

# **PUBLIC SERVICE DELIVERY**

**POLICIES AND IMPLEMENTATION IN THE PHILIPPINE GOVERNMENT**

**Ma. Theresa C. Fernandez**

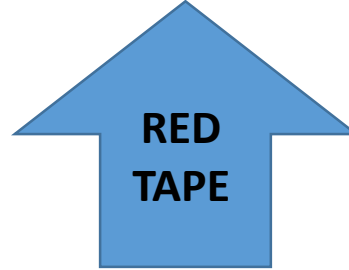
**Fernando O. Mendoza**

**CIVIL SERVICE COMMISSION**

**Republic of the Philippines**

# EXCELLENT PUBLIC SERVICE DELIVERY

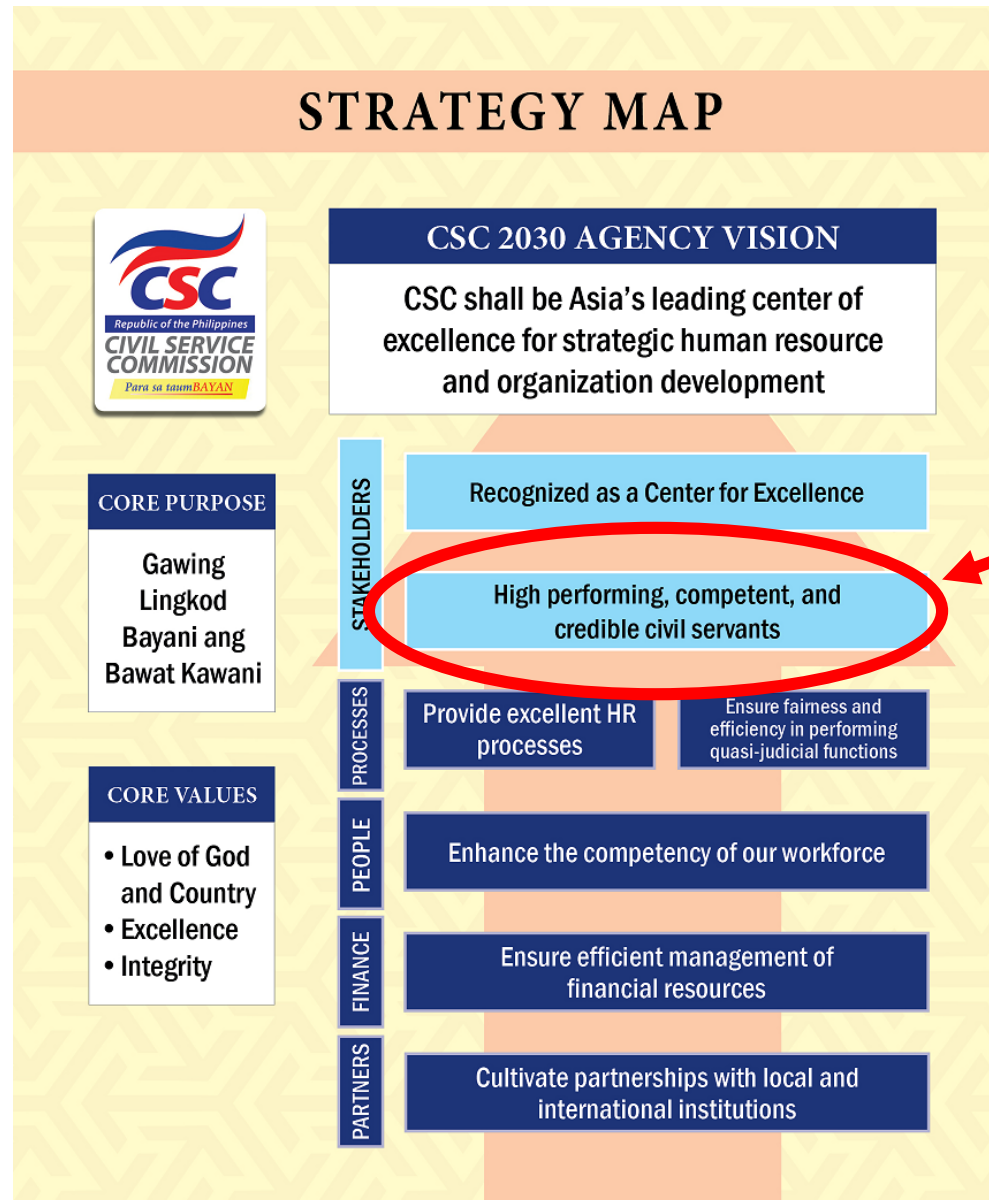
CRAFTING OF POLICIES



IMPLEMENTATION OF PROGRAMS



# CIVIL SERVICE COMMISSION



**1.7M**



# 1950's

**President Ramon Magsaysay, 7<sup>th</sup> President of the Philippines**

**December 30, 1953– March 17, 1957**

**First act as President – Issued a landmark policy creating a **PRESIDENTIAL COMPLAINTS AND ACTION COMMITTEE****

**To keep the President informed on the implementation of government measures to improve the public service delivery and efficiency of government employees**

# 1989

**President Corazon Aquino, 11<sup>th</sup> President of the Philippines**

**February 5, 1986 – June 30, 1992**

**In 1989, Republic Act No. 6713 was enacted**

**Code of Conduct and Ethical Standards for Public Officials and Employees**

**Philippine Government's guiding post for streamlining procedures, reducing red tape and corruption, and imposing penalties for violators**

