MEMORANDUM ORDER NO. 01
Series of 2008

TO: ALL POEA OFFICIALS AND EMPLOYEES

SUBJECT: AGREEMENTS DURING THE GENERAL ASSEMBLY

DATE: 15 FEBRUARY 2008

In connection with the General Assembly held this noon at the Patricia A. Sto. Tomas Hall, this memorandum reiterates the agreements reached during the meeting:

1. All officials and employees shall observe acts of courtesy towards the customers at all times. Everyone is expected to greet the customers with a smile.
2. Everyone should display a peasant disposition towards the customers. As public servants, we should always remember that the customer is the "king."
3. Officials and employees should always be ready to respond to requests for assistance from walk-in customers and to inquiries made through the telephone. If the query is beyond the subordinate’s authority, she/he shall refer it to her/his supervisor. Refrain from unnecessarily referring requests or passing calls to other offices or units.
4. The immediate supervisor of any official or employee shall be responsible for the behavior of her/his subordinate. Should a complaint be filed against the subordinate, the Administrative Complaints Committee shall include the supervisor in the complaint charge.
5. Any official or employee who is the subject of complaint by a customer shall be transferred immediately to another office, pending investigation of the complaint.
6. Everyone shall wear the POEA I.D. at all times while in the POEA premises. No official and employee shall be allowed entry without the POEA I.D. worn conspicuously.
7. Employees providing frontline services to the public shall display their names on their desks or tables.
8. All officials and employees shall undergo psychological tests starting March 2008.
9. There will be a personnel rotation that will be implemented by phases soon. The Office of the Deputy Administrator for Management Services shall prepare the rotation plan.
10. All employees shall undergo an orientation on the various services of the POEA. The Human Resource Development Division shall schedule the orientation sessions immediately.

For the guidance of all concerned.

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ROSALENSA DIMAPILIS-BALDOZ
Administrator

CONTROLLED AND DISSEMINATED
BY CRD ON FEB. 21 2008