



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

EXECUTIVE ORDER NO. 0002
Series of 2023

ADOPTION AND IMPLEMENTATION OF A CITIZEN'S CHARTER OF THE OFFICE OF THE CHIEF MINISTER (OCM) AND ITS ATTACHED AGENCIES, INCLUDING THE BANGSAMORO ATTORNEY GENERAL'S OFFICE (BAGO), IN COMPLIANCE WITH REPUBLIC ACT NO. 11032, OTHERWISE KNOWN AS "AN ACT PROMOTING EASE OF DOING BUSINESS AND EFFICIENT DELIVERY SERVICES" AND ITS IMPLEMENTING RULES AND REGULATIONS

WHEREAS, the 1987 Philippine Constitution declares that public office is a public trust, and ordains that public officers and employees shall serve with the highest degree of responsibility, integrity, loyalty, and efficiency, and shall remain at all times accountable to the people;

WHEREAS, Section 6 of Republic Act (RA) No. 11032, otherwise known as "*An Act Promoting Ease of Doing Business and Efficient Delivery Services*," provides that all government agencies including departments, bureaus, offices, instrumentalities, or government-owned and/or controlled corporations, or local government units (LGUs) shall set up their respective most current and updated service standards to be known as the "CITIZEN'S CHARTER;"

WHEREAS, under Section 3 (j) of the Bangsamoro Autonomy Act No. 13, otherwise known as the "*Bangsamoro Administrative Code*," Bangsamoro Government, in pursuit of moral governance, shall maintain honesty, integrity, transparency and accountability, participation in governance and take positive and effective measures against graft and corruption;

WHEREAS, under Section 3 (k) of the Bangsamoro Administrative Code, the Bangsamoro Government adopts and implements a policy of full public disclosure of all its transactions involving public interest, subject to reasonable conditions prescribed by law;

WHEREAS, the Citizen's Charter is the official document that will communicate, in simple terms, the service standards or pledge of an agency on the government service being provided to the citizens. Other than communicating the service standards of the office, it shall also serve as the basis for establishing liability of all erring government employees involved in unnecessary red tape and corruption;

WHEREAS, the establishment and implementation of Citizen's Charter will enable "*A Stronger BARMM Bureaucracy*," one of the Enhanced 12-Point Priority

Agenda of BARMM, by placing utmost primacy on fostering enabling policies that promote transparency and accountability;

WHEREAS, various ministries, offices, and agencies in the Bangsamoro Autonomous Region in Muslim Mindanao (BARMM) underwent a series of activities and trainings in line with the formulation of their respective Citizen's Charter through the "Training and Technical Assistance on the Formulation/Updating of the Citizen's Charter for the BARMM" project implemented by the Development Academy of the Philippines (DAP) for the Japan International Cooperation Agency (JICA);

WHEREAS, the adoption of the Citizen's Charter for the Office of the Chief Minister and its attached agencies, including the Bangsamoro Attorney General's Office, will establish an effective system that will eliminate bureaucratic red tape, avert graft and corruption practices and improve the efficiency of the delivery of government frontline services;

NOW, THEREFORE, I, AHOD B. EBRAHIM, Chief Minister of the Bangsamoro Autonomous Region in Muslim Mindanao, by virtue of the powers vested in me by law, do hereby order:

SECTION 1. Adoption of Citizen's Charter for the Office of the Chief Minister and its attached agencies including the Bangsamoro Attorney General's Office. - The Office of the Chief Minister (OCM) and its attached offices and agencies, including the Bangsamoro Attorney General's Office (BAGO), shall adopt their respective Citizen's Charters to ensure efficient, fast, most convenient, and reliable service to their clients and constituents.

