




Republic of the Philippines
Department of Education
Region X - Northern Mindanao
DIVISION OF MALAYBALAY CITY
Sayre Highway Purok 6, Casisang, Malaybalay City

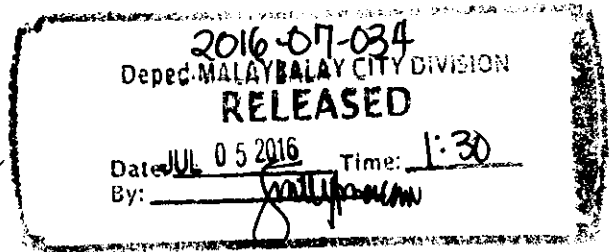
Telefax # 088-314-0094, E-mail add: www.depedmlybcity@yahoo.com



DIVISION ADVISORY

TO: Chief Education Supervisor & Staff, Curriculum Implementation Division
Chief Education Supervisor & Staff, Schools Governance & Operations Division
Public Schools District Supervisors/District OIC's
Elementary and Secondary School Heads
Section/Unit Heads and Staff
All Others Concerned

FROM: 
EDILBERTO L. OPLENARIA, CESO VI
Schools Division Superintendent



DATE: July 4, 2016

SUBJECT: **Dissemination of CSC – Memorandum Circular No. 14, s. 2016 “Urgent Review and Improvement of Citizen’s Charter”**

1. For the information and guidance of all concerned, this Office hereby disseminates the herein Memorandum Circular No. 14, s. 2016 issued on July 1, 2016 by the Civil Service Commission regarding the Urgent Review and Improvement of Citizen’s Charter, content of which is self-explanatory.
2. For widest dissemination.

Encl:

As stated

Copy Furnished:

Records Unit
Personnel Unit

TO BE POSTED ON THE WEBSITE



MC No. 14, s. 2016

MEMORANDUM CIRCULAR

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

SUBJECT : **Urgent Review and Improvement of Citizen's Charter**

In the nine years of implementation of the Anti-Red Tape Law (RA 9485), the bureaucracy has made strides in improving public frontline service and customer satisfaction. However, public feedback on slow processes and fixing persists as evidenced by the number of complaints the Civil Service Commission receives through its Contact Center ng Bayan.

In his inaugural address, President Rodrigo R. Duterte directed heads of government agencies "to reduce requirements and the processing time of all applications, from the submission to the release". The President's directive is anchored on the need to facilitate or improve frontline services, which is congruent to the objectives of the Anti-Red Tape Act of 2007, and to bring back the people's trust in government.

All government agencies providing frontline services are enjoined to revisit their Citizen's Charter. They should review and reduce or remove redundant requirements and re-engineer their procedures, especially for those services with transaction time that go beyond the three day limit.

For compliance.


ALICIA DELA ROSA-BALA
Chairperson

01 July 2016

In a R. A. C. E. to Serve: Responsive, Accessible, Courteous and Effective Public Service