



Reference No. 2024- 03  
January 4, 2024

**MEMORANDUM FROM THE DIRECTOR**

**TO :** ALL DIVISION/UNIT HEADS WITH FRONTLINE SERVICES  
(PDD, KMISD, PMELD, CASH, HRMU, RECORDS,  
PROCUREMENT, PROPERTY AND SUPPLY, TMSU, BMSGUSU)

**SUBJECT :** SUBMISSION OF THE PROCEDURES AND OTHER IMPORTANT  
DETAILS IN OBTAINING FRONTLINE SERVICES OF THE BUREAU FOR  
THE CITIZENS CHARTER COMPLIANCE

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Relative to the updating of our Citizen's Charter billboards as major compliance to Republic Act No. 11032 or ARTA Law, all divisions/units doing frontline services shall submit the procedures and other pertinent details of their services to the CART Secretariat, led by ACS-KMISD on or before January 12, 2024 through email address [meaquino@bar.gov.ph](mailto:meaquino@bar.gov.ph) cc [lcalmada@bar.gov.ph](mailto:lcalmada@bar.gov.ph).

The frontline services to be submitted must include the following details:

- (a) The procedure to obtain a particular service;
- (b) The person/s responsible for each step;
- (c) The maximum time to conclude the process;
- (d) The document/s to be presented or submitted by the customer, if necessary;
- (e) The amount of fees, if necessary; and
- (f) The procedure for filing complaints.

For your immediate compliance.

  
**JUNEL B. SORIANO, PhD**

