



## **ASSESSING THE CITIZEN'S CHARTER FORMULATION AND IMPLEMENTATION AT THE BUREAU OF CUSTOMS PORT OF CLARK AND THE CLARK DEVELOPMENT CORPORATION**

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**ABSTRACT** – Since the passage of Republic Act No. 9485 or the Anti-Red Tape Act (ARTA) of 2007, assessments of Citizen's Charter (CC) formulation and implementation have been done mostly on local government units (LGUs) and national government agencies (NGAs) in the National Capital Region. None have been previously performed on equally important NGAs and government-owned or controlled corporations (GOCCs) inside one of the country's major global gateways and special economic zones – the Clark Freeport Zone (CFZ). This study was conducted to: (1) check whether the Bureau of Customs (BOC) Port of Clark and the Clark Development Corporation (CDC) comply with the information requirements on CCs as stipulated by the ARTA's Implementing Rules and Regulations; (2) determine how the two agencies formulated and implemented their CCs; and (3) see if they comply with their service standards.

The study found that the two case agencies: (1) did not comply with the required information on the procedure for filing complaints, the allowable extension period for unusual circumstances, and the contact numbers for giving feedback; (2) had a bottom-up approach in CC formulation and implementation, and performed some customization and work simplification; (3) disseminated their CCs in English although Filipino or any local dialect was an option; and (4) were compliant with their service standards. Since the BOC Port of Clark's 63% compliance rate and the CDC's 67% were below the Civil Service Commission's 70% passing mark on its Report Card Survey (RCS), the study concluded that both agencies failed the assessment.

The study recommended that they: (1) supply the missing information in their CCs to pass future assessments; (2) consider the needs and participation of clients in the revision of their CCs; and (3) make their revised CCs more inclusive by disseminating them both in English and Filipino or any local dialect. A longer time and motion study in the two agencies should be conducted to check whether they can consistently comply with their service standards.

Key words: red tape, Citizen's Charter, anti-corruption tool, and quality assessment instrument