



SOUTHERN LEYTE  
STATE UNIVERSITY

# ANNUAL REPORT

JULY 2024 - JUNE 2025

ETHICS AND ANTI-RED  
TAPE COMMITTEE

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### SLSU Vision and Mission



# EXECUTIVE SUMMARY



For the period July 2024 to June 2025, the Ethics and Anti-Red Tape Committee (EARTC) of Southern Leyte State University (SLSU) made significant strides in strengthening ethical governance, institutional transparency, and public service efficiency across all six campuses. Guided by the principles of Republic Act No. 11032 (Ease of Doing Business and Efficient Government Service Delivery Act of 2018) and aligned with national directives from the Anti-Red Tape Authority (ARTA), the Committee pursued an integrated approach that combined ethics, client responsiveness, and digital innovation.

A major highlight of the year was the University's Zero Backlog Certification, officially declared on March 24, 2025, confirming that all offices processed transactions within the prescribed timelines outlined in the Citizen's Charter. This milestone not only validated procedural compliance but also exemplified SLSU's ethical obligation to deliver prompt, fair, and accountable services.

In line with this commitment, the University successfully updated and released its Citizen's Charter 2024, 1st Edition, further enhancing transparency and client empowerment. Supporting this was the University-wide Client Satisfaction Measurement (CSM), which yielded a remarkable 98.66% overall client satisfaction rating, based on feedback from over 40,000 clients. These results underscored the effectiveness of ethical service practices, as well as strong stakeholder awareness of the Charter and its utility in guiding client interactions.

# EXECUTIVE SUMMARY



The EARTC also conducted a University-Wide Frontline Service Inspection across all campuses from May 13 to 21, 2025, as part of EODB Month. The initiative assessed key offices such as the Registrar, Cashier, and Library, and affirmed widespread adherence to ARTA standards, supported by highly commendable client testimonials and ethical frontline behavior. Post-inspection recommendations informed targeted improvements to ensure sustainability and responsiveness in service delivery.

A key digital innovation this year was the benchmarking of the Comprehensive Client Satisfaction Measurement System (CCSMS), developed in-house and piloted at the San Juan and Hinunangan campuses. The system was validated as a scalable, accurate, and ethically aligned solution for gathering client feedback, significantly improving data reliability and decision-making grounded in actual user experiences.

Further advancing participatory ethics, the EARTC launched “PAGMUGNA: Co-creation of Citizen-Centric Solutions,” a competition that empowered students and employees to propose service enhancements based on firsthand experience. The initiative cultivated a deeper sense of ownership, accountability, and innovation across the university community.

Collectively, these initiatives reflect SLSU’s institutional commitment to ethical leadership, anti-red tape compliance, and citizen-centered service delivery. The EARTC remains steadfast in its mission to promote a culture where integrity, professionalism, and public trust are central to the university’s identity and operations.



## MANDATE

The Ethics and Anti-Red Tape Committee (EARTC) of Southern Leyte State University is mandated to uphold the highest standards of integrity, ethical conduct, and accountability in all aspects of the university's operations, governance, academic processes, and public service. The Committee serves as a central body to promote an ethical institutional culture, address ethical concerns, guide the university community in making morally sound decisions, and enforce measures to eliminate red tape and enhance public service delivery.

This Committee integrates the core functions of an institutional ethics oversight body as required by the statutory responsibilities of the Committee on Anti-Red Tape (CART) pursuant to Republic Act No. 11032, also known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.



## SCOPE

The EARTC is responsible for fostering and institutionalizing ethical conduct and integrity within the university by formulating, implementing, and periodically reviewing university-wide ethical standards and codes of conduct applicable to students, faculty, administrators, and staff. It provides advisory support and guidance in resolving ethical dilemmas and promotes sound, fair, and transparent decision-making processes. The Committee monitors and investigates reports of unethical behavior and recommends appropriate corrective actions, contributing to an environment where respect, fairness, and accountability are practiced consistently.

In fulfillment of its anti-red tape functions, the Committee ensures full compliance with Republic Act No. 11032 by leading initiatives that streamline processes, reduce transaction times, eliminate fixers, and improve frontline services across the university. It evaluates and monitors service delivery efficiency through regular compliance assessments, including the submission of Compliance Evaluation Reports (CERs). The Committee is also responsible for the formulation, updating, and institutionalization of the university's Citizen's Charter, which outlines standardized procedures, service requirements, turnaround times, and client expectations for all government services offered by the university.



