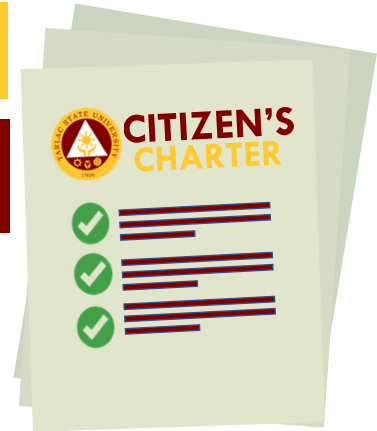


# REFERENCE B


## SUGGESTED TEMPLATE & FORMAT PRESCRIBED MANNER OF WRITING

*In compliance to Paragraph 6.3.1.1 of Memorandum Circular No. 2019-002, or the Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and its Implementing Rules and Regulations*




Anti-Red Tape Unit  
Internal Services

# SERVICE HEADER



## SERVICE HEADER



Shall contain the complete name of the **service office** and the **service category** of the succeeding service specifications.

This is to properly subdivide the indicated list of government services in the Citizen's Charter Handbook.


*Format:*

- Service Office
  - Alignment: Center
  - Font Style: Arial, Bold
  - Font Size: Should at least be 20
- Service Category
  - Alignment: Center (right below the Title Header)
  - Font Style: Arial, Bold
  - Font Size: Should at least be 18


**Anti-Red Tape Unit**

**Internal Services**

**Service category**




## SERVICE SPECIFICATIONS



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Send an email request to <a href="mailto:adultra@tsu.edu">adultra@tsu.edu</a> or via MS Teams for Coaching and Mentoring or visit the Anti-Red Tape Unit and fill out the Service Request Form.	1.1 For Online Request: Receives email and sends the Service Request Form to the client and have the client fill out the form and resend the same in the office email.	None	5 minutes	Unit Head & Data Controller Anti-Red Tape Unit
2. Receive update regarding the schedule of the coaching and mentoring session and confirm availability.	2.1 Checks available schedule and updates the "open" slots. 2.2 Prepares presentation aids.	None	1 hour 2 working days	Unit Head & Data Controller Anti-Red Tape Unit
<b>TOTAL:</b>		None	<b>3 Working Days, 8 Hours &amp; 15 Minutes</b>	

1. SERVICE INFORMATION
2. WHO MAY AVAIL
3. CHECKLIST OF REQUIREMENTS
4. CLIENT STEPS
5. AGENCY ACTION
6. FEES TO BE PAID PER STEP
7. PROCESSING TIME PER STEP
8. RESPONSIBLE PERSON FOR STEP
9. TOTAL FEES TO BE PAID
10. TOTAL PROCESSING TIME



## SERVICE INFORMATION

### 1. Processing of Requests for Coaching and Mentoring


The service allows requesting clients to receive coaching and mentoring or refresher about the requirements of the Implementing Rules and Regulations of RA 11032, and Reference B Guidelines of ARTA MC No. 2019-002A.


<b>Office or Division:</b>	Anti-Red Tape Unit (ARTU)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<b>A. FOR EXISTING OFFICE / COLLEGE / UNITS</b>			
1. Existing Citizen's Charters of the College / Office / Unit	The client will provide		
2. Accomplished Service Request Form (TSU-ART-SF-02 (1 Original Copy))	Anti-Red Tape Unit or download at the TSU Website (insert link)		
<b>B. FOR NEW OFFICE / COLLEGE / UNITS</b>			
1. Accomplished Service Request Form (TSU-ART-SF-02 (1 Original Copy))	Anti-Red Tape Unit or download at the TSU Website (insert link)		

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email request to <a href="mailto:art@tsu.edu.ph">art@tsu.edu.ph</a> or via MS Teams for Coaching and Mentoring or visit the Anti-Red Tape Unit and fill out the Service Request Form.  Note: If with existing Citizen's Charter, submit as required.	1.1 For Online Request, Receives email and sends the Service Request Form to the client and have the client fill out the form and resend the same in the office email.	None	5 minutes	Unit Head & Data Controller Anti-Red Tape Unit
	1.2 For Online Request, Downloads the Requested service request.	None	5 minutes	Unit Head & Data Controller Anti-Red Tape Unit
	1.3 Reviews submitted Citizen's Charter, if any.	None	3 hours	Unit Head & Data Controller Anti-Red Tape Unit
2. Receive update regarding the schedule of the coaching and mentoring session and confirm availability.	2.1 Checks available schedule and updates the client.	None	1 hour	Unit Head & Data Controller Anti-Red Tape Unit
	2.2 Prepares presentation aids.	None	2 working days	Unit Head & Data Controller Anti-Red Tape Unit
TOTAL:		None	2 Working Days, 8 Hours & 10 Minutes	