# IRR of RA 6713



Reforms on public administrative systems



Duties of public officials and employees



Classification of transactions



Disclosure or filing of information involving public interest



Grounds for administrative disciplinary action

# TO IMPROVE DELIVERY OF PUBLIC SERVICES



**IDENTIFY SYSTEMS AND PROCEDURES THAT LEAD OR CONTRIBUTE TO NEGATIVE BUREAUCRACY BEHAVIOR**



**SIMPLIFY RULES AND PROCEDURES TO AVOID RED TAPE**

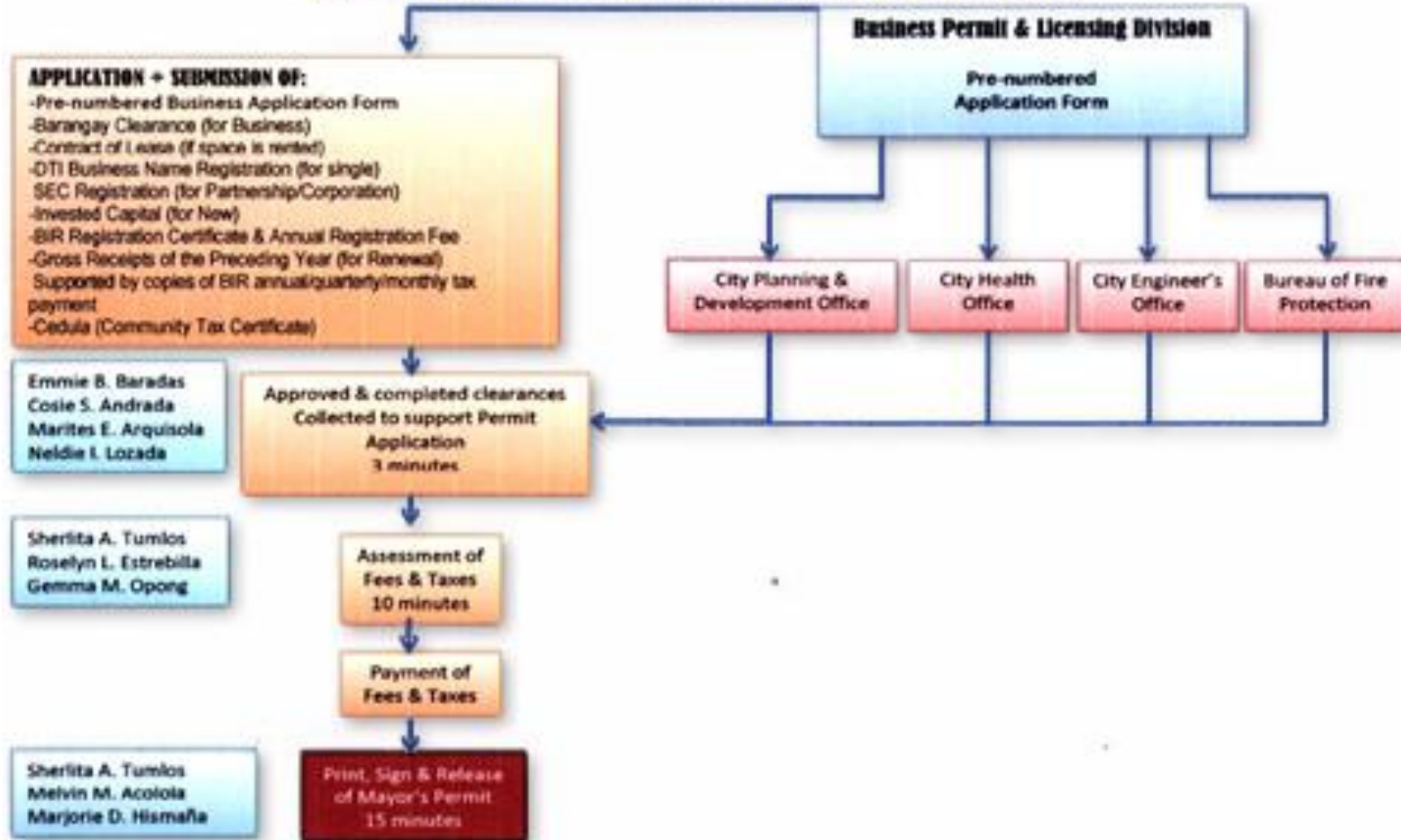


**DEVISE OR ADOPT SYSTEMS AND PROCEDURES THAT PROMOTE OFFICIAL AND EMPLOYEE MORALE AND SATISFACTION**



# REQUIREMENTS

## FLOW OF BUSINESS PERMIT PROCESS (FOR NEW & RENEWAL APPLICATIONS)





# **IMPOSITION OF ADMINISTRATIVE ACTION**

**failure to act promptly on letters and requests within 15 days**

**failure to process documents and complete action on documents and papers within a reasonable time from preparation thereof**

