

MEMORANDUM CIRCULAR NO. 13

REQUIRING ALL DEPARTMENTS, AGENCIES, BUREAUS, OFFICES, INCLUDING GOVERNMENT-OWNED AND/OR CONTROLLED CORPORATIONS TO POST IN CONSPICUOUS PLACES INFORMATION REGARDING THEIR FUNCTIONS, PROCEDURES AND FEES RELATIVE TO TRANSACTIONS WITH THE PUBLIC

WHEREAS, Article XI, Section 1 of the Constitution provides that Public Office is a public trust and that public officers and employees **must at all times be accountable to the people, serve with utmost responsibility, integrity, loyalty and efficiency, act with patriotism, justice and lead modest lives;**

WHEREAS, mandated as such, public officials and employees must therefore **SERVE THE PEOPLE** with the highest standards and in so doing Government should ensure that the people be **SAVED and SPARED** from all unnecessary inconveniences, disappointments, frustrations and expenses relative to their transactions with Government;

WHEREAS, the implementing Rules of R.A. No. 6173 otherwise known as the "Code of Conduct and Ethical Standards for Public Officials and Employees" require all departments, offices and agencies to post in conspicuous places a workflow chart showing their procedures;

WHEREAS, under the same Rules all government officials and employees are required to provide information on their policies and procedures in clear and understandable language.

WHEREAS, accurately informing the public of the particular functions, processes and applicable fees of each government office ensures Government's compliance with the aforementioned constitutional and statutory mandate;

WHEREAS, compliance with the aforesaid rules have been noted to be wanting as not all Government offices have complied with the same;

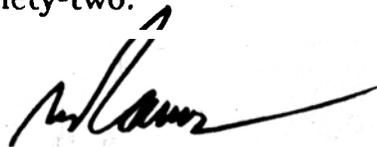
NOW, THEREFORE, all departments, agencies, bureaus, offices, including government-owned and/or controlled corporations are hereby directed to publish/post in conspicuous places in their respective establishments, as part of official duties of respective administrative heads, the following informative materials:

1. A brief and concise summary of the functions and services it renders to the public;
2. An easily understood work-flowchart indicating a step-by-step procedure to be followed by the public in transacting official business, with the names or designation of the particular government personnel tasked to attend to the public in each of the steps to be taken, being specified together with the time (hours/days) estimated to be consumed by the public in completing a particular transaction;
3. A listing of all applicable/imposable fees to be paid by the public for each particular transaction;
4. A "Bill of Rights" enumerating the rights and remedies of the transacting public in relation to the services or transactions with a particular government agency. Specific information as to who in each particular government agency the public could report the existence of fixers or cases of arrogance, malfeasance/misfeasance or neglect of duties of government personnel, should be also posted in a conspicuous place.

Compliance with this Memorandum Circular is enjoined within thirty (30) days from receipt of a copy hereof. Non-compliance herewith will subject the concerned government official or employee with appropriate disciplinary action under Section 46(b), (3), (25) and (27) of Book V on the Civil Service Commission of the Revised Administrative Code.

This Memorandum Circular shall take effect immediately.

DONE in the City of Manila, this 12th day of October, in the year of our Lord, nineteen hundred and ninety-two.



By the President:



EDELMIRO A. AMANTE, SR.
Executive Secretary

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