Republic of the Philippines
**WESTERN MINDANAO STATE UNIVERSITY**
**Office of the University and Board Secretary**
Normal Road, Baliwasan, Zamboanga City 7000
Tel. No. (062) 993-5857 Fax No. (062) 955-3065

**EXCERPTS FROM THE MINUTES OF THE 196th REGULAR BOARD MEETING (2ND QUARTER BOARD MEETING, C.Y. 2022, 98th REGULAR BOARD MEETING UNDER R.A. 8292) OF THE WESTERN MINADANO STATE UNIVERSITY BOARD OF REGENTS HELD AT THE COLLEGE OF HOME ECONOMICS FUNCTION ROOM, WESTERN MINADANO STATE UNIVERSITY, NORMAL ROAD, BALIWASAN, ZAMBOANGA CITY ON JULY 25, 2022, 9:00 AM.**

## RESOLUTION NO. 100
**Series of 2022**

**A RESOLUTION APPROVING THE UPDATED CITIZEN'S CHARTER OF FRONTLINE SERVICE UNITS OF THE UNIVERSITY**

**WHEREAS,** the Vice-President for Administration and Finance (VPAF) Dr. Joselito D. Madroñal presented to the Board of Regents the updated Citizen's Charter of frontline service units of the University;

**WHEREAS**, the VPAF Dr. Madroñal listed down the different frontline service units of the University which updated their respective Citizen's Charters, to wit:

| ADMINISTRATIVE SERVICES | RESOURCE GENERATION & PRODUCTION SERVICES | ACADEMIC SERVICES |
|---|---|---|
| 1. Human Resource Management Office | 1. Dormitory | 1. Office of the University Registrar |
| 2. Cashier's Office | 2. Food Services | 2. University Library |
| 3. Record's Office | 3. University Press | 3. Testing and Evaluation Center |
| 4. Supply Office | 4. Garment Shop | 4. Dental and Medical Services |
| 5. Office of the University and Board Secretary | 5. Bids and Awards Committee | 5. Student Disciplinary Tribune |
| | 6. Center for Continuing Education | 6. Scholarship Office |
| | | 7. Career and Placement Office |
| | | 8. Office of Admissions |
| | | 9. Enrollment Procedure of all Colleges |

**WHEREAS**, the VPAF Dr. Madroñal informed the Board of Regents that the updates of the Citizen's Charter of the aforementioned frontline service units of the University are in accordance with the provisions of R.A. No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018;

**WHEREAS,** the Board of Regents deliberated and discussed the proposed increase in the rate of production and reproduction of diplomas for graduate and professional courses as attached in Annex "Z" of the Agenda Folder as part and parcel of this resolution;

**WHEREAS**, as a corollary to this resolution, the Board of Regents directed the VPAF Dr. Joselito D. Madroñal to incorporate all the comments and suggestions of Regents Martin A. Wee and Phlorita A. Ridao;

**NOW THEREFORE**, upon motion of Regent Phlorita A. Ridao and duly seconded by Regent Martin A. Wee, **BE IT RESOLVED AS IT IS HEREBY RESOLVED**, that the Board of Regents hereby **APPROVES THE UPDATED CITIZEN'S CHARTER OF FRONTLINE SERVICE UNITS OF THE UNIVERSITY.**

**DONE** this 25th day of July 2022 in Zamboanga City, Philippines.

---

I hereby certify the veracity and authenticity of the foregoing.

**ASST. PROF. AL-GHANI D. MOHAMMAD**
University and Board Secretary

Attested:

**MA. CARLA A. OCHOTORENA, RN, Ph.D.**
University President

OFFICE OF THE UNIVERSITY SECRETARY AND BOARD SECRETARY
WESTERN MINDANAO STATE UNIVERSITY
ZAMBOANGA CITY

Resolution No. 400 s. 2022
196th Regular Board Meeting
July 25, 2022