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Office of the President

14 June 2011

MEMORANDUM CIRCULAR NO. 35

Series of 2011


- T O: All Vice Presidents, Deans, Directors, Department/Office Heads and All Faculty and Staff Concerned**
- R E: Improved Efficiency and Delivery of Frontline Services in Compliances with the Anti Red Tape Act of 2007**

The Regional Director of the Civil Service Commission informed us that the university will be subjected to a Report Card Survey (RCS) to gather feedback from the actual transacting public and to determine the effectiveness of our frontline services to clients.

In view of this, kindly remind all frontline personnel in your respective units to provide courteous, efficient and effective services to all our clients as required by law. In addition, the Cash Division, Registrar's Office, Hospital, Library and USSO are hereby directed to designate an area for public assistance and assign a public assistance desk officer each day to attend to the needs of the students and other clients transacting with their office. Also, the assigned desk officer must ensure that services between 12:00 noon to 1:00 pm is provided if there are still clients within the vicinity of the offices.

All Vice Presidents are therefore requested to convene the office heads and staff of your respective units to ensure that we will be able to provide the best frontline services we could offer.

The cooperation of all concerned are therefore requested.


JOSE L. BACUSMO
President