

Citizen's Charter Validation/ARTA Watch Checklist

Name of Agency **CATANDUANES STATE UNIVERSITY**


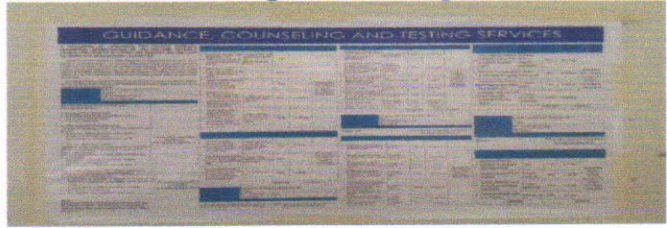

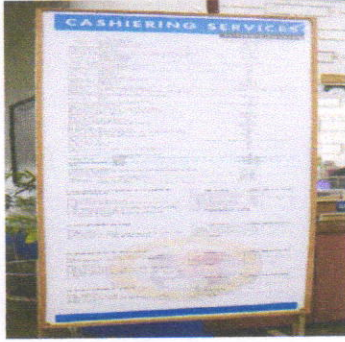
Location **Calatagan, Virac, Catanduanes**

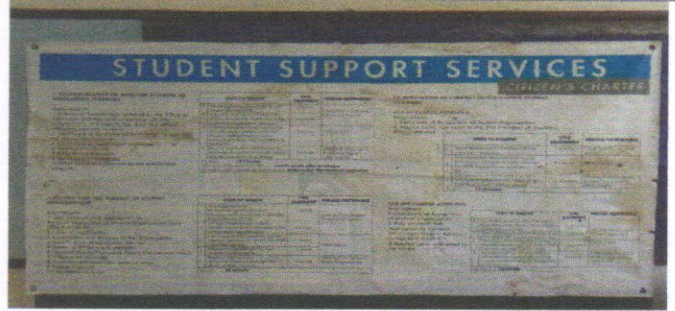
Date of Validation **October 11, 2018**

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

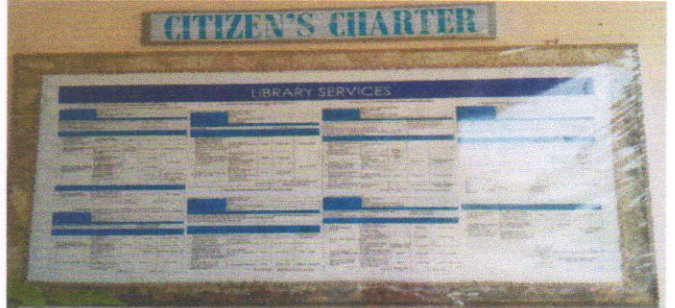
Sector
 NGA GOCC LWD SUC

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

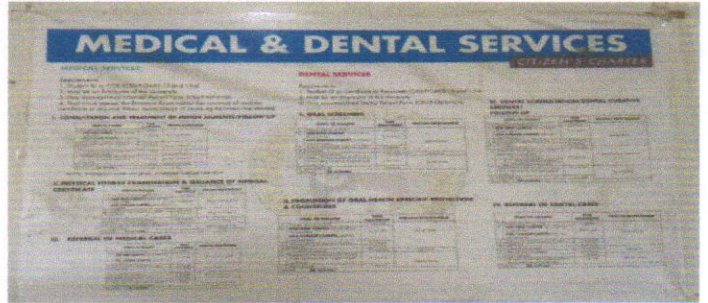
ARTA WATCH / CITIZEN'S CHARTER VALIDATION		Yes	No	Remarks
1. Vision and Mission of the Agency	✓			
2. List of Frontline Services	✓			<ul style="list-style-type: none"> ✓ Guidance, Counseling and Testing Services ✓ Office of Admission and Registration Services ✓ Cashiering Services ✓ Office of Student Support Services ✓ University Library Services ✓ Medical and Dental Services ✓ Human Resource Management Services
3. Citizen's Charter Shows Standard for each service office	✓			<p>Guidance, Counseling and Testing Services</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>Office of Admission and Registration Services</p> 
				<p>Cashiering Services</p> 
				<p>Office of Student Support Services</p>



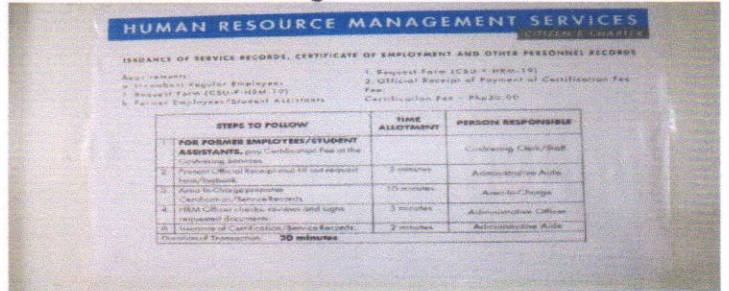
University Library Services



Medical and Dental Services

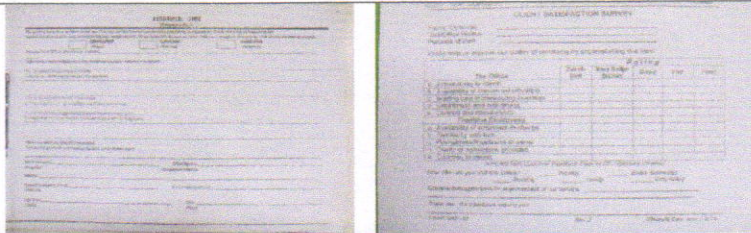


Human Resource Management Services



➤ 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)

✓