## SERVICE NAME/DESCRIPTION





### 1. Processing of Requests for Coaching and Mentoring

The service allows requesting clients to receive coaching and mentoring or refresher about the requirements of the Implementing Rules and Regulations of RA 11032, and Reference B Guidelines of ARTA MC No. 2019-002A.

<b>Office or Division:</b>	Anti-Red Tape Unit (ARTU)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	TSU Colleges, Offices and Units

**SERVICE NAME**

- Official Name of the Service
- Shall be numbered

**SERVICE DESCRIPTION**

- Tells the clients the purpose of the service as well as other pertinent information about the service

## OFFICE OR DIVISION



1. Processing of Requests for Coaching and Mentoring	
The service allows requesting clients to receive coaching and mentoring or refresher about the requirements of the Implementing Rules and Regulations of RA 11032, and Reference B Guidelines of ARTA MC No. 2019-002A.	
<b>Office or Division:</b>	Anti-Red Tape Unit (ARTU)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	TSU Colleges, Offices and Units



### OFFICE OR DIVISION

- Tells the clients which office or division offers the service

## CLASSIFICATION




1. Processing of Requests for Coaching and Mentoring	
The service allows requesting clients to receive coaching and mentoring or refresher about the requirements of the Implementing Rules and Regulations of RA 11032, and Reference B Guidelines of ARTA MC No. 2019-002A.	
<b>Office or Division:</b>	Anti-Red Tape Unit (ARTU)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	TSU Colleges, Offices and Units



### CLASSIFICATION

- 3 Classifications of Services:
  - Simple (within 3 days)
  - Complex (within 7 days)
  - Highly Technical (within 20 days)
- Make sure to classify each transaction properly as this will signal the clients on both the intricacy and the length of the process

# TYPE OF TRANSACTION



**1. Processing of Requests for Coaching and Mentoring**

The service allows requesting clients to receive coaching and mentoring or refresh the requirements of the Implementing Rules and Regulations of RA 11032, and Reference B Guidelines of ARTA MC No. 2019-002A.


<b>Office or Division:</b>	Anti-Red Tape Unit (ARTU)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	TSU Colleges, Offices and Units

## TYPE OF TRANSACTION

- There are 3 types of transactions:
  - **G2C** – for services whose client is transacting public
  - **G2B** – for services whose client is a business entity
  - **G2G** – for services whose client is another government agency, government employee or official

*Note: One government service may fall under more than one (1) type of transaction*

# WHO MAY AVAIL



**1. Processing of Requests for Coaching and Mentoring**

The service allows requesting clients to receive coaching and mentoring or refresher about the requirements of the Implementing Rules and Regulations of RA 11032, and Reference B Guidelines of ARTA MC No. 2019-002A.

<b>Office or Division:</b>	Anti-Red Tape Unit (ARTU)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	TSU Colleges, Offices and Units

## MANNER OF WRITING:

- For services where any citizen is eligible, write “All.”
- For services that are aimed for a specific group or type of people, list them down one-by-one

## OTHER EXAMPLES



**Who may avail:** Students who are enrolled in the University

**Who may avail:** All

**Who may avail:** All TSU Plantilla Personnel (Teaching and Non-Teaching)

**Who may avail:** Contractors for the University Infrastructure Projects

**1. Processing of Requests for Coaching and Mentoring**  
The service allows requesting clients to receive coaching and mentoring or refresher about the requirements of the implementing Rules and Regulations of RA 11032, and Reference B: Guidelines of ARTA MC No. 2019-020A.

