

**AGENCY CITIZEN'S CHARTER INSPECTION REPORT**

Name of Agency/Organization	Barban Peninsula State University	Date of Inspection	19 Oct 2023
Field/Regional Office / Branch	Main Campus		

**COMPLIANCE MONITORING CHECKLIST**

**I. COMPLIANCE MATRIX**

CMEO Data - ARTA Requirement Submitted	Date of Submission / Remarks	RECOMMENDATIONS
1. Citizen's Charter website posting	<input checked="" type="checkbox"/> 3 December 2021	Update upload
Citizen's Charter (website) is Updated	<input checked="" type="checkbox"/>	
2. Citizen's Charter – Handbook / Certificate of Compliance	<input checked="" type="checkbox"/> 1 June 2023	<input type="checkbox"/> Submit to compliance@arta.gov.ph
3. Client Satisfaction Measurement Report	<input checked="" type="checkbox"/> 1 February 2023	<input type="checkbox"/> For FY 2022, submit to: Tinyurl.com/CSMRSubmissions
4. CART Department Order	<input checked="" type="checkbox"/> 1 June 2023	<input type="checkbox"/> Submit to tinyurl.com/CARTSubmissions
5. Zero Back Log Report	<input checked="" type="checkbox"/> 1 June 2023	<input type="checkbox"/> Submit to tinyurl.com/ZeroBacklogProgram
6. Initial WOG Reengineering Plan	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> bit.ly/WOGReeng
7. E-BOSS Compliance Checklist Report (For LGUs)	<input type="checkbox"/> —	

**II. CITIZEN'S CHARTER – INFORMATION BILLBOARD AND HANDBOOK COMPLIANCE**

A. CITIZEN'S CHARTER (CC) INFORMATION BILLBOARD		Office Name: Registrar	Office Name: Library
		Service Name: TOR Request	Service Name: Borrowing of Books
1. Type of information billboard	<input checked="" type="checkbox"/> Tarpaulin <input type="checkbox"/> Interactive Kiosk <input type="checkbox"/> None <input type="checkbox"/> TV/Digital Screen <input type="checkbox"/> Others:	<input checked="" type="checkbox"/> Tarpaulin <input type="checkbox"/> Interactive Kiosk <input type="checkbox"/> None <input type="checkbox"/> TV/Digital Screen <input type="checkbox"/> Others:	<input checked="" type="checkbox"/> Tarpaulin <input type="checkbox"/> Interactive Kiosk <input type="checkbox"/> None <input type="checkbox"/> TV/Digital Screen <input type="checkbox"/> Others:
Billboard contains the following:	<input checked="" type="checkbox"/> / X	Remarks / Findings	<input checked="" type="checkbox"/> / X
2. Updated CC Information	/		X
3. All external services	X	online service not included	/
4. Checklist of requirements	X		/
5. Procedures	/		/
6. Person responsible per step	X	name of person responsible not specified	X
7. Processing time/s	/		/
8. Fees to be paid	X	no other conditions not included in the cc	/
9. Procedure for filing complaints	X	not written in the cc	/
B. CITIZEN'S CHARTER HANDBOOK			
1. Presence of Citizen's Charter Handbook	X		X
2. Citizen's Charter Handbook is Updated	X		X
3. Conform with the prescribed manner of writing	X		X
C. FEEDBACK & COMPLAINTS MECHANISM			
1. Public Assistance & Complaints Desk (PACD)	/	not knowledgeable	X
2. Feedback Mechanism (Customer Satisfaction Survey/Suggestion Box)	/		/

**OTHER FINDINGS:**

- Not all counters has nameplate
- Posted Citizen's Charter not updated



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**REQUIRED ACTIONS/ RECOMMENDATIONS**

**CITIZEN'S CHARTER INFORMATION BILLBOARD**

- ☐ Ensure that the Citizen's Charter Information Billboard reflects ALL EXTERNAL SERVICES being offered by the Agency/LGU.
- ☐ Add the following information to the Citizen's Charter Information Billboard:
  - ☐ Other external services offered
  - ☐ Processing Time per step
  - ☒ Fees to be paid per step (if any)
  - ☐ Requirements
  - ☒ Person Responsible per step (Name, Designation, Office)
  - ☒ Procedure for filing of complaints and/or feedback submissions
  - ☒ Update the Citizen's Charter Information Billboard and reflect the changes/revisions made, if there are any.
  - ☒ Ensure that the same is aligned with the Citizen's Charter - Handbook submitted to ARTA.
  - ☒ Explore the use of other display modalities (TV, Digital/interactive Monitors, kiosks) to post the Citizen's Charter Info. Billboard.

**CITIZEN'S CHARTER HANDBOOK**

- ☒ Provide a readily available Citizen's Charter-Handbook in the transacting windows for reference of the public (pertinent pages only).
- ☒ Ensure that the Citizen's Charter-Handbook is updated and complete, indicating ALL services (external and internal). Also, please note that any changes or revisions in the Citizen's Charter must first be submitted to ARTA prior to implementation and posting in the website (The submission prior to implementation is for ARTA's reference and information, not for approval)
- ☒ Ensure that the Citizen's Charter Handbook displayed and/or uploaded is compliant to the prescribed manner of writing of the Authority. Refer to ARTA MC No. 2019 -002 and its Reference B - Citizen's Charter Handbook Template with Instructions, uploaded in the ARTA website, for more information.
- ☐ Not applicable

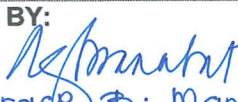
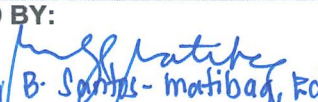
**OTHER RECOMMENDATIONS:**

- o Provide nameplates in all counters & working stations
- o To include all external services in the CC (including online services)

**WAYS FORWARD**

- ☒ The Agency/LGU shall submit their action plan (with timelines of activities) to resolve the findings and recommendations stated in this **compliance monitoring checklist within seven (7) working days upon receipt**. Please send your response on or before 31 October 2023 through [centralluzon@arta.gov.ph](mailto:centralluzon@arta.gov.ph).
- ☐ No actions needed from the Agency/LGU.

ARTA would like to emphasize the provision under Section 8 of R.A. 11032, which holds the heads of the office or agency to be primarily responsible for the implementation of RA 11032 and accountable to the public in rendering fast, efficient, convenient and reliable service. The agency/LGU is required to submit their actions taken on the findings stated in this Report within the prescribed timeline.

<b>VALIDATED BY:</b>  Mary Grace B. Manabat, CPA (Signature over Printed Name) ARTA - Central Luzon Regional Field Office	<b>RECEIVED BY:</b>  Ruby B. Santos-Matibag, Ed.D. (Signature over Printed Name) Name and Position of the Authorized Official	19 Oct 2023 Date Received
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