

Republika ng Pilipinas
(Republic of the Philippines)
KAGAWARAN NG EDUKASYON, KULTURA AT ISPORTS
(DEPARTMENT OF EDUCATION, CULTURE AND SPORTS)
Manila

April 4, 1990

DECS O R D E R
No. 31, s. 1990

COURTESY CAMPAIGN IN THE CIVIL SERVICE

To: Undersecretaries
Assistant Secretaries
Bureau/Cultural Agency Directors
Directors of Services and Heads of Units/Centers
Regional Directors
School Superintendents
Presidents, State Colleges and Universities
Vocational School Superintendents/Administrators

1. Inclosed is a copy of Memorandum Circular No. 15, s. 1990 of the Civil Service Commission on the subject: Courtesy Campaign in the Civil Service.
2. Immediate dissemination of this Order is desired for the information and compliance of all concerned.

(SGD-) ISIDRO D. CARINO
Secretary

Incl.:
As stated

Reference:
None

Allotment: 1-2-3--(M.O. 1-87)

To be indicated in the Perpetual Index
under the following subjects:

BUREAUS & OFFICES
CAMPAIGN
EMPLOYEES
PRIZES or AWARDS
RULES & REGULATIONS

- c. To establish a recognition and reward system for prompt and courteous public servants as well as a sanction mechanism for those who exhibit discourteous and uncivil behavior.

II. MECHANISM

A. Information and Education Campaign

1. The Civil Service Commission shall provide all agencies information materials like guidelines, posters, VTR modules, etc.
2. Print and broadcast media shall be extensively used for the campaign.

B. Feedback Mechanism

1. The Public Assistance Counter

A public Assistance Counter shall be established in various agencies of the government located in the lobby or any place accessible to the public to serve as the information feedback center of the campaign.

The Counter shall be manned by an Officer of the Day who shall have the following functions:

- a) Answer questions from walk-in public and provide information required by the visitor;
- b) Remind and/or encourage the public to give their feedback on the quality of service received by accomplishing the proper forms and using drop boxes for the purpose;
- c) Give directions as to location of offices, officials, employees and facilities of the agency;
- d) Refer clients to appropriate office or official or employee;

- e) Submit weekly report on the names of employees reported for discourteous behavior, and other data as obtained from the drop box for Form B (Report of Discourtesy Form);
- f) Perform other tasks necessary and/or relevant to the operation of Public Assistance Counters.

In cases where the complaint requires immediate attention, the Officer of the Day shall accompany the party to the Head of Office or responsible authority.

Heads of Agencies are enjoined to make themselves always available for consultation with the transacting public.

Officers of the Day shall be required to attend a seminar on how to manage the Public Assistance Counter.

2. The Feedback Forms

Instructional posters which contain feedback directions to the public shall be posted in conspicuous places in government offices. These will carry detachable feedback forms which shall be of two kinds: The Courteous Service Form (A) and Report of Discourtesy Form (B). Both forms shall contain spaces for the following information:

- a) Name of employee who has shown courtesy or discourtesy;
- b) Office/department/division of the employee;
- c) Nature of transaction;
- d) Date of transaction.

In addition, Form B shall contain space for a short explanation of the incident involving a discourteous employee.

Individual clients shall fill up Form A to congratulate a courteous employee for prompt and courteous service or Form B to report untoward incident involving a discourteous employee.

For the convenience of the transacting public, all frontline service employees shall wear a nameplate which shall clearly show their full name and organizational unit.

3. Determining the Most Courteous Employee of the Month

On the basis of the entries in the forms, the Agency Head shall determine the Most Courteous Employee of the Month and the Employee Most Wanting of Courtesy.

The forms shall be counted and the employee who garners the most number of congratulatory remarks shall be declared the Most Courteous Employee of the Month.

All heads of agencies are required to submit to the Civil Service Commission the name/s of employee/s awarded as Most Courteous Employee of the Month.

