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Office of the President

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MEMORANDUM NO. 77
Series of 2009

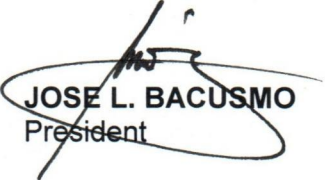
- T O:**
- | | |
|-----------------------------|------------------------------|
| Ms. Linda N. Mariscal | Mr. Eliezer L. Velasco |
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| Ms. Andreli D. Pardales | Mr. Abdon G. Malnegro |
| Ms. Chona A. Brit | Ms. Christy Cyrene T. Tauy |
| Mr. Renato A. Maala | |
- R E:** Attendance to the Two-day Seminar Workshop in the Preparation of Citizen's Charter

As mandated by RA 9485 otherwise known as the Anti-Red Tape Act of 2007, we are required to prepare Citizen's Charter for every frontline services that we perform for the general public. The Civil Service Commission is giving us until April 28, 2009 to submit our bound Citizen's Charter.

You are therefore required to attend and participate in the seminar-workshop for the preparation and finalization of Citizen's Charter of all University Services on April 27 & 28, 2009 at the FARM Conference Room to start at 8 o'clock in the morning. The expected output of the workshop shall be the final and bound Citizen's Charter of all university frontline services ready for submission to the CSC Regional Office on or before April 29, 2009, a day after the deadline.

To ensure accomplishment of workshop output, you are hereby required to prepare draft Citizen's Charter for all the services provided by your unit ready for presentation during the workshop and shall be subjected to deliberation for further improvement and finalization. You are therefore advised to coordinate with Dr. Cano in preparing your draft or with Ms. Ma. Cristina Ramirez of HRMDO. Dr. Roberto C. Guarte, Vice President for Administration and Finance shall provide over-all coordination in the conduct of the seminar-workshop and submission of bound Citizen's Charter as scheduled. Attached is the list of frontline services which needs preparation of Citizen's Charter for your guidance.

For immediate compliance.



JOSE L. BACUSMO
President

cc: Dr. Roberto C. Guarte, OVPAF
Dr. Lourdes B. Cano, ODA
Ms. Ma. Cristina U. Ramirez, HRMDO
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LIST OF UNIVERSITY SERVICES COVERED BY THE ANTI-TED TAPE
ACT OF 2007 NEEDING THE PREPARATION OF CITIZENS' CHARTER

<u>Frontline service</u>	<u>Unit Involved and in charge in preparing the Citizens' Charter</u>
1. Enrolment	Registrar
2. Completion of Grades	Registrar
3. Request for change of Student Records	Registrar
4. Second Copy of Diploma	Registrar
5. Issuance of TOR	Registrar
6. Graduation Clearance	Registrar
7. Transfer Credentials	Registrar
8. Student Clearance and Issuance of Exam Permit	Cash
9. Payment of School Fees	Cash
10. Dormitory Services	USSO
11. Processing of Student Claims	USSO/Accounting
12. Activity Permits	USSO
13. Field Trip Permits	USSO
14. Registration of Organizations	USSO
15. Scholarship/Financial Assistantship	USSO
16. Medical/Dental Services	VSU Hospital
17. Library Services	Library
18. Salaries of Part-time Teachers	HRMDO/Cash
19. Ambulant Vendor's Permit	IGP
20. Processing of Lease Contracts	IGP/ODA
21. Food Services	Pavilion/Guest House
22. Hostel Services	Hostel
23. Request for Records	Records
24. Use of Facilities	CCE/VLHS/IHK
25. Laboratory Services	Philrootcrops/DASS/CVM
26. Motorpool and Furniture Services	GSD
27. Processing of Payment to Suppliers	SPMO/Accounting/Cash
28. Printing Services	MMDC