



Republic of the Philippines
DEPARTMENT OF AGRICULTURE
NATIONAL MEAT INSPECTION SERVICE
Visayas Ave., Diliman, Quezon City
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November 8, 2011

MEMORANDUM ORDER
NO. 11-2011-147

TO : **ALL NMIS PERSONNEL**

FROM : **ATTY JANE G BACAYO, DVM, MPA**
Executive Director

SUBJECT : **ADOPTION OF MAMAMAYAN MUNA, HINDI MAMAYA NA**

Pursuant to CSC Memorandum No. 03, s 1994 and CSC Resolution No 94-0523 dated January 25, 1994, the National Meat Inspection Service hereby adopts the "MAMAMAYAN MUNA HINDI MAMAYA NA" This will address the need for behavioural reforms in the Agency, particularly in the manner by which the NMIS Key Officials and employees deal with the public. MAMAMAYAN MUNA, HINDI MAMAMAYA NA", which is geared towards total client satisfaction, has the following objectives;

1. To institutionalize courtesy and quick service to the public as standard norms of behaviour among government employees;
2. To confer immediate recognition on employees for acts of courtesy and prompt delivery of service;
3. To provide the public with a redress mechanism for grievance against discourteous employees and red tape in government agencies; and
4. To break the cycle of frustration and disaffection pervading public sector transaction and restore the people's faith in government.

The **Bilis Aksyon** component affords the transacting public an avenue to air their grievances against discourteous, arrogant, lazy, indifferent and unresponsive employees or those who cause the delay or blockage of action on requests. This shall be affected in the following manner:

1. The highest ranking Human Resources Management Officer shall be the Bilis Aksyon Man (BAM) at NMIS. Her duties include the following:
 - 1.1 Attend to grievance of discourtesy and other similar acts reported by dissatisfied client.
 - 1.2 Submit the corresponding report to the Civil Service Commission.
 - 1.3 Monitor the implementation of "MAMAMAYAN MUNA, HINDI MAMAYA NA".



The production of clean, wholesome, healthy and sound meat for food is the concern of everyone.



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2. The following procedure in acting on the grievance will be observed by the Bilis Aksyon Man(BAM):
 - 2.1 Who may file a grievance – Any person who:
 - 2.1.1. Was subjected to any discourteous act by NMIS official or employee:
 - 2.1.1 Was not served promptly:
 - 2.1.3 Was not given clear instruction/s on the process and was required to go from one table/unit to another in connection with his transaction; or
 - 2.1.4 Was subjected to any similar act.
 - 2.2 Where grievance may filed – A dissatisfied client may complain to any of the following:
 - 2.2.1. Bilis Aksyon Man (BAM) of NMIS:
 - 2.2.1 Civil Service Commission Regional Director or Field Officer: and
 - 2.2.3 Accredited non-government organization
3. Form of grievance – A grievance may be reported orally or in writing.
4. Proceedings, non-disciplinary – under these rules are not disciplinary in nature and the primary objective is to resolve/settle in the grievance quickly and expeditiously.
5. Authority to act on grievance – The designated BAM shall act on a grievance filed against the official or employee of NMIS. If the grievance cannot be resolved after exhaustion of all possible means, the BAM shall immediately refer the same to the CSC Field Officer or the CSC Regional Director.
6. Resolution/Settlement of Grievance by Amicable Means, if possible – Upon receipt of the grievance, the BAM of NMIS shall invite both parties and the witnesses, if any, to a meeting. They will both present their sides in connection with the grievance. In the meeting, the parties must appear in person without the assistance of counsel or representative. The BAM shall explore all means to resolve the grievance amicably.
7. Reporting –
 - 7.1 The BAM shall submit a report to the Executive Director of NMIS, copy furnished the Civil Service Regional Director of Civil Service Field Office as the case may be, after the meeting.
 - 7.2 The report shall contain the names of the parties and their witnesses, if any, their positions, the nature, specification of the grievance, and action taken thereon.
8. The Civil Service Commission based on the written report of the BAM, shall officially inform the person being complained of the action taken on the grievance. The action taken by the CSC on the grievance shall form part of his 201 file (Personal Records).The complainant and the BAM shall be furnished copies of the CSC action for their information and guidance.
9. Grievance through an accredited non-government organization, civic organization, professional association or other similar groups. A dissatisfied client may be assisted by any of these groups in filling grievance in writing. The NGO or any similar organization shall immediately refer the grievance to the BAM and monitor developments until resolution of the same.



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MAMAMAYAN MUNA HINDI MAMAYA NA PROGRAM

NMIS COMPLAINT FORM (Reklamo)

Date
(Petsa)

Name of Complainant
Pangalan ng Nagreklamo

Tel./Fax/Cellphone No.

Office/Address
(Tanggapan/Address)

Residence Address
(Tirahan)

Name of Person Being
Complained
(Pangalan ng Nirereklamo)

Position/Office
Position/Tanggapan

Reason for Complaint *(Dahilan ng Reklamo)



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