



10 November 2023

**MEMORANDUM CIRCULAR NO. \_\_\_\_\_** 168  
Series of 2023

**T O: All VPs, Chancellors, Directors, Dean, Department/Unit Heads**

**R E: Submission of the Updated Citizen's Charter**

**Republic Act No. 11032** or the "**Ease of Doing Business and Efficient Government Service Delivery Act of 2018**" mandates all covered agencies to set up their respective most current and updated Citizen's Charter. It is an act that aims to streamline the current systems and procedures of government services to provide efficient and effective service to our clients.

One of the eligibility criteria for the grant of FY 2023 PBB is the **Process Results** which refers to the achievements in ease of doing business/ease of transaction with the agency as a result of streamlining, standardization, systems and procedures reengineering, and other related improvements as per AO25IATF Memorandum Circular No. 2022-1 dated March 24, 2022

As defined also in ARTA MC 2019-002-A, the services may be categorized based on the following:

- **External services** – refer to government services applied for or requested by external citizens or clients or those who do not form part or belong to the government agency or office;
- **Internal services** – refer to government services applied for or requested by internal clients or individuals who are within the respective government agency or office, such as, but not limited to, its personnel or employees, whether regular or contractual. Internal services to regulatory functions related to permitting, licensing, and issuance or privilege, right, reward, clearance, authorizing, or concession.

In this connection, you are required to **submit your updated Citizen's Charter** and email the soft copy using the template attached to [legal@vsu.edu.ph](mailto:legal@vsu.edu.ph) and [ohra@vsu.edu.ph](mailto:ohra@vsu.edu.ph) c/o Ms. Maria Roberta S. Miraflor, CART Secretariat **on or before November 17, 2023** for consolidation.

For your active participation and compliance.



**DANIEL LESLIE S. TAN**  
Officer-In-Charge

# CITIZEN'S CHARTER Template

Alignment: Left  
Font Style: Arial, Bold  
Font Size: 14  
Shall be numbered

**Service Name**

Service Information

Alignment: Left  
Font Style: Arial  
Font Size: 12

<b>Office or Division:</b>	<p>Text Headers:</p> <ul style="list-style-type: none"> <li>Alignment: Left</li> <li>Font Style: Arial, Bold</li> <li>Font Size: 12</li> </ul>	<p>Body of Text:</p> <ul style="list-style-type: none"> <li>Alignment: Left</li> <li>Font Style: Arial</li> <li>Font Size: 12</li> </ul>		
<b>Classification:</b>				
<b>Type of Transaction:</b>				
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>Manner of writing: Document 1 (# of copies needed per type of copy)</p>		<p>Manner of writing: Agency – Specific Office/Division/Desk</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

Manner of writing:  
Action – Location of Action  
– Reminder, if any

Number each Client Step –  
should be parallel with the  
Agency Actions numbers

Manner of writing:  
Number each Agency  
Action – should be in  
parallel with the Client  
Steps numbers  
  
For Agency Actions that  
are more than 1, use the  
numbering scheme: 1.1,  
1.2, 1.3, 2.1, 2.2, 2.3, etc.

Manner of writing:  
# Day/s, # Hour/s, # Minute/s

Manner of writing:  
Alignment: Center

Text: Position or Designation of the Person Responsible

Font Style: Arial, Italicized || Font Size: 11

Text: Office of the Person Responsible

Font Style: Arial || Font Size: 11

Manner of writing:

- For standard fees, follow this order: Type of Fee – Type of Currency (Acronym in all capitals) Amount.
- For fees varying case to case, enumerate the breakdown or list the amount to be paid instead.
- For fees in tabular form, put the table of fees right after its corresponding Service Specifications Table.
- For fees that varies due to a specific computation, write the computation guide (formula).
- If no fees are required, write "None."