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Office of the President

2 September 2015

MEMORANDUM NO. 134

Series of 2015

- T O:** All Vice Presidents, College Deans, Department/Office Heads and Center Directors
- R E:** Review and Improvement of Existing Citizen's Charter

Please be informed that one of the mandatory requirements of the Inter-Agency Task Force created by President Aquino per Executive Order No. 80 to qualify for 2015 PBB is the 100% compliance of the good governance provisions, one of which is to maintain and update the Citizen's Charter of our various frontline services. In view of this, you are required to revisit the citizen's charter of the services offered by your respective offices and improve further for the increased satisfaction of your clients.

Please submit a copy of the revised Citizen's Charter to the VSU Legal Office, the Bilis Aksyon Partner of the university for consolidation and submission to CSC. Furthermore, kindly replace the citizen's charter tarpaulins posted outside your offices with the revised copy not later than October 1, 2015.

Please be guided accordingly.


JOSE L. BACUSMO
President