

# **FAST - KASC**




# MESSAGE

*In behalf of the Kalinga-Apayao State College, I would like to impart our commitment to serve the clientele of KASC to the best of our ability.*

*This people's charter of the State College is anchored on our vision and mission statement and our pledge that we shall provide services that are **Functional, Accurate, Systematic and Timely.***

*As we strive to be the best in the field of education, we give our assurance to our clientele primarily the students, parents and the community that we will consistently hone the faculty and non-teaching personnel of KASC to become **Knowledgeable, Accountable, and Selfless Civil Servants.***

*May I also take this opportunity to thank the committee who prepared this people's charter. I hope that this will continually be our guide as we serve in the education sector of the government.*

  
**JOVITA E. SAGUIBO, Ph.D.**  
SUC President III



# MESSAGE

The fight against graft and corruption and the elimination of red tape in government transactions has long been pursued by the government. The enactment and implementation of RA 9485 of 2007 otherwise known as "An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Thereof" is seen as a panacea to this societal ailment. The law aims to improve the efficiency and effectiveness of the delivery of service to the public through the establishment of a Citizen's Charter in every government office, thus providing transparency in all transactions and thereby preventing graft and corruption.

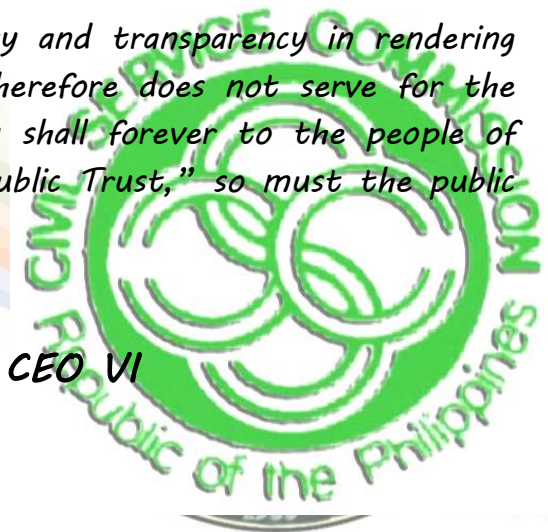
As one saying goes, "A journey of a thousand steps, starts with the first step," let me congratulate Kalinga-Apayao State College (KASC) for taking the big step towards the goal of improving delivery of service to the public. On behalf of the CSC, let me express our appreciation of your efforts to frame your Citizen's Charter called **FAST-KASC** or an acronym for **FAST, ACCURATE, SYSTEMATIC** and **TIMELY** service from **KNOWLEDGEABLE, ACCOUNTABLE** and **SELFLESS CIVIL SERVANTS**. This is one great gift to your clientele made possible through the concerted efforts and active participation of the members of the Task Force composed of representatives from the different departments of the school under the leadership of the former Honorable College President, Dr. Eduardo T. Bagtang. It was through his strong political will that this Service Guidebook, that contain the frontline services, the step-by-step procedures entailed in every transaction, the fees to be paid and the persons responsible in every service catered by this noble institution, came into being.

Through this Citizen's Charter, the officials and employees of KASC pledge to uphold accountability and transparency in rendering service to their clients, especially students, being a "Molder of Nation Builders." This document therefore does not serve for the purpose of the present administration but shall outlive their term of office. This is a legacy they shall forever to the people of Kalinga, especially the youth because as well enshrined in the 1987 Constitution, "Public Office is a Public Trust," so must the public officers and employees of KASC be made accountable to the people, always.

Once again, Congratulations!

  
**NERISSA BALISI-CANGUILAN, CEO VI**

Director II



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# *KALINGA-APAYAO STATE COLLEGE VISION AND MISSION*

## *VISION*

*A Premiere Higher Education Institution in Northern Luzon*

## *MISSION*

*As a molder of nation builders, KASC shall provide quality instruction, engage in relevant research and extension programs, establish and operate profitable income generating projects, and implement sustained capability building programs to respond to changing demands*



