

Republic of the Philippines
Department of Education
National Capital Region
DIVISION OF CITY SCHOOLS
City of Mandaluyong

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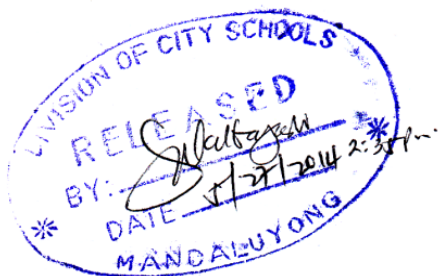
May 27, 2014

MEMORANDUM

TO : Assistant Schools Division Superintendent
Education Program Supervisor/Public School District Supervisor
Principals, Public and Private Elementary and Secondary Schools

Enclosed are copies of the Civil Service Commission Memorandum Circular No. 7, s. 2014 on the subject **Encouraging Government Agencies to hire PWDs Pursuant to R.A. 7277, as amended** and No. 9, s. 2014 on the subject **Reiteration of the Anti-red Tape Act of 2007**, for information and guidance.

Immediate dissemination of this **Memorandum** to all concerned is desired.



/mcv/egd/


EVANGELINE R. LADINES, CESO VI
Schools Division Superintendent



Republika ng Pilipinas
(Republic of the Philippines)
KAGAWARAN NG EDUKASYON
(DEPARTMENT OF EDUCATION)
PAMBANSANG PUNONG REHIYON
(NATIONAL CAPITAL REGION)
Daang Misamis, Bago Bantay, Lungsod Quezon
(Misamis St., Bago Bantay, Quezon City)

Department of Education
National Capital Region
RECORDS AND INFORMATION UNIT
RELEASED

By: [Signature]
Date: May 13 2014 Time: 4 -

May 13, 2014

Memorandum to-

Schools Division Superintendents

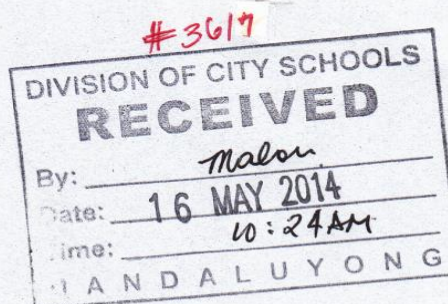
Enclosed are copies of the Civil Service Commission-Memorandum Circulars No. 7, s. 2014 on the subject *Encouraging Government Agencies to hire PWDs Pursuant to R.A. 7277, as amended* and No. 9, s. 2014 on the subject *Reiteration of the Anti-red Tape Act of 2007*, for information and guidance.

[Signature]

PONCIANO A. MENGUITO
Schools Division Superintendent
OIC, Office of the Assistant Regional Director
Officer-In-Charge

Incls.:
As stated

personnel/epm





MC No. 07, 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; AND STATE UNIVERSITIES AND COLLEGES

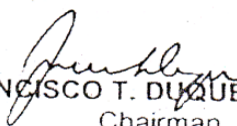
SUBJECT: Encouraging Government Agencies to hire PWDs pursuant to Republic Act No. 7277, as amended

Section 5 of RA 7277 or An Act Providing for the Rehabilitation, Self-Development and Self-Reliance of Disabled Person and their Integration into the Mainstream of Society and for Other Purposes as amended by Section 1 of RA 10524 (An Act Expanding the Positions Reserved for Persons with Disability) provides that:

"Section 5. Equal Opportunity for Employment. – No person with disability shall be denied access to opportunities for suitable employment. A qualified employee with disability shall be subject to the same terms and conditions of employment and the same compensation, privileges, benefits, fringe benefits, incentives or allowances as a qualified able bodied person.

"At least one percent (1%) of all positions in all government agencies, offices or corporations shall be reserved for persons with disability: Provided, That private corporations with more than one hundred (100) employees are encouraged to reserve at least one percent (1%) of all positions for persons with disability."

The welfare of PWDs, particularly in opportunities for employment, must be given utmost importance. The Commission calls on all heads of government agencies to help in implementing this provision of law by giving PWDs an equal access to work opportunities within their respective agencies. Thus, all government agencies are earnestly encouraged to hire PWDs in their respective offices not only to observe the above-stated provision of the law but also to give PWDs the same opportunities as non-PWD.


FRANCISCO T. DUQUE III, MD, MSc
Chairman

APR 30 2014

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



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:

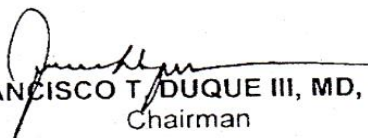
FINAL SCORE	DESCRIPTIVE RATING
90-100	Outstanding/Excellent
90-89	Good
70-79	Acceptable
0-69	Failed

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

MAY 09 2014