Office or Division: Arts-Red Tape Unit (ARTU)  
Classification: SRSG  
Type of Transaction: G2G – Government to Government

**WHERE TO SECURE: RPOO/College Offices and/or Office**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>A. FOR EXISTING OFFICE / COLLEGE / UNITS</b>	
1. Existing Citizen's Charters of the College / Office / Unit	The client will provide
2. Accomplished Service Request Form (TSA-ART-SF-02 (1 Original Copy))	Anti-Red Tape Unit or download at the TSU Website <a href="#">(insert link)</a>
<b>B. FOR NEW OFFICE / COLLEGE / UNITS</b>	
1. Accomplished Service Request Form (TSA-ART-SF-02 (1 Original Copy))	Anti-Red Tape Unit or download at the TSU Website <a href="#">(insert link)</a>

NO.	DESCRIPTION OF SERVICE	REQ. PAID?	TIME	RESPONSIBLE P.
1.	Send an email request to <a href="mailto:jeanlouis.ayala@tsu.edu.ph">jeanlouis.ayala@tsu.edu.ph</a> or via MS Teams for Coaching and Mentoring or visit the Anti-Red Tape Unit and fill out the Service Request Form. <i>Note: If with existing Citizen's Charter, submit as required.</i>	1.1 For Online Request: None 1.2 For Online Request: Downloads the Requested service request. 1.3 Nonline submitted Citizen's Charter, if any.	3 minutes 5 minutes 3 hours	Unit Head & Data Controller Anti-Red Tape Unit Unit Head & Data Controller Anti-Red Tape Unit
2.	Receive update regarding the schedule of the coaching and mentoring session and confirm availability.	2.1 Checks available schedule and updates the client. 2.2 Prepares presentation aids.	1 hour 2 working days	Unit Head & Data Controller Anti-Red Tape Unit Unit Head & Data Controller Anti-Red Tape Unit
<b>TOTAL:</b>		None	2 Working Days, 8 Hours & 15 Minutes	

# CHECKLIST OF REQUIREMENTS

# CHECKLIST OF REQUIREMENTS



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>A. FOR EXISTING OFFICE / COLLEGE / UNITS</b>	
1. Existing Citizen's Charter/s of the College / Office / Unit	The client will provide
2. Accomplished Service Request Form <i>TSU-ART-SF-02</i> (1 Original Copy)	Anti-Red Tape Unit or download at the TSU Website ( <a href="#">insert link</a> )
<b>B. FOR NEW OFFICE / COLLEGE / UNITS</b>	
1. Accomplished Service Request Form <i>TSU-ART-SF-02</i> (1 Original Copy)	Anti-Red Tape Unit or download at the TSU Website ( <a href="#">insert link</a> )

SITUATIONAL REQUIREMENTS (MANNER OF WRITING)	
<b>Type of Case</b>	
Document 1 (# of copies needed per type of copy)	Agency/Mother Office – Specific Office/Division/Desk
Document 2 (# of copies needed per type of copy)	Agency/Mother Office – Specific Office/Division/Desk
<b>Type of Case</b>	
Document 3 (# of copies needed per type of copy)	Agency/Mother Office – Specific Office/Division/Desk

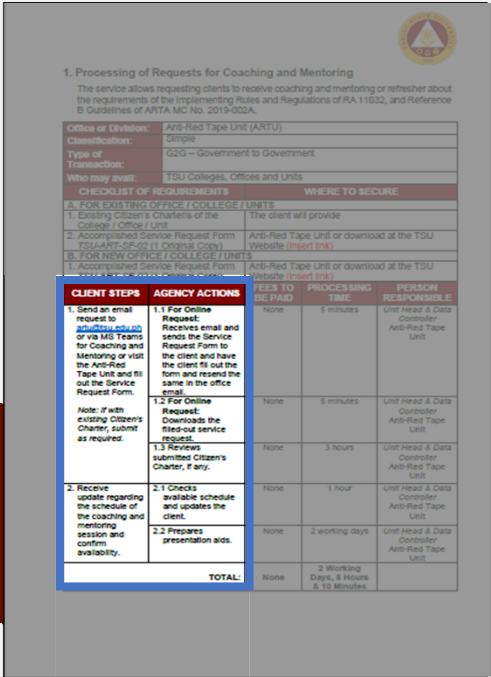
COMMON REQUIREMENTS FOR ALL (MANNER OF WRITING)	
Document 1 (# of copies needed per type of copy)	Agency/Mother Office – Specific Office/Division/Desk
Document 2 (# of copies needed per type of copy)	Agency/Mother Office – Specific Office/Division/Desk
Document 3 (# of copies needed per type of copy)	Agency/Mother Office – Specific Office/Division/Desk

