



BPSU President <president@bpsu.edu.ph>

Submission of Action Plan of the University's ARTA

1 message

BPSU President <president@bpsu.edu.ph>
To: centralluzon@arta.gov.ph
Cc: arta@bpsu.edu.ph

Fri, Oct 27, 2023 at 5:30 PM

Dear Sir/ Madam:

Greetings of Peace!

Attached herewith is the **Submission of Action Plan of the University's ARTA.**

Please acknowledge receipt.

Thank you very much and God bless us all.

CENTRAL RECORDS OFFICE
Bataan Peninsula State University
Capitol Compound, Brgy. Tenejero, City of Balanga 2100 Bataan
Phone Number: (047) 237-2350
E-Mail Add: central_records@bpsu.edu.ph



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 **27- Submission of Action Plan of the University's ARTA.pdf**
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27 October 2023

MS. MARY GRACE B. MANABAT

Chief Administrative Officer

Anti-Red Tape Authority (ARTA)

Central Luzon Regional Field Office

NFA Compound– Mc Arthur Highway, Sindalan,

City of San Fernando 2000 Pampanga

Subject: Submission of Action Plan of the University's ARTA

Dear Ms. Manabat:

Greetings of peace and gratitude!

In line with the recently concluded monitoring inspection of the Anti-Red Tape Authority (ARTA) of Central Luzon Regional Field Office last 19 October 2023, the undersigned respectfully submits the attached Action Plan of the University's Anti-Red Tape Authority Committee for your perusal.

Should you have further queries or concerns, please do not hesitate to contact the designated University's Anti-Red Tape Authority Chairperson, Mr. Jan Carlo G. Salaveria, at arta@bpsu.edu.ph or at 0939-986-2782.

Thank you very much.

Very truly yours,


RUBY B. SANTOS-MATIBAG, Ed.D.
University President 2023 10/23

Our Vision

*An inclusive and sustainable University recognized for its global
and academic excellence by 2030*

Our Mission

*To develop innovative leaders and empowered communities by delivering
transformative instruction, research, extension and production through
Change Drivers and responsive policies*



BATAAN PENINSULA STATE UNIVERSITY

ANTI-RED TAPE AUTHORITY COMMITTEE

Capitol Compound, Brgy. Tenejero
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ACTION PLAN

Objectives	Activities	Time Frame	Office Involved	Resources Needed	Expected Results
To educate the employees about the compliance requirements set forth by government agencies under Republic Act (RA) No. 11032 or the Ease of Doing Business and Efficient Delivery of Government Services and RA 9485 or the Anti-Red Tape Act of 2007, and other relevant ARTA issuances and salient features of RA 6713 or the Code of Conduct and Ethical Standards for Public Officials and Employees.	Conduct of Orientation/Re-orientation to all officials and employees	January- February 2024	University ARTA Committee, Campus Public Assistance and Complaint Desk Officer, Administrative Services	Budget for Meals, Venue, Audio-Visual Presentation, Laptop, Projector and other office supplies, ARTA Issuances	Educated, knowledgeable, client-friendly employees, Improved delivery of/ and responsive university services

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Objectives	Activities	Time Frame	Office Involved	Resources Needed	Expected Results
To provide a platform to address any concerns or queries related to the implementation of the Harmonized Client Satisfaction Measurement (CSM) Survey Form and Feedback Mechanism of the university, as well as the Report Card Survey (RCS) 2.0.	Conduct of Orientation/Re-orientation to all officials and employees	January- February 2024	University ARTA Committee, Campus Public Assistance and Complaint Desk Officer, Administrative Services	Budget for Meals, Venue, Audio-Visual Presentation, Laptop, Projector and other office supplies, ARTA Issuances	Educated, knowledgeable, client-friendly employees, Improved delivery of/ and responsive university services
To streamline and re-engineer university processes towards effective and efficient service delivery.	Review and set-up the most current and updated service standards known as "Citizen's Charter"	First Quarter of 2024	University ARTA Committee, Campus Public Assistance and Complaint Desk Officer, Administrative Services, All Process Owner (providing internal and external services)	Budget for Meals, Venue, Audio-Visual Presentation, Laptop, Projector and other office supplies, ARTA Issuances, Current Citizen's Charter	Streamlined and re-engineered university processes for an effective and efficient service delivery by setting up the most current and updated Citizen's Charter via Information Billboards, Handbook, Online/ Website Posting

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Objectives	Activities	Time Frame	Office Involved	Resources Needed	Expected Results
To increase efficiency by reducing processing time, eliminating red tape, and curbing corrupt bureaucratic practices	Conduct of consultative session to all process owner and evaluation of Citizen's Charter and Drafting of Whole-of-Government (WOG) Reengineering Manual	Every Start of the Quarter Period of 2024 (except first quarter period)	University ARTA Committee, Campus Public Assistance and Complaint Desk Officer, Administrative Services, All Process Owner (providing internal and external services)	Budget for Meals, Venue, Audio-Visual Presentation, Laptop, Projector and other office supplies, ARTA Issuances, Current Citizen's Charter	BOR Approved University's Whole-of-Government (WOG) Reengineering Manual Improved and streamlined delivery of/ and responsive university services
To ensure compliance on the requirements set forth by government agencies under Republic Act (RA) No. 11032, RA 9485 and other relevant ARTA issuances and RA 6713	Conduct Spot Monitoring Inspection (randomly) in various internal and external services of the university	Every End of the Quarter Period (March, June, September and December 2024)	University ARTA Committee, Campus Public Assistance and Complaint Desk Officer, All Process Owner (providing internal and external services)	Budget for Meals, Venue, Audio-Visual Presentation, Laptop, Projector and other office supplies, ARTA Issuances, Current Citizen's Charter, Service Vehicle, Audit Checklist	University that complied to requirements set forth by government agencies; Improved delivery of/ and responsive university services

Prepared by:

JAN CARLO G. SALAVERIA
Chairperson, University ARTA Committee

Date Signed: 27 October 2023

Reviewed by:

PROF. JOERNALD M. GADIA
Vice President for Administration and Finance

Date Signed: 27 OCT 2023

Approved:

RUBY B. SANTOS-MATIBAG, Ed.D.
University President

Date Signed: 27 October 2023

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