



Memorandum Circular No. 4, s. 2009

**MEMORANDUM CIRCULAR**

**TO :** ALL HEADS OF DEPARTMENTS, BUREAUS AND AGENCIES OF THE NATIONAL AND LOCAL GOVERNMENTS, INCLUDING GOVERNMENT-OWNED AND CONTROLLED CORPORATIONS, AND STATE UNIVERSITIES AND COLLEGES

**SUBJECT :** Launch of 'Republic Service' – The E-newsletter of the Philippine Civil Service

The Civil Service Commission (CSC) is launching **Republic Service**, the e-newsletter of the Philippine Civil Service on public affairs, public servants and public service, issues of which may be downloaded from the CSC website, [www.csc.gov.ph](http://www.csc.gov.ph), starting on **February 2, 2009**, and every first Monday of the month thereafter. This will initially be on a monthly basis, and will gradually be a bi-monthly then weekly publication.

The publication will carry stories meant to inform, inspire and energize the government worker. This is in line with CSC's thrust of building a civil service that has high morale, efficiency, responsiveness, courtesy and integrity – MERCI.

Every week, starting with its maiden issue, *Republic Service* will feature inspirational stories of public servants in *Lingkod Bayani*, information on government frontline services in *At Your Service*, photo essays that capture the heart of *Pinoy* public service in *Klik!*, discussions of important national issues in its public affairs section, and an editorial section entitled *Pananaw*.

Heads of human resource departments and information officers of all government agencies and instrumentalities are hereby directed to ensure promotion and dissemination of the e-newsletter by downloading, printing, distributing, posting and e-mailing copies of the publication for information of their respective personnel, using the available equipment and supplies of their office. Members of the Development Communication Coordination Network (DevComNet) are encouraged to contribute to the e-newsletter.

Comments, suggestions and submissions should be addressed to Public Assistance and Information Office (PAIO), Civil Service Commission, Constitution Hills, Diliman, Quezon City or e-mailed to [pis@csc.gov.ph](mailto:pis@csc.gov.ph) or [csc\\_pr@yahoo.com](mailto:csc_pr@yahoo.com). *Republic Service* may also be reached at (02) 931-4180, (02) 931-8119 and (02) 932-0111.

**RICARDO L. SALUDO**  
Chairman

February 5, 2009

# republic service

pananaw



**The Good we do**

**B**ad news sells, and the front pages and prime time news play to this marketing tune. "The evil that men do lives after them; the good is oft interred with their bones," said the Bard, and so it is public servants. Good work is buried in the inside pages (if reported at all), and the deplorable fills Page 1. Hence, this e-newsletter giving much-deserved and oft-denied attention to the laudable exploits of our civil service.

Initially, coming out once a month, but eventually every week, Republic Service features headline news on major initiatives in service of the nation, such as the Anti-Red Tape Law implementation, as well as items on exemplary public servants in *Lingkod Bayani* and *Klik!* The publication also gives information on the rights, benefits and services available for government personnel in *At Your Service*. Last but not least, the people we serve get to speak in *Tinig ng Mamamayan*.

Republic Service complements the NBN TV show with the same title and content, airing Fridays at 9.15 p.m., as well as *Lingkod Bayani*, a *Radyo ng Bayan* program featuring public affairs and public servants, also on Fridays 5-6 p.m. By spotlighting exemplary civil servants as well as development initiatives of the government, we hope to advance our goal of enhancing morale, efficiency, responsiveness, courtesy and integrity — MERCI — in the bureaucracy.

We invite our 1.3 million personnel in government to send us your stories of dedicated, honest and efficient service to our people. You can email them to [pis@csc.gov.ph](mailto:pis@csc.gov.ph), fax to 02-9314180, or mail to Civil Service Commission, Public Affairs and Information Office, Batasan Hills, Diliman, Quezon City.

Mabuhay ang Serbisyo Sibill •

Ricardo L. Saludo  
Chairman

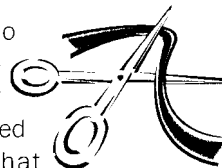
## Congress Boosts Anti-Red Tape Fight

MANY COMPLAIN that red tape is a stubborn virus afflicting government offices. That is why Congress passed Republic Act 9485, the Anti-Red Tape Act of 2007. The campaign for efficient service got a big boost recently in the 2009 budget which provides for all national government agencies, local government units, state universities and colleges and government-owned or controlled corporations to allot at least one half of one percent of their maintenance and operating expenses to implement Republic Act No. 9485, also known as the Anti-Red Tape Act of 2007.

"We appreciate the assistance provided by our legislators in providing much-needed funds for the anti-red tape programs for speedy, honest and efficient frontline services for your people", Civil Service Commission (CSC) Chair Ricardo L. Saludo said.

"We are especially thankful to the Senate President, the House Speaker, and the heads of the bicameral committee that finalized the budget, Senators Edgardo J. Angara and Representative Junie E. Cua."

