



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. 000 19w
Series of 2023

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

SUBJECT : ASYNCHRONOUS CONSULTATION ON THE CITIZEN'S
CHARTER OF BARMM MINISTRIES, OFFICES, AND AGENCIES

DATE : 10 JUMADAL AKHIRAH 1444 | 03 JANUARY 2023

1. Republic Act No. 11032, also known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," requires all government offices and agencies to create their own, most recent Citizen's Charters in order to establish, enhance, and/or standardize the delivery of frontline services.
2. The Capacity Development Project for Bangsamoro (CDPB) of Japan International Cooperation Agency (JICA), through its consultant, Development Academy of the Philippines, is assisting the BARMM by implementing the Training and Technical Assistance on the Formulation/Updating of the BARMM Citizen's Charter.
3. In line with the foregoing, Asynchronous Q&A/Consultation on the Formulation of Citizen's Charter of BARMM ministries/offices/agencies shall be conducted.

**ASYNCHRONOUS CONSULTATION ON THE CITIZEN'S CHARTER OF BARMM
MINISTRIES, OFFICES, AND AGENCIES**

- A. Asynchronous Q&A/consultation on the development of BARMM ministries/offices/agencies' Citizen's Charter will be delivered to the ministries/agencies via Google Classroom platform: <https://bit.ly/DAPJICABARMM> this January - February 2023. Within the allotted time, each ministry, office, and agency must have four (4) consultants.
- B. The ministries/offices/agencies' Citizen's Charter Team (CCT) will be assigned with coaching teams who will respond to questions and clarifications via Google Classroom. The assigned Associate Project Officers from DAP will closely coordinate with the CCT's and monitor the progress/status of their Citizen's Charter.

4. Therefore, all ministries/agencies/offices are directed to accomplish the Directory of their CCT members on or before **06 January 2023** and submit at email address cfg-lgo-dap@dap.edu.ph. Please refer to the herein attached form.
5. For coordination and/or queries, you may contact Ms. Bai Omairah Yusop of Internal Audit Office - OCM BARMM at mobile no. 09679110056/09917806076 or at email address internalaudit@bangsamoro.gov.ph.

For guidance and compliance.

By Authority of the Chief Minister
AHOD B. EBRAHIM


ABDULRAOF A. MACACUA
 Senior Minister

OCM-BARMM RD-AMS
 AAA137192



Bangsamoro Autonomous Region in Muslim Mindanao
 Office of the Chief Minister
OFFICE OF THE SENIOR MINISTER
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Bangsamoro Autonomous Region in Muslim Mindanao
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Ministry/Office/Agency: _____

**Directory of Citizen's Charter Team
(CCT) Members**

Full Name	Designation and Division/Section	Email Address (Gmail) and Cellphone Number