# CHECKLIST OF REQUIREMENTS



## REMINDERS

- All requirements should be completely listed in the Complete Checklist of Requirements
  - Any requirement not written in the checklist will be invalid and will be considered as additional requirement
- Be specific as possible in stating where each requirement can be secured. Point out the specific government office, division, and desk, if possible
- For requirements needing one (1) copy, please indicate the number “one (1)” after the requirement as well as specify if it is an original copy or photocopy
- For services that do not need requirements, write “None”
- Do not leave anything blank



# CLIENT STEPS & AGENCY ACTION

## CLIENT STEPS & AGENCY ACTIONS

**MANNER OF WRITING:**

- Action – Location of Action – Reminder, if any
- Number each client step – should be parallel with the Agency Actions

CLIENT STEPS	AGENCY ACTIONS
1. Send an email request to <a href="mailto:artu@tsu.edu.ph">artu@tsu.edu.ph</a> or via MS Teams for Coaching and Mentoring or visit the Anti-Red Tape Unit and fill out the Service Request Form.  <i>Note: If with existing Citizen's Charter, submit as required.</i>	1.1 For Online Request: Receives email and sends the Service Request Form to the client and have the client fill out the form and resend the same in the office email.
	1.2 For Online Request: Downloads the filled-out service request.
	1.3 Reviews submitted Citizen's Charter, if any.
2. Receive update regarding the schedule of the coaching and mentoring session and confirm availability.	2.1 Checks available schedule and updates the client.
	2.2 Prepares presentation aids.

**MANNER OF WRITING:**

- Describe the actions taken
- 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.



# CLIENT STEPS & AGENCY ACTION



## REMINDERS

- ALL steps to be completed by the Citizen and the Agency should be listed in the designated field
- Any additional step demanded from the citizen that is not listed in the Citizen’s Charter is not allowed
- Government employees and officials shall not deviate from the specified actions in the Citizen’s Charter
- Situational actions from both the client and the agency should be listed in the Citizen’s Charter
- Government services sometimes have 1 Client Step and multiple Agency Actions

1. Processing of Requests for Coaching and Mentoring

The service allows requesting clients to receive coaching and mentoring or refresher about the requirements of the Implementing Rules and Regulations of RA 11032, and Reference B Guidelines of ARTA MC No. 2019-002A.

Office or Division:	Art-Red Tape Unit (ARTU)
Classification:	Single
Type of Transaction:	CGG – Government to Government
Who may avail:	TGU Colleges, Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>A. FOR EXISTING OFFICE / COLLEGE / UNITS</b>	
1. Existing Citizen's Charter of the College / Office / Unit	The client will provide
2. Accomplished Service Request Form (TSU/ART-SR-02 (1 Original Copy))	Art-Red Tape Unit or download at the TGU Website (Word File)
<b>B. FOR NEW OFFICE / COLLEGE / UNITS</b>	
1. Accomplished Service Request Form (TSU/ART-SR-02 (1 Original Copy))	Art-Red Tape Unit or download at the TGU Website (Word File)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email request to <a href="mailto:artredtape@tgu.edu.ph">artredtape@tgu.edu.ph</a> or via MS Teams for Coaching and Mentoring or visit the Art-Red Tape Unit and fill out the Service Request Form.	1.1 For Online Request: Receives email and sends the Service Request Form to the client and have the client fill out the form and re-send the same in the office email.	None	5 minutes	Unit Head & Data Controller Art-Red Tape Unit
Note: If with existing Citizen's Charter, submit as required.	1.2 For Online Request: Downloads the fill-out service request.	None	5 minutes	Unit Head & Data Controller Art-Red Tape Unit
	1.3 Reviewer submits Citizen's Charter, if any.	None	3 hours	Unit Head & Data Controller Art-Red Tape Unit
2. Receive update regarding the schedule of the coaching and mentoring session and confirm readiness.	2.1 Checks available schedule and updates the client.	None	1 hour	Unit Head & Data Controller Art-Red Tape Unit
	2.2 Prepares presentation aids.	None	2 working days	Unit Head & Data Controller Art-Red Tape Unit
<b>TOTAL:</b>		<b>None</b>	<b>2 Working days, 8 Hours &amp; 10 Minutes</b>	

