



# LEYTE STATE UNIVERSITY

Visca, Baybay, Leyte 6521-A  
Philippines

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

e-mail: [opvisca@mozcom.com](mailto:opvisca@mozcom.com); website: [www.lsu-visca.edu.ph](http://www.lsu-visca.edu.ph)

*Office of the President*

12 August 2005

## MEMORANDUM CIRCULAR NO. 40

Series of 2005

**T O: All College Deans, Center Directors and Department/Office Heads**

**R E: Updating of Service Guide and Workflow Chart**

Please be informed that per letter from Director Virginia Palanca- Santiago dated July 13, 2005, representative of the Office of the Ombudsman will visit this university towards the end of August this year to conduct a survey of our compliance to the provision of Section 4, second par. of the Implementing Rules of RA 6713, which provides:

“Sec. 4 xxx . . . .

“Each department, office or agency shall develop a service guide or its functional equivalent which shall be regularly updated and made available to the transacting public. A workflow chart showing procedure, or flow of documents shall likewise be posted in conspicuous places in the department, office or agency for the information and guidance of all concerned.”

In view of this, you are therefore required to ensure that these service guides and Workflow Chart are conspicuously posted outside your offices. If necessary, these should be updated and readily available when representative from the Ombudsman comes.

Please be guided accordingly.

  
**PACIENCIA P. MILAN**  
President