



## **NOTICE TO STAKEHOLDERS**

**SUBJECT : SUSPENSION OF PROCESSING TIMES IN THE GCG CITIZEN'S CHARTER PER ARTA MC NO. 2020-03**

**DATE : 20 MARCH 2020**

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In line with the Anti-Red Tape Authority (ARTA) Memorandum Circular (M.C.) No. 2020-03<sup>1</sup> Section B, processing times in the delivery of the Governance Commission's services indicated in our Citizen's Charter<sup>2</sup> are hereby **SUSPENDED** until 13 April 2020, or until the Enhanced Community Quarantine is lifted, whichever comes first.

The Governance Commission's processing times shall immediately recommence upon resumption of our regular working schedule. For any pending service request, GCG shall, however, endeavor to address the same within twenty (20) working days from lifting of the government-mandated quarantine.

Rest assured that GCG personnel shall continue to render services in accordance with the interim measures detailed in the Notice to All GCG Stakeholders<sup>3</sup> and the work-from-home arrangement enforced in the Governance Commission per Presidential Proclamation No. 922<sup>4</sup> and the Memorandum from the Executive Secretary dated 16 March 2020.<sup>5</sup>

For immediate concerns, you may reach the Governance Commission via e-mail at [feedback@gcg.gov.ph](mailto:feedback@gcg.gov.ph).

### **FOR YOUR GUIDANCE.**

Very truly yours,

  
**SAMUEL G. DAGPIN, JR.**

*Chairman*

  
**MICHAEL R. CLORIBEL**

*Commissioner*

  
**MARITES CRUZ-DORAL**

*Commissioner*

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<sup>1</sup> Extension of Deadline of Submission of the Citizen's Charter and Suspension of Processing Times in the Delivery of Government Services in Luzon Area in Light of the Imposition of the Enhanced Community Quarantine dated 20 March 2020

<sup>2</sup> [GCG Citizen's Charter Handbook 2019 \(1st Edition\)](#)

<sup>3</sup> Interim Measures on GCG Operations and Service Delivery Due to COVID-19 dated 13 March 2020

<sup>4</sup> Declaring a State of Public Health Emergency Throughout the Philippines

<sup>5</sup> Community Quarantine Over the Entire Luzon and Further Guidelines for the Management of the Coronavirus Disease 2019 (COVID-19) Situation.