

# Understanding ARTA Compliances

**CY 2026 1<sup>st</sup> PAGBA Seminar cum Convention**  
**27 March 2026**



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*Director IV, Compliance Monitoring and Evaluation Office*



# Presentation Outline

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## I. INTRODUCTION TO RA 11032



## II. ARTA COMPLIANCES

- Citizen's Charter
- Committee on Anti-Red Tape
- Zero Backlog Report
- Three Signature Rule
- Harmonized Client Satisfaction Measurement

*WHAT IS*

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# **R.A. 11032**

**EASE OF DOING BUSINESS AND  
EFFICIENT GOVERNMENT SERVICE DELIVERY ACT**



# RA 11032 : A GAME CHANGER

Signed

**May 28, 2018**

Effective

**June 17, 2018**

Published

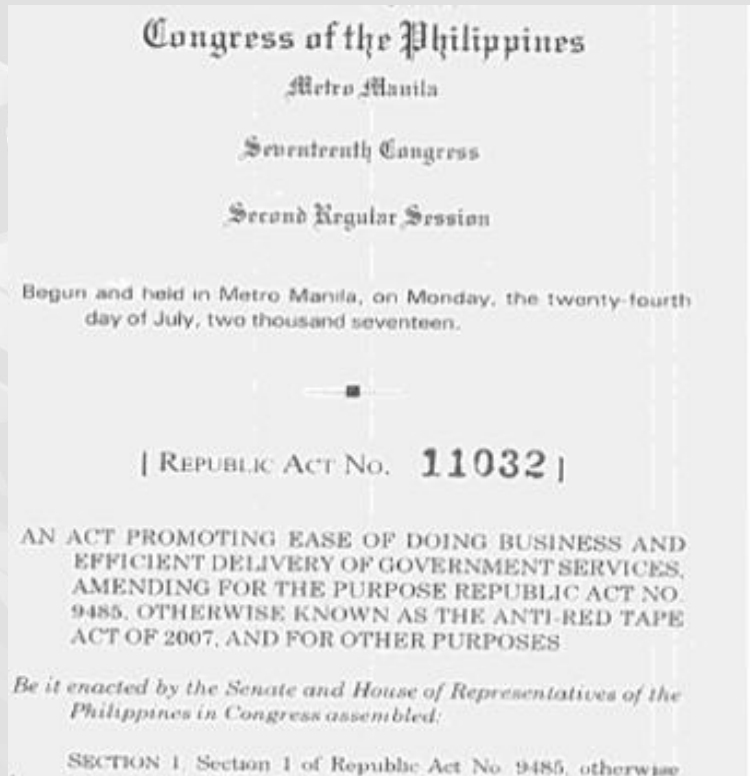
**June 02, 2018**

in two newspapers  
of general circulation

**June 11, 2018**

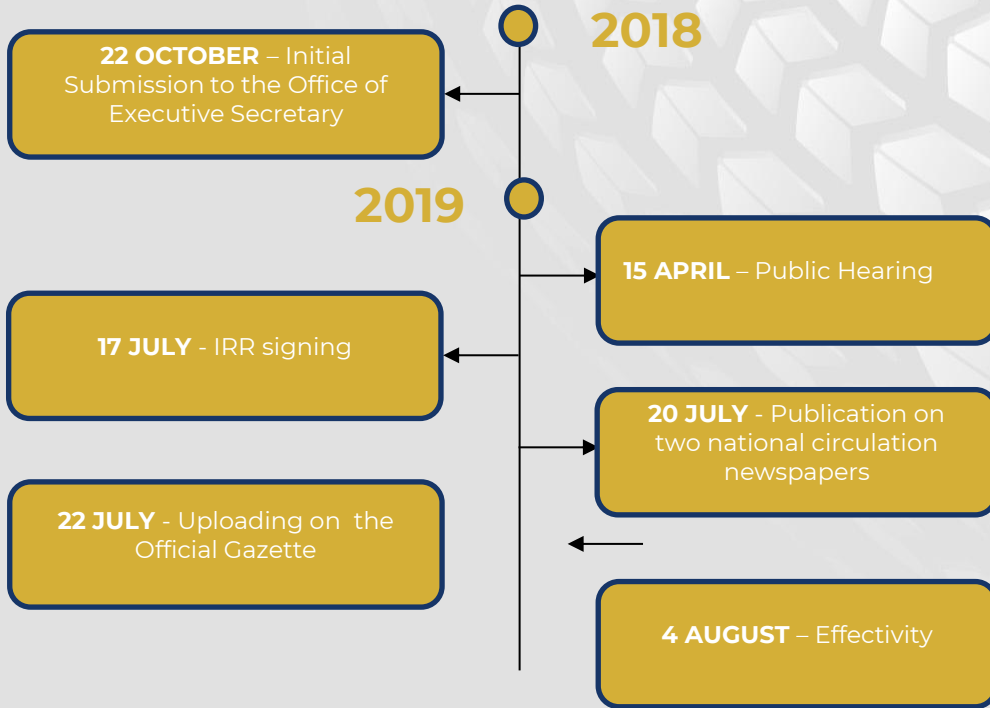
the Official Gazette

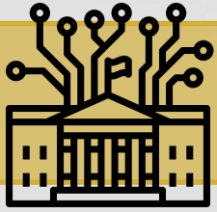
Amendment to R.A. 9485: Anti-Red Tape Act of 2007





# IMPLEMENTING RULES AND REGULATIONS





# COVERAGE OF THE LAW

"Sec. 3 . Coverage. – This Act shall apply to all government offices and agencies including local government units (LGUs), government-owned or controlled corporations and other government instrumentalities, whether located in the Philippines or abroad, that provide services covering business and nonbusiness related transactions as defined in this Act."

