**Anti-Red Tape Unit**

**Internal Services**

**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.

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| **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** | | | | | |
| 1. Existing Citizen’s Charter/s 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 <https://www.tsu.edu.ph/media/4sfljy0r/tsu-art-sf-02-rev00-service-request-form.docx> | | |
| **B. FOR NEW OFFICE / COLLEGE / UNITS** | | | | | |
| 1. Accomplished Service Request Form  *TSU-ART-SF-02* (1 Original Copy) | | | Anti-Red Tape Unit or download at <https://www.tsu.edu.ph/media/4sfljy0r/tsu-art-sf-02-rev00-service-request-form.docx> | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Send an email  request to [artu@tsu.edu.ph](mailto:artu@tsu.edu.ph) 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.  **For Face-to-Face Request:**  Receives the  request including the existing Citizen’s Charter, if any and proceed to **Agency Action No. 1.3**. | | None | 5 minutes | *Unit Head & Data Controller*  Anti-Red Tape Unit |
| 1.2 **For Online**  **Request:**  Downloads the filled-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 |
| 3. Attend the  scheduled coaching and mentoring session. | 3.1 Conducts  coaching and mentoring regarding the requirements of RA 11032. | | None | 4 hours | *Unit Head*  Anti-Red Tape Unit |
| 3.2 **For Clients with**  **Existing Citizen’s Charter:** Informs client about the corrections and suggestions on their existing Citizen’s Charter. | | None | *Unit Head & Data Controller*  Anti-Red Tape Unit |
| **TOTAL FOR ONLINE REQUEST:** | | | **None** | **2 Working Days, 8 Hours & 10 Minutes** |  |
| **TOTAL FOR FACE-TO-FACE REQUEST:** | | | **None** | **2 Working Days, 8 Hours & 5 Minutes** |  |

**2. Processing of Request for Review and Evaluation of Citizen’s Charter**

This service allows the colleges, offices and units of the university to submit their Citizen’s Charter/s and be reviewed by the assigned unit based on the Implementing Rules and Regulations set by Anti-Red Tape Authority for the compliance of ARTA Memorandum Circular 219-002A.

*Note: Processing of Request for Review and Evaluation of Citizen’s Charter is a multi-stage process. The Anti-Red Tape Unit is only responsible for first and second level review of the office’s / unit’s or college’s Citizen’s Charter/s.*

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| **Office or Division:** | Anti-Red Tape Unit (ARTU) | | | |
| **Classification:** | Highly Technical | | | |
| **Type of Transaction:** | G2G - Government to Government | | | |
| **Who may avail:** | TSU Colleges, Offices and Units | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Latest Citizen’s Charter/s  (1 Original Copy or 1 Electronic Copy) | | The client will provide | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit the  latest Citizen’s Charter/s to Anti-Red Tape Unit or send it via MS Teams  [artu@tsu.edu.ph](mailto:artu@tsu.edu.ph). | 1.1 **For Traditional**  **Submission:** Receives  the submitted  Citizen’s Charter/s.  **For Online**  **Submission:**  Acknowledges receipt of the email and downloads the Citizen’s Charter/s. | None | 2 minutes | *Data Controller*  Anti-Red Tape Unit |
| 1.2 Conducts first-  level review of  the Citizen’s Charter/s according to the requirements stated on the Reference B of ARTA MC 2019-002A. | None | 5 working days | *Data Controller*  Anti-Red Tape Unit |
| 1.3 Fills out the  Citizen’s Charter Evaluation Form/s for the corrections found and additional remarks. | None | *Data Controller*  Anti-Red Tape Unit |
| 1.4 Forwards the  Citizen’s Charter/s and Citizen’s Charter Evaluation Form/s for second-level review and signature. | None | 2 minutes | *Data Controller*  Anti-Red Tape Unit |
| 1.5 Conducts second  level review on the  Citizen’s Charter/s and affixes signature on the Citizen’s Charter Evaluation Form/s. | None | 5 working days | *Unit Head*  Anti-Red Tape Unit |
| 2. **For Citizen’s**  **Charter/s with Major Concerns:** Attend  coaching and mentoring session and receive reviewed Citizen’s Charter/s for revision.  **For Citizen’s**  **Charter/s with Minor Concern/s:**  Receive reviewed Citizen’s Charter/s for revision. | 2. **For Citizen’s**  **Charter/s with Major Concerns:** Seeks  confirmation, from the office concerned, on the suggested inputs during a series of reviews thru coaching and mentoring session.  **For Citizen’s**  **Charter/s with Minor Concern/s:**  Returns reviewed Citizen’s Charter/s and inform the client of the minimal concerns. | None  None | 1 hour  10 minutes | *Unit Head & Data Controller*  Anti-Red Tape Unit  *Data Controller*  Anti-Red Tape Unit |
| 3. Submit the  revised Citizen’s Charter/s to Anti-Red Tape Unit or send it via MS Teams  [artu@tsu.edu.ph](mailto:artu@tsu.edu.ph). | 3.1 **For Traditional**  **Submission:** Receives  the submitted revised  Citizen’s Charter/s.  **For Online**  **Submission:**  Acknowledges receipt of the email and downloads the revised Citizen’s Charter/s. | None | 5 working days | *Data Controller*  Anti-Red Tape Unit |
| 3.2 Reviews revised  Citizen’s Charter/s for finality. | None | 3 hours | *Data Controller*  Anti-Red Tape Unit |
| 3.3 Transmits a PDF  copy of the final Citizen’s Charter/s for compilation. | None | *Data Controller*  Anti-Red Tape Unit |
| **TOTAL PROCESSING TIME FOR CITIZEN’S CHARTER WITH MAJOR CONCERNS:** | | **None** | **15 Working Days, 4 Hours & 4 Minutes** |  |
| **TOTAL PROCESSING TIME FOR CITIZEN’S CHARTER WITH MINOR CONCERNS:** | | **None** | **15 Working Days, 3 Hours & 14 Minutes** |  |

*\* The total turnaround time considers the availability of the signatory and processing time for the concerned office, unit or college to revise their initial Citizen’s Charter and is intended for multiple Citizen’s Charter submitted by the client.*

*\* For single service to be reviewed, 2 working days shall be allotted for the first-level review of Data Controller and an additional 2 working days for the second-level review of the Unit Head of Anti-Red Tape Unit.*