

MINDANAO

ACTIVITY: Training and Technical Assistance on the Formulation/ Updating of the Citizen's Charter for ARMM Agencies (CC)

COMPONENT: Human Resource Development

PROJECT: Comprehensive Capacity Development Program for ARMM (CCDP-A)

Background:

An agency's Citizen's Charter is a vital component of its general performance. It serves to outline and monitor whether an agency is fulfilling its task to deliver service to the public in accordance with the law. This is in fact legislated under Republic Act No. 9485 or the Anti-Red Tape Act of 2007 wherein all government offices and agencies including local government units, like the Autonomous Region in Muslim Mindanao (ARMM) that perform frontline transactions are mandated to set up their service standards known as Citizen's Charter.

Bound by this proviso and the aim to uphold good governance, the regional government of the Autonomous Region in Muslim Mindanao has signified its earnest goal to undertake capacity-building interventions targeted at bringing about improvements and strengthened commitment towards public service. This aspiration goes parallel with the expression of support from the Japan International Cooperation Agency (JICA), which has resolved to assist the ARMM in the preparations for a smooth transition to a prospective Bangsamoro government. Thus, on May 2014, the JICA commissioned the Development Academy of the Philippines (DAP) to conduct a project entitled, "Training and Technical Assistance on the Formulation/Updating of the Citizen's Charter for ARMM Agencies" which was conducted from June to November 2014.

Contact Details:

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Project Duration:

June – November 2014

Objective: To equip the heads and staff of ARMM agencies with the necessary knowledge, skills, and expertise in formulating, updating and implementing their respective Citizen's Charters.

Activities:

The *Training and Technical Assistance on the Formulation/Updating of the Citizen's Charter for ARMM Agencies* was conducted from June to November 2014. It was composed of the following activities:

1. Pre-Training Mapping of Citizen's Charter of ARMM Agencies
2. Training-Workshop on the Formulation/Updating of the Citizen's Charter of ARMM Agencies
3. Technical Review of Draft Citizen's Charter of ARMM Agencies
4. Citizen's Charter Coaching-Writeshop and Validation Exercise

Based on the initial evaluation, the Project led to the following outcomes:

1. Improve and standardize the delivery of frontline services through the formulation and enhancement of the participants' Citizen Charters
2. Equip the participants from ARMM agencies with the necessary skills and knowledge to formulate, update and implement their agencies' respective Citizen Charters. The team expects that all revised Citizen's Charters will be disclosed and be ready for implementation before December 2014.

Forty-four (44) Departments, Agencies and Regional Created Offices submitted their Citizen's Charter for Technical Review. As of November 2014, 8 agencies were ready to publish their CC, 5 are for the approval of their Head of Agencies, 28 are for conditional endorsement and 3 were still undergoing revisions.



Coaching sessions with the trainors from DAP