

Citizen's Charter Validation/ARTA Watch Checklist

Name of Agency **CATANDUANES STATE UNIVERSITY**


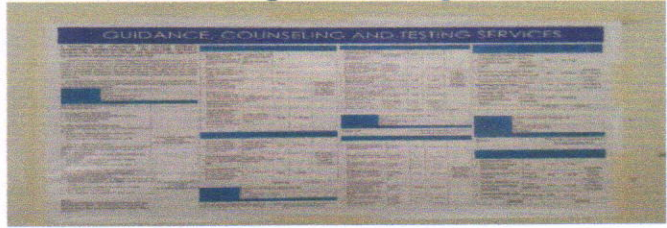

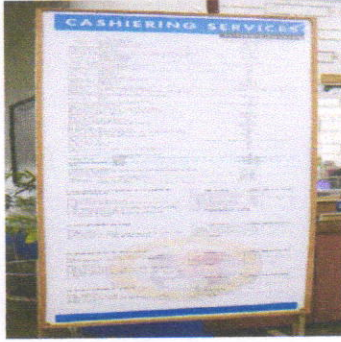
Location **Calatagan, Virac, Catanduanes**

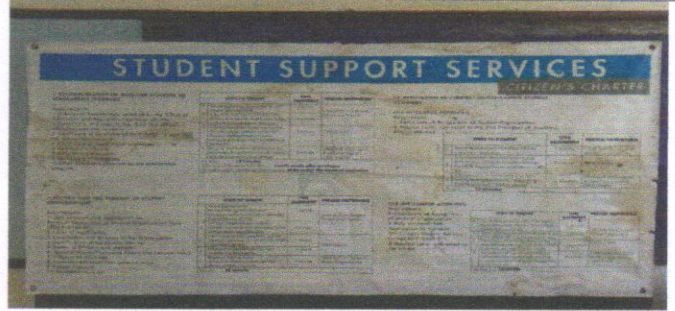
Date of Validation **October 11, 2018**

Branch  
 Regional Office     Attached Agency     SUC Main Campus     Subsidiary  
 Service Office     Satellite Office     SUC other campus

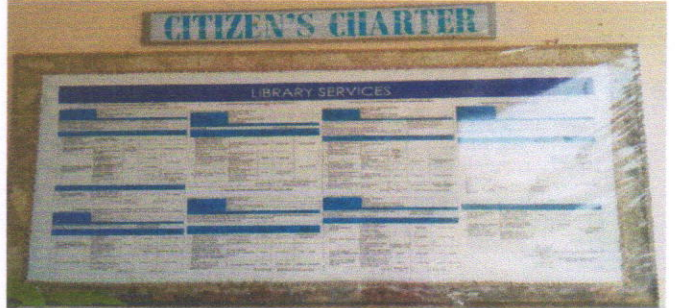
Sector  
 NGA     GOCC     LWD     SUC

Instructions: Mark with √ if Yes, x if No. Provide details if necessary.

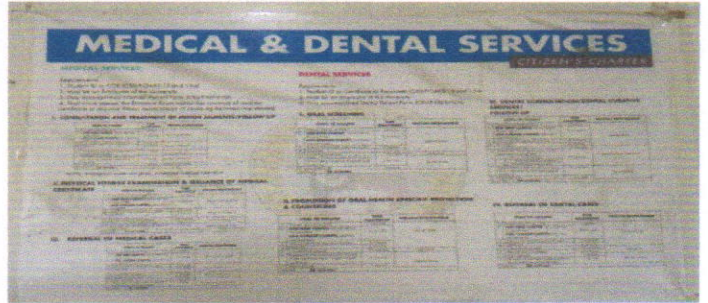
ARTA WATCH / CITIZEN'S CHARTER VALIDATION		Yes	No	Remarks
1. Vision and Mission of the Agency	✓			
2. List of Frontline Services	✓			<ul style="list-style-type: none"> <li>✓ Guidance, Counseling and Testing Services</li> <li>✓ Office of Admission and Registration Services</li> <li>✓ Cashiering Services</li> <li>✓ Office of Student Support Services</li> <li>✓ University Library Services</li> <li>✓ Medical and Dental Services</li> <li>✓ Human Resource Management Services</li> </ul>
3. Citizen's Charter Shows Standard for each service office	✓			<p><b>Guidance, Counseling and Testing Services</b></p> 
➤ Step-by-step procedure	✓			
➤ Officer/Employee responsible for each step	✓			
➤ Time needed to complete the procedure	✓			
➤ Amount of fees (if necessary)	✓			
➤ Required documents	✓			
➤ Procedure of filing complaints	✓			
				<p><b>Office of Admission and Registration Services</b></p> 
				<p><b>Cashiering Services</b></p> 
				<p><b>Office of Student Support Services</b></p>