## IRR:

"The provisions of the Act and these Rules and Regulations **shall apply to all government offices and agencies in the Executive Department** including local government unit (LGUs), government-owned or -controlled corporations and other government instrumentalities, located in the Philippines or abroad, **that provide services covering business-related and non-business transactions** as defined in these Rules." (*Rule II, Section 1, IRR, R.A. No. 11032*)



# PENALTIES AND LIABILITIES



## FIRST OFFENSE

Administrative liability with **six (6) months suspension** except for fixing/collusion



## SECOND OFFENSE

Dismissal from service, disqualification from holding public office, forfeiture of retirement benefits and imprisonment of **one (1) year to six (6) years** with a fine of **Five Hundred Thousand Pesos (P500,000.00) to Two Million Pesos (P2,000,000.00)**.



# VIOLATIONS UNDER THE ACT



a) Refusal to accept application



b) Additional requirements not in the Citizen's Charter



c) Additional costs in the Citizen's Charter



d) Failure to give the written notice on a disapproval



e) Failure to render govt services w/in the prescribed processing time



f) Failure to attend to applicants prior to the end of working hours and during lunch break;



g) Failure or refusal to issue official receipts; and



h) Fixing and/or collusion with fixers



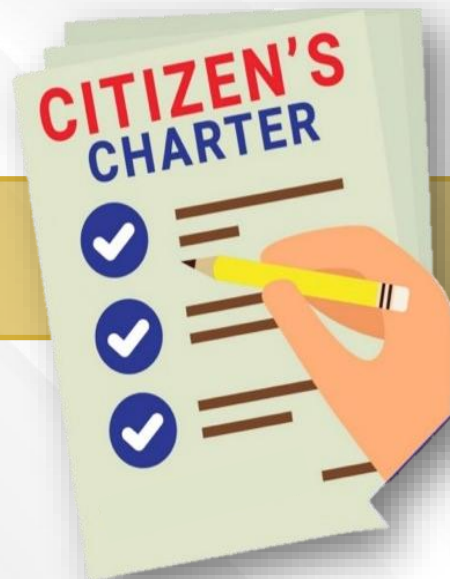
**ZOOMING IN:**

**ARTA COMPLIANCES**



# Citizen's Charter

*Definition, Coverage, and Forms of Posting*



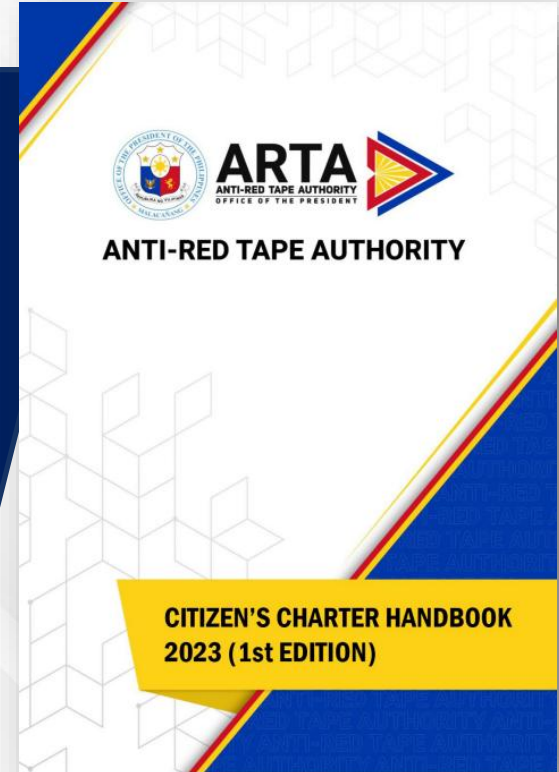


## What is “Citizen’s Charter”?

It is an **official document**, a **service standard** or a **pledge**, that communicates, in simple terms, information on the services provided by the government to its citizens pursuant to Section 6 of R.A. No. 11032.

It is a **contract** between the client and the government agency.

## CITIZEN'S CHARTER





### AGENCIES

- Shall apply to all government offices and agencies that provide services covering business-related and nonbusiness transactions

(Section 1, Rule II of the IRR of R.A. 11032)

### SERVICES

- The Citizen's Charter shall contain **ALL services**, which include the External and Internal services of the government agency or office

**External services** refer to government services applied for or requested by external citizens or clients or those who do not form part or belong to the government agency or office providing the service.

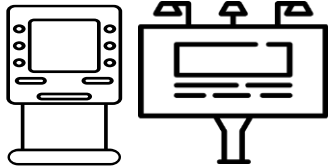
**Internal services** refer to government services applied for or requested by citizens or clients who are within the respective government agency or office, such as, but not limited to, its personnel or employees, whether regular or contractual.





# Forms of Posting

## INFORMATION BILLBOARD



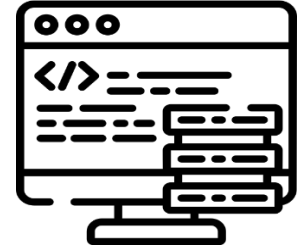
1

## HANDBOOK



2

## WEBSITE ENTRY



3





**# SERVICE NAME**  
Description of the Service

Service Information

1

<b>Office or Division:</b>	
<b>Classification:</b>	
<b>Type of Transaction:</b>	
<b>Who may avail:</b>	

Who May Avail

3

Complete Checklist of Requirements

2

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

Client Steps

4

CLIENT STEPS

AGENCY ACTION

FEES TO BE PAID

PROCESSING TIME

PERSON RESPONSIBLE

Fees To Be Paid Per Step

6

Agency Action

5

Processing Time Per Step

7

Responsible Person Per Step

8

TOTAL:

Total Fees To Be Paid

9

10

Total Processing Time





# Citizen's Charter

# CITIZEN'S CHARTER

## CERTIFICATE OF COMPLIANCE

- The head of the government agency/duly designated representative shall issue a CoC to ensure compliance of the agency to the mandates of RA 11032.
- Digitally signed COCs by the Head of the Agency or Local Chief Executive or their duly designated alternate signatories are accepted and will be deemed compliant
- To be submitted to the Authority using the new template provided under ARTA MC No. 2021-10
- The head of the government agency shall submit soft copies of the Citizen's Charters (in text-searchable PDF format).

