

June 1, 1994

MEMORANDUM NO. 56  
Series of 1994

TO: All ViSCA Staff, Students and Others Concerned

SUBJECT: "Mamamayan Muna, Hindi Mamaya Na" Program of the Civil Service Commission

The Civil Service Commission launched its "Mamamayan Muna, Hindi Mamaya Na" campaign in order to introduce behavioral reforms among public servants. Said program specifically aims to:

1. Institutionalize courtesy and prompt service to the public as standard norms of behavior among government employees.
2. Confer immediate recognition on employees for acts of courtesy and prompt delivery of services.
3. Provide the public with a redress mechanism for grievances against discourteous employees and red tape in government agencies; and
4. Break the cycle of frustration and disaffection pervading public sector transactions and restore the people's faith in government.

There are three features of this campaign.

- 1) "Ang Magalang Bow" which requires government employees' courteous interaction with the public and that of requiring employees to wear name tags for easy identification.
- 2) "Gantimpala Agad" is a supplement of the Magalang Bow. This aims to effect quick grant of incentives and rewards to government employees for rendering service to the public with utmost courtesy and dispatch.
- 3) "Bilis Aksyon" which facilitates a quick process of resolving grievances against government employees for discourtesy, red tape, failure to attend to client/act promptly on public transactions and other similar acts.

In view of this, all ViSCA staff and employees are enjoined to observe the above mentioned campaign of the Civil Service Commission. Students and the dealing public are also encouraged to file their complaint against any discourteous act committed by any ViSCA staff and to submit the same for settlement to the Administrative Officer who shall be designated as ViSCA Bilis Aksyon staff.

The Records Division is hereby requested to design/prepare the necessary name tags for distribution to all ViSCA staff.

For the information, guidance and compliance of all concerned.

SAMUEL S. GO  
President

cc: Vice Pres. for Adm.  
Personnel/Records/File