



REPUBLIKA NG PILIPINAS
REPUBLIC OF THE PHILIPPINES
KAGAWARAN NG EDUKASYON, KULTURA AT ISPORTS
DEPARTMENT OF EDUCATION, CULTURE AND SPORTS
DECS Complex, Meralco Avenue
Pasig City, Philippines



*Sama-Sama
sa DECS*

*Tanggapan ng Kalihim
Office of the Secretary*

September 1, 1999

DECS MEMORANDUM
No. 370, s. 1999

DECS PARTICIPATION IN THE BILIS PROJECT OF THE NATIONAL
GOVERNMENT AGENCIES (NGAs)

To: Undersecretaries
Assistant Secretaries
Bureau/Service/Center Directors
Regional Directors
Schools Superintendents

1. Enclosed is Civil Service Commission (CSC) Announcement No. 42, s. 1999 regarding the **BILIS-Balikatan Isagawa at Lalong Iangat ang Serbisyo-Publiko** Project of the national government agencies which aims to provide quick response to client's requests/demands.
2. In response to said project, the DECS Central Office will launch its own **BILIS** Project on September 10, 1999 at the Rizal Bldg. I lobby. The present Public Assistance Center (PAC) shall be strengthened as a "**BILIS** Desk" to be manned by designated action officers and tied-up with the One Stop Solution Center.
3. Regional/field officials are enjoined to establish their own "**BILIS** Desks" in their respective offices in coordination with the CSC field offices.
4. Wide dissemination of this Memorandum is desired.

Andrew Gonzalez
ANDREW GONZALEZ, FSC
Secretary

Incl.: As stated
Reference: Office Memorandum dated August 27, 1999
Allotment: 1—(D.O. 50-97)
To be indicated in the Perpetual Index under the following subjects:

BUREAUS & OFFICES

PROJECTS



Announcement No. 42, s. 1999

ANNOUNCEMENT

TO: ALL HEADS OF DEPARTMENTS, BUREAUS, AGENCIES OF THE NATIONAL AND LOCAL GOVERNMENTS INCLUDING GOVERNMENT-OWNED AND CONTROLLED CORPORATIONS

SUBJECT: Launching of "Balikatan Isagawa at Lalong Iangat ang Serbisyo Publiko (BILIS)"

As part of the observance of the 99th Anniversary of the Philippine Civil Service and conformably with the call for the different government agencies to launch and conduct a common activity that would boost government service, "BALIKATAN ISAGAWA AT LALONG IANGAT ANG SERBISYO PUBLIKO (BILIS)" Project will be launched on 08 September 1999 at the Department of Social Welfare and Development compound at 10:00 a.m.

The "BILIS" project aims to provide quick response to client's requests/demands thereby reducing the incidence of red tape, graft and corruption and inefficiency in government. It likewise aims to complement the client satisfaction-oriented service of the "Mamamayan Muna, Hindi Mamaya Na" Program of the Civil Service Commission.

In this connection, you are hereby enjoined to establish a "BILIS Desk" and designate an Action Officer (preferably the Chief of the Technical or Administrative Service or other Senior Official) in your respective offices. The "BILIS Desk" shall be responsible for the following:

1. To act as a ready mechanism for personal and immediate address to clients concerns;
2. In cases where the concerns of the clients could best be served by other agencies, the "BILIS Desk" shall immediately refer the same to its counterpart in the appropriate agency and exert all efforts to have a positive response;

3. Provide the client with a "tracking slip" containing the chronological progress of the client's concerns. The "tracking slip" is indispensable for documentation and recording purposes; and
4. Submit periodic report to the Civil Service Commission for monitoring purposes.

In line with this, you are hereby encouraged to attend the abovementioned launching on official time.

For further details, please coordinate with Ms. Mila Bautista or Norma del Rosario, Department of Labor and Employment, Intramuros, Manila at telephone number 527, 3404 or fax no. 527-6455. You may also call Atty. Wilberto Tullón, Department of Social Welfare and Development, Bataasan Pambansa Complex, Quezon City at telephone number 931-8138.


CORAZON ALMA G. DE LEON
Chairman

25 August 1999
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