



Memo Circular No. 06, s. 2006

MEMORANDUM CIRCULAR

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

SUBJECT : Enhancement and Institutionalization of the *Mamamayan Muna* Program (MMP)

The Civil Service Commission, through Memo Circular No. 3 dated January 25, 1994, implemented the *Mamamayan Muna, Hindi Mamaya Na* (MMHMN) Program, a client satisfaction and feedback mechanism that seeks to institutionalize courtesy, efficiency, and quick service to the public.

Through the Program, the public sends to the Commission feedback or reports and commendations on the quality of service delivery of the government agencies. These reports may be in the form of commendations for good services rendered by service providers; complaints/grievances for inefficient and undesirable actions of service providers; requests for assistance on pending transactions; and suggestions and recommendations aimed at further improving government programs and services. It also provides immediate recognition of state workers who exemplify the best in service delivery through the conferment of the *Gantimpala Agad Award*.

In its 11 years of implementation, the program has modestly achieved its primary goal of improving public service in the bureaucracy and of providing the public with a redress mechanism for grievances against ill-mannered and erring civil servants. Through the Program, the Commission has received and has acted on 55,297 feedback/reports, categorized as follows: 23,908 (43%), *requests for assistance*; 17,950 (32%) *complaints*; and 13,401 (24%) *commendation reports*. Actions on these reports were done in coordination with the Agency *Bilis Aksyon Partners* (BAPs). Incidentally, a total of 3,722 *Bilis Aksyon Partners* have been designated by their respective agency heads while 2,134 government officials and employees have been conferred the *Gantimpala Agad Award* for their prompt and efficient service.

While MMHMN Program has made significant inroads in gaining public trust, there is still a need to enhance its implementation. Given the premium placed on service excellence and total client satisfaction, the Commission is thus directing all heads of agencies/offices to institutionalize MMHMN in their respective offices and make it an integral part of their frontline services. The program will now also be known as *Mamamayan Muna* Program or MMP for brevity and easier recall.

The attached implementing guidelines are hereby provided to assist agencies in enhancing and institutionalizing the *Mamamayan Muna Program*. These guidelines define the roles of agencies in MMP as well as the role of the Commission as it continues to lead the nationwide implementation of the program. The CSC Regional and Field Offices shall be responsible for monitoring the implementation and institutionalization of the *Mamamayan Muna Program* in agencies under their jurisdiction.



KARINA CONSTANTINO DAVID

Chairman

February 17, 2006