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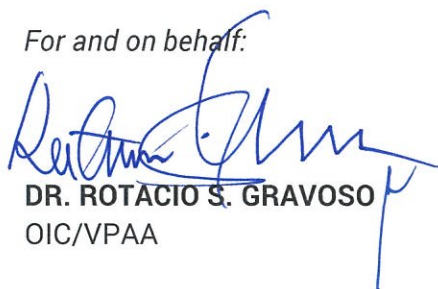
**MEMORANDUM CIRCULAR NO. <sup>67</sup>\_\_**  
Series of 2025

**TO: All Concerned**

**RE: Reiteration of Compliance Deadline Under RA 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018**

**FROM: DR. PROSE IVY G. YEPES**  
University President

*For and on behalf:*

  
**DR. ROTACIO S. GRAVOSO**  
OIC/VPAA

**DATE: February 21, 2025**

This office has received Advisory No. 2025-005, s. 2025, reiterating the deadline for compliance with Republic Act No. 11032, also known as the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, along with its implementing rules and regulations.

The advisory is attached to this memo. Kindly review the document and take necessary action to ensure timely compliance.

For your reference, dissemination, and proper guidance.

cc: All Vice Presidents  
All Chancellors

**OFFICE OF THE PRESIDENT**

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**FM-OOP-02**  
V06 01-23-2025  
No. 25-67



ADVISORY NO. 2025-005  
SERIES OF 2025

**FOR :** ALL GOVERNMENT OFFICES AND AGENCIES IN THE EXECUTIVE DEPARTMENT, INCLUDING LOCAL GOVERNMENT UNITS (LGUs), GOVERNMENT-OWNED OR -CONTROLLED CORPORATIONS (GOCCs), AND OTHER GOVERNMENT INSTRUMENTALITIES, WHETHER LOCATED IN THE PHILIPPINES OR ABROAD

**SUBJECT :** REITERATION ON THE DEADLINE OF SUBMISSION OF THE COMPLIANCES UNDER R.A. 11032, OR THE EASE OF DOING BUSINESS AND EFFICIENT GOVERNMENT SERVICE DELIVERY ACT OF 2018, AND ITS IMPLEMENTING RULES AND REGULATIONS (IRR)

**DATE :** 24 January 2025

The Anti-Red Tape Authority is mandated under Section 17 of the Republic Act No. 11032, or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, to implement and oversee a national policy on anti-red tape and to monitor and evaluate the compliance of agencies covered by the Act. In pursuit of this mandate, ARTA released a series of Memorandum Circulars to set forth the guidelines for complying with the requirements of the law and its Implementing Rules and Regulations (IRR).

In lieu of the previous manner and schedule of submission for R.A. 11032 compliances, a unified submission form shall be used by agencies to streamline the uploading of all submissions for FY 2025 compliances. You may access the unified submission form through this link: [bit.ly/ARTACompliances](https://bit.ly/ARTACompliances). **Please take note that the Unified Submission Form shall begin accepting submissions on March 1, 2025.**

This Advisory is hereby being issued to underscore the latest manner and schedule of submissions and to highlight important provisions on the Memorandum Circulars covering various compliances with the Authority.

#### **I. CITIZEN'S CHARTER AND CERTIFICATE OF COMPLIANCE**

**a. Deadline of Submission:**

- Every 31<sup>st</sup> of March – Certificate of Compliance for F.Y. 2025 (if no revisions were made on the Citizen's Charter of the agency)
- Every 31<sup>st</sup> of March – Updated Citizen's Charter and CoC for F.Y. 2025 (should there be revisions made in the CC of the agency)

**Note:** All updated CC that will be submitted to the Authority should have a corresponding CoC, affirming the implementation of the revised CC.

