

MALACAÑANG

Manila

MEMORANDUM CIRCULAR NO. 111

DIRECTING HEADS OF DEPARTMENTS, AGENCIES, AND OTHER GOVERNMENT INSTRUMENTALITIES, INCLUDING GOVERNMENT-OWNED AND CONTROLLED CORPORATIONS AND LOCAL GOVERNMENT UNITS, TO INSURE SMOOTH FLOW OF TRANSACTIONS IN GOVERNMENT AND PROMPT AND EFFICIENT DELIVERY OF SERVICES TO THE PUBLIC

In line with the Administration's efforts to invigorate the bureaucracy and sustain economic momentum and pursuant to Memorandum Circular No. 60 dated 8 July 1993 establishing a system to insure smooth flow of transactions in government and prompt response to public requests, all government departments and agencies, including LGUS, engaged in the delivery of critical frontline services and public transactions are directed to:

1. Operationalize a six-day work week, from 7:00 AM to 7:00 PM, Mondays to Saturdays, continuously without break.

These shall include the following agencies:

- a. those issuing licenses, permits, clearances, and certificates (Examples: Department of Foreign Affairs [DFA], Land Transportation Office [LTO], Office of the Local Register of Deeds);
- b. those engaged in dispute settlement and quasi-judicial functions (Examples: National Labor Relations Commission [NLRC], Housing and Land Use Regulatory Board [HLURB]);
- c. those involved in settlement of claims (Examples: Philippine Veterans Affairs Office [PVAO], Social Security System [SSS], Government Service Insurance System [GSIS]); and,
- d. those involved in revenue collection (Examples: Bureau of Internal Revenue [BIR], Bureau of Customs [BOC]).

The agencies/offices directed to comply with this issuance are not limited to the examples cited above. All agencies falling under categories 1.a to 1.d above shall strictly comply with this Circular.



2. Those already rendering 24-hour services such as medical/dental centers, police agencies, and fire departments, shall continue to do so.
3. Public utility agencies such as those engaged in water and power shall also provide 24-hour service.
4. Agencies providing information to the public such as the Public Information Agency, Office of the Press Secretary (PIA-OPS) and corresponding information centers in departments/agencies shall operate 24 hours a day, seven days a week. These information centers shall coordinate with the OPS for this purpose.

Agencies concerned are hereby directed to prescribe deployment plans to ensure compliance with the forty-hour week law. All these measures shall be undertaken in support of the efforts to improve the delivery of frontline services.

All agencies are likewise directed to strictly comply with MC 60 and submit compliance report to the Office of the President, through the Presidential Management Staff (PMS), not later than 31 January 1995.

The Presidential Management Staff, in coordination with the Civil Service Commission, shall monitor compliance with this Circular.

This Memorandum Circular shall take effect immediately.

By the President:



TEOFISTO T. GUINGONA, JR.
Executive Secretary

17 January 1995
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