



## COMMISSION ON HUMAN RIGHTS

December 23, 2022

**ATTY. ERNESTO V. PEREZ, CPA**

Director General

Anti-Red Tape Authority

4<sup>th</sup> & 5<sup>th</sup> Floor, NFA Building, NFA Compound

Visayas Avenue, Barangay Vasra

Diliman, Quezon City

Dear **SECRETARY PEREZ:**

Greetings of peace from the Commission on Human Rights (CHR)!

We write in relation to ARTA Memorandum Circular No. 2021-10 or the Validation Guidelines on Citizen's Charter Compliance for the Fiscal Year 2022 Performance Based-Bonus (PBB) dated 3 December 2021, directing the submission of the Commission's updated Citizen's Charter and its Certificate of Compliance.

In line with its efforts to streamline and improve its services, the Commission has reduced the processing time for the Processing of Disbursement Voucher from three (3) hours, ten (10) minutes to two (2) hours, thirty minutes.

Aside from the streamlining, contact details for all the Commission's offices were updated. The number of pages of the Citizen's Charter Manual also increased due to lay-out.

In compliance with the said requirements, kindly see the following documents attached to this letter:

1. CHR Citizen's Charter (FY 2022, Version 2), with the modifications illustrated in red font; and
2. Signed Certificate of Compliance.

Thank you very much.

Very truly yours,

**ATTY. JACQUELINE ANN C. DE GUIA**

**Executive Director**

CHAD-VM-23L22-2026

**CHR ng lahat: Naglilingkod maging sino ka man**

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