



ARTA
ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT



**JOINT MEMORANDUM CIRCULAR NO. 1
SERIES OF 2023**

**FOR: ALL GOVERNMENT-OWNED OR -CONTROLLED
CORPORATIONS (GOCCs) COVERED BY REPUBLIC ACT NO.
10149**

**SUBJECT: SUPPLEMENTAL GUIDELINES TO THE ARTA MEMORANDUM
CIRCULAR NO. 2022-05 OR THE GUIDELINES ON THE
IMPLEMENTATION OF THE HARMONIZED CLIENT
SATISFACTION MEASUREMENT SPECIFIC FOR GOCCS
COVERED BY REPUBLIC ACT NO. 10149**

DATE: 12 April 2023

1. LEGAL BASES

- 1.1. Pursuant to Section 20 of the Republic Act (R.A.) No. 11032¹ or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, which amended and renumbered Section 10 of R.A. No. 9485² or the *Anti-Red Tape Act of 2007* to Section 20, a feedback mechanism shall be established in all government agencies covered under Section 3 of R.A. No. 11032.
- 1.2. Section 3(b), Rule IV of the Implementing Rules and Regulations (IRR) of R.A. No. 11032 also states that “[a]ll agencies shall embed feedback mechanisms and client satisfaction measurement in their process improvement efforts. The agency shall report to the [Anti-Red Tape Authority (ARTA)] the results of the Client Satisfaction Survey for each service based on the guidelines issued by the Authority”.
- 1.3. Consistent with Section 3(b), Rule IV of the IRR of R.A. 11032, the Anti-Red Tape Authority (ARTA) issued the ARTA Memorandum Circular (MC) No. 2022-05 or the Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement.
- 1.4. R.A. No. 10149,³ otherwise known as the *GOCC Governance Act of 2011*, created the Governance Commission for GOCCs (GCG) as the central policy-making and regulatory body mandated to safeguard the State’s ownership

¹ AN ACT PROMOTING EASE OF DOING BUSINESS AND EFFICIENT DELIVERY OF GOVERNMENT SERVICES, AMENDING FOR THE PURPOSE REPUBLIC ACT NO. 9485, OTHERWISE KNOWN AS THE ANTI-RED TAPE ACT OF 2007N AND FOR OTHER PURPOSES, approved 28 May 2018.

² AN ACT TO IMPROVE EFFICIENCY IN THE DELIVERY OF GOVERNMENT SERVICE TO THE PUBLIC BY REDUCING BUREAUCRATIC RED TAPE, PREVENTING GRAFT AND CORRUPTION, AND PROVIDING PENALTIES THEREFOR, approved 02 June 2007.

³ AN ACT TO PROMOTE FINANCIAL VIABILITY AND FISCAL DISCIPLINE IN GOVERNMENT-OWNED OR -CONTROLLED CORPORATIONS AND TO STRENGTHEN THE ROLE OF THE STATE IN ITS GOVERNANCE AND MANAGEMENT TO MAKE THEM MORE RESPONSIVE TO THE NEEDS OF PUBLIC INTEREST AND FOR OTHER PURPOSES, approved 06 June 2011.

rights and ensure that the operations of GOCCs are transparent and responsive to the needs of the public.

1.5. In the exercise of its mandate, the GCG adopted GCG MC No. 2012-07⁴ or the *Code of Corporate Governance for GOCCs*. Under Section 37 of the GCG M.C. No. 2012-07, GOCC Governing Boards are required to:

- a. Ensure integrity and honesty in dealings with customers and operate a highly effective and efficient organization, focused on meeting customer objectives with the aim of providing services which give fair value and consistent quality, reliability, and safety in return for the price paid for the same; and
- b. Operate policies of continuous improvement, of both processes and the skills of the staff, to take best advantage of advances in all aspects of society in order to ensure that it continues to add value to its customers' businesses.

1.6. Under R.A. No. 10149, the Performance Evaluation System (PES) established by the GCG sets the process of appraising the accomplishment of the GOCCs in a given fiscal year based on the set performance criteria. One of the measures in determining the rating in the PES is the overall satisfaction of the clients for the services availed in a GOCC.

2. PURPOSE

2.1. This Joint Memorandum Circular (JMC) is being issued to provide supplemental guidance to GOCCs regarding compliance to GCG Memorandum Circular 2023-01⁵ and ARTA M.C. No. 2022-05.

2.2. Likewise, this JMC aims to reduce the cost and burden of compliance of GOCCs with the Client Satisfaction Measurement (CSM) and Client Satisfaction Survey (CSS) requirements.

3. COVERAGE

3.1. The supplemental guidelines shall be adopted by all GOCCs covered by R.A. No. 10149.

4. GENERAL GUIDELINES

4.1. All GOCCs shall conduct their respective CSS as required by the GCG-approved Performance Scorecard. The CSS methodology shall be in accordance with the prescribed Guidelines of the ARTA M.C. No. 2022-05.

4.2. GOCCs may have the option to engage the services of a third-party provider or in-house services for the conduct of the survey.

⁴ CODE OF CORPORATE GOVERNANCE FOR GOCCs, approved 28 November 2012.

⁵ PERFORMANCE EVALUATION SYSTEM (PES) FOR THE GOCC SECTOR DATED 19 JANUARY 2023.