- Annually submitted to ARTA on or before 31 March
- To be submitted every time there are changes/revisions/updated on CC Handbook.

**SUBMISSION**

Annex A  
New CoC Template

(AGENCY/LGU LETTERHEAD)

### CERTIFICATE OF COMPLIANCE

Year: \_\_\_\_\_

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, (Full name), Filipino, of legal age, (position of the Head of Agency/Local Chief Executive/Head of the Committee on Anti-Red Tape Authority/duly authorized representative) of the (name of agency/LGU), the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The (Name of agency/LGU) including its (number of Regional Offices/Branches/Service Offices/Campuses, if applicable) has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen's Charter Handbook Edition: \_\_\_\_\_ (Year, Edition Number)  
Example: 2021, 1<sup>st</sup> Edition

- 2) The following required forms of posting of the Citizen's Charter are present:

<input type="checkbox"/>	Citizen's Charter Information billboard (in the form of interactive information kiosks, electronic billboards, posters, tarpaulins, standees, others)
<input type="checkbox"/>	Citizen's Charter Handbook (Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)
<input type="checkbox"/>	Official website/Online Posting

- 3) The Citizen's Charter Information Billboard enumerates the following information:

- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fees to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.

- 4) The Citizen's Charter Handbook enumerates the following information:

- a. Mandate, vision, mission, and service pledge of the agency;
- b. Government services offered (External and Internal Services);
  - i. Comprehensive and uniform checklist of requirements for each type of application or request;
  - ii. Classification of service;
  - iii. Type of transaction;
  - iv. Who may avail;
  - v. Client steps and agency actions to obtain a particular service;
  - vi. Person responsible for each step;
  - vii. Processing time per step and total;
  - viii. Fees to be paid per step and total, if necessary;
- c. Procedure for filing complaints and feedback.





# Committee on Anti-Red Tape (CART)

*Legal Basis, Composition, and CART Submission*





MEMORANDUM CIRCULAR NO. 2023 – 08  
Series of 2023

TO : ALL HEADS OF GOVERNMENT OFFICES AND AGENCIES, INCLUDING GOVERNMENT-OWNED AND/OR -CONTROLLED CORPORATIONS (GOCCs), STATE UNIVERSITIES AND COLLEGES (SUCs), LOCAL GOVERNMENT UNITS (LGUs), AND OTHER GOVERNMENT INSTRUMENTALITIES

SUBJECT : AMENDMENT ON CERTAIN PROVISIONS OF ANTI-RED TAPE AUTHORITY (ARTA) MEMORANDUM CIRCULAR (MC) NO. 2020-07 DATED 30 SEPTEMBER 2020, PERTAINING TO THE GUIDELINES ON THE DESIGNATION OF A COMMITTEE ON ANTI-RED TAPE (CART)

DATE : 22 NOVEMBER 2023

# AMENDMENT

## 1.0 BACKGROUND

- 1.1. On 30 September 2020, the Anti-Red Tape Authority (ARTA) issued Memorandum Circular (MC) No. 2020-07 or the "Guidelines on the Designation of a Committee on Anti-Red Tape (CART)". The MC was issued pursuant to Section 1, Rule III of the Implementing Rules and Regulations (IRR) of Republic Act (R.A.) No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.
- 1.2. Following the implementation of the MC, it is deemed that several provisions thereof need to be amended to clarify coverage and compliance of covered agencies.

## 2.0 PURPOSE

This MC is being issued to provide the updated guidelines on the creation of a CART.

## 3.0 GUIDELINES

The following Sections of ARTA MC No. 2020-07 are hereby amended to read, as follows:

### 3.1 Section 3 – Designation

Each agency within the departmental framework, local government units (LGUs), government-owned and/or -controlled corporations (GOCCs), State Universities and Colleges (SUCs), and other government instrumentalities, whether located in the Philippines or abroad, shall designate a CART to perform the functions/responsibilities under Section 3.3 of this MC and other roles stated in the Act; Provided that each agency/department, LGU, GOCC, SUC, or government instrumentality shall only have one CART regardless of the number of bureaus, regional offices, field/satellite offices, as the case may be, under its supervision and control. And that the CART shall also include at least one focal person for each bureau, regional office, or field/satellite office under the supervision and control of the main agency/department, LGU, GOCC, SUC, or government instrumentality. Provided further that agencies falling within "Attachment" as defined under Book IV, Section 38 (3), Chapter 7 of The Administrative Code of 1987 shall have their own separate and independent CART.

For LGUs, only provincial, city, and municipal government are required to form a CART. Barangays shall designate at least a focal person to be a member of the city/municipal government CART.

For SUCs, only the main campuses shall form their CART. A main campus shall include at least one focal person per satellite campus.

Government hospitals under the Department of Health (DOH), on the other hand, shall be required to have their own CART separate from that of the DOH-CART, performing the functions under Section 3.3 of this MC. LGUs shall designate at least a focal person from their respective LGU-managed hospitals to be a member of the LGU-CART, if applicable.

The establishment of the CART shall be an inter-office task force that requires no separate budget and new plantilla positions.