# FEES TO BE PAID PER STEP & TOTAL

## FEES TO BE PAID PER STEP & TOTAL



FEES TO BE PAID
None
None
None
None
None
None

01

### For standard fees:

Type of Fee – Type of Currency (Acronym in all capitals) Amount

02

### For fees varying case to case:

Enumerate the breakdown or list the amount to be paid instead

03

### For fees in tabular form:

Put the table of fees right after its corresponding Service Specification Table

04

### For fees that vary due to an equation:

Write the equation

05

### If fees are not required:

Write "None"

## FEES TO BE PAID PER STEP & TOTAL



### REMINDERS

- ALL fees to be paid by the client should be listed in the designated field
  - Any additional fee demanded from the citizen that is not listed in the Citizen's Charter is not allowed
- For other currencies and denomination, please follow the prescribed manner of writing
- Be specific as possible when indicating the amount to be paid
- **RANGING OF FEES IS NOT ALLOWED**
  - Write the equation instead
- **DO NOT LEAVE ANYTHING BLANK**



# FEES TO BE PAID PER STEP & TOTAL

## EXAMPLE of service with formula

Fees to be paid	
None	
Tax payment – AV x 1% x 10 years x 2 (Basic & SEF)	
Secretary's fee – PHP 50/page	
Job recommendation - None	
None	
<b>Total</b>	AV x 1% x 10 years x 2 (Basic & SEF) + PHP 50/page (if applicable)

## Other Examples

Fees to be paid	
None	
Registration Fee - PHP 500	
None	
<b>Total</b>	PHP 500

# FEES TO BE PAID PER STEP & TOTAL

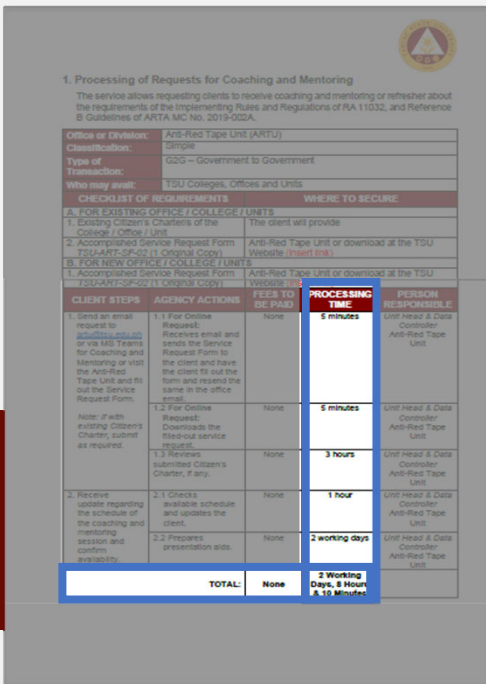


## EXAMPLE of "see table below"

<b>Residential Structure, single detached, the project cost of which is:</b> 1. PHP 100,000.00 and below 2. Over PHP 100,000.00	PHP 150,000.00 150.00 + 1/10 of 1% in excess of PHP 100,000.00
<b>Apartments:</b> 1. PHP 100,000.00 and below 2. Over PHP 100,000.00	PHP 750.00 750.00 + 1/10 of 1% in excess of PHP 500,000.00 regardless of the number of doors
<b>Dormitories:</b> 1. Project Cost of PHP 500,000.00 and below 2. Project cost over PHP 500,000.00	PHP 750.00 750.00 + 1/10 of 1% in excess of PHP 500,000.00 regardless of the number of rooms
<b>Institutional (Private), the project cost of which is:</b> 1. PHP 100,000.00 and below 2. over PHP 100,000.00	PHP 100,000.00 1000.00 + 1/10 of 1% in excess of cost in excess of PHP 100,000.00
<b>Commercial/ Industrial/ Special Uses/ Special Project s/ the project cost of which is:</b> 1. PHP 100,000.00 and below 2. Over PHP 100,000.00	PHP 1000.00 1,000.00 + 1/10 of 1% in excess of cost in excess of PHP 100,000.00