Chair Saludo said that the funding support will cover CSC-approved anti-red tape programs that shall include but not limited to the following: assessment and streamlining of frontline services, development and implementation of an output-based performance evaluation system, publication in billboards of their respective Citizen's Charter, putting up of interlinked technology-based call and texting systems that



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lingkod bayani

## Taking part in God's creation

THE FIRST time she had to deliver a baby, Wenifreda Soto, a public midwife in Nabua, Camarines Sur, had to brave a strong typhoon and wade through floodwaters in the middle of the night.

Despite the rigors of her work, Wennie, as she is fondly called, says, "I love my work. What can be more satisfying than directly taking part in God's creation every time I help bring out a new baby into the world?"

Indeed, Wennie has an unselfish commitment to service that knows no

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at your service

Whether you've spent five or 25 years, here's a list of leave privileges state workers may enjoy.

- **15 days vacation leave.** With pay for each year of actual service.
- **15 days sick leave.** With pay for each year of actual service on account of sickness or disability of employee or any member of his/her immediate family.
- **60 days maternity leave.** For unmarried or single government women employees with 2 or more years of service; granted in every instance of pregnancy irrespective of its frequency.

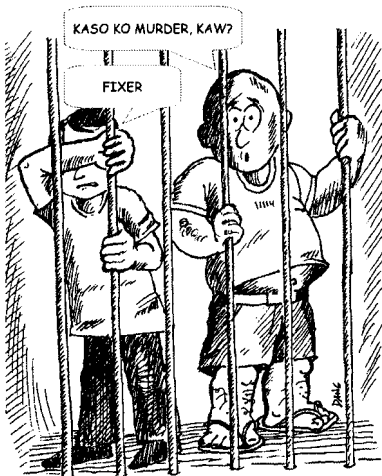


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## Anti-Red Tape ...

would immediately address client complaints and requests for assistance, conduct of dialogues with stakeholders on enhancement of services, and setting up of mechanisms to eliminate fixers and fixing activities.

The Civil Service Commission, is mandated to lead the implementation of RA 9485. The law's main features include:



penalties, from administrative sanctions to actual imprisonment. •

• Crafting of a **Citizen's Charter** by all government agencies.

• **Conduct of a Report Card Survey** to assess agency performance in frontline service delivery.

• **Automatic Extension of Licenses, Permits and Authorities.**

• **Legal Teeth.** RA 9485 punishes various violations — from a simple failure to attend to clients to something as grave as 'fixing'. It impose corresponding

at your service  
at your service

• **7 days paternity leave.** For every male government employee for the first 4 deliveries of his legitimate spouse with whom he is cohabitating; the definition of "delivery" includes either childbirth or any miscarriage.



• **7 days parental leave to solo parent.** For a solo parent so he/she can perform parental duties and responsibilities where physical presence is required.

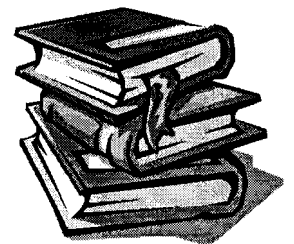
• **10 days leave for victims of violence against women (VAW).**

• **3 days special leave privileges.** For those who have rendered 6 months or more of continuous satisfactory service for personal, parental, filial obligations, domestic emergencies, personal transactions, calamity, and accident.

• **5 days minimum forced/mandatory leave.** All government workers with 10 days or more vacation leave credits shall be required to go on this leave whether continuous or intermittent.

• **6 months rehabilitation leave.** For wounds or injuries sustained while in the performance of official duties.

• **6 months maximum study leave.** Time off from work to prepare for bar or board exams or complete master's degree (for completion of master's degree, the leave should not exceed 4 months).



(Note: Teachers are covered by a different set of rules on leave.)

## ... God's creation

bounds or distinction. Apart from exhausting her daytime on various calls for aid in and out of the barangay health center, the period from dusk until dawn is sometimes yet not her own.

At the time when most of us are sleeping soundly, she rises even on unholy hours and trails mountainous terrain to render birthing services. At times, she gets trapped in the middle of crossfire between military forces and insurgents on the way to an expectant mother's home.

Wennie pioneered various development programs that have uplifted many lives, one of which is the Pig Dispersal project designed to provide income to indigents.

Wennie also spearheaded the establishment of a Birthing Clinic that

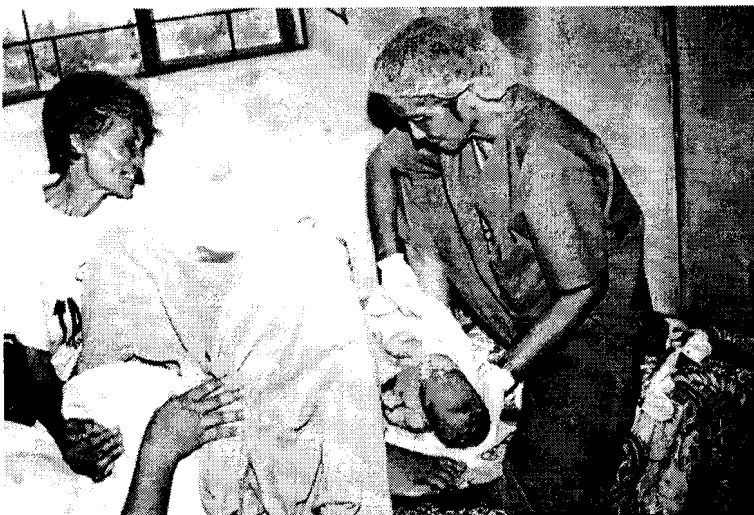
provides quality health services including safe maternal and newborn care, and a Day Care/Feeding Center that houses preschoolers and provides a venue for feeding malnourished children.

