

**[ CSC MEMORANDUM CIRCULAR NO. 41, August 23, 1989 ]**

**TURN-OVER OF THE DART PROJECT FROM THE CIVIL SERVICE COMMISSION TO THE OFFICE OF THE OMBUDSMAN**

On September 14, 1988 , the CSC launched the DART (Do-Away-With-Red-Tape) Project, in line with its constitutional mandate to adopt measures to promote morale, efficiency, integrity, responsiveness and courtesy in the civil service and to institutionalize a management climate conducive to public accountability. DART Acting Centers were established to serve as people's grievance machinery that would process feedbacks on-matters pertaining to government's delivery of public service.

After several months of operation, the DART Project has shown to have a strong impact on both the public and the government agencies. And judging from its present state it could very well serve as a mass-oriented strategy that can forge an alliance between the government and the general public.

Recent developments, however, require that the operation of the DART Project be taken over by the Office of the Ombudsman. Pursuant to Republic Act 6713 (Section 7, Rule III) and the Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees, all requests for public assistance and complaints shall be immediately acted upon by the resident Ombudsman of every government office who shall work in coordination with the Office of the Ombudsman.

The Philippine Constitution mandates the Ombudsman and his Deputies, as advocates of the people to act promptly on complaints filed in any form or manner against public officials or employees of the government and in appropriate cases notify the complainants of the action taken and results thereof.

For purposes of effective implementation of a unified and well-coordinated nationwide public assistance program, as well as situating government programs where they properly belong, the CSC is turning over the DART Project in its entirety to the Office of the Ombudsman in a formal ceremony to be held on October 12, 1989 .

Immediately after the turnover rites all DART records and cases and all information materials including DART paraphernalia (such as posters, stickers, covers for DART primer, pins, etc.) shall be handed to the staff of the Office of the Ombudsman. The DART Project shall henceforth be completely a concern of the Office of the Ombudsman.

For your information and guidance.

Adopted: 23 Aug. 1989