



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

MEMORANDUM

Circular No. 0113
Series of 2022

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

SUBJECT : FOLLOW-UP ACTIVITY ON THE IMPLEMENTED TRAINING AND TECHNICAL ASSISTANCE ON THE FORMULATION AND/OR UPDATING OF THE CITIZEN'S CHARTER (CC) FOR BARMM

DATE : JUNE 17, 2022 / DHUL-QA'DAH 18, 1443 AH

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. 0065, s. 2022** dated 12 April 2022, an online training-workshop on the updating/formulation of Citizen's Charter was conducted last May 13 – June 3, 2022, and participated by different BARMM ministries, regionally-created agencies, regional offices/bureaus. This is in partnership with Japan International Cooperation Agency (JICA), the funding agency for this activity, through its Capacity Development Project for Bangsamoro (CDPB), and the Development Academy of the Philippines (DAP) as JICA's procured consultant.
3. To assist in the formulation and/or finalization of your office's respective Citizen's Charter, **an online drive containing the recordings of the lectures will be shared**. This shall only be available from June 20-30, 2022. Participants are advised to view the recordings of the lectures and do the workshop within the specified dates.
4. You may access the materials for this training-workshop, which includes PowerPoint presentations and lecture recordings, through this Google classroom link <https://bit.ly/DAPJICABARMM>.
5. It is highly encouraged to involve the process owners of your office's frontline services. "Frontline Service" refers to the process or transaction between clients and government offices or agencies involving applications for any privilege, right, permit, reward, license, concession, or for any modification, renewal or extension of the enumerated applications and/or requests which are acted upon in the

ordinary course of business of the agency or office concerned (Section 4c. Definition of Terms. R.A. 9145).

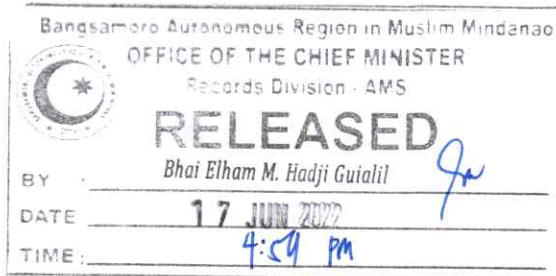
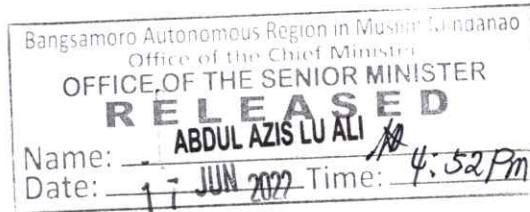
6. For ease of communication, kindly provide the contact details of your Focal Person for this engagement by filling out a form through the link <https://forms.gle/SXNzMAX6XIpVQm2Q6>.
7. For coordination and other concerns on the matter, you may contact Ms. Bai Omairah Yusop of IAO at cellphone no. 09679110056 or email us at internalaudit@bangsamoro.gov.ph.

For information and guidance.

By Authority of the Chief Minister
AHOD B. EBRAHIM:

ABDULRAOOF MACACUA
Senior Minister

OCM-BARMM RD-AMS
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RECEIVED FOR ROUTING

By: FATIMA
Date: 17 JUN 2022
Time: 4:57 PM