

[MEMORANDUM CIRCULAR NO. 35, March 17, 2003]

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 THEREFOR

WHEREAS, pursuant to Article XI, Section 1 of the Constitution, public office is a public trust, and public officers and employees must at all times be accountable to the people and serve them with, among others, utmost responsibility and efficiency;

WHEREAS, pursuant to the Code of Conduct and Ethical Standards for Public Officials and Employees (Republic [R.A.] Act No. 6713), public officials and employees shall extend prompt, courteous and adequate service to the public and shall, unless otherwise provided by law or required by the public interest, provide information of their policies and procedures in clear and understandable language, ensure openness of information, public consultations and hearings whenever appropriate, encourage suggestions, simplify and systematize policy, rules and procedures and avoid red tape;

WHEREAS, pursuant to the Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees, every department, office or agency shall develop a service guide or its functional equivalent which shall be regularly updated and made available to the transacting public, and shall post a workflow chart showing procedures or flow of documents in conspicuous places in the department, office or agency for the information and guidance of all concerned;

WHEREAS, under the National Socio-Economic Pact of 2001, the Government is committed to providing more efficient and effective governance through the posting of flowcharts, documents required, fees, processing time, and persons/officials responsible for the evaluation and approval of licenses, permits, proposals, including the publication of a citizens handbook on the matter;

WHEREAS, there is a need to provide guidelines for the development and publication of service guides and the posting of workflow charts by all departments, bureaus, offices and instrumentalities of the Government, including government-owned and controlled corporations.

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 departments, bureaus, offices and instrumentalities of the Government, including government-owned and controlled corporations are hereby