



Republic of the Philippines  
**Bangsamoro Autonomous Region in Muslim Mindanao**  
**OFFICE OF THE CHIEF MINISTER**  
Bangsamoro Government Center, Governor Gutierrez Avenue, Rosary Heights VII, Cotabato City 9600

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**MEMORANDUM**

Circular No. 0065<sub>p</sub>  
Series of 2022

**TO :** ALL MINISTRIES, OFFICES, AND AGENCIES  
*Bangsamoro Autonomous Region in Muslim Mindanao*

**SUBJECT :** CONDUCT OF MAPPING SURVEY FOR THE CRAFTING OF  
CITIZEN'S CHARTER

**DATE :** 12 APRIL 2022 / 10 Ramadhan 1443 H.

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1. Republic Act No. 11032, or the ***"Ease of Doing Business and Efficient Government Service Delivery Act of 2018"*** mandates all the Government Offices and Agencies to set up their respective most current and updated Citizen's Charter. Having a published Citizen's Charter is essential to ensure integrity, accountability, and proper management of public affairs and public property, as well as to reduce red tape and expedite transactions in government.
2. Pursuant to Memorandum Order No. 0641, s. 2021 dated 3 December 2021, the Internal Audit Office (IAO) of the Office of the Chief Minister is designated to be the Focal Office or Coordinating Body for the Citizen's Charter Support and is enjoined to actively facilitate and assist in crafting the Citizen's Charter for the Ministries/Offices in the BARMM, in partnership with Japan International Cooperation Agency (JICA), the funding agency for this activity, through its Capacity Development Project for Bangsamoro (CDPB) and Development Academy of the Philippines (DAP), consultant procured by JICA.
3. Anent this, a Mapping Survey shall be conducted to determine the existence and status of the Citizen's Charter of each Ministry/Office. This is also in preparation for the implementation of the **Training and Technical Assistance on the Formulation and/or Updating of the Citizen's Charter (CC) to BARMM** by the DAP.
4. Every Ministry/Office shall submit a scanned copy of their Citizen's Charter (whether published or an initial draft) on or before April 19, 2022 by uploading it to this google drive link <https://bit.ly/DAPJICA>. The file name must conform to the format given below.

**File Name: Citizen's\_Charter-Name of Ministry/Office**

Subsequently, survey questionnaires will be sent to the Ministry/Office that can provide a copy of their Citizen's Charter.

5. Whereas for the Ministry/Office with no Citizen's Charter, the attached Service Profile must be accomplished and submitted to the same google drive link <https://bit.ly/DAPJICA> on or before April 19, 2022. Follow the file name format:

**Annex A: Service\_Profile\_Sheet-Name of Ministry/Office**

6. Further, the attached **Nomination Form** and **Participant's Information Sheet** must be accomplished and submitted to the same link and on the same date, regardless of the availability of your Citizen's Charter. This will be essential for the planned training. Follow the file name format:

**Annex B: Nomination\_Form-Name of Ministry/Office**

**Annex C: Participant's\_Info\_Sheet-Abbreviated Name of Ministry/Office**

A maximum of four (4) participants per ministry/office shall be listed in the Nomination Form. The target participants include the process owners, officers, and staff who are frontline service providers and one (1) internal auditor. It is highly recommended to include personnel who can commit to completing and actively participating in the entire duration of the said training.

7. Every Ministry/Office is encouraged to submit their Citizen's Charter, if available, and keenly participate in complying with the necessary documents required by the DAP in order to conduct the said survey.

8. For better communication, provide the contact details of your Focal Person for this engagement by filling out a form through the link <https://forms.gle/SXNzMAX6XlpVQm2Q6>.

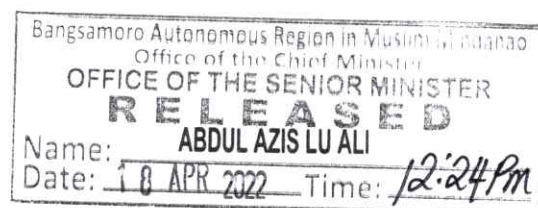
9. For coordination and other concerns on the matter, you may contact Ms. Bai Omairah Yusop of IAO at cellphone no. 09679110056 or email us at [internalaudit@bangsamoro.gov.ph](mailto:internalaudit@bangsamoro.gov.ph).

10. For information and compliance.

**By Authority of the Chief Minister**  
**AHOD B. EBRAHIM**

**ABDULRAOUF A. MACACUA**  
Senior Minister

OCM-BARMM RD-AMS  
AAA125967



**RECEIVED FOR ROUTING**

By: FATIMA 6  
Date: 18 APR 2022  
Time: 12:45 PM





## ANNEX B

Scan this nomination form and upload to this google drive link <https://bit.ly/DAPJICA>

This nomination form shall be signed by the Head of Ministry/Agency/Office (nominating officer).

Please send this nomination form on or before **19 April 2022**.

DAP will send a confirmation letter to the nominee's email within 5 working days together with guidelines for registration.