Fees to be paid	
None	
Inspection fee – PHP 75.00	
Subscription fee – PHP 37.50	
Secretary fee – PHP 37.50	
Zoning/locational clearance fee (see table below)	
None	
<b>Total</b>	PHP 150 + Type of Zoning/Locational Clearance

<b>Residential Structure, single detached, the project cost of which is:</b> 1. PHP 100,000.00 and below 2. Over PHP 100,000.00	PHP 150,000.00 150.00 + 1/10 of 1% in excess of PHP 100,000.00
<b>Apartments:</b> 1. PHP 100,000.00 and below 2. Over PHP 100,000.00	PHP 750.00 750.00 + 1/10 of 1% in excess of PHP 500,000.00 regardless of the number of doors
<b>Dormitories:</b> 1. Project Cost of PHP 500,000.00 and below 2. Project cost over PHP 500,000.00	PHP 750.00 750.00 + 1/10 of 1% in excess of PHP 500,000.00 regardless of the number of rooms
<b>Institutional (Private), the project cost of which is:</b> 1. PHP 100,000.00 and below 2. over PHP 100,000.00	PHP 100,000.00 1000.00 + 1/10 of 1% in excess of cost in excess of PHP 100,000.00
<b>Commercial/ Industrial/ Special Uses/ Special Project s/ the project cost of which is:</b> 1. PHP 100,000.00 and below 2. Over PHP 100,000.00	PHP 1000.00 1,000.00 + 1/10 of 1% in excess of cost in excess of PHP 100,000.00



**1. Processing of Requests for Coaching and Mentoring**  
The service allows requesting clients to receive coaching and mentoring or refresher about the requirements of the Implementing Rules and Regulations of RA 11032, and Reference B Guidelines of ARTA AC No. 0019-002A.

Office or Division: Anti-Red Tape Unit (ARTU)  
Classification: Simple  
Type of Transaction: G2G – Government to Government  
Who may avail: TSU Colleges, Offices and Units

**CHECKLIST OF REQUIREMENTS WHERE TO SECURE**

**A. FOR EXISTING OFFICE / COLLEGE / UNITS**

- Existing Citizen's Charters of the College / Office / Unit: The client will provide
- Accomplished Service Request Form (SRAART-SF-02 (1 Original Copy): Anti-Red Tape Unit or download at the TSU Website (insert link)

**B. FOR NEW OFFICE / COLLEGE / UNITS**

- Accomplished Service Request Form (SRAART-SF-02 (1 Original Copy): Anti-Red Tape Unit or download at the TSU Website (insert link)

CLIENT STEPS	AGENCY ACTIONS	REQ. TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email request to <a href="mailto:adrt@tsu.edu.ph">adrt@tsu.edu.ph</a> or via MS Teams for Coaching and Mentoring or visit the Anti-Red Tape Unit and fill out the Service Request Form. <i>Note: If with Existing Citizen's Charter, submit as required.</i>	1.1 For Online Request: Receives email and sends the Service Request Form to the client and have the client fill out the form and resend the same in the office email. 1.2 For Online Request: Downloads the Residual service request. 1.3 Reviews submitted Citizen's Charter, if any.	None None None	5 minutes 5 minutes 3 hours	Unit Head & Data Controller Anti-Red Tape Unit Unit Head & Data Controller Anti-Red Tape Unit Unit Head & Data Controller Anti-Red Tape Unit
2. Receive update regarding the schedule of the coaching and mentoring session and confirm availability.	2.1 Checks available schedule and updates the client. 2.2 Prepares presentation aids.	None None	1 hour 2 working days	Unit Head & Data Controller Anti-Red Tape Unit Unit Head & Data Controller Anti-Red Tape Unit
<b>TOTAL:</b>	<b>None</b>	<b>None</b>	<b>2 Working Days, 8 Hours &amp; 10 Minutes</b>	

# PROCESSING TIME & TOTAL

## PROCESSING TIME PER STEP & TOTAL

### PROCESSING TIME


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

**02** **For services covered by special laws or constitutional bodies:**  
# of Day/s, # of Hour/s, # of Minute/s and state the sentence citing the special law "Service is covered under RA ####" at the bottom of the Service Specification Table