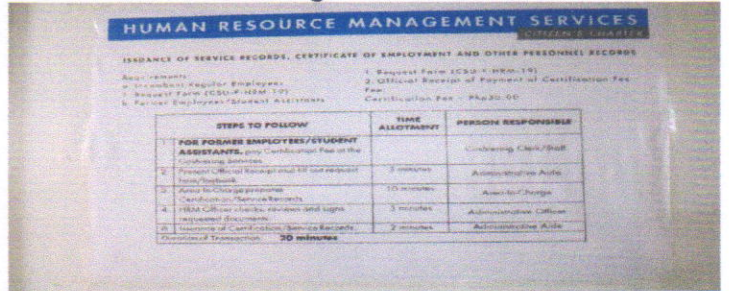
University Library Services



Medical and Dental Services

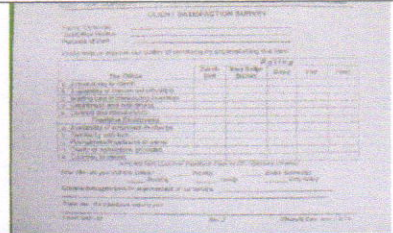
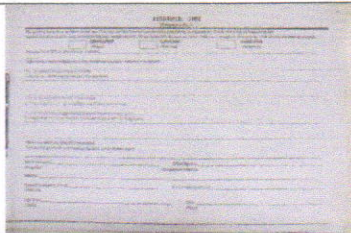