**failure to attend to anyone who wants to avail himself of the services of the office**

**failure to act promptly and expeditiously on public personal transactions.**



**TRANSPARENCY**

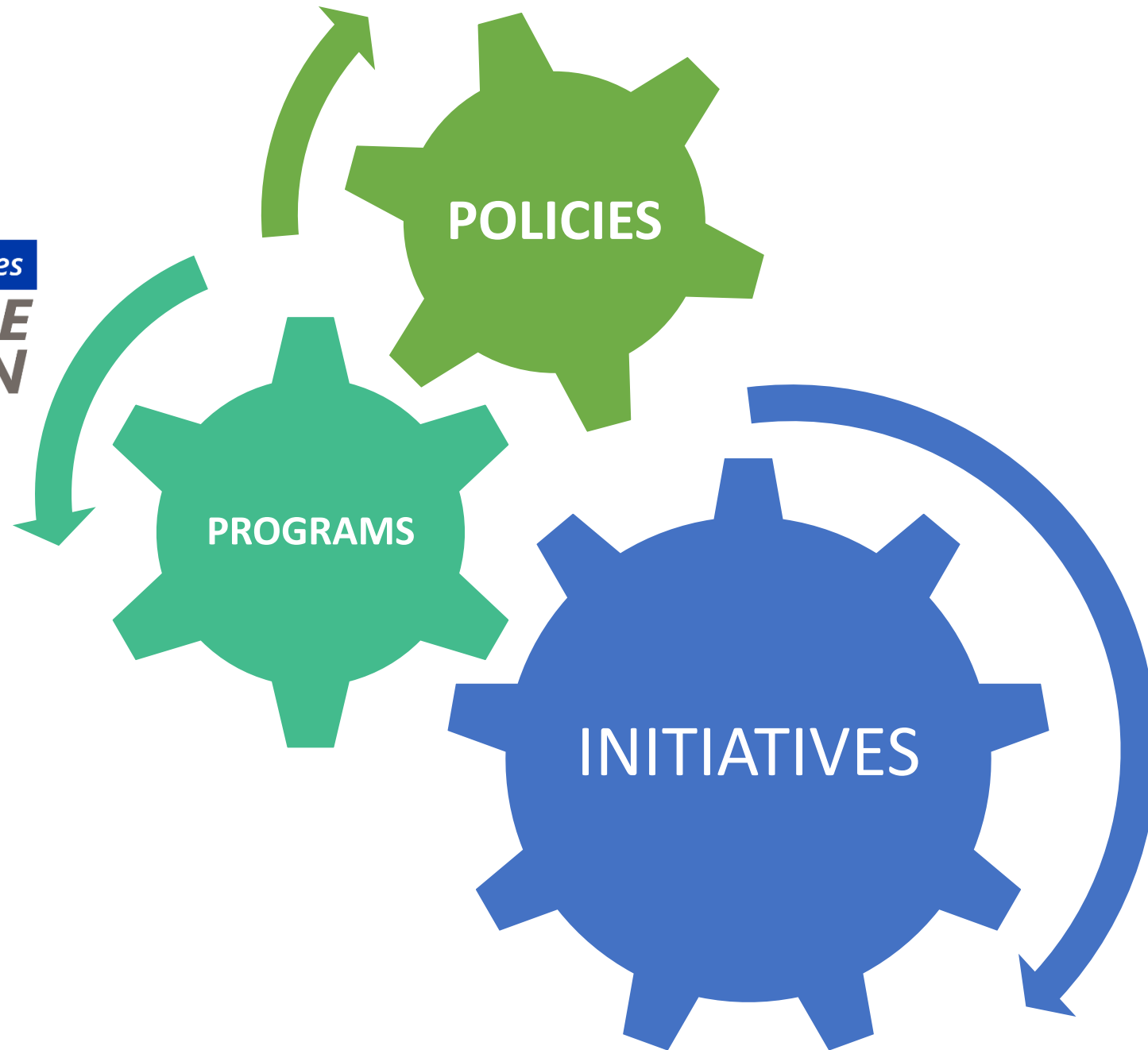
**LESS BRIBING**

**NO  
CORRUPTION**



*Republic of the Philippines*

**CIVIL SERVICE  
COMMISSION**



# Anti-Red Tape Act of 2007



**HIGH TRUST SOCIETY**

**PUBLIC SERVICE  
EXCELLENCE**

**RESPONSIVE, EFFICIENT  
AND ACCOUNTABLE  
WORKFORCE**

Quality human  
resources

quality public  
service

government  
agencies are free  
from red tape  
and corruption

**2007**

**Republic Act No. 9485**  
**The Anti-Red Tape Act of 2007**



# NO TO



The Anti-Red Tape Act of 2007 (R.A. 9485) imposes stiff penalty on fixers: **imprisonment** not exceeding six years or a **fine** of not more than Two Hundred Thousand Pesos (P200,000.00), or both fine and imprisonment at the discretion of the court.

Report the **name of fixer**, name and **location of government office**, **date and time** of transaction to the following:



