

THINGS TO KNOW ABOUT CITIZEN'S CHARTER



OVERVIEW

The Citizen's Charter is one of the primary tools that government agencies use to communicate their service standards on the delivery of government services to their clients or service users.

The National Center for Mental Health, in compliance with Memorandum Circular No. 2019 - 002, or the Guidelines in the Implementation of the Citizen's Charter in compliance with Republic Act 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and its Implementing Rules and Regulations, has crafted a Citizen's Charter in order to fast track government transactions, services, and programs to streamline and improve government service delivery.

CITIZEN'S CHARTER FORM

Handbook. The Citizen's Charter that will be in the form of a handbook, as specified in Section 5(a), Rule IV of the IRR, which will then be submitted to the Authority.

Information Billboard. The Citizen's Charter shall be posted at the main entrance of offices or at the most conspicuous place. Agencies are encouraged to innovate the presentation of their respective Citizen's Charter, which shall be clear, readable, concise, and engaging to the citizen or client who are transacting with the government agencies. The use of other display modalities such as, but not limited to, interactive kiosks and electronic billboards are allowed depending on the capacity of the agency.

Online. The Citizen's Charter, using the suggested format, shall be uploaded and posted on the official website utilized by the agency, through a tab or link specifically for the Citizen's Charter, located at the most visible space or area on the website, or as a link under the Transparency Seal.



CITIZEN'S CHARTER CONTENT

- Agency Profile:** Mandate, Vision, Mission, Service Pledge
- List of Services:** a complete list of all government services offered by the government agencies included in the Citizen's Charter and the page where each government service can be found. Non-inclusion of all the government services offered by the government agencies in the Citizen's Charter Handbook shall be deemed a violation of R.A. 11032.
- Service Specifications:** This shall contain:
 - All government services offered by the agency;
 - The service information, which includes the service, the office or division offering the service, the service classification, and the type of transaction;
 - The citizen or client who can avail the service;
 - The list of all the requirements to be submitted per service and where to secure such requirements;
 - The steps and procedures to be accomplished per service;
 - The fees to be paid by the citizen or client per step;
 - The processing time to complete each service;
 - The person responsible per step;
 - The total processing time to complete the service; and,
 - The total fees to be paid by the citizen or client.
- Service:** The name and description of the service provided by the agency.
- Classification:** The classification of the identified service, which shall be categorized into simple, complex, and highly technical.
- Type of Transaction:** The type of service transaction depending on the nature of the citizen or client transacting with the agency, which shall be categorized into Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to-Government (G2G).
- Who May Avail:** The citizen or client who can avail the service.
- Checklist of Requirements:** The complete list of all the requirements necessary to avail a particular service. It shall also indicate the office or agency where the citizen or client can secure said requirements.
- Steps and Procedures:** The detailed step-by-step process that the citizen or client needs to go through and the corresponding action to be taken by the assigned government official to complete the service.
- Fees to be Paid:** The fees to be paid by the citizen or client availing of the service.
- Processing Time:** The length of time, including the waiting time, to complete the entire service, covering the beginning of the transaction until the service has been completed and delivered. The total processing time to conclude the process shall not exceed the maximum periods of three (3) days for simple transactions, seven (7) days for complex transactions, and twenty (20) days for highly technical transactions. It shall be expressed in working days, hours, and minutes.
- Person Responsible per Step:** This shall indicate the government personnel who is responsible and accountable for each step, identified by designation and office or division. The head of the agency shall ensure that there shall be a duly designated person responsible per step as may be warranted.





NCMH CART CORNER

JULY - SEPTEMBER 2024 | ISSUE NO. **3**

NATIONAL CENTER FOR MENTAL HEALTH COMMITTEE ON ANTI-RED TAPE OFFICIAL PUBLICATION



National Hospital Week Celebration 2024
August 6 – 12, 2024



Celebrating World Patient Safety Day 2024
September 17, 2024



Quarter 3 Process Owners Meeting
ARTA / ISO / FOI / DPA - September 26, 2024

98%
EXCELLENT
RATING

CLIENT SATISFACTION RATING

Total Respondents: 836

July – 97.97% (345 respondents)

August – 98.05% (257 respondents)

September – 97.73% (234 respondents)

26

100%
Resolution Rate

CLIENT CONCERNS

8888/CSC-CCB/ARTA/PACE/DOH-CART/PACD

Complaints - 17

Requests for Assistance - 7

Commendation - 1

Inquiry - 1

12

100%
Response Rate

FOI REQUESTS

Freedom of Information

Top 3 Requests:

1. Hospital Statistics
2. Crisis Hotline Statistics
3. List of Mental Health Facilities

NCMH CITIZEN'S CHARTER

The NCMH CC, now in its sixth edition, comprises the detailed procedure, applicable fees, timeline, and responsible person for both internal and external services provided by the hospital. This will provide service users with the information they need to avail themselves of the different services of the hospital.

NCMH CITIZEN'S
CHARTER 2024



HOSPITAL CLIENT
EXPERIENCE SURVEY



ABOUT US

The NCMH Committee on Anti-Red Tape (CART), chaired by the Medical Center Chief, oversees the implementation and monitoring of compliance with R.A. 11032, or the Ease of Doing Business and Efficient Delivery of Government Services. The law aims to streamline systems and procedures and promote transparency and accountability among public officials and employees.

For concerns, please contact us at:

QUALITY MANAGEMENT OFFICE (QMO)

Client Concerns Unit

8531-9001 loc. 477 | qmo@ncmh.gov.ph

Public Assistance and Complaints Desk (PACD)

8531-9001 loc. 304 | pacd@ncmh.gov.ph

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