



27 October 2017

**MEMORANDUM CIRCULAR NO. 72**  
Series of 2017

**T O: All Departments and Offices with Services to External Clients**

**R E: Validation of Citizen's Charter**

The Administrative Officer of VSU Tolosa Campus just called, informing us that they were already visited yesterday by a representative of the Civil Service Commission who conducted validation of the campus' compliance to CSC policies especially on the Citizen's Charter improvement, posting and compliance thereto. We are therefore expecting the CSC representative to come anytime starting next week.

In this connection, all offices and departments that provides services to external clients (students, farmers, workers without employer-employee relationship) are requested to prepare an improved version of your citizen's charter, have it printed in tarpaulin and post it outside your respective offices readily accessible/readable by clients. The stipulated procedures and time to finish per step should be religiously complied with. In addition, please provide an e-copy of your citizens' charter to ODAHRD which is directed to consolidate and prepare a consolidated citizens' charter in manual form for submission to CSC. Once everything is complied, VSU will issue a certificate of compliance for immediate submission to CSC together with a copy of the citizens' charter manual.

Furthermore, please be reminded to always wear your ID (not the pocket ID) and the public assistance desk should always be manned as these requirements will also be validated.

For your compliance.

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10/27/17

**EDGARDO E. TULIN**  
President