**b. Manner of Submission – Upload the CC and/or CoC in text-readable/searchable PDF format through the unified Agency Compliance Submission Form. Agency shall also provide the following details before uploading their submission:**

- List of Offices Covered by the Citizen's Charter and/or Certificate of Compliance



- Year of Effectivity
  - Edition of Citizen's Charter (for submissions of both CC and CoC)
  - Citizen's Charter Referred in the Certificate of Compliance (for submissions of CoC only)
- c. Highlighted Provisions and Important Reminder
- Pursuant to Sec 6.8.1 of ARTA MC No 2019-02, the head of agency shall consolidate and approve the Citizen's Charter under his/her jurisdiction and submit the same. Hence, **only the unified or consolidated Citizen's Charter shall be submitted through the form by the Central Office.**
  - The Year and Edition in the Cover Page and First Page of the Citizen's Charter – Handbook shall correspond to the year the Updated Citizen's Charter was issued.
    - For example, if a Citizen's Charter was issued on March 2025, then the Year and edition shall be 2025, 1<sup>st</sup> Edition.
    - However, if a revision was made in the same year, then the updated Citizen's Charter shall be 2025, 2<sup>nd</sup> edition.
    - The edition shall always reset to "1<sup>st</sup> Edition" at the start of the next Fiscal Year

## II. COMMITTEE ON ANTI-RED TAPE

- a. Deadline of Submission:
- March 31, 2025 – Electronic Copy of the Office Order or any equivalent document, together with the directory (for agencies with updates)
- Note:** All agencies that have already submitted their Office Order and Directory are no longer required to resubmit. Meanwhile, agencies who are yet to submit their compliances beyond the given deadline may do so, however, this shall be tagged as **late submission**.*
- b. Manner of Submission – Upload the CART Office Order and CART Directory in text-readable/searchable PDF format through the unified Agency Compliance Submission Form. Agency shall also provide the following details before uploading their submission:
- List of Offices Covered in the Office Order
  - Year of Issuance
- c. Highlighted Provisions
- Pursuant to Section 3.4 of ARTA MC No 2023-08, which amended Sec 6.3 of ARTA MC No 2020-07, a single Office Order or its equivalent shall be submitted by the agency. **Hence, only unified submissions shall be accepted for CART Compliances.**
  - In compliance with Section 6.3 of MC No 2023-08, the Office Order **shall include, at the very least, the CART main members as well as the focal persons. Further, it shall strictly include only the positions of the persons designated as members of the CART.** The actual members shall be reflected in a separate directory which includes their name, position, and contact details.

### III. CLIENT SATISFACTION MEASUREMENT REPORT (FOR FY 2024)

- a. Deadline of Submission:
  - Every 15<sup>th</sup> of April – Deadline of submission for Government-Owned-or-Controlled Corporations (GOCCs)
  - Last working day of April – Deadline of submission for all remaining government agencies covered by the law
- b. Manner of Submission – Upload the Client Satisfaction Measurement Report in text-readable/searchable PDF format through the unified Agency Compliance Submission Form. Agency shall also provide the following details:
  - Type of submission (if Unified/Consolidated or Non-unified/consolidated)
  - Year covered by the report
  - Reference Citizen's Charter
  - Sample Size Calculator which must contain all services (external and internal)
  - Sample Harmonized CSM Tool Used
- c. Highlighted (***Kindly refer to Annex B for the reiteration of relevant provisions***)
  - Pursuant to Section 4.6.2 of ARTA MC No. 2022-05, government agencies have the option to submit either unified or separate CSM Reports. **Hence, the submission form shall accept both unified/consolidated and non-unified/consolidated submissions from agencies.**

### IV. WHOLE-OF-GOVERNMENT INITIAL REENGINEERING PLAN

- a. One-time Submission of Reengineering Plan

**Note:** All agencies that have already submitted the Reengineering Plan are no longer required to resubmit. Meanwhile, agencies who are yet to submit their compliances may do so, however, this shall be tagged as **late submission**.
- b. Manner of Submission – Upload the Reengineering Plan in text-readable/searchable PDF format through the unified Agency Compliance Submission Form. Agency shall also provide the following details before uploading their submission:
  - List of Offices Covered in the Office Order
  - Supplemental documents (e.g. *Time and Motion Study, Cost Compliance Analysis, previous initiatives implemented, if applicable*)
- c. Highlighted Provisions
  - Pursuant to Section 5.9 of ARTA MC No. 2021-09, the agencies, through their respective CART, shall submit to the Authority an Initial Reengineering Plan. Likewise, in accordance with ARTA MC No. 2023-08 which places the CART under the Central Office, **submissions of the Initial Reengineering Plan shall be unified or consolidated.**



