



MC No. 14, s. 2008

MEMORANDUM CIRCULAR

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

SUBJECT : Implementation of the Anti-Red Tape Law

Republic Act No. 9485, "An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor" together with its Implementing Rules and Regulations and Administrative Order No. 241 issued October 2, 2008 by the Office of the President aim to facilitate and improve delivery of public service.

To ensure effective implementation of the above-cited issuances, the Civil Service Commission instructs all concerned to undertake the following activities:

1. Draw up their respective list of 20 services with heavy client traffic or those which are availed of by clients. The list should be finalized by November 15, 2008.
2. Within a one month period, from November 16 to December 15, 2008, come up with Citizen's Charters, specifically for the 20 top services, guided by the provisions of R.A. 9485.
3. By December 31, 2008, post in easily readable format and in conspicuous areas the list of top services/Citizen's Charter and make these available to the public.
4. Set up a Complaint Desk and Feedback Mechanism in accessible areas of their offices also by December 31, 2008.
5. Institute measures to crack down on fixers in agency offices and report these initiatives to the CSC regional office.
6. Submit initial report on compliance with previous Anti-Red Tape issuances, namely: Republic Act No. 6713, OP Memorandum Circular No. 35 dated March 17, 2003 and Administrative Order No. 161, s. 2006 to the Commission by November 30, 2008. Another report in compliance with Administrative Order No. 241 shall be submitted to the Commission on January 15, 2009.

The ten priority agencies identified in Administrative Order No. 241 are directed to coordinate closely with the Civil Service Commission and the Development Academy of the Philippines for streamlining procedures. The CSC-National Capital Region will submit a report of compliance within their area of jurisdiction not later than January 30, 2009. Other CSC regional offices will be advised of their respective schedules.

This circular shall take effect immediately.

A handwritten signature in black ink, appearing to read 'Ricardo L. Saludo'.

RICARDO L. SALUDO
Chairman

November 14, 2008