The names of the Most Courteous Employees from various agencies shall be included in a raffle where the CSC shall pick out the name of the employee who will be given the CSC monthly special award.

C. Recognition, Awards or Sanction

1. Recognition

The Most Courteous Employee shall be recognized by posting his/her picture with her name, office, and other personality traits in the lobby or most conspicuous place in the building.

If there is a consistent and continuous feedback of courteous service by an employee for a period of one year, he/she may be awarded a Most Courteous Employee of the Year.

2. Agency Awards

The award for the Most Courteous Employee of the Month shall take the form of a luncheon treat with the Head of the Agency.

However, additional rewards may be given in the form of commendation, gift certificates or similar incentives. The award for the Most Courteous Employee of the Year may take the form of plaque containing the citation and signature of the Head of the Agency, gift certificates, round trip tickets to tourist spots in the country or abroad, or similar incentives.


The Most Courteous Employee of the Year may also be nominated to the annual search for the Outstanding Public Officials and Employees under Republic Act No. 6713, an awards program being administered by the Civil Service Commission.

3. Sanction

Discourteous employees or those named Employee Most Wanting of Courtesy, because of consistent feedback of discourtesy shall be meted administrative and disciplinary sanctions to be determined by existing laws and other pertinent rules and regulations.

Any employee reported for discourteous behavior shall be required to explain.

The Commission enjoins all concerned to participate in this Campaign. Your active involvement will ensure the success of this Campaign in creating a positive public image of government.


PATRICIA A. STO. TOMAS
Chairman

March 5, 1990
BAG/EBG/tcs
MC-CC



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

MC # 15 s. 1990

MEMORANDUM CIRCULAR

TO : ALL HEADS OF DEPARTMENTS, BUREAUS AND AGENCIES OF THE NATIONAL AND LOCAL GOVERNMENTS, GOVERNMENT-OWNED OR CONTROLLED CORPORATIONS, STATE COLLEGES AND UNIVERSITIES, THE MILITARY AND THE POLICE

SUBJECT: Courtesy Campaign in the Civil Service

Section 4 (a) and (e) of Republic Act No. 6713 otherwise known as the Code of Conduct and Ethical Standards for Public Officials and Employees, provides that public officials and employees shall extend prompt, courteous and adequate service to the public.

In view thereof, the Civil Service Commission hereby adopts the Courtesy Campaign to be known as "Ang Magalang, Bow" as a measure to promote courtesy in the civil service.

To operationalize this Campaign, the following guidelines are hereby prescribed:

I. OBJECTIVES

A. General

1. To encourage civil servants to render prompt and courteous service to the public.
2. To create an atmosphere in government service where promptness and courtesy prevail at all times.

B. Specific

1. To conduct a massive information campaign that will instill consciousness among public servants of the importance of prompt and courteous service to the public.
2. To establish a feedback mechanism through which clients can immediately report instances of courteous and prompt service, or its opposite, and

(FORM A)

ULAT NG MAGALANG NA PAGLILINGKOD

Nais kong pasalamatang si _____
(Pangalan ng Kawani)

sa kanyang magalang at maayos na paglilingkod. Siya ang

(Uri ng Serbisyo)

nang ako ay _____
(Sadya sa tanggapan)

noong _____
(Petsa)

Pangalan _____
Tanggapan/Tirahan _____

(Gamitin ang likod ng papel para sa karagdagang ulat)

(FORM B)

ULAT NG KAWALAN NG GALANG

Petsa _____

Nais kong ipaabot sa kinsukulan ang kawalan
ng galang ni _____ Siya ay _____
(Pangalan ng Kawani)

(Hindi magandang asal na ipinakita ng kawani)

nang ako ay _____
(Sadya sa tanggapan)

noong _____
(Petsa)

Pangalan _____
Tanggapan/Tirahan _____

(Gamitin ang likod ng papel para sa karagdagang ulat)