



Citizen's

Charter

Second Edition



Republic of the Philippines
Autonomous Region in Muslim Mindanao
REGIONAL LEGISLATIVE ASSEMBLY



CITIZEN'S CHARTER

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I. Vision

Towards the attainment of a genuine and meaningful Autonomous Region in Muslim Mindanao, we the officers and employees envision the Regional Legislative Assembly as a team of God fearing, enlightened and dedicated people who are committed to the aspiration, promotion and attainment of the region's sustainable peace and order, growth and development and freedom to pursue the ARMM's destiny through active participation and supportive collaboration of an empowered citizenry in the legislative process in order to evolve an efficient, transparent and accountable regional government.

II. Mission

We, the officers and employees, commit to transform the Regional Legislative Assembly's vision into reality by providing quality and responsive legislation to promote the development of sustainable peace and order, socio – economic development, financial autonomy, maintenance and preservation of socio – cultural heritage, upliftment of health and education, housing, electricity and other social amenities, strengthening of political institutions, ecological balanced environment and ensuring efficient government through administration initiatives and the confirmation process.

III. Performance Pledge

We, the Members, officers and employees of the Regional Legislative Assembly, Autonomous Region in Muslim Mindanao humbly and heartily pledge and commit to be **R**esponsive **L**eaders **A**ccessible to public service and to:

- A - Accept and Process all our clients' requests, promptly, patiently, courteously, and with humility from Mondays to Fridays, 8:00 am to 5:00 pm without noon break, by our friendly personnel, and institute measures to continuously improve our delivery of basic services needs and ensure that every client is equally attended to, regardless of nationality, political affiliation, gender, economic status, tribe and religious belief. Preferential attention shall be given to senior citizens, differently-abled persons and pregnant women;
- C - Commit ourselves to faithfully serve our clients without reservation and adhere to the principle of professionalism with honesty, integrity and dedication; and
- T - Transact with utmost transparency, mindful of the fact that we are public servants and accountable to the people and to Almighty God.

IV. Contact Information

For inquiries, you may contact us at Public Assistance/Complaints Desk:

Postal Address	Regional Legislative Assembly, ARMM Government Center, Cotabato City, 9600
Direct Line	(064) 552-1089
Fax Number	(064) 552-6019
Mobile	+639177269665
Email-Address	rla_armm@yahoo.com

V. Regional Legislative Assembly Proper

1. Reference and Research Division

- Release of Documents (MMA Acts, Research, Accomplishment Report)

2. Plenary Affairs Division

- Release of Documents (Bills, Resolutions, Order of Business and Verbatim Transcripts)

3. Committee Affairs Division

- Release of Documents (Committee Reports, Minutes of the Public Hearing, Committee Hearings/Meetings and Verbatim Transcripts)

4. Editorial and Publication Division

- Release of Documents (Journal)

Commission on Appointments

- Release of list of requirements for confirmation of nominees to cabinet secretary positions and other related documents (Committee Reports, Minutes of the Public Hearing, Committee Hearings/Meetings and Verbatim Transcripts)

1. Reference and Research Division

<p>Frontline Service: Release of Documents (MMA Acts, Research, Accomplishment Report) Clients: LGUs, NGOs, Students, Other Line Agencies and Offices in ARMM, General Public Requirements: Request Form RRD1-A (This form can be obtained at the Reference and Research Office, Kabilan Sema Hall (Ground Floor) Schedule of Availability of Service: Monday to Friday 8:00 AM to 5:00 PM Fees: FREE Total Processing Time: 12 minutes</p>					
<p>How to avail of the service</p>					
Step	Client Step	Office Action	Office/ Person Responsible	Location	Maximum duration of step
1.	Submit accomplished form	Receive the accomplished form	Reference and Research Division/ Admin Aide VI	Ground Floor, Kabilan Sema Hall, ORG Compound, Cotabato City	2 minutes
		Approve and sign form RRD1-A**	Reference and Research Division/ LSO VI (chief)	Ground Floor, Kabilan Sema Hall, ORG Compound, Cotabato City	3 minutes
2.	Wait for the release	Prepare the requested documents, including certification as to authenticity of document	Reference and Research Division/ LSO III or Librarian II	Ground Floor, Kabilan Sema Hall, ORG Compound, Cotabato City	5 minutes
3.	Receive copy of the requested documents and sign the logbook	Record and release the requested documents	Reference and Research Division/ Admin Aide VI	Ground Floor, Kabilan Sema Hall, ORG Compound, Cotabato City	2 minutes
4.		End of Transaction			

*If the request is filled by a representative, a letter of request/authorization by the requesting party is required.

