



13 October 2020

MEMORANDUM CIRCULAR NO. 94

Series of 2020

T O: All VPs, Deans, Directors and Department/Unit Heads

R E: Streamlining and Process Improvement by Updating all the Citizen Charter of the Various Services Provided to Clients during the New Normal Due to COVID-19

Republic Act No. 11032 known as "Ease of Doing Business and Efficient Government Service Delivery (EODB EGSD) Act of 2018 mandates all government agencies to provide efficient and effective service to our clients. Furthermore, Memorandum Circular No. 2020-1 dated June 2, 2020 issued by AO 25 Task Force mandates all government agencies to streamline and improve the processes involved when providing services to clients. In its streamlining efforts, agencies are mandated to develop online systems, and/or transform critical services from manual to contactless transactions, for faster and more efficient public service delivery.

Thus, in order for us to comply with the requirements of these two regulations, you are hereby requested to update your Citizen Charters when providing continued services to our clients during the New Normal Operation of your respective office/units due to COVID-19. It should provide a comprehensive and uniform checklist of requirements, procedure to avail of the service, person/s responsible for each step, maximum time to complete the process; document/s to be presented by the client, if necessary, amount of fees to be paid, if applicable, and procedure for filing of complaints.

In the updating of your respective citizen's charter, please be guided by the following targets to wit:

- Reduction in the number of signatures to not more than three (3);
- Simplification of application forms or reduction in the number of documentary requirements; and
- Reduction in the turnaround time and completion of the transaction within the maximum period of three (3), seven (7), and twenty (20) working days based on the classification of transactions under the EODB law, unless otherwise indicated under special laws.

You are therefore requested to submit the updated citizen charter with corresponding flow chart of the various processes of your office by using the same template **not later than November 6, 2020** thru **Ms. Ma. Fe L. Gayanilo of ODHRM & Ms. Chizka Mae S. Martinez of Legal office** for their immediate consolidation and submission to national government agencies before the deadline.

Please be guided accordingly.


EDGARDO E. TULIN
President