## V. ZERO BACKLOG PROGRAM – ANNEX A AND ANNEX B OR C

### a. Deadline of Submission:

- One-time Submission – for ZBP Annex A only

*Note: All agencies that have already submitted the Zero Backlog Program are no longer required to resubmit. Resubmission shall only be done by the agency should there be any changes or revisions made on the initially submitted document.*

- March 07, 2025 – for ZBP Annex B and C

### b. Manner of Submission – Upload the Zero Backlog Program in text-readable/searchable PDF format through the unified Agency Compliance Submission Form. Agency shall also provide the following details before uploading their submission:

- Type of submission (if Unified/Consolidated or Non-unified/consolidated)
- Supplemental Indicate whether the submission is Annex B or Annex C
- Year Covered (for Annex B and C)

### c. Highlighted Provisions

- Pursuant to Section 3.2 of ARTA MC No 2022-02, all agencies are directed to submit a Zero Backlog Report. With no provision requiring the unified or consolidated submissions, the **submission form shall accept both unified/consolidated and non-unified/consolidated submissions**

## VI. EBOSS (for Cities and Municipalities only)

### a. Deadline of Submission/Compliance:

- March 15, 2025 – Online Reporting Mechanism

*Note: All cities and municipalities are required to establish baseline data on the status of compliance of the city/municipality on or before the specified date provided above*

- The reporting of updates shall be done every time there are updates and until the city/municipality have achieved a fully automated status in their eBOSS compliance.
- Aside from the eBOSS functionalities, cities and municipalities shall accomplish the form to provide the most updated data on annual business registration and revenue.

## VII. AGENCY ACTION PLAN

### a. Deadline of Submission:

- Seven working days from the conduct of the Agency Onsite Inspection
- Manner of Submission – Upload the Agency Action Plan in text-readable/searchable PDF format through the unified Agency Compliance Submission Form.

Moreover, agencies are reminded that compliance with the above-cited requirements forms part of the agency's score in the Report Card Survey 2.0.

All relevant ARTA issuances may be accessed through our website, [arta.gov.ph/documents/](https://arta.gov.ph/documents/)

The Authority would also like to emphasize the provision under Section 8 of RA 11032 which holds the head of the office or agency primarily responsible for the implementation of this Act and shall be held accountable to the public in rendering fast, efficient, convenient, and reliable service. Agencies are reminded that failure to comply with the above-cited requirements may warrant the filing of administrative case/s, as may be applicable.

For queries and concerns regarding the compliance, you may reach our office through [compliance@arta.gov.ph](mailto:compliance@arta.gov.ph).

For information and compliance.

Recommending Approval:

  
**UNDERSECRETARY GERALD G. DIVINAGRACIA**  
*Deputy Director General for Operations*

Approved:

  
**SECRETARY ERNESTO V. PEREZ**  
*Director General*



Annex A: Compliances with R.A. 11032 and the corresponding ARTA Memorandum Circulars

