MEMORANDUM

TO : ALL POEA OFFICIAL AND EMPLOYEES

SUBJECT : COURTESY IN PUBLIC SERVICE

DATE : 15 February 2008

All POEA officials and employees are expected to extend prompt and courteous service to our transacting publics. Everyone needs to serve clients courteously and efficiently at the time they come for assistance and to complete the service they need at the earliest time possible with the least burden on their part.

Officials and employees who are subject of complaints by our transacting publics for discourteous behavior shall immediately be transferred to other units pending investigation. The following sanctions and penalties shall be imposed on the officials and employees, if found guilty of the offense:

For gross discourtesy:

1. First Offense - 1 month and 1 day to 6 months suspension;
2. Second Offense - dismissal from service

For light discourtesy:

1. First Offense - reprimand;
2. Second Offense - suspension from 1 to 30 days; and.
3. Third Offense - dismissal from the service

Let everyone be reminded that dismissal from the service carries with it the accessory penalties of cancellation of eligibility, forfeiture of retirement benefits, and perpetual disqualification for reemployment in the government service.

For information and guidance.

ROSALINDA DIMAPILIS-BALDOZ
Administrator

CONTROLLED AND DISSEMINATED

BY CRD ON FEB 19 2008