



Republic of the Philippines
Department of Health
OFFICE OF THE SECRETARY

March 10, 2020

DEPARTMENT MEMORANDUM

No. 2020- 0116

FOR : ALL DIRECTORS OF BUREAUS AND SERVICES AND CENTERS FOR HEALTH DEVELOPMENT, TREATMENT AND REHABILITATION CENTERS AND ALL OTHER CONCERNED

SUBJECT : Implementation of the DOH Citizen's Charter Frontline and Non-Frontline Services

Pursuant to Joint Memorandum Circular No. 2019-001 s. of 2019 entitled "Implementing Rules and Regulations of RA No. 11032 otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" directing all government agencies to set up the most current and updated service standards to be posted in the Citizen's Charter not later than March 31st of each year.

In compliance with the said directive, the Department consolidated all frontline and non-frontline services and submitted to the Anti Red Tape Authority last December 6, 2019. As such all offices under the Department are hereby directed to implement the services (frontline and non-frontline) indicated in the DOH Citizen's Charter.

Likewise, a regular review on the procedures/steps, time, documentary requirements and fees shall be conducted to determine the efficiency of the streamlined services.

For any clarification regarding this matter, please call the Personnel Administration Division and look for Ms. Olivia Magno or email us at padpbsecretariat@gmail.com

For compliance.

By Authority of the Secretary of Health:

A handwritten signature in black ink, appearing to read "Roger P. Tong-an", is written over the printed name.

ROGER P. TONG-AN, DMPA, MAN, RN
Undersecretary of Health

Administration and Financial Management Team

obm/as/pad/20-21