



Republic of the Philippines
Department of Education
REGION IV-A CALABARZON
SCHOOLS DIVISION OF BATANGAS

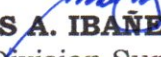
24 February 2025

UNNUMBERED MEMORANDUM

ARTA ADVISORY NO. 2025-005: 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)

To: Assistant Schools Division Superintendents
Chief- Curriculum Implementation Division (CID)
Chief- School Governance and Operations Division (SGOD)
Education Program Supervisors
Public Schools District Supervisors
Public Elementary and Secondary School Heads
All Others Concerned

1. Attached herewith is the ARTA Advisory No. 2025-005, 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).
2. For your information, guidance, and widest dissemination.


MARITES A. IBANEZ, CESO V
Schools Division Superintendent

KMS/ARTA Advisory No. 2025-005, 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)/
S2-109867/2-24/25



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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. 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 31st of March – Certificate of Compliance for F.Y. 2025 (if no revisions were made on the Citizen's Charter of the agency)
- Every 31st 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

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- 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, 1st Edition.

However, if a revision was made in the same year, then the updated Citizen's Charter shall be 2025, 2nd edition.

The edition shall always reset to "1st 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 15th 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/

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.

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	Citizen's Charter (CC) and Certificate of Compliance (CoC)	<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," its IRR, and its Supplemental or ARTA Memorandum Circular No. 2019-002-A Series of 2019</i></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	Client Satisfaction Measurement Report (CSMR)	<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	Committee on Anti-Red Tape (CART)	<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>

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	498
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%	CC Awareness
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%	CC Visibility
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%	CC Helpfulness
2. Somewhat helped	367	33%	
3. Did not help	252	23%	

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%

Table 5. Sample Tabulation of the Overall Rating for Internal and External Services

External Services		Overall Rating
External Service 1 (replace with service name as stated in the Citizen's Charter)		100%
External Service 2		100%
External Service 3		100%
External Service 4		100%
External Service 5		100%
External Service 6		100%
External Service 7		100%
External Service 8		100%
External Service 9		100%
External Service 10		100%
External Service Total		100%
Internal Services		
Internal Service 1 (replace with service name as stated in the Citizen's Charter)		100%
Internal Service 2		100%
Internal Service 3		100%
Internal Service 4		100%
Internal Service 5		100%
Internal Service 6		100%
Internal Service 7		100%
Internal Service 8		100%
Internal Service 9		100%
Internal Service 10		100%
Internal Service Total		100%
OVERALL TOTAL		100%

For each service, agencies must also report the overall SQD rating using the standardized formula provided below. Ensure that all computations for the rating shall use the prescribed formula.

Figure 2. Formula for the SQD Results

$$\text{Overall Score} = \frac{\text{Number of 'Strongly Agree' answers} + \text{Number of 'Agree' answers}}{\text{Total Number of Respondents} - \text{Number of 'N/A' answers}} \times 100$$

D. Continuous Agency Improvement Plan for the Following Year

Based on the CSM results, agencies should create a Continuous Agency Improvement Plan to enhance service delivery. This will guide agencies in meeting client needs more effectively.

The plan should outline:

- Specific areas for improvement.
- Elements to sustain based on client feedback.

E. Copy of the CSM Tool Used

Agencies should include a copy of the CSM tool used during FY 2024 in their report. To enhance transparency, sample filled-out CSM tools may also be included, enabling ARTA to verify the implementation of the harmonized CSM framework.

II. Submission of CSM Reports

A. Submission Deadlines

1. Government-Owned or -Controlled Corporations (GOCCs) under the purview of the Governance Commission for GOCCs (GCG) must submit their CSM Reports by 15 April 2025; and
2. All other agencies must submit their CSM Reports by 30 April 2025. For agencies with unified submission, a list of the covered Regional/Branch/Field/Satellite/Campus should be provided.

B. Certification of Accuracy and Compliance

The Head of Agency or the Chairperson of the Committee on Anti-Red Tape (CART) must certify the accuracy of the CSM results and compliance of the CSM report with the Guidelines issued by ARTA. Section 8 of Republic Act No. 11032, or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, states that the head of the office or agency shall be primarily responsible for the implementation of this Act and shall be held accountable to the public in rendering fast, efficient, convenient, and reliable service.

The certification of the CSM report may be provided in either of the following ways:

- Through a transmittal letter endorsing the CSM report; or
- By affixing a signature on the last page of the report.

C. Format and Supplementary Documents

1. CSM Reports must be submitted in text-searchable PDF format. Refrain from printing and rescanning signed reports; and
2. Upload the required supplementary documents alongside the CSM Report in the designated submission portal. These documents are:
 - Copy of the CSM tool used; and
 - Services covered by the CSM and CSM Results per office (if unified submission). The templates can be accessed through this link:
<https://tinyurl.com/CSMServices>.

It should be noted that the submission of the Citizen's Charter and its Certificate of Compliance in the form is not considered as official compliance. The uploaded document will only be used as reference in the evaluation.

D. Mode of Submission

CSM Reports must be submitted through the new Unified Submission Form: bit.ly/ARTACompliances. Submissions via physical delivery or email will not be accepted as official.