



LEYTE STATE UNIVERSITY

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Philippines

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Office of the President

10 February 2004

MEMORANDUM CIRCULAR NO. 10

Series of 2004

T O: All Heads of Service Units Within the University

**R E: Preparation and Posting of Service Pledge and Work Flow Chart
Outside the Office**

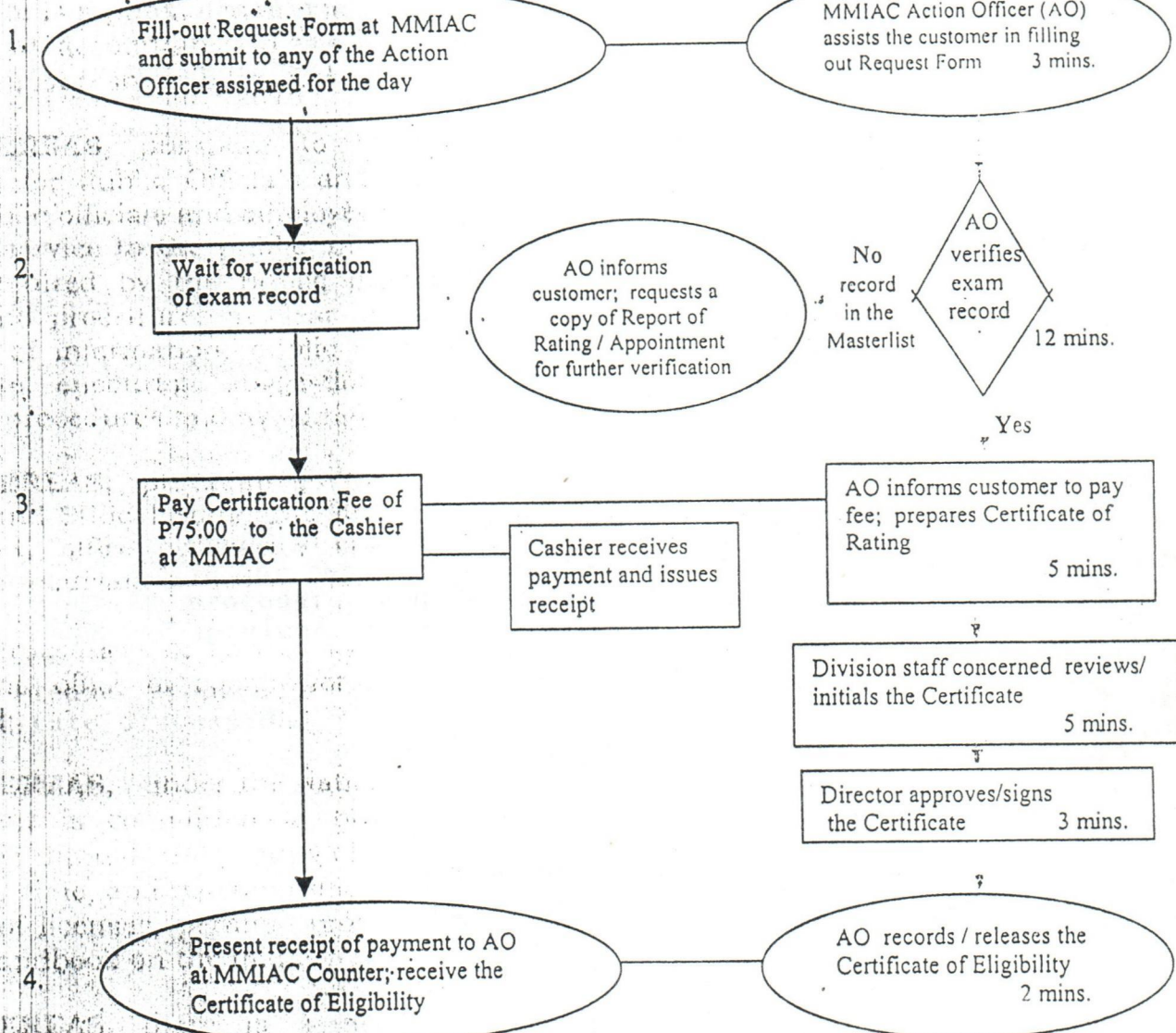
To guide the public who wants to avail of our services and in compliance with R.A. No. 6713 and Memorandum Circular No. 35 of President Gloria Macapagal Arroyo dated March 17, 2003, all service units of LSU are directed to prepare and post their Service Pledge and Work Flow Charts outside of their offices. Attached are sample Service Pledge and Work Flow Chart as your guide in preparing our own service pledge and work flow chart.

For immediate compliance.


PACIENCIA P. MILAN
President

Request for Certification of Eligibility

Workflow Chart

CustomerOffice Staff

Processing Time: 30 minutes

Current Records Management Division
Integrated Records Management Office
Civil Service Commission

Workflow Chart

Service Pledge

❖	<u>Services</u>	<u>Processing Time</u>	<u>Accountable Staff</u>	<u>Fee</u>
▪	Certification of Eligibility	30 mins.	Director / Division Chief	P 75.00
▪	Authentication of Eligibility	30 mins.	Division Chief / Asst. Div. Chief	P 30.00
▪	Verification of Eligibility	20 mins.	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.