MEMORANDUM ORDER NO. 09
Series of 2001

Pursuant to Rule VI of Republic Act No. 6713, otherwise known as the “Code of Conduct and Ethical Standards for Public Officials and Employees”, all POEA officials and employees are expected to promptly and expeditiously act on requests for petitions, whether written or verbal, within fifteen (15) working days from the time the request was made. The period of fifteen (15) working days shall be counted from date of receipt of the written or verbal communication by the agency.

The following procedures should likewise be observed when acting on written and/or verbal request:

(a) If the communication is within the jurisdiction of the agency, the official/employee must:

(1) Write a note or letter of acknowledgment where the matter is merely routinary or the action desired may be acted upon in the ordinary course of business of the agency, specifying the date when the matter will be disposed of and the name of the official/employee in charge.
(2) Where the matter involves issues, which are not simple or ordinary, write a note or letter of acknowledgment, informing the requesting party of the action to be taken. If there are compliance, the note or letter should so state, specifying a reasonable period of time within which it should be submitted, and the name of the official/employee in charge.

(b) If the communication is outside the jurisdiction of the agency, the official/employee must:

(1) Refer the request to the proper department or agency.
(2) Acknowledge the communication by means of a note or letter, informing the requesting party of the action taken and attaching a copy of the letter of referral to the proper department or agency.

For strict implementation.

Rosalinda Dimapilis Baldoz
Administrator

25 September 2001