### 3.2 Section 6.1 – Composition

The CART shall be composed of a Chairperson, a Vice Chairperson, and at least five (5) members of the following positions or their equivalent, as applicable, or as may be determined or at the discretion of the Head of Agency, subject to existing laws, rules and regulations. It shall be composed of members who are institutionally tasked to identify, develop, implement, and review policies and monitor processes that may include the following or equivalent:

**Chairperson:** Head of Department/Office/Agency; President/Administrator/Chief Executive Officer (CEO) of a GOCC and SUC; Local Chief Executive; or official designated by the Head of Department/Office/Agency (at least a third highest-ranking official in the agency)

**Vice Chairperson:** Official to be designated by the Head of Agency (any rank lower than the Chairperson of CART)

*In addition, focal persons shall at least hold a second level position and shall be designated by the Head of Agency.*

The composition/membership of the CART is entrusted to the discretion of the Head of Agency, subject to existing laws, rules, and regulations, and management of conflicts of interest. However, for ease of reference, the following are the suggested members thereof:

#### For National Government Agencies (NGAs):

Heads of Bureau/Service/Office/Division/Section, such as but not limited to, the

ARTA MC No. 2023-08 was issued and published on 01 December 2023.

The following Sections were amended:

- Section 3 – Designation
- Section 6.1 – Composition
- Section 6.2 – Duties, Responsibilities, and Functions
- Section 6.3 – Compliance





## Section 3.1 – DESIGNATION

- Each agency/department, LGU, GOCC, SUC or government instrumentality shall only have one CART regardless the number of bureaus, regional offices, field/satellite offices
- the CART shall also include at least one focal person for each bureau, regional office, or field/satellite office.
- Attached agencies - shall have their own separate and independent CART.



Focal persons shall at least hold a second level position and shall be designated by the Head of Agency





## Section 3.1 – DESIGNATION



**LGUs:** Only provincial, city/municipal government are required to form a CART; Barangays shall designate at least a focal person to be a member of the city/municipal government CART; LGU-CART shall designate at least a focal person from their respective LGU-managed hospitals.



**SUCs:** Only the main campuses shall form their CART. The main campus shall include at least one focal person per satellite campus.



**Government hospitals under DOH:** Required to have their own CART separated from that of DOH-CART.





## Section 6.2 – Functions, Duties and Responsibilities

The CART shall **ensure** that the institution receive, respond, and comply with the requirements of R.A. 11032, its IRR and subsequent issuances by ARTA

**REDESIGN SERVICES**

Conduct of compliance cost analysis, time and motion studies, evaluation and improvements of the agency's services

**IMPLEMENTATION AND COMPLIANCE TO ARTA GUIDELINES**

- National Policy on Regulatory Management System
- Philippine Good Regulatory Principle (PGRP)
- Citizen's Charter
- Harmonized Client Satisfaction Measurement (CSM)
- 3-7-20 prescribed processing time
- Zero-contact policy
- Zero Backlog Report
- Electronic Business One Stop Shop
- 3 Signature Rule





# Zero Backlog Report

*Legal Basis, Scope and Coverage, and Submission Guidelines*

Annex "A"  
Zero Backlog Program

<b>Government Agency/Office Logo</b>							
<b>Department/Agency</b>		<i>Indicate the name of the agency</i>					
<b>Program Title/Name</b>		<i>Name or title of the Zero Backlog Program implemented by the agency</i>					
<b>Program Objective</b>		<i>Program Objective</i>					
<b>Target Output</b>		<i>The intended output of the program once completed</i>					
<b>Date Implemented</b>		<i>The date when the program was implemented</i>					
<b>Implementing office</b>		<i>The name of the office implementing the Zero Backlog Program</i>					
<b>Program Description</b>							
<i>Description of the Program</i>							
<b>Matrix of Services and Plan of Action</b>							
Office	Name of service	Classification (Simple, Complex, Highly Technical)	Average Number of applications/requests/licenses/permits/clearances, etc. received per day	Average number of applications / requests/licenses/permits/clearances, etc. processed within the prescribed processing time	Average number of applications/licenses/permits/clearances, etc. ISSUED within the prescribed time	Intervening Factors for the gap (i.e., limited IT infrastructure, unavailable signatories, etc.)	Plan of Action to address the gap (i.e., Streamlining, Digitalization.)
<b>Implementation Results</b>							
<i>Indicate significant improvements since the implementation of the Zero Backlog Program</i>							
<b>Name and Signature of Head of Agency/ARTA Focal</b>							





# Legal Bases

**Section 2 of RA 11032** declares the State Policy to **promote integrity, accountability,** proper management of public affairs and public property and establish effective practices aimed at efficient turnaround of the delivery of government services and the prevention of graft and corruption in government

**Section 4, Rule VIII of the Implementing Rules and Regulations (IRR) of RA 11032** directs the Authority to issue a **certificate of completeness,** after investigation and verification of the full document submission and payment of applicant, and order the concerned agency to **issue the approval, extension and/or renewal of the license, clearance, permit, certification, or authorization deemed automatically approved** (Section 10 of RA 11032)

**Section 10 of RA 11032: Automatic Approval or Automatic Extension** of License, Clearance, Permit, Certification, or Authorization of pending transactions that went beyond its prescribed processing time subject to compliance under the law

**Section 1 Rule VI of the IRR of RA 11032** mandated all heads of agencies to implement a **zero backlog program**

**ARTA MC 2022-02** The Authority reiterates the **DIRECTIVE** that all government offices and agencies shall **conduct an inventory of all its pending simple, complex, and highly-technical transactions.**





## Scope and Coverage

The Zero Backlog Program shall cover **ALL internal and external programs (business and non-business-related transactions)** that issue a certain type of license, certification, authorization, permit, clearance that fit the definitions laid out in Section 4, Rule I of the Implementing Rules and Regulations (IRR).

