



Office of the Chancellor

01 December 2014

PROF. MARAGTAS S.V. AMANTE

Vice President for Administration
University of the Philippines

Dear Vice President Amante:

In compliance with your Memorandum No. MSVA 14-100-A dated 21 November 2014, we are pleased to submit the attached report on the improvements in the frontline services resulting from our compliance with the Anti-Red Tape Act of 2007 (ARTA).

We commit to continuously work on the improvement of our services.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Carmencita D. Padilla'.

CARMENCITA D. PADILLA, MD, MAHPS

Professor and Chancellor *gr*

UNIVERSITY OF THE PHILIPPINES MANILA
The Health Sciences Center

REPORT ON IMPROVEMENTS IN FRONTLINE SERVICES
(in compliance with the Anti-Red Tape Act)

ARTA Measure	Resulting Improvements in Frontline Services
1. Posting of Citizen's Charter conspicuously in government offices	Posting of procedures, forms to be used, fees to be paid, responsible personnel/office resulted to well-informed and well-guided clients. This minimizes inquiries along the process. Smooth and clear process flow, decreased discretions among frontliners and increased the number of transactions attended and processed.
2. "No Noon Break" policy	<p>As an academic institution, the foremost clients of the University are the students. With the "no-noon break policy", students are able to avail of frontline services during their lunch breaks. They do not have to skip or miss their classes just to go to the administrative offices (e.g. Dean's, College Secretary's, Registrar's and Student Records Offices) for their various concerns and requests as well as consultations.</p> <p>Internal and external clients no longer wait for the resumption of offices after lunch break in case they arrive late in the morning. This resulted to satisfactory feedback.</p> <p>Remarkable increase in the number of transactions attended to and processed.</p> <p>Turn around time to complete a transaction cycle is reduced by 25%.</p>
3. Provision of "Suggestion Boxes" and Feedback Mechanism	<p>The availability of suggestion boxes makes it easier for the clients to give comments on how the services are rendered as well as suggestions on how to further improve the delivery of services.</p> <p>Frontliners became more polite and more accommodating but cautious in dealing with the clients.</p>