**03** **For services under multi-stage processing:**  
# of Day/s, # of Hour/s, # of Minute/s and state the sentence "(Service Name) qualified for multi-stage processing" at the bottom of the Service Specification Table

## PROCESSING TIME PER STEP & TOTAL



### REMINDERS

- The Total Processing Time should be within the timeframe set by the law for the different classifications of government services and transactions:
  - **Simple Transactions** should not take more than 3 days to process.
  - **Complex Transactions** should not take more than 7 days to process.
  - **Highly Technical Transactions** should not take more than 20 days to process.
  - Different types of citizens may take different steps to complete the same transactions (*i.e. enrollment between a new student, an old student, a transfer, and a foreign student*).

## PROCESSING TIME PER STEP & TOTAL



### REMINDERS

- For government services under multi-stage processing, the total processing time may exceed 20 days.
- For government services covered by special laws, the 3-7-20 rule may not apply.
- The waiting time in processing or completing the requested government service shall be included in the Total Processing Time.
- The indicated total processing time shall cover the end-to-end process of the service.

# PROCESSING TIME PER STEP & TOTAL



## EXAMPLE

Processing Time
5 Hours
5 Days
3 Days
4 Hours
<b>9 Days, 1 Hour</b>

**Total**

Processing Time
5 Hours
15 Days
3 Days
3 Hours
10 Days
5 Minutes
<b>29 Days, 5 Minutes</b>

**Total**

(Service Name) is covered under R.A. #####

**1. Processing of Requests for Coaching and Mentoring**

The service allows requesting clients to receive coaching and mentoring or refresher about the requirements of the Implementing Rules and Regulations of RA 11032, and Reference B Guidelines of ARTA MC No. 2019-002A.

<b>Office or Division:</b>	Anti-Red Tape Unit (ARTU)
<b>Classification:</b>	SRIPs
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	TJU Colleges, Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>A. FOR EXISTING OFFICE / COLLEGE / UNITS</b>	
1. Existing Citizen's Charter of the College / Office / Unit	1. The client will provide
2. Accomplished Service Request Form – TSU/ART-SR-02 (1 Original Copy)	Anti-Red Tape Unit or download at the TSU Website <a href="#">(Insert link)</a>
<b>B. FOR NEW OFFICE / COLLEGE / UNITS</b>	
1. Accomplished Service Request Form – TSU/ART-SR-02 (1 Original Copy)	Anti-Red Tape Unit or download at the TSU Website <a href="#">(Insert link)</a>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email request to <a href="mailto:anti-redtape@tsu.edu.ph">anti-redtape@tsu.edu.ph</a> or via MS Teams for Coaching and Mentoring or visit the Anti-Red Tape Unit and fill out the Service Request Form.	1.1 For Online Request: Receives email and sends the Service Request Form to the client and have the client fill out the form and resend the same in the office email.	None	5 minutes	Unit Head & Data Controller Anti-Red Tape Unit
	1.2 For Online Request: Downloads the filed-out service request.	None	5 minutes	Unit Head & Data Controller Anti-Red Tape Unit
	1.3 Reviews submitted Citizen's Charter, if any.	None	3 hours	Unit Head & Data Controller Anti-Red Tape Unit
2. Receive update regarding the schedule of the coaching and mentoring session and confirm availability.	2.1 Checks available schedule and updates the client.	None	1 hour	Unit Head & Data Controller Anti-Red Tape Unit
	2.2 Prepares presentation aids.	None	2 working days	Unit Head & Data Controller Anti-Red Tape Unit
<b>TOTAL:</b>		None	3 Working Days, 8 Hours & 10 Minutes	

# PERSON RESPONSIBLE PER STEP

## PERSON RESPONSIBLE PER STEP



PERSON RESPONSIBLE

**01** If the person responsible is not changing daily:  
Write the Designation and Office

**02** If the person responsible are frequently changing or are under contract of service:

Write the Designation and Office of the  
**IMMEDIATE SUPERVISOR**

## PERSON RESPONSIBLE PER STEP




### EXAMPLE

#### INFORMATION BILLBOARD

Person Responsible
<i>Maricar Banting</i> Head, ARTU
<i>Venus Shane T. Buslon</i> Data Controller III, ARTU
<i>MC Raynald D. Manabat</i> Data Controller I, ARTU
<i>Ma. Karizza B. Gabriel</i> Data Controller III, ARTU or <i>Maricar Banting</i> Head, ARTU