*Salient Features of the ARTA MC No. 2022-02*





# Guidelines for the Submission of the Zero Backlog Program

All government agencies and offices **are mandated to implement a Zero Backlog Program** pursuant to Section 1 Rule VI of the IRR of RA 11032 to address current and/or future pending transactions. This program shall be a **one-time submission** to the Authority, using the **template in Annex A**, unless said Program will necessitate changes as deemed necessary

## ZERO BACKLOG REPORT

(Shown on picture is Annex A of the MC)

Annex "A"

Zero Backlog Program

Government Agency/Office Logo	
Department/Agency	Indicate the name of the agency
Program Title/Name	Name or title of the Zero Backlog Program implemented by the agency
Program Objective	Program Objective
Target Output	The intended output of the program once completed
Date Implemented	The date when the program was implemented
Implementing office	The name of the office implementing the Zero Backlog Program

Program Description
Description of the Program

Matrix of Services and Plan of Action							
Office	Name of service	Classification (Simple, Complex, Highly Technical)	Average Number of applications/requests/ license/permit/clearances, etc. received per day	Average number of applications / license/permit/clearances, etc. processed within the prescribed processing time	Average number of applications/ requests/ license/permit/clearances, etc. ISSUED within the prescribed time	Intervening Factors for the gap (i.e., infrastructure, unavailable signatories, etc.)	Plan of Action to address the gap (i.e., Streamlining, Digitalization.)

Implementation Results
Indicate significant improvements since the implementation of the Zero Backlog Program

Name and Signature of Head of Agency/ARTA Focal





# Guidelines for the Submission of the Zero Backlog Program

*(Shown on picture is Annex B of the MC)*

Annex "B"

Template for Inventory of Licenses, Permits, Certifications, Authorizations, Clearances tagged as a backlog

Name of Government Agency/Office					
Name of Office/Department					
Name of Service (License, Clearance, Permit, Certification Authorization, and others)	Classification of Service (Simple, Complex, Highly Technical)	Processing time indicated in the Citizens Charter (i.e., days / hours / minutes)	Total number of received applications for the covered period	Total number of pending transactions for the covered period	Remarks

All government agencies and offices are to submit the **Template for Inventory of Licenses, Permits, Certifications, Authorizations Clearances** tagged as a backlog before **March 7** of every year.

As amended under MC 2023-01, the coverage period in the reporting of the inventory of all licenses, permits, certifications, authorizations, clearances tagged as a backlog is **from 01 January until 31 December of the previous year.**





# Guidelines for the Submission of the Zero Backlog Program

If there are no pending transactions and Zero Backlog Program is not needed, all government agencies and offices are required to submit their **Zero Backlog Certification** as compliance with the annual reporting

## SUBMISSION

- **ANNEX A: Original deadline: 29 April 2022**  
Note: Agencies that have not yet submitted the Zero Backlog Program are strongly urged to submit it to the Authority
- **ANNEX B or C : Submit on or before 07 March 2026**

Note: The data coverage for the 2025 compliance should be from January 01, 2025 to December 31, 2025.

## ZERO BACKLOG REPORT

(Shown on picture is Annex C of the MC)

Annex "C"  
Zero Backlog Certification

ZERO BACKLOG CERTIFICATION

*Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2008, and for Other Purposes*

I, [FULL NAME], Filipino, of legal age, [POSITION OF THE HEAD OF AGENCY], of the [NAME OF AGENCY], the person responsible and accountable in ensuring compliance with Section 1, Rule VI of the IRR of R.A. 11032, the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The [NAME OF AGENCY], including its [NUMBER OF REGIONAL OFFICES/BRANCHES/SERVICE OFFICES/CAMPUSES] adhere to the responsibility to render fast, efficient, convenient, reliable service
- 2) The government offices enumerated herein does not have unacted upon/pending transaction exceeding the prescribed processing time as indicated on the Citizen's Charter
- 3) All the services/transactions are processed within the prescribed processing time set under R.A. 11032

This certification is being issued to attest to the fact that the agency has no backlog transactions for the covered the period.

IN WITNESS THEREOF, I have hereunto set my hand this [DAY] of [MONTH], [YEAR] in [CITY, PROVINCE], Philippines.

\_\_\_\_\_  
[FULL NAME]  
[POSITION OF THE HEAD OF AGENCY]  
[NAME OF AGENCY]



# IMPLEMENTATION OF THREE (3) SIGNATURE RULE UNDER REPUBLIC ACT 11032



# PURPOSE

The Memorandum Circular is being issued to establish the guidelines implementing the requirement on the limitation on the number of signatories, for compliance by all government offices and agencies covered by RA11032.

**MC 2024-05**



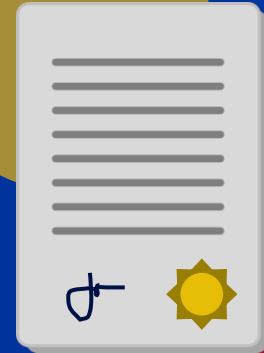
## WHAT IS A PRINCIPAL DOCUMENT?

- A document evidencing the issuance or grant of any privilege, right, reward, license, clearance, permit or authorization or concession or any modification, renewal or extension of the foregoing, as defined under Rule 1, Section 4 of the IRR of RA 11032, irrespective of the nature of the transaction.