No.	Compliances	Relevant ARTA Memorandum Circulars
1	<b>Citizen's Charter (CC) and Certificate of Compliance (CoC)</b>	<p>1. ARTA Memorandum Circular No. 2019-002 or the <i>Guidelines on The Implementation of the Citizen's Charter in Compliance with RA No. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018,"</i> its IRR, and its Supplemental or ARTA Memorandum Circular No. 2019-002-A Series of 2019</p> <p>2. Reference B of ARTA Memorandum Circular No. 2019-002</p> <p>3. ARTA Memorandum Circular No. 2019-002 A or the <i>Supplemental Guidelines on ARTA Memorandum Circular No. 2019-002 Series of 2019</i></p>
2	<b>Client Satisfaction Measurement Report (CSMR)</b>	<p>1. ARTA Memorandum Circular No. 2022-05 or the <i>Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement Report</i></p> <p>2. ARTA Memorandum Circular No. 2023-05 or the <i>Amendment to ARTA Memorandum Circular No. 2022-05</i></p> <p>3. Joint Memorandum Circular No. 1, series of 2023 or the <i>Supplemental Guidelines to the ARTA Memorandum Circular No. 2022-05, or the Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement, Specific for GOCCs Covered by Republic Act No. 10149</i></p>
3	<b>Committee on Anti-Red Tape (CART)</b>	<p>1. ARTA Memorandum Circular No. 2023-08 or the <i>Amendment on Certain Provisions of Anti-Red Tape Authority Memorandum Circular No. 2020-07 Dated 30 September 2020, Pertaining to the Guidelines on the Designation of a Committee on Anti-Red Tape (CART)</i></p> <p>2. ARTA Memorandum Circular No. 2024-01 or the <i>Amendment to Memorandum Circular No. 2023-08, Thereby Extending the Deadline for Submission of the Committee on Anti-Red Tape (CART) Office Order and Directory</i></p>



4	<b>Electronic-Business One Stop Shop (E-BOSS)</b>	1. <b>For LGUs only</b> ; ARTA Memorandum Circular 2021-05, or the Reporting Mechanism on the Compliance to the Automation Requirements of Section 11 (c) of R.A 11032
5	<b>Initial Whole of Government (WOG) Reengineering Plan</b>	1. ARTA Memorandum Circular No. 2021-09, or the <i>Issuance of the Whole-of-Government Reengineering Manual</i>
6	<b>Zero Backlog Report (ZBP)</b>	1. ARTA Memorandum Circular 2022-02 entitled, <i>Reiterating the Provisions of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 or R.A. 11032 on Automatic Approval or Automatic Extension for Pending Applications or Requests of Agencies Beyond the Prescribed Processing Time and for the Submission of Zero Backlog Report</i>



## ANNEX B: Reiteration on the Requirements of the Harmonized Client Satisfaction Measurement Report

Pursuant to Section 3(b), Rule IV of the Implementing Rules and Regulations of Republic Act (R.A.) No. 11032, or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, all agencies shall embed feedback mechanisms and client satisfaction measurement in their process improvement efforts. Agencies shall report to the Authority the results of the Client Satisfaction Survey for each service based on the guidelines issued by the Authority.

To promote the adoption of a harmonized and standardized framework in measuring client satisfaction across all levels of the government, the Anti-Red Tape Authority (ARTA) issued ARTA Memorandum Circular (M.C.) No. 2022-05, or the *Guidelines on the Implementation of the Harmonized CSM*, and its amendment through ARTA M.C. 2023-05.

This Annex shall serve as a reiteration of the requirements agencies must adhere to when submitting their harmonized CSM Reports covering FY 2024 results.

### I. Reporting the CSM Results and Data Interpretation

To ensure clarity and consistency in reporting the results of the CSM and interpreting the data, agencies are required to include the following information:

#### A. Breakdown of Responses and Transactions per Service

Agencies must report the number of clients who participated in the CSM survey versus the total transactions for each specific service. This reporting format, as outlined in ARTA Memorandum Circular (M.C.) 2023-05, allows ARTA to verify whether the required sample size per service has been achieved. Agencies should calculate the sample size using the prescribed calculator available at: <https://tinyurl.com/CSMRsamplesize>.

**Additionally, all external and internal services must be listed in the same manner as they appear in the Table of Contents of the agency's Citizen's Charter.**

**Table 1.** Sample Distribution of Responses and Transactions by Service

External Services	Responses	Total Transactions
External Service 1 (replace with service name as stated in the Citizen's Charter)	258	431
External Service 2	204	512
External Service 3	59	78
External Service 4	8	16
External Service 5	21	33
External Service 6	32	32
External Service 7	167	488
External Service 8	24	24
External Service 9	271	849
External Service 10	19	40
External Service Total	1063	2053
Internal Services		
Internal Service 1 (replace with service name as stated in the Citizen's Charter)	38	73
Internal Service 2	15	21
Internal Service 3	446	2436
Internal Service 4	43	80
Internal Service 5	68	95
Internal Service 6	26	37
Internal Service 7	33	51
Internal Service 8	9	17
Internal Service 9	13	20
Internal Service 10	19	29
Internal Service Total	710	2859
OVERALL TOTAL	1773	4912

## B. Results of the Citizen's Charter Questions

Agencies should present the results of the Citizen's Charter (CC) questions, as specified below, along with an overview of the responses to CC-related questions. To compute awareness, visibility, and helpfulness scores, agencies should follow the formula provided in the computation section below.