Human Resource Management Services



➤ Feedback mechanism


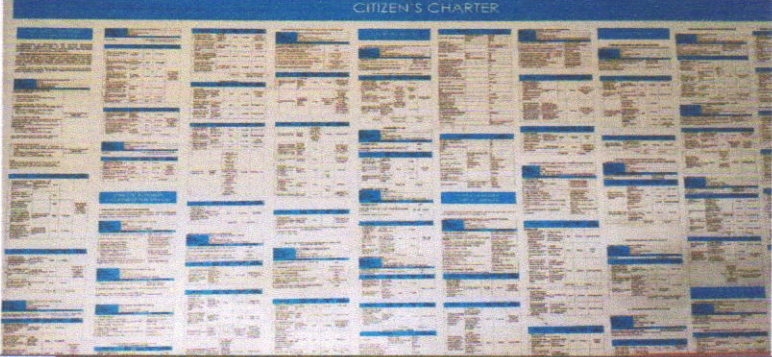

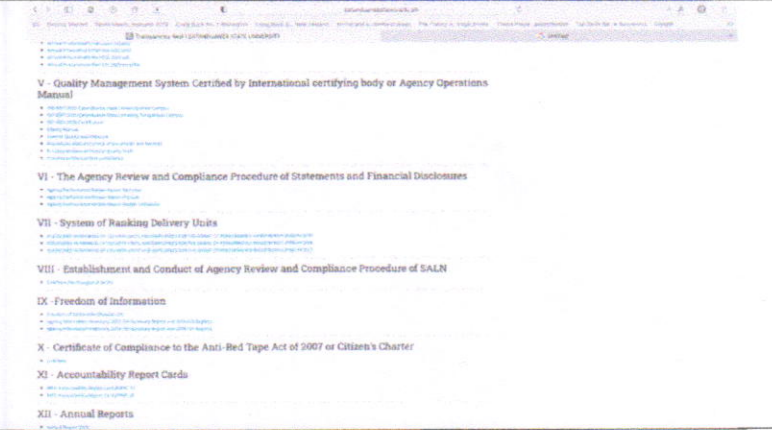

✓

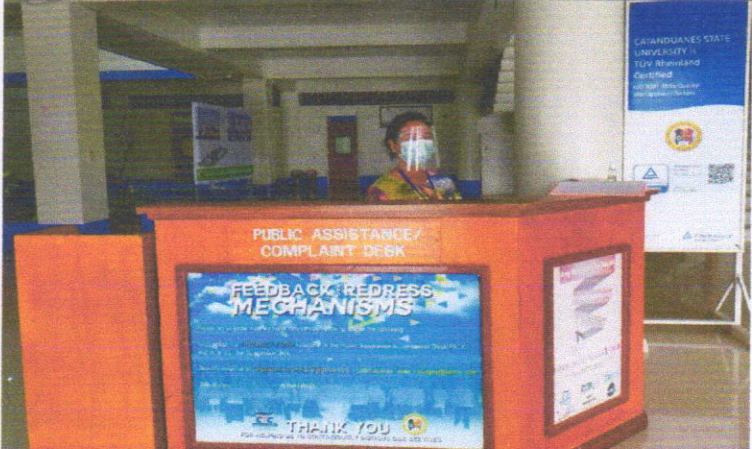

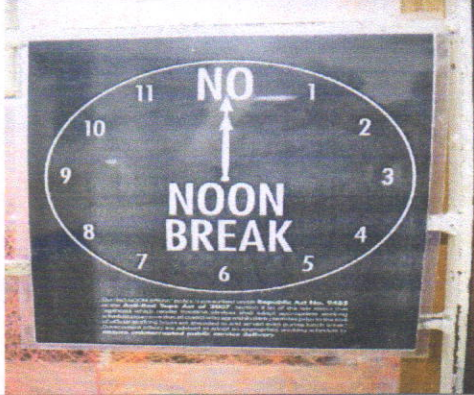

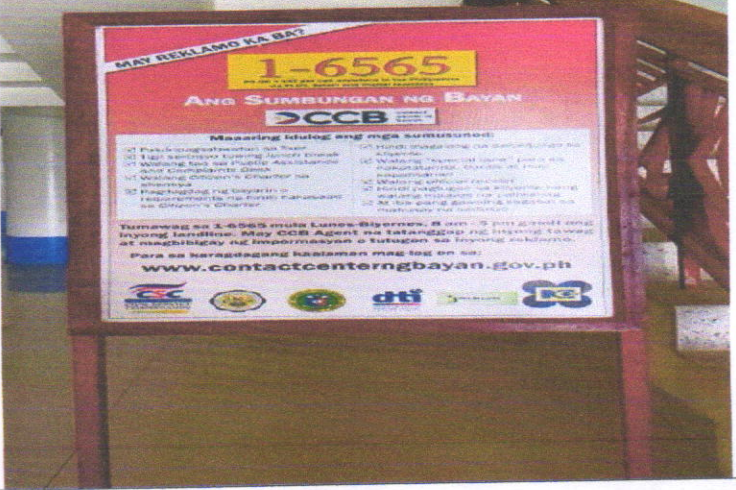



4. Posting of CC as information material at the main entrance or at the most conspicuous place at the agency service office (check which ever is applicable)

✓



<p>4.1 The posted CC contains ALL frontline services offered by the agency/service office (if frontline service units are located in one building)</p>	<p>✓</p>		
<p>4.2 CC is posted in ALL frontline service units/offices (if frontline service units are located in separate building)</p>	<p>✓</p>		
<p>5. CC is published, written in English, Filipino or in the local dialect and published as an information material (e.g. booklet or brochure)</p>	<p>✓</p>		
<p>6. CC uploaded in the agency's website and accessible to the public.</p>	<p>✓</p>		
<p>7. Presence of Anti-Fixer Poster</p>	<p>✓</p>		
<p>8. Presence of Fixer</p>	<p>✓</p>		

<p>9. PACD Installed</p>	<p>✓</p>	
<p>10. PACD manned</p>	<p>✓</p>	
<p>11. Presence of No Noon Break poster</p>	<p>✓</p>	
<p>13. Presence of Courtesy Lanes for elderly, differently abled and pregnant women</p>	<p>✓</p>	
<p>14. Presence of CCB Posters</p>	<p>✓</p>	

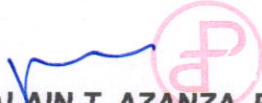
15. Presence of Smoke Free Posters	✓		
16. Presence of designated smoking areas		✓	
17. Presence of smokers in the building		✓	

**For CC Validation only (compliance to items 1 to 6)**

Agency is Compliant

Agency is Non-compliant

Attested by:

  
**PATRICK ALAIN T. AZANZA, Ph.D., J.D.**  
 SUC President IIII