



MC No. 28, s. 2017

**MEMORANDUM CIRCULAR**

**TO :** ALL ENROLLED AGENCIES IN THE FY 2017 PERFORMANCE-BASED BONUS

**SUBJECT :** Timeline and Document Requirements for the Conduct of Citizen's Charter Validation for the FY 2017 Performance-Based Bonus

The following timeline and document requirements shall be adopted by all enrolled agencies in the conduct of Citizen's Charter validation for the FY 2017 Performance-Based Bonus:

1. Agencies will be validated on their compliance with the requirements of the Citizen's Charter (CC) by the Civil Service Commission Regional Offices anytime from October 16 to December 15, 2017; and
2. The enrolled agencies and their main/central, regional or service offices must be ready with the following documents:
  - a. Certificate of Compliance (CoC) issued by the main/central office or mother agency that includes compliance of the regional offices/branches/service offices, and/or a separate CoC issued by the respective regional offices/service offices submitted to the AO 25 Secretariat and/or the Civil Service Commission - Office for Strategy Management;
  - b. Previous CC handbooks/booklets; and
  - c. New CC handouts/booklets

Please be guided accordingly.

  
**ALICIA dela ROSA-BALA**  
Chairperson

05 OCT 2017