



10 November 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.

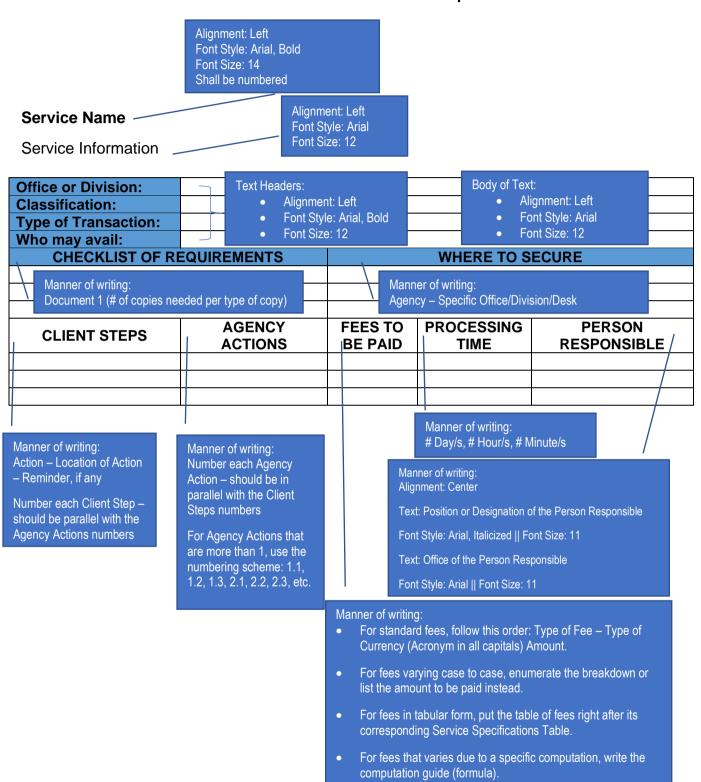
In this connection, you are required to **submit your updated Citizen's Charter** and email the soft copy using the template attached to <u>legal@vsu.edu.ph</u> and ohra@vsu.edu.ph c/o Ms. Maria Roberta S. Miraflor, CART Secretariat **on or before November 17, 2023** for consolidation.

For your active participation and compliance.

Officer-In-Charge



CITIZEN'S CHARTER Template



If no fees are required, write "None."