

Republic of the Philippines  
DEPARTMENT OF EDUCATION, CULTURE AND SPORTS  
UL Complex, Pasig, Metro Manila


February 18, 1994

DECS ORDER  
No. 7, s. 1994

"MAMAMAYAN MUNA, HINDI MAMAYA NA"

To: Undersecretaries and Assistant Secretaries  
Bureau Directors, Cultural Agency Directors,  
Regional Directors, and Schools Superintendents  
Directors of Services/Centers and Heads of Units  
Heads of Chartered State Colleges and Universities  
Heads of Community Colleges and Universities  
and Vocational Schools

1. Inclosed is a copy of Memorandum Circular No. 3, s. 1994 of the Civil Service Commission announcing the adoption of "Mamamayan Muna, Hindi Mamaya Na" as a government-wide campaign that will address the need for behavioral reforms in the bureaucracy particularly in the manner by which civil servants deal with the public.
2. The program has three basic components and strategies: "Ang Magalang Bow", "Gantimpala Agad" and "Bilis Aksyon". To facilitate implementation of these strategies, the highest ranking Human Resource Management Officer in the Central Office and Field Office shall act as the "Bilis Aksyon Man". All offices are directed to ensure the effective accomplishment of the objectives of this program.
3. Immediate dissemination of this Order is desired.

  
ARMAND V. FABELLA  
Secretary

Reference:  
DECS Order: No. 31, s. 1990

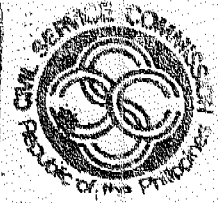
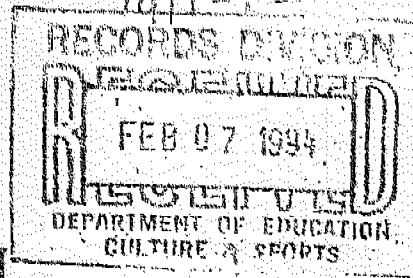
Allotment: 1-2-3--(M.O. 1-87)

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

BUREAUS & OFFICES ✓  
CAMPAIGN ✓  
EMPLOYEES ✓  
OFFICIALS ✓

Republic of the Philippines

# CIVIL SERVICE COMMISSION



MC NO. 03, s. 1994

## MEMORANDUM CIRCULAR

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

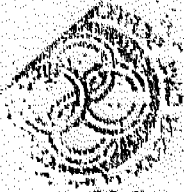
**SUBJECT** "MAMAMAYAN MUNA, HINDI MAMAYA NA"

Pursuant to CSC Resolution No. 94-0523 dated January 25, 1994, the Commission adopted "MAMAMAYAN MUNA, HINDI MAMAYA NA" as a government-wide campaign that will address the need for behavioral reforms in the bureaucracy, particularly in the manner by which civil servants deal with the public. "MAMAMAYAN MUNA, HINDI MAMAYA NA" which is geared towards total client satisfaction has the following objectives:

1. To institutionalize courtesy and quick service to the public as standard norms of behavior among government employees;
2. To confer immediate recognition on employees for acts of courtesy and prompt delivery of services;
3. To provide the public with a redress mechanism for grievances against discourteous employees and red tape in government agencies; and
4. To break the cycle of frustration and disaffection pervading public sector transactions and restore the people's faith in government.

The vision of "MAMAMAYAN MUNA, HINDI MAMAYA NA" is to instill in the bureaucracy courteous behavior and fast, responsive action as a matter of habit. This vision can only be attained with the adoption and successful operationalization of the program's basic components and strategies.

"ANG MAGALANG, BOW" is reinforced as a mechanism which incorporates into the daily work culture of government employees standard responses in dealing with the public. Such responses shall be demonstrated in face-to-face interaction with clients and reception of phone calls from the general public as well as in the wearing of name tags for easy identification.



M.C.

s. 1994 page 2

"GANTIMPALA AGADI" is instituted as a quick grant of incentives and rewards to government employees for rendering service with utmost courtesy and dispatch. "Quick", as the word suggests, means the immediate conferment on, or grant of incentives and rewards for courteous acts and prompt service to, government employees without the necessity of waiting for special holidays like Christmas or New Year or even the anniversary date of the agency. This supplements the "Ang Magalang, Bow", courtesy campaign which is now an integral part of the "MAMAMAYAN MUNA, HINDI MAMAYA NA".