**CONFORME**  
(Head of  
Ministry/Agency/ Office)

## NOMINATION FORM

TRAINING: TRAINING-WORKSHOP ON CITIZEN'S CHARTER FORMULATION/ENHANCEMENT

DATE:  May 16-20, 2022  May 23-27, 2022  May 30-June 3, 2022

NAME OF NOMINATING OFFICER: \_\_\_\_\_  
POSITION: \_\_\_\_\_

MINISTRY/AGENCY/OFFICE: \_\_\_\_\_

CONTACT NUMBER: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

	Complete Name of the Nominee	Nickname	Position/ Designation	Office/Unit	Email Address	Contact No.
1						
2						
3						
4						



## TRAINING-WORKSHOP ON CITIZEN'S CHARTER FORMULATION/ENHANCEMENT PARTICIPANT'S INFORMATION SHEET

I. BASIC INFORMATION			
LAST NAME	FIRST NAME	MIDDLE NAME	NICKNAME
GENDER:		CELLPHONE #:	
BIRTHDATE:		AGE:	
TELEPHONE/FAX #:		EMAIL:	
MINISTRY/AGENCY/OFFICE:			
OFFICE ADDRESS:			
POSITION/DESIGNATION:			
STATUS OF APPOINTMENT:		Contact #:	
Person to notify in case of emergency & relation			
II. RELATED TRAINING/S AND SEMINAR/S ATTENDED			
TITLE / FOCUS AREA	CONDUCTED / ORGANIZED BY	YEAR	
III. ONLINE TRAINING READINESS AND PLATFORM FAMILIARITY			
1. Do you have Desktop Computer/Laptop which may be used to attend online training? <input type="checkbox"/> Yes <input type="checkbox"/> No			
2. Do you have access to stable internet connectivity? <input type="checkbox"/> Yes <input type="checkbox"/> No			
3. Have you ever used the following online platforms?			
Zoom	<input type="checkbox"/> Yes <input type="checkbox"/> No	Google Classroom	<input type="checkbox"/> Yes <input type="checkbox"/> No
Jamboard	<input type="checkbox"/> Yes <input type="checkbox"/> No	Google Sheets	<input type="checkbox"/> Yes <input type="checkbox"/> No
		Google Docs	<input type="checkbox"/> Yes <input type="checkbox"/> No
		Google Drive	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. Please let us know other issues/concerns you may have in relation to the online delivery of the training-workshop.			
_____			
Signature of Participant _____			

**ANNEX D**

Proposed Schedule	Target Participants	Total # of Participants
<p><i>Opening Ceremony</i> May 13, 2022</p>	<p>-All Heads of Ministries/Agencies/Offices -All participants of the 3 batches of training-workshop on CC Formulation/Updating</p>	<p>210</p>
<p><i>Batch 1</i> May 16-20, 2022</p>	<ol style="list-style-type: none"> <li>1. Ministry of Finance, and Budget and Management (MFBM)</li> <li>2. Ministry of Social Services and Development (MSSD)</li> <li>3. Ministry of Trade, Investments, and Tourism (MTIT)</li> <li>4. Ministry of Labor and Employment (MOLE)</li> <li>5. Ministry of Transportation and Communication (MOTC)</li> <li>6. Ministry of Basic, Higher and Technical Education (MBHTE)</li> <li>7. Ministry of Indigenous People's Affairs (MIPA)</li> <li>8. Ministry of Health (MOH)</li> <li>9. Ministry of Public Works (MPW)</li> <li>10. Ministry of Interior and Local Government (MILG)</li> <li>11. Ministry of Environment and Natural Resources, and Energy (MENRE)</li> <li>12. Ministry of Human Settlement and Development (MHSD)</li> <li>13. Ministry of Science and Technology (MOST)</li> <li>14. Ministry of Agriculture, Fishery, and Agrarian Reform (MAFAR)</li> <li>15. Ministry of Public Order and Safety (MPOS)</li> </ol>	<p>60</p>
<p><i>Batch 2</i> May 23-27, 2022</p>	<ol style="list-style-type: none"> <li>1. Office of the Chief Minister</li> <li>2. Office of the Chief Minister Proper</li> <li>3. Information and Communication Office</li> <li>4. Legal and Legislative Liaison Office</li> <li>5. Office for Other Bangsamoro Communities</li> <li>6. Bangsamoro Board of Investment</li> <li>7. Bangsamoro Information Office</li> <li>8. Office for Settler Communities</li> <li>9. Bangsamoro Planning and Development Authority (BPDA)</li> <li>10. Bangsamoro Pilgrimage Authority</li> <li>11. Development Academy of Bangsamoro (DAB)</li> <li>12. Bangsamoro Darul-Ifta</li> <li>13. Cooperative and Social Enterprise Authority</li> <li>14. Bangsamoro Information Communication Technology Office</li> </ol>	<p>56</p>
<p><i>Batch 3</i> May 30-June 3, 2022</p>	<ol style="list-style-type: none"> <li>1. Bangsamoro Women Commission</li> <li>2. Bangsamoro Youth Commission</li> <li>3. Bangsamoro Sports Commission</li> <li>4. Bangsamoro Commission for the Preservation of Cultural Heritage</li> <li>5. Bangsamoro Human Rights Commission</li> <li>6. Bangsamoro Internal Auditing Body</li> <li>7. Civil Service Commission for BARMM</li> <li>8. Bangsamoro Electoral Office</li> <li>9. Police Regional Office in the Bangsamoro Autonomous Region</li> <li>10. Bureau of Jail Management and Penology</li> <li>11. Bureau of Fire Protection</li> <li>12. Regional Office of Coast Guard Services</li> <li>13. Regional Office of Bureau of Local Government Finance</li> </ol>	<p>52</p>
<p><i>Closing Ceremony</i> June 3, 2022</p>	<p>-All Heads of Ministries/Agencies/Offices -All attendees of the 3 batches of training-workshop on CC Formulation/Updating</p>	<p>210</p>