



MC No. 19, 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 : Addendum to MC No. 06, s. 2014 (114th Anniversary of the Philippine Civil Service)

To mark a milestone in the history of excellence and professionalism in the bureaucracy, the Civil Service Commission shall hold the first Anti-Red Tape Act (ARTA) Testimonial Rites entitled, ***Celebrating Excellence in Public Frontline Service*** on the day of the 114th Anniversary of the Philippine Civil Service, **19 September 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 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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