"BILIS AKSYON" features a quick process of resolving grievances against government employees for discourtesy, red tape, failure to attend to clients/act promptly on public transactions, and other similar acts. The highest ranking Human Resource Management Officer shall be the "Bilis Aksyon Man" in his agency.

Non-governmental organizations (NGOs) shall play an active role in this campaign. They shall monitor the implementation of this program and shall accept grievances on behalf of the public against any erring employee.

"MAMAMAYAN MUNA, HINDI MAMAYA NA" shall be implemented nationwide. Civil Service Regional Offices all over the country shall work with accredited NGOs in their respective localities.

The Civil Service Commission, as the central personnel agency of the government, shall spearhead the implementation of this program. The Commission, therefore, enjoins all departments, bureaus and agencies of the national and local governments, including government-owned and controlled corporations to ensure the effective accomplishment of the objectives of this behavioral reform program.

The rules and procedures of aforesaid components are herein attached.

This Memorandum Circular shall take effect fifteen (15) days after publication in a newspaper of general circulation.

*Patricia A. Sto. Tomas*  
PATRICIA A. STO. TOMAS  
Chairman

25 January 1994

**RULES AND PROCEDURES IN THE IMPLEMENTATION OF  
"MAMAMAYAN MUNA, HINDI MAMAYA NA"**

**A. "Ang Magalang, Bow"**

This component is aimed at inculcating a courteous and friendly work culture in the civil service through the use of standard responses. It is therefore required that:

1. All government employees shall greet clients with a smile and friendly disposition and a standard -

*"Magandang araw po. Ano po ba ang maipaglilingkod namin sa inyo? (Good morning, what can we do for you?)*

2. All government telephones in government offices shall be manned by a specific person (Secretary, Clerk, Security Guard). The telephone should be answered not later than the third ring. In answering the telephone, the standard greeting should be:

*✓ "Eleonora Cruz (name of employee) po ng Civil Service Commission (office). Ano po ba ang maipaglilingkod namin sa inyo?"*

*"Eleonora Cruz of the Civil Service Commission.  
What can we do for you?"*

The employee who makes the call should not keep the party being called waiting at the other end of the line.

3. Identification cards that will clearly identify employees to clients shall be worn at all times. Attached is a facsimile of the identification card.

**B. "GANTIMPALA AGADI"**

This component principally involves the immediate conferment of incentives and rewards on employees who exhibit acts of courtesy and dispatch in the delivery of public services. The two-pronged approach requires the following:

1. CSC-sponsored rewards:

The CSC, upon recommendation of a duly accredited NGO, shall regularly grant certificates of recognition and/or other rewards deemed reasonable and appropriate. In addition, the CSC shall cause the publication of names of employees whose acts of courtesy and prompt service enhance the image of public service.

- 1.1 The CSC shall provide the duly accredited NGO a list of agencies to be monitored with corresponding schedules.
- 1.2 The NGO shall use any scheme of monitoring in identifying deserving or erring employees in a specific agency.
- 1.3 After monitoring an agency, the NGO shall submit to the CSC a report which contains names of deserving and erring employees.
- 1.4 The CSC shall immediately confer recognition on deserving employees or institute action to erring ones.

2. Agency-sponsored rewards:

This system shall be deemed incorporated in the ESIAS of agencies to authorize heads of agencies to grant rewards and incentives on deserving employees. The rewards and incentives that can be granted, however, shall only be in kind and may be in any form he desires provided such are reasonable and appropriate.

- 2.1 The grant of rewards and incentives shall be based on the recommendation of the transacting public, co-employees, supervisors or the Human Resource Management Officer of the agency.
- 2.2 The head of agency shall immediately confer recognition and announce in any mode/cause the posting in bulletin boards of names of deserving employees.

