



MC No. 21, 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 : Rescheduling of the Anti-Red Tape Act Testimonial Rites (Previously Announced through MC No. 19, s. 2014)

The Anti-Red Tape Act (ARTA) Testimonial Rites entitled, *Celebrating Excellence in Public Frontline Service*, previously announced through CSC Memo Circular No. 19, s. 2014, has been rescheduled from September 19 to **October 22, 2014**.

This activity aims to recognize and appreciate government agencies and the Commission's partners who have been part of integrating customer service in the daily life of public frontline service, in line with the 114th Philippine Civil Service Anniversary theme, **Tapat na Serbisyo Alay ko Dahil Lingkod Bayani Ako**.

In the same event, the CSC shall launch a coffee table book, *Breakthrough: Game-changers in Public Frontline Service Delivery*, which contains best practices from selected offices and agencies on how they achieved exceptional customer satisfaction based on the CSC's Report Card Survey.

For more information, contact the Public Assistance and Information Office through telephone no. (02) 931-7993 and (02) 932-0179 or email arta.csc@gmail.com.


FRANCISCO T. DUQUE III, MD, MSc
Chairman

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