



**Office of the President**

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25 November 2019

**MEMORANDUM NO. 413**  
Series of 2019

- T O: All Research Center Directors and Academic Department Heads/  
Unit Heads (Accounting, SPPMO and GSD)**
- R E: Awareness Seminar on RA No. 11032 (Ease of Doing Business and Efficient  
Government Service Delivery Act of 2018)**

Please be informed that there will be an **Awareness Seminar on RA No. 11032** on **November 27, 2019 (8:00 am – 12:00 nn)** at the **CCE 2<sup>nd</sup> Floor**. Heads of these units/offices are required to attend and to lead in the rewriting of the Citizen's Charters of their office.

Moreover, please allow your secretary/clerks to attend this very important activity as this law mandates faster and more efficient transactions in order to serve our clients better.

Furthermore, Civil Service Commission (CSC) urges all government agencies to review and revisit the systems and procedures for the purpose of re-engineering if necessary.

In this regard, please bring laptop and your respective Citizen's Charter for revisiting and revising to make it compliant to the said law. We need to submit the revised Citizen's Charter to Anti-Red Tape Authority by **December 2, 2019**, therefore we need your full cooperation in this matter.

Anticipating your active participation in this activity.

  
**EDGARDO E. TULIN**  
President *o/c 11/25/19*