When Wennie received a P50,000.00 cash award for winning the "Natatanging Komadrone" award, she refused to keep the money for her personal benefit. Instead, she used it to start the "Botika Binhi" project, which provides accessible and affordable medicines to the poor. Botika Binhi has become a network of 34 outlets dispersed in the 42 barangays of the municipality of Nabua.

Despite her numerous responsibilities, Wennie can create a balance between career and motherhood. She has reared four children well; all four are now professionals pursuing their dream of excellence in their chosen fields.

For this 24-hour midwife, being able to contribute to the betterment of other people's lives is a reward in itself. "Amidst all the circumstances and experiences that life has brought me, I thank God that I am a midwife," Wennie says. •

Wennie delivers the first baby at the Birthing Clinic she helped put up in Nabua, Camarines Sur.





KLICK! invites photo contributions from both government employees and the general public. If you're a government worker dabbling in photography, or if you're a private citizen with a photo that captures the heart of public service in the Philippines, send us your photos with a short description (100 words or less). E-mail to [csc\\_pr@yahoo.com](mailto:csc_pr@yahoo.com).



**MEDAL MAN. FROILAN C. ROQUE, Refinery Officer IV, Banko Sentral ng Pilipinas, Diliman, Quezon City**, examines medals produced from the Bar Folding Jig and Big Sunburst Fixture, both innovative equipment that he designed. His inventions generated large savings for the BSP when it produced medals for dignitaries who attended the 2007 ASEAN Summit. Roque likewise introduced innovations in the design of the 'Weighing Scale Platform' which has made the process of gold refining more efficient. On September 19, 2008, he received the CSC *Pag-asa* Award from President Gloria Macapagal-Arroyo at Malacañang Palace.

kumusta kayo!  
kumusta kayo!



I AM honored to greet our civil servants.

In the last 100 years, we have struggled to build a nation

that can provide our children with a solid opportunity to grow and live with a brighter future.

Today, we must all confront the challenge of reducing poverty in a sustained and substantial manner.

In this task, your role as civil servants cannot be overemphasized. You are the backbone of our collective efforts.

Continue sharing in this responsibility by working with dedication, professionalism, efficiency, and honesty.

Mabuhay kayo!

**Vilma Santos-Recto**  
Governor, Province of Batangas

tinig ng mamamayan  
tinig ng mamamayan

## *PASADA: Riding on the crest of client feedback*

THE CIVIL Service Commission (CSC), through its Public Assistance and Information Office, went full steam in the implementation of the Public Service Delivery Audit (PASADA) and the *Mamamayan Muna* Program (MMP).

Through its PASADA Program, the CSC audited or evaluated frontline service delivery in government through undercover agents who pose as clients of over-the-counter transactions. In the first half of 2008, the CSC was able to audit 150 frontline services of around 300 government offices. Results of the 2<sup>nd</sup> semester audit are still being prepared.

Through the MMP, the CSC monitors the delivery of government frontline services through client feedback. Feedback may be in the form of commendation or *papuri*, request for assistance on transactions or pending action, complaint or *reklamo* for discourtesy or inefficiency in the performance of duty, and recommendations or *mungkahi* for improving policies and service delivery.

In 2008, the CSC received a total of 825 reports, 418 of which are requests for assistance, 341 are complaints, 32 are queries, 16 are recommendations, 10 are commendations, and 8 are comments of appreciation.

Of the 341 complaints, 255 are still for monitoring while 87 have been resolved. Most of the complaints deal with unofficial use of government vehicle (71), office systems and procedures (70), misconduct and dishonesty (44), and discourtesy or arrogance (37).

The Commission also received a huge number of client feedback through its TEXTCSC Program, wherein reports were sent through CSC's text hotline 0917-8398272. A total of 7,312 reports was posted, up by 31% from the previous year's figure of 5,605.

Of the number, 5,897 are requests for assistance, 708 are queries, 420 are commendations/comments of appreciation, 233 are complaints, and 54 are recommendations.

A review of the feedback received indicate that citizens were most concerned with irregularities in office systems and procedures (102 or 44% of complaints), schedule of civil service exams and release of results (3,152 or 53% of requests for assistance), follow-up of pending transactions or claims in agencies (1,845 or 31% of requests for assistance), and CSC programs and services (343 or 48% of queries).

Program data indicate that in the early years of its implementation, the number of complaints was more than the requests for assistance. For this year, due to the public's heightened belief in the program, requests for assistance outnumbered complaints by 9%. •