**In case, request is disapproved the division head shall explain, verbally or in-writing, to the requesting party the reason for disapproval.

(See Appendices for RRD1-A Form Sample)

2. Plenary Affairs Division

Frontline Service: Release of Documents (Bills, Resolutions, Order of Business and Verbatim Transcripts)
 Clients:
 Requirements: Request Form - LOS Form 1 (This form can be obtained at the Plenary Affairs Office, Extension of, Main Building (Ground Floor)
 Schedule of Availability of Service: Monday to Friday, 8:00 AM to 5:00 PM
 Fees: FREE
 Total Processing Time: 12 minutes

How to avail of the service

Client Step	Office Action	Person Responsible	Location	Maximum duration of step
1. Submit accomplished form	Receive the accomplished form	Admin Aide VI	Plenary Affairs Office, Extension of Main Building (Ground Floor)	2 minutes
	Approve and sign form LOS Form 1	LSO VI (chief)	do	3 minutes
2. Wait for the release	Prepare the requested documents, including certification as to authenticity of document	LSO III	do	5 minutes
3. Receive copy of the requested documents and sign the logbook	Record and release the requested documents	Admin Aide VI	do	2 minutes

*If the request is filled by a representative, a letter of request/authorization by the requesting party is required.

**In case, request is disapproved the division head shall explain, verbally or in-writing, to the requesting party the reason for disapproval.

(See Appendices for LOS Form I Sample)

3. Committee Affairs Division

Frontline Service: Release of Documents (Committee Reports, Minutes of the Public Hearing, Committee Hearings/Meetings and Verbatim Transcripts)
 Clients:
 Requirements: Request Form - LOS Form 1 (This form can be obtained at Committee Affairs Office, Extension of Main Building (Ground Floor))
 Schedule of Availability of Service: Monday to Friday, 8:00 AM to 5:00 PM
 Fees: FREE
 Total Processing Time: 14 minutes

How to avail of the service:

Client Step	Office Action	Person Responsible	Location	Maximum duration of step
1. Submit accomplished form	Receive the Accomplished form	Admin Aide VI	Committee Affairs Office, Extension of Main Building (Ground Floor)	2 minutes
	Approve and sign form LOS Form I	LSO VI (chief)	do	3 minutes
	Retrieve Documents	LSO IV	do	5 minutes
2. Wait for the release	Release the documents (Committee Reports, Minutes of the Public Hearing, Committee Hearings/Meetings and Verbatim Transcripts)	Admin Aide VI	do	2 minutes
3. Receive copy of the requested documents and sign the logbook	Record	Admin Aide VI	do	2 minutes

*If the request is filled by a representative, a letter of request/authorization by the requesting party is required.

**In case, request is disapproved the division head shall explain, verbally or in-writing, to the requesting party the reason for disapproval.

(See Appendices for LOS Form I Sample)

4. Editorial and Publication Division

Frontline Service: Release of Documents (Journal)
 Clients:
 Requirements: Request Form - LOS Form 1 (This form can be obtained at the Editorial and Publication Office, Extension of Main Building (Ground Floor))
 Schedule of Availability of Service: Monday to Friday, 8:00 AM to 5:00 PM
 Fees: FREE
 Total Processing Time: 14 minutes

How to avail of the service:

Client Step	Office Action	Person Responsible	Location	Maximum duration of step
1. Submit accomplished form	Receive the Accomplished form	Admin Aide VI	Editorial and Publication Office, Extension of Main Building (Ground Floor)	2 minutes
	Approve and sign form LOS Form I	LSO VI (chief)	do	3 minutes
	Retrieve Documents	LSO IV	do	5 minutes
2. Wait for the release	Release the documents (journal)	Admin Aide VI	do	2 minutes
3. Receive copy of the requested documents and sign the logbook	Record	Admin Aide VI	do	2 minutes

*If the request is filled by a representative, a letter of request/authorization by the requesting party is required.

