

We are an organization of competent, dedicated and highly motivated personnel, who adhere to the

We have a highly responsive system, which ensures effective delivery of services.

Our personnel are our greatest asset and are committed to delivering quality service to the Filipino pe

- D** eliver prompt, efficient and courteous service utilizing
- F** ormulate procedures that comply with service stand
- A** ssist our countrymen anytime and anywhere in the l
- C** ontinue improvements of existing procedures and e
- A** dapt world-class norms and standards from both loc
- R** espond to clients' complaints at the soonest possibl
- E** mpower the public through 24/7 access to informati
- S** erve and protect the rights of Filipinos in the Philipp

**Our Mission is to advance the interest of Filipinos,  
This we pledge.**