



Republic of the Philippines  
**DEPARTMENT OF LABOR AND EMPLOYMENT**  
Intramuros, Manila



**MEMORANDUM NO. MD-71-607**  
Series of 2021

Jean  
DOLE-AS 16JUN'21 14:33

**TO : ALL HEADS OF BUREAUS AND REGIONAL OFFICES**  
**This Department**

**SUBJECT : DOLE Citizen's Charter 2021 Edition**

In line with the Department's initiatives towards efficient delivery of services to our clients and in compliance with Anti-Red Tape Authority's R.A. No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and its IRR, may we furnish you with the attached electronic copy of the DOLE Citizen's Charter 2021 Edition.

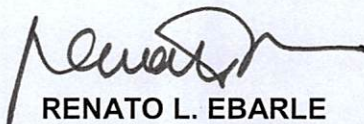
Anent thereto, you are hereby reminded of the following as per Section 3.3 of ARTA's Memorandum Circular Nos. 2019-002 and 2019-002A relative to posting and publishing of the Citizen's Charter:

1. Upload and post the electronic copy of the Citizen's Charter in your respective office's official website, through a tab or link specifically for the Citizen's Charter, located at the most visible space or area on the website;
2. Place/Display the physically bound Citizen's Charter Handbook (e.g. hardbound, soft bound, or ring bound at the windows/counters of each frontline office; and
3. Post the Citizen's Charter as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulin standees, or any other readable materials that could be easily understood by the public at the main entrances or at the most conspicuous places of your office:
  - All the external services shall be reflected in the information billboard.
  - At the minimum, the information billboard shall contain the following details:
    - Complete list of requirements
    - Fees, if any
    - Name, designation and office of the person responsible per step
    - Processing time
    - Procedure for filing complaints

Please submit proof of compliance of the abovementioned reminders to the Financial and Management Service (FMS)-Management Division (MD) as Committee on Anti-Red Tape (CART) Secretariat at email address: [micd\\_fmsole@yahoo.com](mailto:micd_fmsole@yahoo.com) on or before June 30, 2021.

For any concerns or queries, you may call at telephone number: (02) 8527-3000 local 416 or 418.

Thank you.

  
**RENATO L. EBARLE**  
Undersecretary  
Chairperson, CART Committee

Date: JUN 14 2021

Encl.: as stated