***Rule 1, Section 4 of the IRR of RA 11032***

# WHAT IS A PRINCIPAL DOCUMENT?

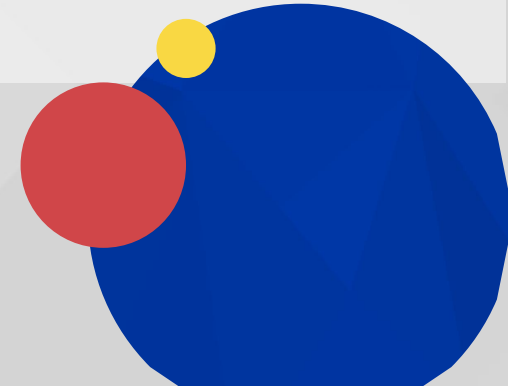
The definition of shall also be extended to refer to the formal document evidencing the action rendered on any application or request submitted by any applicant or requesting party.



# THE SIGNATURES

## Full Signatures

the signatures shall represent the full signatures of the officers assigned or stationed in the agency, office or unit directly responsible for issuing, approving, and/or signing any principal document.



# THE SIGNATURES

## **Initials, not full signatures**

initials of officers or employees should not be affixed to the document to be released or issued.

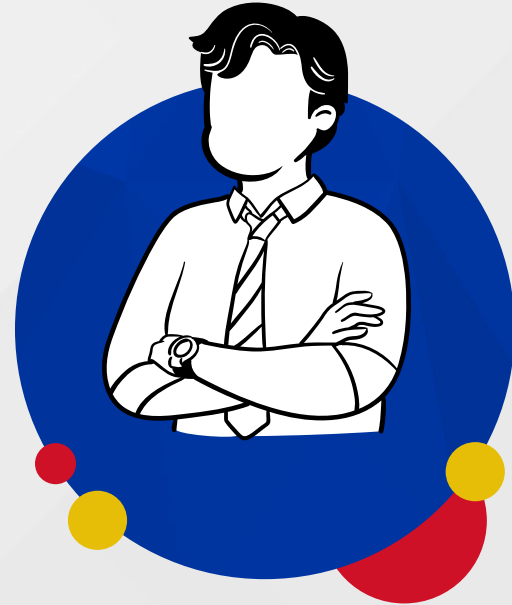


# DESIGNATION OF AUTHORIZED SIGNATORY OR SIGNATORIES



## INTER-OFFICE MEMORANDUM DESIGNATING SIGNATORIES

The head of the agency shall issue an appropriate inter-office Memorandum enumerating the list of authorized or regular signatory for each privilege, right, license, clearance, permit or authorization, concession, or such other document issued by the agency or office. It shall also stipulate the agency rules on proper delegation of the authority to sign in the absence of the regular signatory.



# CONTENTS OF THE INTER-OFFICE MEMORANDUM

The Memorandum shall, at the minimum, provide the following particulars:

- a) Complete name or the official designation of the authorized or regular signatory
- b) Complete name or the official designation of the alternate signatory
- c) Complete name or the official designation of the subsequent alternate, if any

# CONTENTS OF THE INTER-OFFICE MEMORANDUM

- d) The principal document to which the designated signatory is authorized to sign
- e) The legal or administrative inhibitions
- f) The rules on the proper delegation of authority to sign in the absence of any of the authorized or regular signatories, subject to 7.0 of this Memorandum Circular



## EXAMPLE :

Authorized or Regular Signatory	Corresponding Alternate Signatory
<b>Atty. Juan Dela Cruz, Director IV, ABCD Office</b>	<b>Atty. Pedro Dela Torre, Attorney VI, ABCD Division</b>

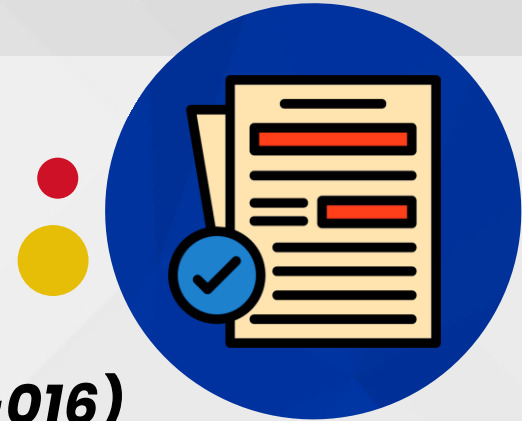
Authorized or Regular Signatory	Corresponding Alternate Signatory
<b>Director IV, ABCD Office</b>	<b>Attorney VI, ABCD Division</b>

# SUBMISSION OF THE MEMORANDUM

Original Deadline is **29 October 2025**

Extension of submission is until  
**28 November 2025 (ARTA Advisory No. 2025-016)**

Link for submission: <https://bit.ly/ARTACompliances>



# AMENDMENTS TO THE EXISTING MEMORANDUM

Any amendments to the existing inter office Memorandum shall likewise be submitted to ARTA, within **30 working days** following the approval of the amended Memorandum by the head of agency.



# Harmonized Client Satisfaction Measurement





## LEGAL BASES

<p>Section 20 of RA 11032</p>	<p>“A feedback mechanism shall be established in all agencies covered by this Act and the results thereof shall be incorporated in their annual report.”</p>
<p>Rule IV, Section 3(b) of the IRR</p>	<p>“All agencies shall embed feedback mechanisms and client satisfaction measurement in their process improvement efforts.</p> <p>The agency shall report to the Authority the results of the Client Satisfaction Survey for each service based on the guidelines to be issued by the Authority. “</p>





## LEGAL BASES

<p>ARTA Memorandum Circular No. 2022- 005</p>	<p>Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement</p>
<p>ARTA Memorandum Circular No. 2023-05</p>	<p>Amendment to the Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement</p>





## PURPOSE



- ❖ Promote the adoption of a harmonized and standardized framework in measuring client satisfaction across **ALL** levels of the government
- ❖ **Measure and compare** the service performance of **ALL** government agencies in a **uniform** manner





# HARMONIZED CLIENT SATISFACTION MEASUREMENT (CSM)



- ❖ An after-service availment survey that assesses the overall satisfaction and perception of clients on the government service they availed
- ❖ **Outputs and results** are to be incorporated in the agency's **Report Card Survey (RCS)** under the **Overall Survey Results**.