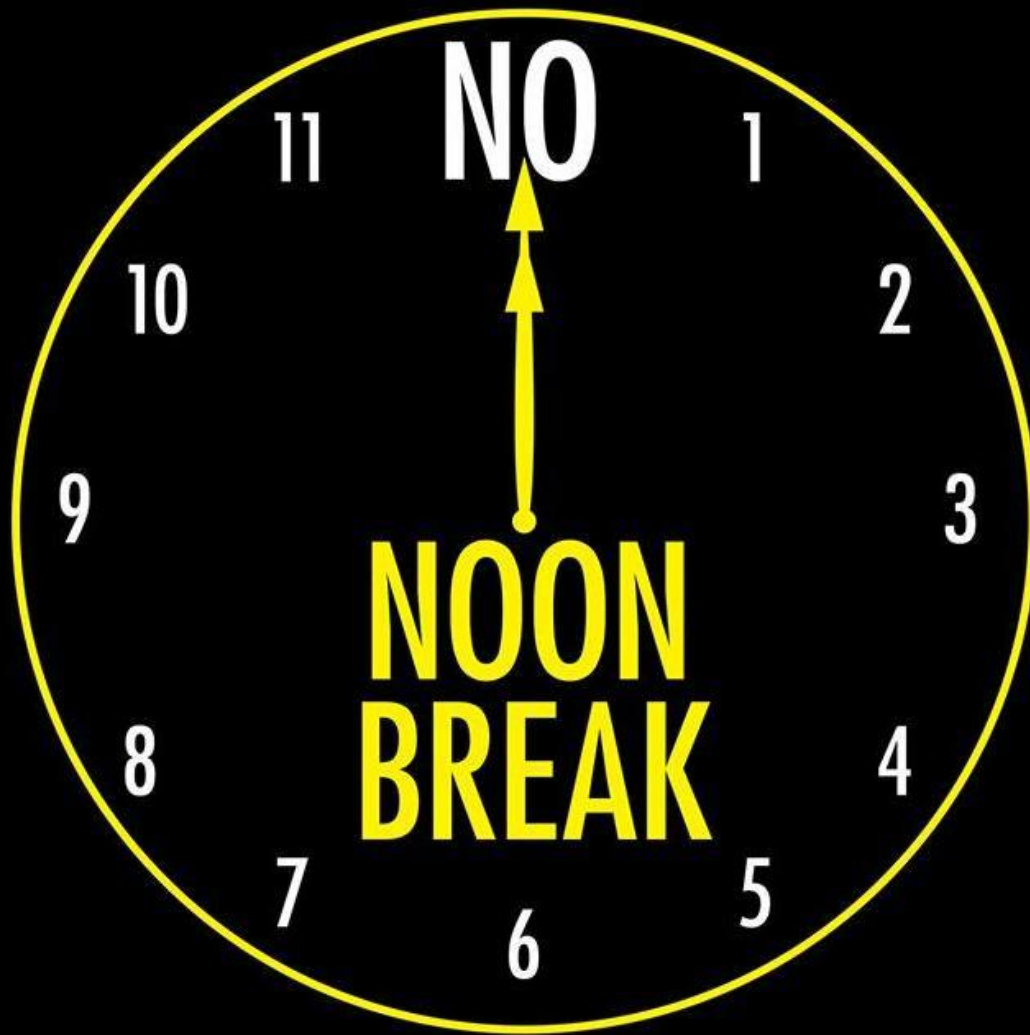
**CIVIL SERVICE COMMISSION**

**0917-TEXTCSC (8398272)  
(02) 932-0111**



**OFFICE OF THE OMBUDSMAN**

**0926-6994703  
(02) 927-4102; (02) 927-2404**



The "NO NOON BREAK" policy is prescribed under **Republic Act No. 9485** or the **Anti-Red Tape Act of 2007**. Section 8 (e) of the law states that "agencies which render frontline services shall adopt appropriate working schedules to ensure that all clients who are within their premises prior to the end of official working hours are attended to and served even during lunch break." Government offices are advised to adopt an appropriate working schedule to **ensure uninterrupted public service delivery.**





