

## THE CITIZEN'S CHARTER

*by:*

**Jemee Joan M. de Jesus**

*Administrative Officer II, Bilolo Elementary School*

The Citizen's Charter represents how an organization is committed to doing its purpose.

As a client, do you take time reading the office's citizen charter during your transactions? Many individuals complain about how slow government offices process their requests. There are times that the whole day is not enough to finish one transaction. While waiting, take time to read the Citizen's Charter. You will be informed with the time-bound process on different transactions.

What is Citizen's Charter? The Republic Act No. 11032 or An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the Purpose of Republic Act No. 9845, Otherwise known as the Anti-Red Tape Act of 2007, and For Other Purposes, Section 6 states that all government agencies shall set up their updated service standards to be known as Citizens Charter in the form of information billboards posted at main entrances, in their websites, and is written in English, Filipino or in local dialect.

According to the RA 11032, the Citizen Charter should include the comprehensive and uniform checklist of requirement for all types of request, its procedure and steps, maximum time to conclude the process, all documents to be presented by the requesting party, schedule of fees and how to file complaints. It was meticulously planned by the administrators but the most ignored by the people.

As first-time clients, this may serve as guide to process the requests if there is no one or other random people to ask what to do. Upon knowing the proper procedure, it

may lessen us from getting irate while waiting. Each office is open for complaints or feedbacks. Look for a drop box for concerns and comments. The client is the most affected if the procedure was not followed. Time and resources are wasted. Everyone one is encouraged to file complaints if deemed necessary. It is to improve and not to shame. But we, as clients should also understand that there are circumstances which may cause delays. Though we were not informed most of the time, stay calm and ask them properly. There may be Citizen's Charter as the standards but we must still be considerate. Whether employee or client, we do not know what a person is going through.

*References:*

[https://www.lawphil.net/statutes/repacts/ra2018/ra\\_11032\\_2018.html](https://www.lawphil.net/statutes/repacts/ra2018/ra_11032_2018.html)