# PLEDGE OF COMMITMENT

*We, the officials and employees of KASC, pledge to provide services that are:*

*F u n c t i o n a l*

*A c c u r a t e*

*S y s t e m a t i c a n d*

*T i m e l y*

*As such, we commit ourselves to be always*

*K n o w l e d g e a b l e*

*A c c o u n t a b l e a n d*

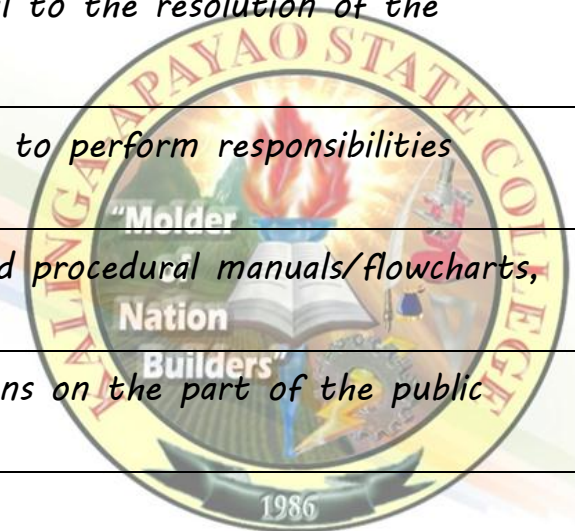
*S e l f l e s s*

*C i v i l S e r v a n t s*

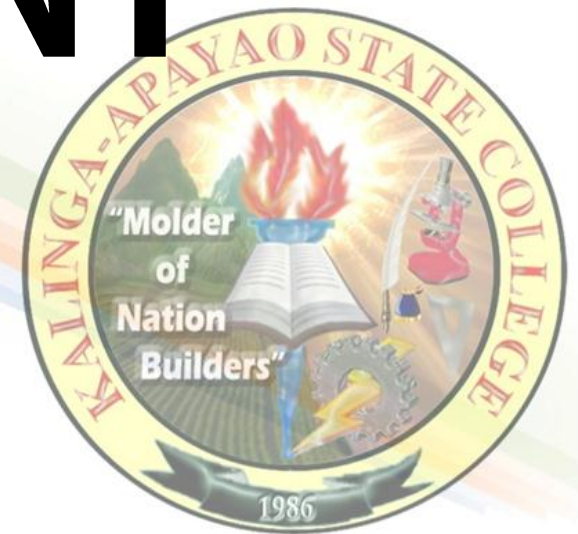


# DEFINITION OF TERMS

<b>ACTION</b>	written approval or disapproval made by a government office or agency
<b>CITIZEN'S CHARTER</b>	an official document, service standard, or pledge that communicates information on the services provided by the government; step-by-step procedure for availing a particular service
<b>CITIZEN</b>	(with reference to the Citizen's Charter) clients whose interests and values are addressed by the Citizen's Charter
<b>COMPLEX TRANSACTIONS</b>	requests or applications which necessitate the use of discretion in the resolution of complicated issues by an officer or employee
<b>FRONTLINE SERVICE</b>	transaction between clients and government offices/agencies (applications for any privilege, right, permit, reward, license, concession, or for any modification, renewal or extension of the enumerated applications and/or requests)
<b>IRRELEVANT REQUIREMENTS</b>	any document/ performance of an act not directly material to the resolution of the request or application
<b>OFFICER OR EMPLOYEE</b>	person employed in a government office or agency required to perform responsibilities related to the application or request
<b>PUBLISHED MATERIALS</b>	printed, computer-generated, or photocopied materials, and procedural manuals/flowcharts, containing basic information on accessing frontline services
<b>SIMPLE TRANSACTIONS</b>	requests or applications which only require ministerial actions on the part of the public officer or employee



# HUMAN RESOURCE MANAGEMENT





**FRONTLINE SERVICE:****PROCESSING OF APPOINTMENTS (HRM)****BRIEF DESCRIPTION:***Refers to the preparation of appointments after the screening process***TOTAL RESPONSE TIME:****1 hour and 24 minutes****S T E P - B Y - S T E P P R O C E D U R E**

<b>CLIENT</b>	<b>SERVICE PROVIDER</b>	<b>DURATION</b>	<b>FEES</b>	<b>REQUIREMENTS</b>	<b>RESPONSIBLE PERSON</b>
<b>Submit requirements in support of appointment</b>				<b>PDS, declaration of assets and liabilities, OTR/ Eligibility, NBI clearance, Drug test, medical cert., clearance from previous employment ( if applicable)</b>	<b>Jay Lapuz - Acting HRMO</b>
	<b>Prepare appointment</b>	<b>10 minutes</b>			<b>Jay Lapuz - Acting HRMO</b>
	<b>Signing of appointment by the immediate supervisor, accountant, president</b>	<b>1 hour</b>			<b>Raymond E. Balbin -VPASD Tomas C. Carabbacan -CAO Arnold Tanding - Accountant Jovita E. Saguibo - President</b>
	<b>Prepare report of personnel action (ROPA)</b>	<b>2 minutes</b>			<b>Jay Lapuz - Records officer</b>
	<b>Submit appointment to CSC for notation</b>	<b>10 minutes</b>			<b><i>CSC personnel</i></b>
	<b>Record the appointment in logbook and release</b>	<b>2 minutes</b>			<b>Jay Lapuz - Acting HRMO</b>
<b>Receive original copy of appointment</b>					
<b>E N D O F T R A N S A C T I O N</b>					

**FRONTLINE SERVICE: SUBMISSION OF APPLICATION LETTERS (HRM)**

**TOTAL RESPONSE TIME: 22 minutes**

STEP - B Y - S T E P P R O C E D U R E					
CLIENT	SERVICE PROVIDER	DURATION	FEES	REQUIREMENTS	RESPONSIBLE PERSON
Sign logbook and Submit application letter with attached credentials				Application letter, OTR/diploma, eligibility /rating, resume or bio-data	<i>Personnel officer</i>
	Receive the application letter and record in the logbook Review and forward application to the office of the president				
	Advise applicant to wait for notice	10 minutes			<i>President</i>
<b>END OF TRANSACTION</b>					

Wait for notice					
<b>END OF TRANSACTION</b>					









