



MC No. 09, s. 2014

MEMORANDUM CIRCULAR

TO : ALL HEADS OF CONSTITUTIONAL BODIES; DEPARTMENTS, BUREAUS AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS; GOVERNMENT-OWNED AND CONTROLLED CORPORATIONS WITH ORIGINAL CHARTERS; AND STATE UNIVERSITIES AND COLLEGES

SUBJECT : Reiteration of the Anti-Red Tape Act of 2007

The Commission hereby reminds heads of agencies and those with positions of authority in their respective frontline services about the implementation of Republic Act (RA) No. 9485 or the Anti-Red Tape Act (ARTA) of 2007. The Commission has observed many positive actions of agencies as regards its implementation and it is but fitting to reiterate some pertinent provisions of the ARTA and its implementing rules and regulations (IRR).

1. *On the Citizen's Charter*

The Citizen's Charter, in the form of information billboards, should be posted at the main entrance or the most conspicuous place in the office, and in the form of published materials written either in English, Filipino, or in the local dialect, that detail:

- (a) The procedure to obtain a particular service;
- (b) The person/s responsible for each step;
- (c) The maximum time to conclude the process;
- (d) The document/s to be presented by the customer, if necessary;
- (e) The amount of fees, if necessary; and
- (f) The procedure for filing complaints. (Section 6, RA No. 9485)

The office or agency shall review the Citizen's Charter whenever necessary, but not less than once every two years. (Rule IV, Section 4, CSC MC No.12, s. 2008)

2. *On the Accountability of Heads of Offices and Agencies*

The head of the office or agency shall be primarily responsible for the implementation of the ARTA and shall be held accountable to the public in rendering fast, efficient, convenient and reliable service. (Section 7, RA No. 9485)

In a Race to Serve: Responsive, Accessible, Courteous and Effective Public Service

3. *On the Adoption of Working Schedules to Serve Clients*

Heads of offices and agencies which render frontline services shall adopt appropriate working schedules to ensure that all clients who are within their premises prior to the end of official working hours are attended to and served even during lunch break and after regular working hours. (Section 8e, RA No. 9485)

4. *On the Identification Card*

All officers or employees transacting with the public shall be provided with an official identification card which should be worn during office hours. The information on the identification card should be easy to read, such that the officials and employees concerned can be easily identified by the clients. (Rule VI, Section 4, CSC MC No.12, s. 2008)

5. *On the Public Assistance and Complaints Desk*

Each office or agency shall establish a public assistance/complaints desk in all its branches. (Section 8g, RA No. 9485)

6. *On the Anti-Fixing Measures*

Fixing and/or collusion with fixers is considered a grave offense with a corresponding penalty of dismissal and perpetual disqualification from public service. (Section 11b, RA No. 9485).

7. *On Excellent Public Service and Customer Satisfaction*

Excellent public service and customer satisfaction is the end goal of the ARTA. The public must see improvements in their overall experience in transacting with government. Particularly, these areas of service delivery should be constantly monitored by heads of agencies:

- a. Service provider – personal disposition of employees providing frontline service specifically on these aspects: response time, attention, knowledge, competence, courtesy and extra mile, and fairness and ethical treatment;
- b. Service quality – quality product or service provided to clients (outcome) and overall time to complete transaction; and
- c. Physical working conditions – availability of basic facilities like clean comfort rooms, waiting areas, and courtesy lanes, and efficient physical set-up of the office which affects the performance, efficiency, and accessibility of the service provided. (Rule VII, Section 1, CSC MC No. 12, s. 2008)

For 2014, service offices of the following identified agencies shall be subjected to the Report Card Survey (RCS): Bureau of Internal Revenue, Government Service Insurance System, Home Development Mutual Fund, Land Registration Authority, Land Transportation Office, Philippine Statistics Authority-National Statistics Office, Philippine Health Insurance Corporation, Professional Regulation Commission, and Social Security System.

Offices surveyed under the RCS are provided numerical scores with their corresponding descriptive ratings:

FINAL SCORE	DESCRIPTIVE RATING
90-100	Outstanding/Excellent
90-89	Good
70-79	Acceptable
0-69	Failed

Outstanding refers to a final score between 90-100, but with a delinquent rating in a sub-area of the RCS, while *Excellent* also refers to the same range of final score without a delinquent rating in any sub-area of the RCS.

Offices which garner *Excellent* ratings are considered candidates for the Citizen's Satisfaction Center Seal of Excellence Award (CSC-SEA) and shall be subjected to a series of validation. Results of the 2014 RCS shall be published in a national daily in the first quarter of 2015.

In addition, all agencies and offices are enjoined to post Contact Center ng Bayan posters in their respective offices to gather public feedback. Soft copies of the posters and other materials may be requested from the CSC's Public Assistance and Information Office e-mail arta.csc@gmail.com.

For further reference, the full text of RA No. 9485 and its IRR may be viewed at the CSC website: www.csc.gov.ph.


FRANCISCO T. DUQUE III, MD, MSc
Chairman

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