C. "BILIS AKSYON"

This component affords the transacting public an avenue to air their grievances against discourteous, arrogant, lazy, indifferent and unresponsive employees or those who cause the delay or blockage of action on requests. This shall be effected in the following manner:

1. The highest ranking Human Resource Management Officer shall be the Bilis Aksyon Man in his agency. His duties include the following:

- 1.1 Attend to grievances of discourtesy and other similar acts reported by a dissatisfied client transacting business in the office concerned.
- 1.2 Submit the corresponding report to the Civil Service Commission.
- 1.3 Monitor the implementation of "MAMAMAYAN MUNA, HINDI MAMAYA NA" campaign in his agency.
2. The Bilis Aksyon Man shall observe the following procedures in acting on the grievance:
  - 2.1 Who may file a grievance - Any person who:
    - 2.1.1 Was subjected to any discourteous act by a government official or employee;
    - 2.1.2 Was not served promptly;
    - 2.1.3 Was not given clear instruction/s on the processes and was required to go from one table/unit to another in connection with his transaction; or
    - 2.1.4 Was subjected to any similar act.
  - 2.2 Where grievance may be filed - A dissatisfied client may complain to any of the following:
    - 2.2.1 Bilis Aksyon Man in the agency;
    - 2.2.2 Civil Service Commission Regional Director or Field Officer; and
    - 2.2.3 Accredited non-governmental organization
3. Form of grievance - A grievance may be reported orally or in writing.
4. Proceedings, non-disciplinary - The proceedings under these rules are not disciplinary in nature and the primary objective is to resolve/settle the grievance quickly and expeditiously.
5. Authority to act on grievance - The designated Bilis Aksyon Man shall act on a grievance filed against an official or employee of his agency. If the grievance cannot be resolved after exhaustion of all possible means, he should immediately refer the same to the CSC Field Officer or the CSC Regional Director.

6. **Resolution/Settlement of Grievance by Amicable Means, if possible** - Upon receipt of the grievance, the Bilis Aksyon Man in the agency shall invite both parties and the witnesses, if any, to a meeting. They will both present their sides in connection with the grievance. In the meeting, the parties must appear in person without the assistance of counsel or representative. The Bilis Aksyon Man shall explore all means to resolve the grievance amicably.
  
7. **Reporting -**
  - 7.1 The Bilis Aksyon Man shall submit his report to the head of agency, copy furnished the Civil Service Regional Director or Civil Service Field/Provincial Officer, as the case may be, after the meeting.
  
  - 7.2 The report shall contain the names of the parties and their witnesses, if any; their positions, the nature, specification of the grievance, and action taken thereon. Attached is the reporting form.
  
8. The Civil Service Commission, based on the written report of the Bilis Aksyon Man, shall officially inform the person being complained about of the action taken on the grievance. The action taken by the CSC on the grievance shall form part of his 201 file (Personal Records). The complainant and the Bilis Aksyon Man shall be furnished copies of the CSC action for their information and guidance.
  
9. **Grievance through an accredited non-governmental organization, civic organization, professional association or other similar groups** - A dissatisfied client may be assisted by any of these groups in filing a grievance in writing. The NGO or any similar organization shall immediately refer the grievance to the Bilis Aksyon Man and monitor developments until resolution of the same.

Ref.:

**GRIEVANCE REPORT**

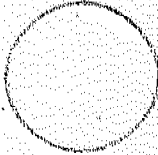

<b>Name of Employee Complained About</b>	<b>Name of Person Filing Grievance</b>
<b>Position</b>	<b>Occupation</b>
<b>Office/Agency</b>	<b>Address</b>
<b>Witnesses, if any:</b>	<b>Witnesses, if any:</b>
<b>Nature of Grievance</b>	
<b>Date Filed</b>	
<b>Name of Referring NGO, if applicable:</b>	
<b>Statement of facts:</b>	
During the meeting held on _____, 1994, the parties agreed to settle their differences amicably as follows:	
<b>Recommendation</b>	

Prepared by:

Bills Aksyon Man



FRONT

	<b>CIVIL SERVICE COMMISSION</b>	
<b>BARTOLOMEY</b>		
DEPARTMENT		POSITION

BACK

Republic of the Philippines	
<b>CIVIL SERVICE COMMISSION</b> Bataan Hqs., Manila, Quezon City	
NAME	SIGNATURE
ISSUED BY: (Head of Agency)	EMPLOYEE'S NO.
TAX	CSS POLICY NO.
BIRTHDAY	BLOOD TYPE
ADDRESS	

*Sample Identification Card*