



MC No. 11, s. 2016

## MEMORANDUM CIRCULAR

**TO :** ALL HEADS OF CONSTITUTIONAL BODIES; DEPARTMENTS, BUREAUS AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS; GOVERNMENT OWNED OR CONTROLLED CORPORATIONS WITH ORIGINAL CHARTER; AND STATE UNIVERSITIES AND COLLEGES

**SUBJECT :** Citizen's Satisfaction Center-Seal of Excellence Award (CSC-SEA)

The Civil Service Commission promulgated the Citizen's Satisfaction Center Seal of Excellence Award (CSC-SEA) Validation Guidelines through CSC Resolution No. 1600387 on 13 April 2016. The Guidelines aims to improve the conferment of the CSC-SEA, as well as to encourage excellent customer service relations in the public sector.

### CSC-SEA QUALIFICATIONS

1. Service Offices which garnered "Excellent" final descriptive ratings in the Report Card Survey (RCS) shall be considered candidates for the CSC-SEA.
2. An "Excellent" rating in the RCS means that the office garnered a numerical rating of 90-100 and has passing marks in all of the RCS sub-areas. These offices will be subjected to a two-phase validation process.
3. Service offices refer to units, sections, divisions, satellites, branches, departments, districts, provincial, regional, or express outlets of all government offices and agencies including local government units and government-owned or controlled corporations with original charter providing frontline service or those processes or transactions involving applications for any privilege, rights, permit, reward, license, concession, or for any modification, renewal or extension of the enumerated applications and/or requests which are acted upon in the ordinary course of business of the office or agency concerned. However, to identify if a service office is qualified for RCS, and eventually the CSC-SEA, its daily average number of clients should be enough to conduct a survey of at least thirty (30) respondents in three (3) days, and it provides complete process for at least one frontline service stated in the Citizen's Charter.

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4. Temporary service offices or satellite offices which were set up by the candidate service offices due to the latter's inability to provide service for reasons such as office renovations and force majeure shall still be subjected to CSC-SEA validation.

#### REWARDS TO BE GIVEN TO AWARDEES

5. The CSC-SEA Award shall be categorized into Three, Four, and Five stars depending on the number of points garnered by the candidate. Below is the ranking of CSC-SEA Awards:

<b>Points garnered</b>	<b>Percentage</b>	<b>Type of CSC-SEA Award</b>	<b>Reward to be Given</b>
45-50 points	90-100 %	Five star CSC-SEA	Wall-mountable plaque and PhP 100,000.00
40-44 points	80-89 %	Four star CSC-SEA	Wall-mountable plaque and PhP 25,000.00
35-39 points	70-79%	Three star CSC-SEA	Wall-mountable plaque
Below 35 points	Below 70%	Not eligible	No reward

#### ACCOUNTABILITY ON THE CSC-SEA REWARDS

6. Checks for the CSC-SEA cash reward shall be named to the service office which was granted the award. The cash reward shall only be used for the purchase of equipment, materials, and/or services that will improve the frontline services of the office. The service office may request that the check be named to its mother agency, but in no instance shall the check be named to an officer or any individual of the office or its mother agency.
7. Award recipients shall be required to submit cash disbursement and narrative reports on the use of the cash award within six months from the time of receipt of the check. The reports shall be submitted to the Commission through email at [paio@csc.gov.ph](mailto:paio@csc.gov.ph).
8. CSC-SEA awardees which are satellite offices, shall be granted the wall-mountable plaque. However, should it be granted the four or five star CSC-SEA, the check for the cash reward shall be made in the name of its mother service office.
9. Award recipients are allowed to use the CSC Seal of Excellence logo in their advertising and marketing collaterals to help promote the office and further build their integrity subject to the following conditions:
  - a. That the CSC-SEA logo and/or CSC-SEA title shall be used only by the service office that received the award;

- b. That the CSC-SEA logo and/or CSC-SEA title shall always be used together with the name of the service office conferred and the year the award was conferred; and
- c. The year of conferment of the CSC-SEA to be used shall be the same as the year the candidate office was subjected to the Report Card Survey.

#### RECALL PROVISIONS

10. The Commission reserves the right to recall the CSC-SEA within twelve (12) months from the promulgation of the CSC-SEA resolution conferring the award to a service office.
11. The recall may be initiated through a validated public complaint to a CSC-SEA awardee due to its bad customer services and/or infractions of the ARTA through the Contact Center ng Bayan, any of the CSC's public assistance centers/desks, correspondence, or any public means, including the social media, news reports, and the like.
12. The Commission, through the CSCROs, shall investigate the complaint and, if found valid, may subject the office concerned to a Mystery-client Validation. The office has to get a score equivalent to or higher than its present type of CSC-SEA award for it to retain the CSC-SEA.
13. The service office concerned shall reimburse the cash reward and/or return the CSC-SEA wall mountable seal to the CSC once the Commission has promulgated the resolution on CSC-SEA recall.

Please be guided accordingly.

  
**ALICIA dela ROSA-BALA**  
Chairperson

04 MAY 2016