**In case, request is disapproved the division head shall explain, verbally or in-writing, to the requesting party the reason for disapproval.

(See Appendices for LOS Form I Sample)

VI. Commission on Appointments

1. Appointment Review and Investigation Division

Frontline Service: Release of list of requirements for confirmation of nominees to cabinet secretary positions and other related documents (Committee Reports, Minutes of the Public Hearing, Committee Hearings/Meetings and Verbatim Transcripts)
 Clients: Line Agencies' Cabinet Secretaries or Authorized Representatives
 Requirements: Request Form - CA Form 1 (This form can be obtained at the Commission on Appointments, Kabilan Hall (Ground Floor))
 Schedule of Availability of Service: Monday to Friday, 8:00 AM to 5:00 PM
 Fees: FREE
 Total Processing Time: 14 minutes

Client Step	Office Action	Purpose of Step	Person Responsible	Maximum time duration	Fee	Documents required	Location (where to go)
Secure and accomplish CA Form I*	Advice client to accomplish CA form I	Validation	Admin. Aide VI	3 minutes	No fee	List of requirement for CS nominees for confirmation and other related documents (Committee Reports, Minutes of the Public Hearing, Committee Hearings/Meetings and Verbatim Transcripts)	Commission on Appointments, Ground floor Kabilan Hall
Submit accomplished form	Receive the accomplished form		Admin aide VI	2 minutes	None		do
	Approved and signing of the requested document CA form I		LSO VI	3 minutes	None		do
Wait for the release	Get the document requested		LSO III	3 minutes	None		do
Receive copy of requested document and sign logbook	Recording and releasing of the requested documents	Recording	Admin aide VI	2 minutes	None		Do

*If the request is filled by a representative, a letter of request/authorization by the requesting party is required.

**In case, request is disapproved the division head shall explain, verbally or in-writing, to the requesting party the reason for disapproval.

See Appendices for CA Form I Sample

Transaction 2: Submission of Pertinent documents of nominees for confirmation by client.

Fees:

Total Processing Time:

Client Step	Office Action	Purpose of Step	Person Responsible	Maximum time duration	Fee	Documents required	Location (where to go)
Submit pertinent documents of nominees for confirmation	Receive the Pertinent Documents of nominee for confirmation		Admin. Aide VI	2 minutes			Ground floor Kabelan Hall
	Examination/Review of pertinent documents	Validation	LSO VI	7 hours			Do
Wait for the result of examination/review of pertinent documents submitted	Forward the reviewed documents to CA Plenary/Committee Affairs Division		LSO VI	2 minutes (after the seven hours examination in above row)			Do
Receive personal copies of pertinent documents duly signed by Admin Aide VI submitted and sign logbook		Recording	Admin Aide VI	2 minutes			Do

*If the request is filled by a representative, a letter of request/authorization by the requesting party is required.

**In case, request is disapproved the division head shall explain, verbally or in-writing, to the requesting party the reason for disapproval.

See Appendices for LOS Form I Sample

VII. Suggestions and Complaints, Procedure and Redress Mechanism

Because you are our partner in progress and development, we ask your continued support in looking for ways and means to support and improve our performance level in delivering our frontline services to our valued clients, like you, whom we really want to serve even better than what you have experienced during your last visit with us by giving us a feedback through any of the following mode, to wit:

- Telephone calls
- Client's Feedback Form
- Letter of complaint
- Electronic mail (rla_armm@yahoo.com)

We may be contacted directly through our telephone lines:

- (064) 552-00-57 or (064) 552-60-19

You are important to us, so we have provided a ready Fax machine to receive your message through fax telephone number (064) 421-93-18.

Suggestion boxes are located in conspicuous places, particularly at the lobbies of the Main Building and Datu Kabilan Sema Hall where you can drop your feedback form.

Rest assured that any information you will share with us will be treated not only with strict confidentiality but with utmost care in assisting you with your request.

