



Republic of the Philippines
Department of Finance
INSURANCE COMMISSION
1071 United Nations Avenue
Manila



Circular Letter (CL) No.	2019-24
Date:	19 June 2019
Amends:	Insurance Commission's Citizen's Charter (Revised 2017)

CIRCULAR LETTER

TO : ALL REGULATED ENTITIES AND THE GENERAL PUBLIC

SUBJECT : ADOPTION OF THE 2019 REVISED CITIZEN'S CHARTER PURSUANT TO REPUBLIC ACT NO. 11032, OTHERWISE KNOWN AS THE EASE OF DOING BUSINESS AND EFFICIENT GOVERNMENT SERVICE DELIVERY ACT OF 2018

WHEREAS, this Commission adheres to the State policy of promoting integrity, accountability, proper management of public affairs and public property together with the establishment of an effective, efficient, and corruption-free practice in the delivery of government services to all its regulated entities and the general public;

WHEREAS, this Commission maintains honesty and responsibility among its public officials and employees and shall take appropriate measures to promote transparency with regard to the manner of transacting with its regulated entities and the general public, this include the adoption of simplified requirements and procedures that will reduce red tape, expedite transactions and create a more efficient government agency;

WHEREAS, Section 6 of Republic Act No. 11032 otherwise known as the "The Ease of Doing Business and Efficient Government Service Delivery Act of 2018" requires this Commission to set up a current and updated service standards to be known as the Citizen's Charter that details:

- (a) A comprehensive and uniform checklist of requirements for each type of application or request;
- (b) The procedure to obtain a particular service;
- (c) The person/s responsible for each step;
- (d) The maximum time to conclude the process;
- (e) The document/s to be presented by the applicant or requesting party, if necessary;
- (f) The amount of fees, if necessary; and
- (g) The procedure for filing complaints;

WHEREAS, considering the foregoing, there is a need for this Commission to review and update the Citizen's Charter (Revised 2017) in order to enhance existing processes, further reduce turn-around time and comply with the requirements of the law;

NOW, THEREFORE, in accordance with the mandate of this Commission to regulate and supervise insurance companies, pre-need companies, mutual benefit associations, health maintenance organizations, intermediaries and to the general public, **this Commission hereby approves and adopts the Citizen's Charter Revision 2019.**

The Citizen's Charter Revision 2019 shall be made available in the official website of this Commission.

This Circular Letter shall take effect immediately.



DENNIS B. FUNA
Insurance Commissioner

