Public Relations & Information Office.
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	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: 002-2019.
--	---

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?	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.
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	The Complaints Officer will give the feedback to the client. For inquiries and follow-ups, clients may contact the following telephone number: 002-2019.
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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), and the *Contact Center ng Bayan* (CCB), the feedback facility of the Civil Service Commission (CSC). Citizens can provide feedback or file complaints to said government offices 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 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)
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VIII. LIST OF OFFICES

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 contain a complete list of the Offices, including its address and contact information, offering the government services indicated in the Citizen's Charter.

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

1. Office

This shall show the list of all Offices included in the Citizen's Charter.

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. This will allow the citizens to easily track 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. This shall indicate either 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