**PRIORITY  
LANE**

- 1. SENIOR CITIZEN
- 2. PERSONS WITH DISABILITY
- 3. PREGNANT WOMEN

**PUBLIC ASSISTANCE  
AND  
COMPLAINT DESK**



## LIST OF FRONTLINE SERVICES

Type of Frontline Services	Fees	Forms	Processing Time per Transaction (under normal circumstances)	Location
Application for New Service Connection and Installation of Service Connection	For ½" Ø connection:  Application fee P 100.00 Inspection fee P 100.00 Service fee P 200.00 Guaranty deposit* P 350.00 Excavation fee: Concrete P 100.00 Asphalt P 100.00 Earth P 50.00 Boring P 200.00 Materials**  <i>NOTE: *For regular service connection. Transient connection shall be - charge P7,000.00 for guaranty deposit. **Materials cost are based on the actual materials used.</i>	Service Application and Construction Order (SACO)  Contract for Water Service  Action Report	Within 15 working days	Customer Service, Commercial Division, Maintenance Division
Water Bill Payment	Total amount due indicated on Water Bill	Water Bill	5 minutes	Office Collection Service, Commercial Division
Service Reconnection	P100.00 reconnection fee + full settlement of all obligations + actual materials cost, if there is any	Action Report	Within 3 working days	Customer Service, Commercial Division, Maintenance Division
Relocation of water meter	P300.00 + actual materials cost	Action Report	Within 10 working days	Customer Service, Commercial Division, Maintenance Division
Attend Service Request and complaints	Actual Cost of Materials Used if there is any	Action report	Within 1 working day	Customer Service, Commercial Division, Maintenance Division

**OFFICIAL RECEIPT**  
 Republic of the Philippines  
**PROFESSIONAL REGULATION COMMISSION**  
 P. Paredes St., corner N. Reyes St., Sampaloc, Manila  
 Philippines 1008  
 P.O. Box 2038, Manila

Date of Receipt: 5/15/2013      No. **5654359 A**

PAYOR: **MOJICA, DIDDO F**

FUND: **General Fund**

NATURE OF COLLECTION	CODE	AMOUNT
CE Annual Fee	2013-2015 606B	P 450
<b>5654359 TOTAL</b>		<b>P 450</b>

AMOUNT IN WORDS  
 Four Hundred Fifty Peso(s) ONLY

RECEIVED <input checked="" type="checkbox"/> Cash _____ <input type="checkbox"/> Check _____ No. _____ Date _____ <input type="checkbox"/> P.M.O. _____ No. _____ Date of Issue _____	RECEIVED THE AMOUNT STATED ABOVE  JUDITH LINGAT 9:54:41 AM Cash Collecting  <b>ROBERTO C. ONG</b> OIC CASH DIVISION
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NOTE: Write the number and date of this receipt on the back of the check or money order received.

Printed by: APO Production Unit, Inc.



**CIVIL SERVICE COMMISSION**  
*Regional Office No. 6*

## **FEEDBACK AND REDRESS MECHANISMS**

**Please let us know how we have served you by doing any of the following:**

- **Accomplish our Feedback Form and put in the drop box at the Public Assistance and Complaints Desk**
- **Send your feedback through e-mail (feedback@csc.gov.ph , cscregion6@gmail.com) or text us at TEXTCSC (0917-8398272), TEXTCSCRO6 (0908-7869948/0916-5412152)**
- **Talk to our OFFICER OF THE DAY**

**If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by the Action Officer at the Public Assistance and Complaints Desk.**