**Table 2.** Sample Tabulation of Responses and Percentages for Each Citizen's Charter-Related Question

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1 I know what a CC is and I saw this office's CC.	283	10%
2 I know what a CC is but I did not see this office's CC.	521	19%
3 I learned of the CC only when I saw this office's CC.	304	11%
4 I do not know what a CC is and I did not see this office's CC.	1708	60%
CC2. If aware of CC, would you say that the CC of this office was... ?		
1 Easy to see	330	30%
2 Somewhat easy to see	257	23%
3 Difficult to see	141	13%
4 Not visible at all	380	34%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1 Helped very much	489	44%
2 Somewhat helped	367	33%
3 Did not help	252	23%

**Figure 1.** Guide Computation for the CC-Related Questions

Citizen's Charter Answers	Responses	Percentage	
CC1. Which of the following describes your awareness of the CC?			
1 I know what a CC is and I saw this office's CC.	283	10%	
2 I know what a CC is but I did not see this office's CC.	521	19%	
3 I learned of the CC only when I saw this office's CC.	304	11%	
4 I do not know what a CC is and I did not see this office's CC.	1708	60%	
CC2. If aware of CC, would you say that the CC of this office was... ?			
1 Easy to see	330	30%	
2 Somewhat easy to see	257	23%	
3 Difficult to see	141	13%	
4 Not visible at all	380	34%	
CC3. If aware of CC, how much did the CC help you in your transaction?			
1 Helped very much	489	44%	
2 Somewhat helped	367	33%	
3 Did not help	252	23%	

CC Awareness

CC Visibility

CC Helpfulness

To compute for the results of the CC-related questions:

- **CC awareness score:** The sum of the results of CC 1.1 to CC 1.3 questions.
- **CC visibility score:** The results of CC 2.1 question.
- **CC helpfulness score:** The results of CC 3.1 question.

These shall be reported in the Overview Section of the CSM Report.



### C. Service Quality Dimension (SQD) Results for Internal and External Services

Agencies are required to report Service Quality Dimension (SQD) results separately for internal and external services.

**Table 3.** Sample Tabulation of Service Quality Dimension (SQD) Results for External Services

#### External Services

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD0	13108	7922	1044	367	87	0	22528	93.35%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	1930	815	58	12	1	0	2816	97.48%
Reliability	1700	1052	50	9	5	0	2816	97.73%
Access and Facilities	1789	938	71	16	2	0	2816	96.84%
Communication	1447	1296	54	18	1	0	2816	97.41%
Costs	0	0	0	0	0	2816	2816	N/A
Integrity	1927	833	38	15	3	0	2816	98.01%
Assurance	1591	1141	65	17	2	0	2816	97.02%
Outcome	1686	1053	59	14	4	0	2816	97.27%
Overall	12070	7128	395	101	18	2816	22528	97.39%

**Table 4.** Sample Tabulation of Service Quality Dimension (SQD) Results for Internal Services

#### Internal Services

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD0	13108	7922	1044	367	87	0	22528	93.35%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	1930	815	58	12	1	0	2816	97.48%
Reliability	1700	1052	50	9	5	0	2816	97.73%
Access and Facilities	1789	938	71	16	2	0	2816	96.84%
Communication	1447	1296	54	18	1	0	2816	97.41%
Costs	0	0	0	0	0	2816	2816	N/A
Integrity	1927	833	38	15	3	0	2816	98.01%
Assurance	1591	1141	65	17	2	0	2816	97.02%
Outcome	1686	1053	59	14	4	0	2816	97.27%
Overall	12070	7128	395	101	18	2816	22528	97.39%