



Republic of the Philippines

DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
DILG-NAPOLCOM Center, EDSA corner Quezon Avenue, West Triangle, Quezon City
<http://www.dilg.gov.ph>



24 JAN 2020

MEMORANDUM CIRCULAR

No. 2020-009

TO : ALL PROVINCIAL GOVERNORS, CITY AND MUNICIPAL MAYORS, DILG REGIONAL DIRECTORS, DILG FIELD OFFICERS AND OTHERS CONCERNED

SUBJECT : POSTING OF THE ONLINE CLIENT-SATISFACTORY SURVEY "RATE MY LGU SERVICE" POSTER

"Increasing competitiveness and the ease of doing business" is one of President Duterte's 10-point socio-economic agenda, and is also reiterated in the Philippine Development Plan 2017-2022, which espouses "people centered, clean, efficient and effective governance. In compliance to the President's directive, DILG-DTI-DICT JMC 2016-01 and DILG-DPWH-DICT-DTI JMC 2018-01 provided the standards in the processing and issuance of business permits; and construction permits and certificates of occupancy, respectively.

On May 28, 2018, the Ease of Doing Business and Efficient Government Service Delivery Act or Republic Act No. 11032, an amendment of the Anti-Red Tape Act of 2007 was passed, seeking to make the process of putting up and running a business in the Philippines easier and more efficient.

In line with our commitment for the full implementation of the said law, the DILG through the Bureau of Local Government Development has developed an online client satisfactory survey which can be accessed at <https://ratemyservice.dilg.gov.ph> to (a) validate the report of the LGU's compliance thru a direct client feedback online survey, and (b) encourage LGUs' constituents and clients to be proactive on improving the services of their LGU.

We strongly encourage participation in "Rate My LGU Service" to help us improve service delivery and make the Philippines business-friendly. The DILG assures the confidentiality of your survey response.

In support, we will be providing LGUs with a printed copy of "Rate My LGU Service" official poster a 3ft x 5ft sized tarpaulin to be posted year-round in a conspicuous place within the LGU vicinity and permitting office.

In the meantime, you may download the soft copy of the official poster at bit.ly/rmsposter or you may request a copy from the Local Fiscal Resource Development Division (LFRDD) thru email bps.blgd@gmail.com to cater to business applicants particularly during permits renewal period.

For compliance.


EDUARDO M. AÑO
Secretary



DILG-OSEC 01232020-030

How was our **SERVICE?**

log on to:
**RATE MY LGU
SERVICE**



3-EASY STEPS

1. Go to: **ratemyService.dilg.gov.ph**
2. Fill-out the survey form
3. Submit!



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
BUREAU OF LOCAL GOVERNMENT DEVELOPMENT

Your answer to the survey will be kept with utmost confidentiality.