



6 March 2026

ORLANDO E. MANUEL PhD, CESO V
Schools Division Superintendent
Department of Education SDO Nueva Vizcaya
Quezon St., Don Domingo Maddela, Bayombong, Nueva Vizcaya



Dear Superintendent Manuel:

This refers to the conduct of the online two-day training on **"Integrated Course for Attaining Responsive and Excellent (I-CARE) Service in the Government,"** for your employees and frontliners on 7-8 April 2026 via Zoom.

This training enhances participants' understanding of Ease of Doing Business and Efficient Government Service Delivery (EODB-EGSD) while strengthening the professional image of public servants and developing competencies in professionalism, work ethics, effective communication, and customer relations management, including the proper handling of client concerns and complaints.

The details of the said training are as follows:

Title of Training: Integrated Course for Attaining Responsive and Excellent (I-CARE) Service in the Government
Date/Time: 7-8 April 2026/ 8:00 AM – 5:00 PM
Platform: Zoom
Registration Fee: Php 3,000
Registration Date: Until 20 March 2026 or until slots are available
Registration Link: <https://cscdos.net/trainingschedule>

A Certificate of Completion equivalent to 16 hours of technical training will be issued to participants who successfully fulfill all course requirements. For inquiries, you may reach us through Mobile No. 09543655151 or email us at ro02.training@csc.gov.ph.

Thank you.

Very truly yours,

Atty. MARITES P. LAPPAY
Director IV

HRD_VHCC/cps

MEMORANDUM		Date: 3/20/24	Release/Records: <i>lce</i>
To:	<input checked="" type="checkbox"/> PSDS/DICs	<input checked="" type="checkbox"/> Elem/Sec School Heads	
	<input type="checkbox"/> Private Schools	<input type="checkbox"/> Others:	
For:	<input checked="" type="checkbox"/> Information	<input type="checkbox"/> Dissemination	
	<input checked="" type="checkbox"/> Guidance	<input type="checkbox"/> Strict Compliance	
ORLANDO E. MANUEL PhD., CESO V Schools Division Superintendent			
By:	<input type="checkbox"/> SDO Chief	<input type="checkbox"/> SGOD Chief	<input type="checkbox"/> AO <input checked="" type="checkbox"/> Atty.



**Integrated Course for Attaining Responsive and Excellent (I-CARE)
Government Service Delivery**

Course Description:

This training equips government personnel with the knowledge, skills, and values needed to deliver efficient, responsive, and client-centered public service. It covers the principles of Ease of Doing Business and Efficient Government Service Delivery, strengthens professionalism and work ethics in the workplace, develops competencies in customer relations management and effective communication, and enhances the professional image of public servants in their interactions with the public.

General Objective:

At the end of the training, participants will be able to demonstrate responsive and excellent government service by applying the principles of Ease of Doing Business, practicing professionalism and ethical workplace behavior, effectively managing customer relations and communication, and projecting a positive professional image as public servants.

Course Content:

Modules	Objective	Topics
Module I	At the end of the module, participants will be able to explain the key provisions of Republic Act No. 11032 and demonstrate practices that promote efficiency, accountability, and responsiveness in government service delivery.	Ease of Doing Business and Efficient Government Service Delivery (RA 11032) <ul style="list-style-type: none"> ● Salient Points of Republic Act No. 11032 ● Creating a Culture of Efficiency and Responsiveness in Government Offices
Module II	At the end of the module, participants will be able to demonstrate professionalism in the workplace by applying proper work ethics, discipline, teamwork, and adherence to the standards of Republic Act No. 6713 in the performance of their duties.	Professionalism in the Workplace <ul style="list-style-type: none"> ● Meaning and Importance of Professionalism in Public Service ● Work Ethics, Values of Public Servants, Time Management and Workplace Discipline ● Teamwork and Collaboration in Government Offices ● Stress Management and Maintaining Composure in Client Service ● Upholding the Standards under Republic Act No. 6713
Module III	At the end of the module, participants will be able to apply effective customer service principles, communication skills, and appropriate strategies in handling client inquiries, complaints, and difficult situations in government service.	Customer Relations Management <ul style="list-style-type: none"> ● Understanding Government Clients and Stakeholders ● Principles of Excellent Customer Service in Government ● The Customer Service Mindset for Public Servants ● Effective Communication Skills in Client Interactions ● Managing Difficult Clients and Challenging Situations

		<ul style="list-style-type: none"> ● Handling Complaints, Concerns, and Feedback Professionally ● Telephone and Communication Etiquette ● Building Trust and Positive Relationships with Clients
Module IV	At the end of the module, participants will be able to project a positive professional image through proper demeanor, appearance, and confidence while representing the government in public interactions.	<p>Image of a Public Servant</p> <ul style="list-style-type: none"> ● The Public Servant as the Face of Government ● Personal Branding and Public Trust ● Personality Development and Building Self-Confidence and Self-Esteem ● Professional Appearance and Grooming ● Proper Dress Code in Government Offices