Person Responsible
<i>Data Controller I</i> Anti-Red Tape Unit Or <i>Data Control Officer</i> Anti-Red Tape Unit
<i>Data Controller I</i> Anti-Red Tape Unit Or <i>Data Controller III</i> Anti-Red Tape Unit
<i>Data Controller I</i> Anti-Red Tape Unit
<i>Data Controller III</i> Anti-Red Tape Unit Or <i>Head</i> Anti-Red Tape Unit

**HANDBOOK**





**1. Processing of Requests for Coaching and Mentoring**  
The service allows requesting clients to receive coaching and mentoring or refresher about the requirements of the Implementing Rules and Regulations of RA 11032, and Reference B Guidelines of ARTA MC No. 2019-002A.

<b>Office or Division:</b>	Anti-Red Tape Unit (ARTU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	TSU Colleges, Offices and Units			
<b>CHECKLIST OF REQUIREMENTS</b>				
<b>WHERE TO SECURE</b>				
<b>A. FOR EXISTING OFFICE / COLLEGE / UNITS</b>				
1. Existing Citizen's Charters of the College / Office / Unit	The client will provide			
2. Accomplished Service Request Form TSMART-SF-02 (1 Original Copy)	Anti-Red Tape Unit or download at the TSU Website ( <a href="#">Insert link</a> )			
<b>B. FOR NEW OFFICE / COLLEGE / UNITS</b>				
1. Accomplished Service Request Form TSMART-SF-02 (1 Original Copy)	Anti-Red Tape Unit or download at the TSU Website ( <a href="#">Insert link</a> )			
<b>CLIENT STEPS</b>				
<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1.1 Send an email request to <a href="mailto:anti@tsu.edu.ph">anti@tsu.edu.ph</a> or via MIS Teams for Coaching and Mentoring or visit the Anti-Red Tape Unit and fill out the Service Request Form.  Note: If with existing Citizen's Charter, submit as required.	1.1 For Online Request: Receives email and sends the Service Request Form to the client and have the client fill out the form and resend the same in the office email.  1.2 For Offline Request: Downloads the filled-out service request.  1.3 Reviews submitted Citizen's Charter, if any.	None  None  None	5 minutes  5 minutes  3 hours	Unit Head & Data Controller Anti-Red Tape Unit  Unit Head & Data Controller Anti-Red Tape Unit
2. Receive update regarding the schedule of the coaching and mentoring session and confirm availability.	2.1 Checks available schedule and updates the client.  2.2 Prepares presentation aids.	None  None	1 hour  2 working days	Unit Head & Data Controller Anti-Red Tape Unit  Unit Head & Data Controller Anti-Red Tape Unit
<b>TOTAL:</b>		None	2 Working Days, 8 Hours & 10 Minutes.	

OTHER REMINDERS

CITIZEN'S CHARTERS





REMINDERS

- Only use the provided template.
- Request for Coaching and mentoring. Kindly fill out the form ( ) and submit to the ART Unit (3<sup>rd</sup> floor Mixed-Use Building)
- Request for Softcopy (for those with existing CCs). Kindly contact the following:
  - Venus Shane T. Buslon ([vstbuslon@tsu.edu.ph](mailto:vstbuslon@tsu.edu.ph))
  - Jean Zyra M. David ([jzmdavid@tsu.edu.ph](mailto:jzmdavid@tsu.edu.ph))
  - Ma. Karizza B. Gabriel ([mkbgabriel@tsu.edu.ph](mailto:mkbgabriel@tsu.edu.ph))
  - Mc Raynald D. Manabat ([mrdmanabat@tsu.edu.ph](mailto:mrdmanabat@tsu.edu.ph))
  - Michael B. Palad ([mbpalad@tsu.edu.ph](mailto:mbpalad@tsu.edu.ph))
- You have any questions you may visit or message the ART Unit
  - Head - **ENGR. MARICAR N. BANTING** ([mbanting@tsu.edu.ph](mailto:mbanting@tsu.edu.ph))
  - Or any of the Data Controllers.