## GENERAL GUIDELINES

- ❖ As mandated by Section 3 (b), Rule IV of the IRR of RA 11032, client satisfaction feedback shall be gathered for **ALL** services offered by the government agency.

### SERVICES

#### INTERNAL SERVICES

applied for or requested by citizens or clients who are **within** the respective government agency or office, such as, but not limited to, its personnel or employees, whether regular or contractual

#### EXTERNAL SERVICES

applied for or requested by **external** citizens or clients or those who do **not** form part or belong to the government agency or office providing the service.





# GENERAL GUIDELINES

- ❖ For **2023**, agencies may have the option to only cover external services, but in **2024 and succeeding years, ALL** services must be covered.
- ❖ Agencies can fully adopt the harmonized CSM tool or integrate it on their existing CSM tool.





## METHODOLOGY OF THE CSM

Identification of  
Eligible  
Respondents

Frequency and  
Period of the  
Survey

Number of  
Respondents

Number of  
Respondents

Collection  
Mechanism

- ❖ Government agencies shall administer the CSM to **ALL clients with completed transaction.**
- ❖ A transaction is considered complete when the final step of the service availed of per the Citizen's Charter of the government agency is accomplished.





## METHODOLOGY OF THE CSM

Identification of  
Eligible  
Respondents

Frequency and  
Period of the  
Survey

Number of  
Respondents

Number of  
Respondents

Collection  
Mechanism

- ❖ The CSM shall be conducted **after each completed transaction**. It shall be administered between January to December of each year.





## METHODOLOGY OF THE CSM

Identification of  
Eligible  
Respondents

Frequency and  
Period of the  
Survey

Number of  
Respondents

Number of  
Respondents

Collection  
Mechanism

- ❖ Government agencies shall determine the minimum number of responses based on this calculator:

<https://tinyurl.com/CSMsamplesize>





## METHODOLOGY OF THE CSM

Identification of  
Eligible  
Respondents

Frequency and  
Period of the  
Survey

Number of  
Respondents

Data Gathering

Collection  
Mechanism

- ❖ Government agencies shall determine the minimum number of responses based on this calculator:

<https://tinyurl.com/CSMsamplesize>





## METHODOLOGY OF THE CSM

Identification of  
Eligible  
Respondents

Frequency and  
Period of the  
Survey

Number of  
Respondents

Data Gathering

Collection  
Mechanism

### ON-SITE CONDUCT



May be done through a paper-  
survey questionnaire

### REMOTE CONDUCT



Can be through e-mail, the  
agency's website, social media, QR  
code, or other similar modes





## METHODOLOGY OF THE CSM

Identification of  
Eligible  
Respondents

Frequency and  
Period of the  
Survey

Number of  
Respondents

Data Gathering

Collection  
Mechanism

- ❖ The manner and time interval of the collection of survey questionnaires shall be at the discretion of the agencies and offices.





## CONTENT OF THE CSM QUESTIONNAIRE

<b>CSM Questions</b>	<p>These include:</p> <ul style="list-style-type: none"><li>• Three (3) questions related to the <b>Citizen's Charter</b>;</li><li>• Eight (8) questions related to the <b>Service Quality Dimensions</b>; and</li><li>• One (1) question related to the client's <b>overall satisfaction with the service availed</b> of (SQD 0)</li></ul>
<b>Open-ended Questions</b>	Intended to provide additional remarks or feedback not covered/captured by previous questions
<b>Demographic Questions</b>	May be added provided that the revised version will not exceed five (5) minutes





# CLIENT SATISFACTION MEASUREMENT

Control No: \_\_\_\_\_

(On-Site Version)

(insert agency logo here) (insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your **recently concluded transaction** will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS:** Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.






- CC1** Which of the following best describes your awareness of a CC?
- 1. I know what a CC is and I saw this office's CC.
  - 2. I know what a CC is but I did NOT see this office's CC.
  - 3. I learned of the CC only when I saw this office's CC.
  - 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

- CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?
- 1. Easy to see  4. Not visible at all
  - 2. Somewhat easy to see  5. N/A
  - 3. Difficult to see

- CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
- 1. Helped very much  3. Did not help
  - 2. Somewhat helped  4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.						
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.						
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.						
<b>SQD3.</b> The steps (including payment) needed to do for my transaction were easy and simple.						
<b>SQD4.</b> I easily found information about my transaction from the office or its website.						
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction. (If service was free, mark the N/A column)						
<b>SQD6.</b> I feel the office was fair to everyone, or <del>was not</del> <b>was</b> <del>not</del> <b>was</b> during my transaction.						
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**





## CONTENT OF THE CSM QUESTIONNAIRE

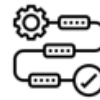
### EIGHT SQDs



**RESPONSIVENESS**



**RELIABILITY**



**ACCESS AND  
FACILITIES**



**COMMUNICATION**



**COSTS**



**INTEGRITY**



**ASSURANCE**



**OUTCOME**





## CSM QUESTIONS

- ❖ The CSM Questions prescribed by the Authority **may** be altered or modified, provided the revised questions still aim to **capture the Service Quality Dimensions (SQDs) and the Citizen's Charter awareness.**
- ❖ Agencies have the **option** to add service-specific questions to the CSM.
- ❖ Government agencies may provide a version translated to the **local dialect** for easier understanding, provided that the revised version will still be able to capture the SQDs.





