



LEYTE STATE UNIVERSITY

Visca, Baybay, Leyte 6521-A

Philippines

Tel: +63 53 335 2600; Fax: +63 53 335 2601

e-mail: opvisca@mozcom.com; website: www.lsu-visca.edu.ph

Office of the President

21 May 2007

MEMORANDUM CIRCULAR NO. 20

Series of 2007

T O: All Departments/Centers/Offices

R E: Service Pledges and Workflow Charts

The Civil Service Commission will conduct a Personnel Management Monitoring Evaluation and Assistance Service that covers Personnel Action, Personnel Records Management, Leave Administration, Administrative Discipline and other Personnel Action as well as monitoring the implementation of their previous audit recommendations on May 28-30, 2007. They will also monitor compliance of Office of the President (Malacañang) Memorandum Circular No. 35 dated March 17, 2003 which is the posting of service pledges and workflow charts.


Service Pledge is a description of the service standards, norms, delivery approach and strategy that a particular unit/division office commits to perform and which the customer can expect from the office. (Refer to sample A)

Workflow chart is an illustration or diagramming the procedure or sequence of steps to be taken to avail of a particular service that an agency/office delivers to its customers. (Refer to sample B)

In this connection, please ensure the posting of the service pledge and workflow chart in conspicuous places/service counters of your office not later than May 28, 2007. Attached is a sample of service pledge and workflow chart for your guidance.

In addition, please make the office logbook ^{tr}and both faculty and administrative staff in your department ready for inspection anytime by the CSC audit team.

For compliance.


PACIENCIA P. MILAN
President

Sample A

Current Records Management Office
Integrated Records Management Office
Civil Service Commission

Service Pledge

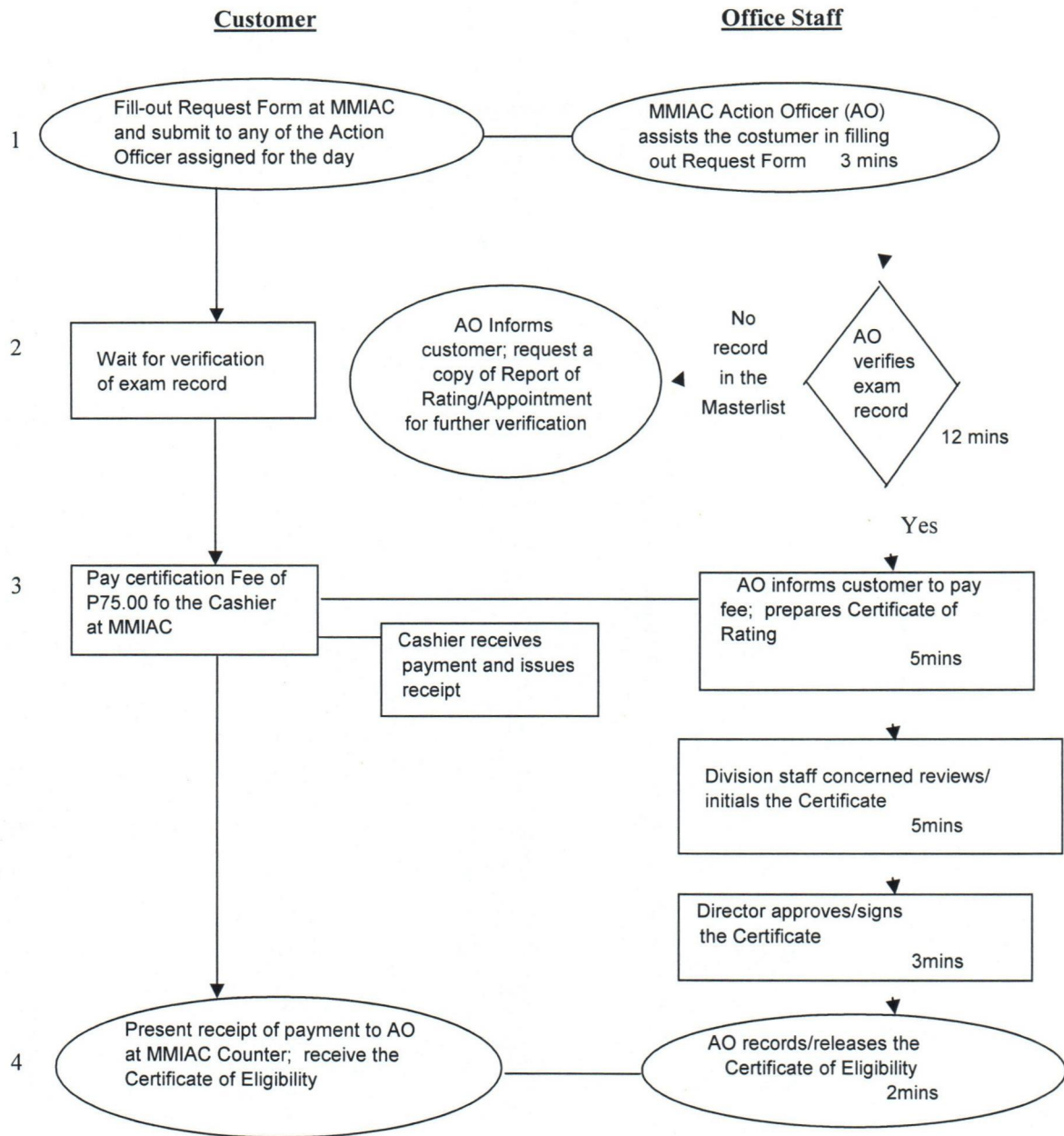
<u>Services</u>	<u>Processing Time</u>	<u>Accountable Staff</u>	<u>Fee</u>
*Certification of Eligibility	30 minutes	Director/Division Chief	P 75.00
*Authentication of Eligibility	30 minutes	Division Chief/Asst. Div. Chief	P 30.00
*Verification of Eligibility	20 minutes	Staff Concerned	
*Reply on Walk-In/ Phone-In-Queries on Exam Eligibility	Immediate		
*Reply on Written Queries on Exam Eligibility	3 days		

- ☆ Our office is open from 8:00 a. m. to 5:00 p.m., Monday to Friday.
- ☆ You may approach any of our staff at the MMIAC Counter for your request for assistance.
- ☆ Please pay directly to the Cashier. We do not charge any fees other than those stated above.

Sample B

Request: for *Certification of Eligibility*

Workflow Chart



Processing Time: 30 minutes