

CSC RO VIII INITIATIVES ON EODB LAW FOR LGUs

1. Inclusion of EODB topic in trainings conducted by CSC e.g. Local Executive Program and Conversations with Leaders conducted last August 6-7, 2019 and October 28-29, 2019;
2. Dissemination of EODB information materials (soft copy) to the HRMOs of LGUs;
3. Tackle the updates about EODB during CPO Meeting;
4. Continuous implementation of the provisions stipulated in R.A. 9485, such as:
 - 4.1. Set up and update of agency's respective service standards also known as the Citizen's Charter;
 - 4.2. Adoption of Working Schedules to Serve Clients (No Noon Break Policy);
 - 4.3. Posting of the Anti-Fixer poster and the implementation of the Anti-Fixing Policy;
 - 4.4. Establishment of Public Assistance/Complaints Desk (PACD);
 - 4.5. Wearing of Identification Card which should be visibly worn during office hours (ARTA ID);
 - 4.6. Adoption of feedback mechanism such as the Customer's Feedback Forms.