REVENUE MEMORANDUM CIRCULAR NO. 24-2006 issued on April 17, 2006 publishes the full text of the letter from Civil Service Commission (CSC) Chairperson Karina Constantino-David dated March 24, 2006 re: Public Service Delivery Audit (PASADA).

PASADA is CSC’s proactive mechanism installed to address the problems wrought by inefficiency at the government’s first line of contact with the citizenry. It provides a mechanism through which the performance of government frontline services can be systematically checked and evaluated. It will also serve as the Commission’s mechanism in assisting agencies towards more responsive provision of frontline services.

Frontline services that received favorable ratings shall be given appropriate commendation by the CSC. On the other hand, those that have been rated poor shall be informed in writing and offered assistance, which will mainly involve suggestions/recommendations on what possible developmental interventions could be introduced to improve their operational efficiency.

At present, the CSC is in the stage of implementing its audit on the frontline services of selected government agencies in the National Capital Region, one of which is the BIR.

PASADA shall periodically come up with a list of Top Frontline Services to mark the end of every audit season. The media shall be tapped to create public awareness and appreciation of these exemplary frontline services in government.