

MALACAÑANG
Manila

BY THE PRESIDENT OF THE PHILIPPINES

MEMORANDUM CIRCULAR NO. 133

DIRECTING ALL DEPARTMENTS, BUREAUS, OFFICES, AND INSTRUMENTALITIES OF THE GOVERNMENT, INCLUDING GOVERNMENT-OWNED AND CONTROLLED CORPORATIONS TO FULLY COMPLY WITH MEMORANDUM CIRCULAR NO. 35 DATED MARCH 17, 2003

WHEREAS, pursuant to Article XI, Section 1 of the Constitution stating that a public office is a public trust and public officers and employees must at all times be accountable to the people and serve them with utmost responsibility and efficiency and further, pursuant to Republic Act No. 6713 (Code of Conduct and Ethical Standards for Public Officials and Employees). Memorandum Circular No. 35 dated March 17, 2003 was issued directing all departments, bureaus, offices and instrumentalities of the government including government-owned and controlled corporations to implement the publication of service guides and the posting of workflow charts and providing guidelines therefore;

WHEREAS, the Civil Service Commission (CSC), pursuant to RA 6713 was tasked to monitor and if necessary, conduct an actual inspection of agencies to ensure its compliance with RA 6713 its Implementing Rules and Memorandum Circular No. 35 dated March 17, 2003;

WHEREAS, the CSC has monitored compliance by agencies with the directive and has reported that out of the 5,881 agencies, the CSC Regional Offices have inspected/monitored, 3,243 or 55.14 % agencies as of December 2006: highest rates of compliance were in Regions 12, 11 and NCR, with 176 (97.78%), 181 (83.03%), and 323 (79.75%) offices, respectively and lowest rates of compliance were in ARMM, Region 8, and CARAGA Region with 35 (22.15%), 209 (28.51%), and 88 (33.59%) agencies;

WHEREAS, aforesaid results yielded the findings of 14.01% compliance by agencies indicating that the directive is not being implemented effectively;

WHEREAS, there is a need to strengthen implementation of the directive for the publication of agency Service Guide/Handbook, Posting of Workflow Chart and Service Pledge by all government agencies.



PGMA Hologram # 40726



NOW, THEREFORE, I, GLORIA MACAPAGAL-ARROYO, President of the Republic of the Philippines, by virtue of the powers vested in me by law, do hereby order:

Section 1. All agencies which have not complied with MC 35 dated March 17, 2003, are hereby given one (1) year from effectivity of this Memorandum Circular to submit compliance reports to the Office of the President, thru the Civil Service Commission.

Section 2. The Civil Service Commission is hereby directed to do the following:

1. To assist those agencies concerned in the development of Service Guides (SG), Workflow Charts (WFC), Service Pledges (SP);
2. To conduct capability building to the agencies concerned to develop competence on the preparation of SG, WFC and SP;
3. The CSC Regional Offices and CSC Field Offices are directed to continuously conduct regular audits therefor.

Section 3. This Memorandum Circular shall take effect immediately upon approval.

Done in the City of Manila this 21st day of June in the year of our Lord, Two Thousand and Seven.

Gloria M. Arroyo


By the President:

Eduardo R. Ermita

EDUARDO R. ERMITA
Executive Secretary