SECTION 2. Citizen's Charter; Contents. – Consistent with Section 6 of RA No. 11032, the OCM and its attached offices and agencies, including the BAGO, shall set up their respective most current and updated service standards to be known as the Citizen's Charter in the form of information billboards which shall be posted at the main entrance of offices or at the most conspicuous place, in their respective websites and in the form of published materials written either in English, Filipino, or in the local dialect, that detail:

- "(a) A comprehensive and uniform checklist of requirements for each type of application or request;
- "(b) The procedure to obtain a particular service;
- "(c) The person/s responsible for each step;
- "(d) The maximum time to conclude the process;
- "(e) The document/s to be presented by the applicant or requesting party, if necessary;
- "(f) The amount of fees, if necessary; and
- "(g) The procedure for filing complaints."

SECTION 3. Accountability of Public Officials and Employees. – Consistent with Section 8 of RA No. 11032, the head of the office or agency shall be primarily responsible for the implementation of RA No. 11032 and shall be held accountable to the public in rendering fast, efficient, convenient, and reliable service. To the same degree, all transactions and processes are deemed to have been made with the permission or clearance from the highest authority having jurisdiction over the government office or agency concerned.

Henceforth, the officials and employees of the OCM and its attached agencies, including those of the BAGO, are hereby enjoined to observe the prescribed processing time stated in their respective Citizen's Charter, and to participate in the review, upgrading and revision thereof, if necessary, subject to the provisions of RA No. 11032 and its IRR.

SECTION 4. Action of Offices. – Pursuant to the provisions of RA No. 11032 and its IRR, all applications or requests submitted shall be acted upon by the assigned officer or employee of the OCM and its attached agencies, including the BAGO, within the prescribed processing time stated in their respective Citizen's Charters, which period shall not be longer than three (3) working days in the case of simple transactions and seven (7) working days in the case of complex transactions from the date the request and/or complete application or request was received.

For applications or requests involving activities that pose danger to public health, public safety, public morals, public policy, and highly technical application, the prescribed processing time shall in no case be longer than twenty (20) working days or as determined by the concerned office or agency of the OCM, whichever is shorter.

Furthermore, the maximum time prescribed above may be extended only once for the same number of days, which shall be indicated in the Citizen's Charter, subject to the provisions of RA No. 11032 and its IRR.

SECTION 5. Simple transactions. – Applications or requests submitted by clients of the OCM and its attached agencies, including the BAGO, which only require ministerial actions on the part of the public officer or employee, or those which present only inconsequential issues for resolution by an officer or employee of the concerned office, are considered as simple transactions.

SECTION 6. Complex transactions. – Applications or requests submitted by clients of the OCM and its attached agencies, including the BAGO, which necessitate the use of discretion in the resolution of complicated issues by an officer or employee of the concerned office are considered as complex transactions.

SECTION 7. Highly technical application or transaction. – An application or transaction which requires the use of technical knowledge, specialized skills, and/or training in the processing and/or evaluation thereof is considered as a highly technical application or transaction.

SECTION 8. Dissemination. – All concerned are hereby directed to cause proper dissemination and introduction of the Citizen's Charter for the OCM and its attached agencies, and the Citizen's Charter for the BAGO to all their respective clients

and constituents, in accordance with the provisions of RA No. 11032 and its IRR, and to effectively implement their respective Citizen's Charters

SECTION 9. Separability. If any provision of this Order or any part hereof is declared invalid, illegal, or unconstitutional, the provisions not thereby affected shall remain in full force and effect.

SECTION 9. Repealing Clause. All existing administrative orders, rules and regulations, and other issuances or parts thereof, which are inconsistent with the provisions of this Order are hereby repealed or modified accordingly.


SECTION 10. Effectivity. This Order shall take effect immediately after its publication in the Bangsamoro Gazette or in a newspaper of general circulation.

Done in the City of Cotabato, this 31st July 2023.




AHOD B. EBRAHIM
Chief Minister

Bangsamoro Autonomous Region in Muslim Mindanao
Office of the Chief Minister
OFFICE OF THE SENIOR MINISTER
RELEASED
Name: ABDUL AZIS LU ALI
Date: AUG 04 2023 Time: 2:38 PM

Bangsamoro Autonomous Region in Muslim Mindanao
OFFICE OF THE CHIEF MINISTER
Records Division - AMS

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BY: Bhai Elham M. Hadji Guialil
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