



Grant of Citizen's Satisfaction Center
Seal of Excellence Award

Number: 1101452

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Promulgated: 08 NOV 2011

RESOLUTION

WHEREAS, Republic Act No. 9485, otherwise known as an "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 Thereof" or the Anti-Red Tape Act of 2007, was signed into law on June 2, 2007.

WHEREAS, Paragraph 1, Section 1, Rule VII of the Implementing Rules and Regulations of Republic Act No. 9485 provides that the Civil Service Commission, in coordination with the Development Academy of the Philippines, shall conduct a survey to obtain feedback on existence and effectiveness of, as well as compliance with the Citizen's Charter, and how the office or agency is performing insofar as frontline services are concerned.

WHEREAS, Paragraph 2, Section 1, Rule VII of the Implementing Rules and Regulations of Republic Act No. 9485 provides that the evaluation tool may be linked with the program of the Civil Service Commission to provide incentives for excellent service delivery.

WHEREAS, the Civil Service Commission, as provided in Section 3, Item B, Article IX of the 1987 Constitution of the Republic of the Philippines shall "establish a career service and adopt measures to promote morale, efficiency, integrity, responsiveness, progressiveness, and courtesy in the civil service," resolved to grant a Citizen's Satisfaction Center (CSC) Seal of Excellence Award to government agencies with excellent public performance based on the result of the Report Card Survey (RCS).

WHEREAS, the result of the RCS conducted from May-July 2011 showed that the Department of Foreign Affairs – Regional Consular Office VIII in Tacloban City, the Philippine Health Insurance Corporation – Tacloban Service Office, and the Local Government of Nabunturan, Compostella Valley obtained excellent ratings in the RCS Report Card.

WHEREAS, the result of the 1st and 2nd phase validation conducted confirmed and strengthened the evidence of excellent services provided in the concerned government offices.

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



WHEREFORE, the Civil Service Commission resolves to grant:

- a. The Citizen's Satisfaction Center Seal of Excellence Award, which will be symbolized by a wall-mountable glass seal that bears the CSC Seal of Excellence Award symbol to the following agencies:

AGENCY	RATING	
	Numerical	Adjectival
1. Philippine Health Insurance Corporation – Tacloban Service Office	94.16	Excellent
2. Local Government of Nabunturan, Compostella Valley	92.29	Excellent
3. Department of Foreign Affairs – Regional Consular Office VIII	91.14	Excellent

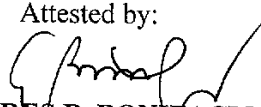
- b. The cash reward of Php 75,000.00 pesos to each of the above mentioned agencies. The cash reward shall be used for the purchase of equipment and/or other materials and services that will help further improve the delivery of its front line services. The amount shall be charged from the Anti-Red Tape Act (ARTA) Fund of the CSC.

Quezon City.


FRANCISCO T. DUQUE III
Chairman


MARY ANN Z. FERNANDEZ-MENDOZA
Commissioner

On Leave
RASOL L. MITMUG
Commissioner

Attested by:

DOLORES B. BONIFACIO
Director IV
Commission Secretariat and Liaison Office