**THANK YOU** for helping us continuously improve our services




ARTA

# ARTA Watch



# The ARTA Report Card

 <b>ANTI-RED TAPE ACT REPORT CARD SURVEY</b>					
Agency Name: _____					
Survey Period: _____					
AREAS	SCORE		TOTAL WEIGHTED POINTS	NUMERICAL RATING	DESCRIPTIVE RATING
	SQ (80%)	IC (20%)			
<b>COMPLIANCE WITH ARTA PROVISIONS</b>	<b>40.00</b>	<b>74.00</b>	<b>46.80 / 46.80</b>	<b>100.00</b>	<b>Passed</b>
Citizen's Charter	15.00	27.00	17.40 / 17.40	100.00	Passed
Anti-Fixer Campaign	7.00	7.00	7.00 / 7.00	100.00	Passed
No Hidden Costs	8.00		6.40 / 6.40	100.00	Passed
PACD	4.00	15.00	6.20 / 6.20	100.00	Passed
No Lunch Break	4.00	15.00	6.20 / 6.20	100.00	Passed
ID/Nameplates	2.00	10.00	3.60 / 3.60	100.00	Passed
<b>OVERALL CLIENT SATISFACTION</b>	<b>60.00</b>	<b>26.00</b>	<b>53.20 / 53.20</b>	<b>100.00</b>	<b>Passed</b>
Frontline Service Provider	16.00		12.80 / 12.80	100.00	Passed
Service Quality	14.00		11.20 / 11.20	100.00	Passed
Physical Setup/Layout	5.00	12.00	6.40 / 6.40	100.00	Passed
Basic Facilities	5.00	14.00	6.80 / 6.80	100.00	Passed
Respondent-Client Satisfaction	20.00		16.00 / 16.00	100.00	Passed
Sub-Total	100.00	100.00			
Multiplied by	80%	20%			
Total	80.00	20.00			
<b>FINAL NUMERICAL RATING</b>	<b>100.00</b>				
<b>FINAL DESCRIPTIVE RATING</b>	<b>EXCELLENT</b>				
<b>Legend:</b> <b>Excellent:</b> 90 - 100; without a delinquent rating in any sub-area <b>Outstanding:</b> 90 - 100; with delinquent rating in any of the sub-areas <b>Good:</b> 80 - 89.99 <b>Acceptable:</b> 70-79.99 <b>Failed:</b> 69.99 and below					
<i>*Note that a delinquent rating in any of the two core areas earns the service office a final descriptive rating of Failed, regardless of its final numerical rating.</i>					

# REPORT CARD SURVEY

Year	Agencies Surveyed	% Excellent	%Failed
2010	50	2.00%	22.00%
2015	1,114	31.69%	1.34%
Total Number of Respondents		92,940	





CITIZEN'S SATISFACTION CENTER  
SEAL OF EXCELLENCE



The

**2015**  
**Seal of Excellence**



**4 STARS**

is awarded to

**SOCIAL SECURITY SYSTEM**  
**GUADALUPE BRANCH**

for its **EXCELLENT** performance in providing services to the public  
and its adherence to the requirements prescribed by  
Republic Act No. 9485 or the Anti-Red Tape Act of 2007