## RATING SCALE AND SCORING SYSTEM

The CSM shall use a **Five-(5) Point Likert Scale** to measure the SQDs.



Scale	Rating
1	Strongly Disagree
2	Disagree
3	Neither Agree nor Disagree
4	Agree
5	Strongly Agree





# DRAFTING THE CSM REPORT

- ❖ Government agencies are required to submit a CSM Report following the provided template/outline. Refer to Annex B of M.C. 2023-05.
- ❖ All agencies shall submit their CSM reports implementing the guidelines on the **last working day of April of the following year.**
- ❖ A copy of the revised version of the CSM questionnaire shall be attached to the CSM Report as an Annex.
- ❖ Government agencies with regional/field/satellite offices may have the option to submit either unified or separate reports.





## SUBMISSION AND PUBLICATION OF THE CSM REPORT

- ❖ Agencies and offices shall submit the soft copies (in text-readable PDF format) of the CSM Report through Unified Submission Form:

[bit.ly/ARTACompliances](https://bit.ly/ARTACompliances)

- ❖ The CSM Report shall be uploaded on the **official website** of the agency or be **made available to the transacting public** upon request.





# VERIFICATION

- ❖ All government agencies shall submit their CSM Report **duly approved and signed by the Head of the Committee on Anti-Red Tape (CART)** to attest that the report is accurate and compliant with these guidelines.
- ❖ The ARTA reserves the right to request **proof of the survey results**, including the answered paper surveys and the Excel file of the aggregated data.
- ❖ The **Inspection Checklist program** of the Report Card Survey will validate if the CSM is properly implemented.



# ARTA COMPLIANCES

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# SUBMISSION



# ARTA Advisory No. 2026-007

## SUBMISSION DETAILS



ADVISORY NO. 2026-007  
SERIES OF 2026

- ARTA released Advisory No. 2026-007 dated 19 January 2026.
- The Advisory reiterates the deadline of submission of the Compliance under RA 11032.

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 : 19 JANUARY 2026

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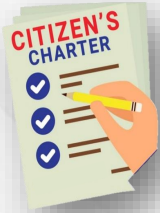
The Anti-Red Tape Authority (ARTA) is mandated under Section 17 of the Republic Act No. 11032, or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, to implement and oversee a national policy on anti-red tape and to monitor and evaluate the compliance of agencies covered by the Act. In the pursuit of this mandate, ARTA hereby reiterates the **prescribed manner and schedule of submission for agencies' compliance requirements for calendar year 2026**.

This Advisory is being issued to reiterate that the same submission mechanism adopted in the previous year shall continue to apply, particularly on the use of the **Unified Submission Form ([bit.ly/ARTACompliances](http://bit.ly/ARTACompliances))** for the uploading and official submission of all ARTA compliance requirements<sup>1</sup>, in accordance with the procedures and timelines previously prescribed.



# Summary of Compliances

1.



## CITIZEN'S CHARTER

Section 6 of R.A. No. 11032  
**ARTA Advisory No. 19 : Series of 2024**

2.



## COMMITTEE ON ANTI-RED TAPE

Section 5 and 8 of RA 11032;  
 Rule III Section 1 of the IRR of RA 11032  
**ARTA MC No. 2023-08**

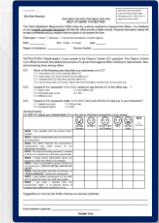
3.



## WOG REENGINEERING

Section 5 of RA 11032;  
 Section 3 and 5,  
 Rule III of the IRR of R.A. 11032  
**ARTA MC No. 2021-09**

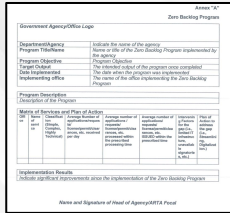
4.



## CLIENT SATISFACTION MEASUREMENT REPORT

Section 20 of RA 11032  
 Rule IV, Section 3(b) of the IRR  
**ARTA MC No. 2023-05**

5.



## ZERO BACKLOG REPORT

Section 2 of RA 11032  
 Section 4, Rule VIII of the IRR of RA 11032  
**ARTA Advisory No. 19 : Series of 2024**

6.



## FOR LGUs: ELECTRONIC BUSINESS ONE-STOP SHOP

Section 11 of RA 11032  
 ARTA-DTI-DICT-DILG JMC No. 1 Series of 2021  
**ARTA Advisory No. 20 : Series of 2024**

7.



## 3 SIGNATURE RULE

Section 9(2)(d) of RA 11032  
 ARTA Memorandum Circular 2024-05



# *ON ARTA COMPLIANCES*

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## **Strengthening Collaboration: ARTA and PAGBA**



## ARTA Compliance: ARTA and PAGBA Collaboration

**PAGBA**, as a **dynamic partner** of government and a **leading advocate of reforms and innovation** in public fiscal administration and good governance, can collaborate with ARTA in promoting the ease of doing business. This partnership may include the following initiatives:

1. **Ensure compliance** of its members with the provisions of RA 11032.
2. **Champion reforms and innovation** ensuring efficient processes in public fiscal administration.
3. **Development and dissemination of policies and guidelines** aligned with ARTA provisions.
4. **Information campaigns and knowledge-sharing forums** to promote awareness of ease of doing business reforms and initiatives.
5. **Recognition and incentive programs** for members demonstrating exemplary compliance





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**"Compliance is not a one-time event; it is a continuous process of monitoring and improvement"**  
- *Anonymous*

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For questions or concerns, you may send us an e-mail at [compliance@arta.gov.ph](mailto:compliance@arta.gov.ph).