Feedback forms are available with the Public Assistance and Complaint Desk, located at the lobbies of the Main Building and Datu Kabilan Sema Hall.

Thank you for your comments and suggestions.

APPENDICES

FORM 1 – Feedback Form

CLIENT'S FEEDBACK FORM

Thank you for paying a visit at the Regional Legislative Assembly. In our desire to provide a better service to you and other clients, may we please request you to answer the questions relevant to your visit:

1. Name : _____
2. Address: _____
3. Department/Office visited: _____
4. Service availed : _____
5. Person visited : _____
6. Time and date of visit: _____

Our Office:

1. Is the Office easy to be located?
2. Is the Office clean and orderly?
3. Did you feel comfortable?
4. Was there a long waiting time of clients?
5. Was there an appropriate signage of direction?

Our Frontliners:

6. Is the employee –in charge available?
7. Is the employee –in charge knowledgeable?
8. Is the employee –n charge accommodating?
9. Were you received properly?
10. Were you made to wait a long time?
11. Were your needs attended promptly?
12. Were your directed to proper office?
13. Were you extended proper courtesy?

Requirements:

14. Were you made aware of the requirements?
15. Were there so many requirements?
16. Were you given proper information on how to get the requirements?
17. Were you made aware of the fees to pay, if any?

Our Officers:

18. Were the authorized official(s) available?
19. Did it take him/them long to sign the document?
20. Nagpa – importante be?
21. Was the official arrogant? And disrespectful?

Our Information:

22. Is the document needed available?
23. Is the document well organized?
24. Is the date complete?
25. Is the date relevant to your request?
26. Are the instructions clear, brief and concise?

Other comments/suggestions:

Thank you very much.

Please drop your comment/suggestion in our suggestion box or mail to:

Office of the Speaker, Regional Legislative Assembly
Autonomous Region in Muslim Mindanao, Cotabato City or Email us at: rla_armm@yahoo.com.



Republic of the Philippines
Autonomous Region in Muslim Mindanao
REGIONAL LEGISLATIVE ASSEMBLY
Cotabato City

Form RRD1-A

RECORDS AND ARCHIVES SERVICE

Request for Documents

Date: _____

Name of Requesting Party: _____

Address & Telephone No.: _____

(Offices of Assemblymen/other RA Offices/outsider)

Subject Matter of Request: _____

Purpose of Request: _____

FOR LIBRARIAN /ARCHIVIST'S USE ONLY:

(If material(s) is available or not):

Nature of Materials:	Nature of Request	No. of Pages: _____
<input type="checkbox"/> Not Confidential	<input type="checkbox"/> For Reproduction	<input type="checkbox"/> For Payment (Amount): ____
<input type="checkbox"/> For the Deputy Secretary's Approval	<input type="checkbox"/> For Certified True Copy	<input type="checkbox"/> For Paper Replacement

Signature of Requesting Party: _____

Verified Correct and Available:

Librarian/Legislative Officer In-Charge

Approved:

ALADDIN M. AMBIA
Legislative Staff Officer VI



Republic of the Philippines
Autonomous Region in Muslim Mindanao
REGIONAL LEGISLATIVE ASSEMBLY
Cotabato City

LOS FORM 1

REQUEST FORM

DATE: _____

ITEM REQUESTED: _____

NUMBER OF COPIES: _____

PURPOSE: _____

TO BE AUTHENTICATED: **YES ()**
 NO ()

Signature over Printed Name
(Requesting Party)

RECEIVED BY:

Signature over Printed Name
DATE: _____



CA FORM 1

Republic of the Philippines
Autonomous Region in Muslim Mindanao
REGIONAL LEGISLATIVE ASSEMBLY
REGIONAL COMMISSION ON APPOINTMENTS
Cotabato City

REQUEST FORM

DATE: _____

DOCUMENTS/ITEM REQUESTED: _____

NUMBER OF COPIES: _____

PURPOSE: _____

TO BE AUTHENTICATED: **YES** ()
 NO ()

Signature over Printed Name
(Requesting Party)

RECEIVED BY:

Signature over Printed Name
DATE: _____