

VISAYAS STATE COLLEGE OF AGRICULTURE
Baybay, Leyte

OFFICE OF THE PRESIDENT

April 11, 1995

MEMORANDUM NO. 49
Series of 1995


T O: All Department/Office Heads and Center Directors

SUBJECT: "MAMAMAYAN MUNA, HINDI MAMAYA NA" PROGRAM OF THE CIVIL
SERVICE COMMISSION

The CSC is now in the process of monitoring the effect of its program, "Mamamayan Muna, Hindi Mamaya Na". The College is expected to submit a monthly report on the status and outcome of said program. In order for ViSCA to submit the required reports, clients served by our employees should be encouraged to fill up and submit either the courteous service form or Report of Discourtesy form.

The Commission is suggesting the use of attached forms A and B to help us in our monitoring activities. All offices are therefore required to multiply the herein forms and make them available at all times to the public. If necessary, a client just served may be requested by the employee concerned to fill up the form. Drop boxes will be provided by the PPO at the Administration Building, Accounting Division, ODREx and Guard Post No. 1. The Security Officer is requested to collect these reports and hand them over to ViSCA's Bilis Action Partner.

Please be guided accordingly.


SAMUEL S. GO
President

cc: Vice President for Administration
Administrative Officer
Chief Security Officer
Records
File

COURTEOUS SERVICE FORM

FORM A

_____ Date

I wish to congratulate Mr./Ms. _____
for his/her courteous behavior. He/She _____
(Act of Courtesy)

when I _____
(Nature of Transaction)

at _____
(Office/Division/Unit where transaction was held)

on _____.

Name of Client _____
Agency/Address _____

(Use Back for Additional Comments/Information)

REPORT OF DISCOURTESY FORM

FORM B

_____ Date

I would like to report the discourteous behavior of _____
_____ He/She _____
(Name of Employee)

when _____
(Incident Showing Act of Discourtesy)

at _____
(Office/Division/Unit where transaction was held)

on _____
(Date of Transaction)

Name of Client _____
Agency/Address _____

(Use Back for Additional Comments/Information)