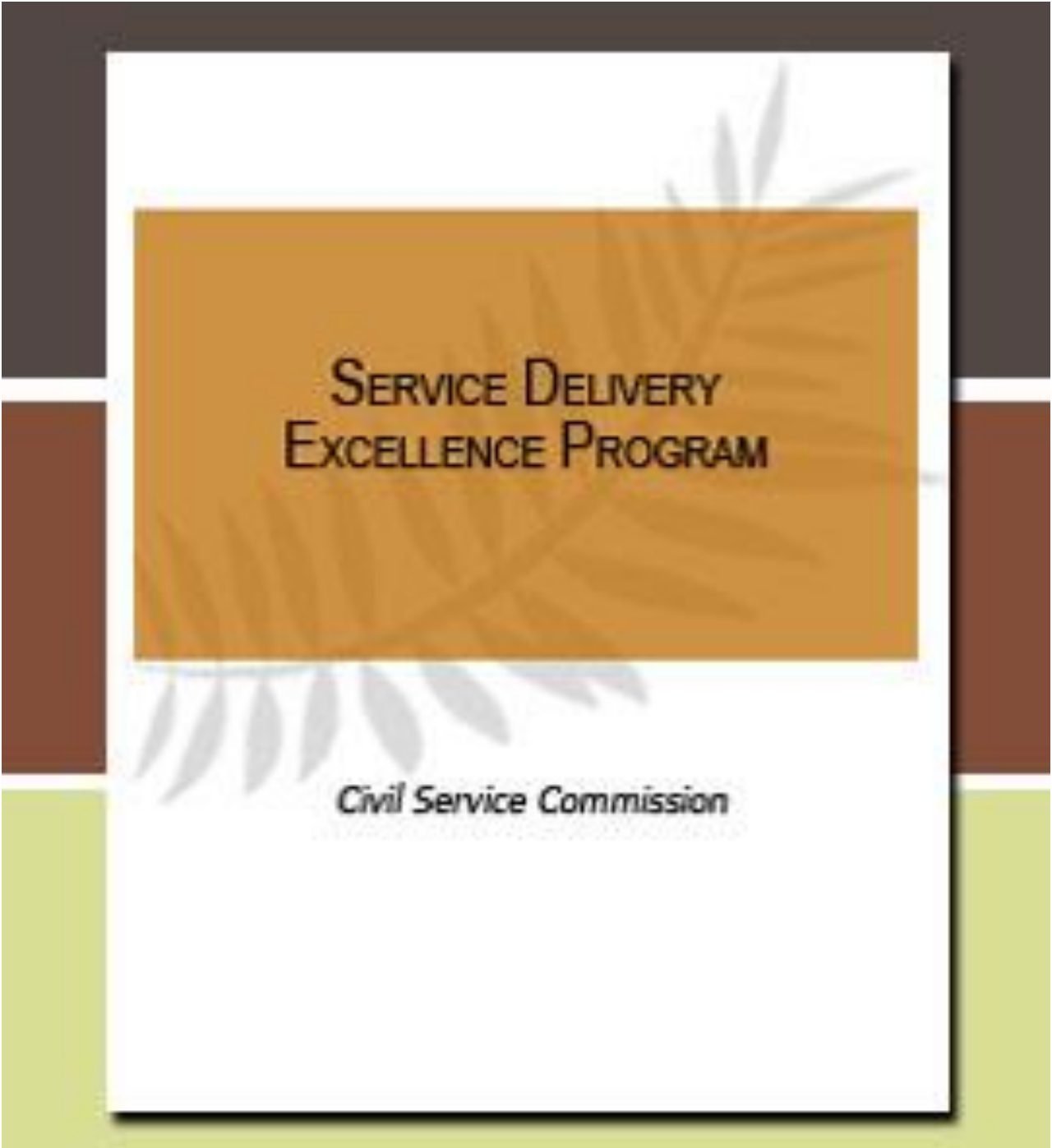
Given this 10th day of January 2017 at Quezon City, Philippines.

  
ALICIA DELA ROSA-BALA  
Chairperson

  
ROBERT S. MARTINEZ  
Commissioner

Attested by:

  
MARIA LUISA SALONGA-AGAMATA  
Director IV, Public Assistance and Information Office



SERVICE DELIVERY  
EXCELLENCE PROGRAM

*Civil Service Commission*



**CCCB**

**CONTACT  
CENTER  
ng BAYAN**

A Step Towards Better Governance

# **GAINS**

In a 2015 study by the Ateneo School of Government, RCS resulted to:

- Positive behavioral change among frontline employees;
- Physical improvements in service offices; and
- Reduced red tape

**10 MILESTONES  
IN  
10 YEARS**

10

100% of government  
offices now have  
Citizen's Charter

9

# Observance of the No Noon Break Policy

8

Special lanes for the elderly,  
pregnant women, and  
differently-abled persons  
provided in government  
frontline offices



7

Shorter

processing time

6

Fewer

documentary

requirements

5

RCS drove the agencies  
to help improve ease of  
doing business

4

The Contact Center ng Bayan (CCB) is the institutionalized ARTA feedback mechanism

3

Public Assistance and  
Complaints Desks (PACD)  
set up in government  
service offices

2

Anti-fixer campaign  
reinforced, emphasizing  
that fixing is a crime  
punishable under law

1

ARTA implementation  
encouraged citizen  
participation

**The Ease of Doing  
Business and Efficient  
Government Service  
Delivery Act of 2018**



## Action Steps and Conclusions

- The Philippines is looking forward to building an even more **citizen-centric government** that is **responsive** to the ever-changing needs of clients.

# Action Steps and Conclusions

- **Work with ASEAN member-states to benchmark and learn from different experiences in the improvement of public service delivery.**
- **The perspectives gained from benchmarking will make the work environment more challenging than ever.**
- **The CSC leads the transition to citizen-centric operations and responds to the increasingly complex and higher standards in public service delivery.**

Thank you and Mabuhay!!!