



Republika ng Pilipinas
KOMISYON NG SERBISYO SIBIL
(Civil Service Commission)
Quezon City

MC # 10 s. 1990

MEMORANDUM CIRCULAR

TO: ALL HEADS OF DEPARTMENTS, BUREAUS AND AGENCIES OF NATIONAL AND LOCAL GOVERNMENTS, STATE COLLEGES AND UNIVERSITIES, INCLUDING GOVERNMENT OWNED AND CONTROLLED CORPORATIONS WITH ORIGINAL CHARTERS

SUBJECT: Guidelines for the Posting of Procedures and Requirements in Official Transactions with the Public

Pursuant to the provision of Republic Act No. 6713, it has been declared as a policy of the State to promote a high standard of ethics in public service and pursuant also to the same act the Civil Service Commission shall adopt positive measures to promote observance of these standards including the dissemination of information programs.

In view of the foregoing, the Commission in its Resolution No. 90-208 dated February 26, 1990 issues and promulgates these guidelines for the information and guidance of all concerned:

1. The procedure for transacting business, such as in obtaining permits, licenses, authorizations, clearances, patents, certifications, report of ratings and the like shall be stated in clear and unambiguous manner and posted in highly visible and prominent areas within the vicinity of the Office or Agency concerned for the information of those affected.

2. The name and/or designation of the officers/employees in charge of each of the different steps/stages of the particular transactions shall be included in the posters, except in cases where confidentiality is required, in which case, the name or designation of person to whom the transacting public or the clientele have to deal with, has to be posted.

3. The normal/regular time required or allocated for each stage/step of the transaction shall likewise be indicated and made known to the public.

4. The language of the posters/announcements shall be in English and Pilipino. However, in places where a particular dialect is predominantly or widely used and understood, said posters/announcements shall in addition be written in the said dialect.

5. The total hours or period of time for the completion of a certain transaction shall be so specified.

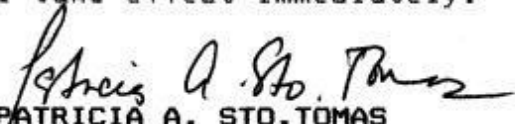
6. The amount of fees, if any, relative to the transaction shall be indicated for the information of the public and the legal basis thereof.

7. The public shall also be informed through these posters of the requirements including documents necessary in every step or stage of the transaction.

8. When simultaneous requests for a particular service are entered/submitted in the same office, such requests shall be attended to with dispatch on a "first come first serve basis". A mechanism to avoid long queues shall be devised, such as by giving each person a ticket number duly countersigned which shall specify the time and date when the person, whose name and address shall be indicated, can be served without delay. Said person shall have the right to prompt service upon presentation of said ticket number.

This Memorandum Circular shall take effect immediately.

February 26, 1990


PATRICIA A. STO. TOMAS
Chairman