



MC No. 24, s. 2009

MEMORANDUM CIRCULAR

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

SUBJECT : Guidelines in the Approval And Monitoring of Anti-Red Tape (ARTA) Programs and Projects

Section 90 of the General Provisions of the General Appropriations Act (Republic Act No. 9524) for FY 2009 mandates all government agencies and instrumentalities (*hereinafter referred to as agencies*) to allot at least one-half of one percent (1/2 of 1%) of their total FY 2009 MOOE to be used exclusively for programs and projects to implement Republic Act No. 9485 (Anti- Red Tape Act [ARTA] of 2007).

The same provision of law requires the approval by the Civil Service Commission (CSC) of these ARTA programs and projects and the submission by agency heads of a report on the status of their implementation.

Pursuant to its lead role in ensuring the effective implementation of Republic Act No. 9485 (Anti-Red Tape Act [ARTA] of 2007), the Commission promulgated CSC Resolution No. 09-1084 dated July 28, 2009 adopting the following guidelines in the approval and monitoring of ARTA programs and projects to be undertaken by agencies:

1. Agencies which have not yet submitted their proposed ARTA programs and projects (together with budget estimates) as required under CSC Memorandum Circular No. 18, s. 2009 shall submit the same to the Commission for approval;
2. In proposing ARTA programs and projects, agencies that have not yet completed their Citizen's Charter shall prioritize programs/projects/activities that will lead to its creation/establishment. They must also ensure that the Complaints and Assistance Desk is set-up and the Anti-Fixer Campaign materials are displayed. Relative to this, the following programs/projects may be undertaken:
 - Orientation/Seminar-Workshop on ARTA
 - Consultation with stakeholders for streamlining/reengineering of systems and procedures
 - Creation of Task Force that will prepare/craft the Citizen's Charter
 - Identification of Frontline Services
 - Review of Systems and Procedures
 - Formulation of Vision and Mission Statements
 - Finalization of Service Standards
 - Setting up of Complaints and Feedback Mechanisms
 - Finalization of Citizen's Charter

- Training of Frontline Service Providers
 - Publication of Citizen's Charter
 - Establishment of Public Assistance and Complaints Desk
 - Anti-fixer Measures and Activities
3. Those which have already completed their Citizen's Charter, set-up the Complaints and Assistance Desk, and displayed the Anti-Fixer Campaign materials shall undertake programs and projects that will guarantee the fulfillment of their commitment to the public as embodied in the Citizen's Charter. Some of these ARTA programs and projects are the following:
- Monitoring of implementation and compliance with the Citizen's Charter of the agency under the Report Card System
 - Seminar-Workshop on PMS – OPES or other equivalent Performance Management System
 - Anti-Corruption Sensitivity Seminar
 - Enhancement of Service Standards
 - Putting-up of technology based support systems to expeditiously address clients' complaints and requests for assistance
 - Setting – up of mechanisms to eliminate fixers and fixing activities
 - Customers/Clients Online Help and Feedback Program
 - Development and application of ICT to enhance services and efficiency
 - Posters, streamers and other communication materials as part of the ARTA communication campaign coordinated by the CSC to ensure efficiency in the delivery of public service.
4. The authority to receive and approve the proposed ARTA programs and projects of agencies within their areas of jurisdiction is duly delegated to the CSC Regional Directors or in their absence, the Assistant Regional Directors.
5. The agencies are required to submit to the CSCROs a monthly report on the status of implementation of their respective ARTA programs and projects not later than the 5th working day of the ensuing month.

All agency heads are strongly reminded to ensure full ARTA compliance by September 5, 2009, i.e., the Agency Citizen's Charter is posted, the Complaints and Assistance Desk is set-up/established, and the Anti-Fixer Campaign is in place. Under Section 7 of RA 9485, the agency head shall be primarily responsible for the implementation of the said law and shall be held accountable to the public in rendering fast, efficient, honest, convenient and reliable service.

For proper guidance and compliance.


RICARDO L. SALUDO
Chairman

29 JUL 2009



**Re: Guidelines in the Approval and Monitoring of
Proposed Anti-Red Tape Programs and Projects**

X-----X

RESOLUTION NO. 091084

WHEREAS, Section 90 of the General Provisions of the General Appropriations Act (Republic Act No. 9524) for FY 2009 mandates all government agencies and instrumentalities to allot at least one-half of one percent (1/2 of 1%) of their total FY 2009 MOOE to be used exclusively for programs and projects to implement Republic Act No. 9485 (Anti-Red Tape Act [ARTA] of 2007);

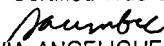
WHEREAS, the same provision of law requires the approval by the Civil Service Commission of the anti-red tape programs and projects and the submission by agency heads of a report on the status of their implementation;

WHEREAS, to ensure that the anti-red tape programs and projects are consistent with the rationale of Republic Act No. 9485 and the strategic priorities of the Civil Service Commission, there is a need for the Commission to set guidelines in the approval and monitoring of these programs and projects.

NOW THEREFORE, the Commission **RESOLVES** to prescribe the following guidelines in the approval of ARTA programs and projects to be undertaken by government agencies and instrumentalities:

1. Agencies which have not yet submitted their proposed ARTA programs and projects (together with budget estimates) as required under CSC Memorandum Circular No. 18, s. 2009 shall submit the same to the Commission for approval
2. In proposing ARTA programs and projects, agencies that have not yet completed their Citizen's Charter shall prioritize programs/projects/activities that will lead to its creation/establishment. They must also ensure that the Complaints and Assistance Desk is set-up and the Anti-Fixer Campaign materials are displayed. Relative to this, the following programs/projects may be undertaken:
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Certified True Copy:


SYLVIA ANGELIQUE S. UMBAC
Chief Personnel Specialist
Commission Secretariat and Liaison Office
Civil Service Commission

- Finalization of Service Standards
 - Setting up of Complaints and Feedback Mechanisms
 - Finalization of Citizen's Charter
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5. The agencies are required to submit to their respective CSCROs a monthly report on the status of implementation of their ARTA programs and projects not later than the 5th working day of the ensuing month.




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Sylvia Angelique S. Umbac
SYLVIA ANGELIQUE S. UMBAC
Chief Personnel Specialist
Commission Secretariat and Liaison Office
Civil Service Commission

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This Resolution shall take effect immediately upon its approval.

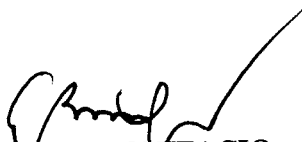
Quezon City, 28 JUL 2009


RICARDO L. SALUDO
Chairman

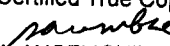
On Leave
CESAR D. BUENAFLOR
Commissioner


MARYANN Z. FERNANDEZ-MENDOZA
Commissioner

Attested by:


DOLORIS B. BONIFACIO
Director IV
Commission Secretariat and Liaison Office

OAC-DL/ADL

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