

Video Conference with Republic of the Philippines at Office of the Public Sector Development Commission (OPDC), Thailand

Participants

1. Civil Service Commission, Republic of the Philippines
2. Office of the Public Sector Development Commission (OPDC), Thailand

Discussion Issues

Regarding to ASEAN Governance Network, OPDC and ASEAN member always has video conference for sharing knowledge and experience together. To this, Civil Service Commission, Republic of the Philippines and OPDC, Thailand set up the video conference meeting for sharing on The Anti-Red Tap Act of the Philippines. The Philippines presented that The Anti-Red Tap Act include with 3 components as following:

1. The Citizens Charter which refer to a public service standard.
2. Report Card Survey which refer to an evaluation tool that provide a measure of citizens' satisfaction on service and also a critical evaluation of the public agency and its personnel.
3. Service Delivery Excellence Program which is a facilitation process for agencies which failed in Report Card Survey.

The Anti-Red Tap Act is similar to Licensing Facilitation Act of Thailand which is found on 2015, therefore, it would be a good opportunity to bring the experience of The Philippines to improve perspective on Licensing Facilitation Act, Thailand.

Moreover, for more detail on this The Anti-Red Tap Act, OPDC has a plan to visit Civil Service Commission, Republic of The Philippines. The aim of this visiting program is to improve public service delivery to citizens by visited the best practice agency and to develop the cooperation between 2 agencies.