The Committee also receives, assesses, and acts upon complaints, grievances, and feedback concerning delays, inefficiencies, or failures in service delivery. It proposes institutional reforms to address systemic issues and enhance responsiveness, client satisfaction, and operational transparency. Furthermore, the EARTC undertakes the conduct of training programs, seminars, and advocacy campaigns on ethics, integrity, and efficient public service, ensuring that the university community is well-informed of their roles and obligations under the Code of Conduct, RA 11032, and related policies.

To support accountability and transparency, the Committee prepares and submits regular reports to the University President and Governing Board on the status of ethical governance and anti-red tape implementation. It maintains close coordination with the Civil Service Commission (CSC), Anti-Red Tape Authority (ARTA), and other relevant oversight bodies to ensure the university's ongoing compliance with national laws and standards. Through these multifaceted roles, the EARTC upholds the university's commitment to excellence, integrity, and service-oriented governance.

# COMPOSITION



**SOUTHERN LEYTE STATE UNIVERSITY**  
Main Campus, San Roque, Bogal, Southern Leyte  
www.slsu.edu.ph



Excellence | Service | Leadership and Good Governance | Innovation | Social Responsibility | Integrity | Professionalism | Spirituality

## Office of the University President

OP Memorandum Order No. 32  
Series of 2024

**TO:** CONCERNED SLSU EMPLOYEES

**SUBJECT:** AMENDMENT TO OP MEMORANDUM ORDER NO. 04A S. 2024 REVISION OF THE COMPOSITION OF THE COMMITTEE ON ANTI-RED TAPE (CART) PER OP MEMORANDUM NO. 18 S. 2023

**FROM:** **JUDE A. DUARTE, DPA**  
University President

**DATE:** MARCH 1, 2024

In compliance with ARTA Memorandum Circular 2023-08, OP Memorandum No. 04A s. 2024 is hereby amended as follows:

CART Chairperson : Chief Administrative Officer – Administration  
CART Vice Chairperson : University Registrar  
Members : Director, University Planning & Development Office  
Director, University Information Systems & Analytics  
Director, University Human Resource Management & Development  
Supervising Administrative Officer – Finance  
Legal Officer

Focal Persons from External Campuses : Administrative Officer V

cc: Records  
CDs  
File Copy

Doc. Code: SLSU-QF-MR02  
Revision: 01  
Date: 16 November 2017



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## Office of the University President

OP Memorandum Order No. 185A  
Series of 2024

**TO:** **LEO A. OMAMALIN, CPA**  
Director, University Planning and Development

**SUBJECT:** CHAIRMANSHIP OF THE COMMITTEE ON ANTI-RED TAPE (CART) IN AMENDMENT TO OP MEMORANDUM ORDER NO. 37 S. 2024

**FROM:** **JUDE A. DUARTE, DPA**  
University President

**DATE:** SEPTEMBER 13, 2024

In the exigency of service, you are hereby appointed as Chairman of the Committee on Anti-Red Tape (CART), thus amending OP Memorandum Order No. 37 S. 2024. As such, the Committee is now composed of the following team members:

CART Chairperson : **Mr. Leo A. Omamalin**  
Director, University Planning & Development Office

CART Vice Chairperson : **Ms. Ruth F. Medilo**  
Director, University Registrar

Members : **Mr. Francis Rey F. Padao**  
Director, University Information Systems & Analytics

**Mr. Gordon B. Opina**  
Director, University Human Resource Management & Development

**Ms. Geraldine A. Paler**  
Supervising Administrative Officer – Finance

**Atty. Maccabeo C. Josol**  
Legal Officer

Focal Persons from External Campuses: Administrative Officer V

The new chairman shall perform all duties and responsibilities inherent to the position and shall serve effective today, September 13, 2024 to February 8, 2025, or until sooner revoked.

For your information and compliance.

cc: Records  
All Campus Director  
File Copy

Doc. Code: SLSU-QF-MR02  
Revision: 01  
Date: 16 November 2017





**SOUTHERN LEYTE  
STATE UNIVERSITY**  
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## CERTIFICATE OF COMPLIANCE

Year: 2025

*Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes*

I, **JUDE A. DUARTE, DPA**, Filipino, of legal age, **UNIVERSITY PRESIDENT** of the **SOUTHERN LEYTE STATE UNIVERSITY**, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

## SLSU Updates Citizen's Charter 2024, Strengthens Commitment to Ethical Governance and Anti-Corruption

Southern Leyte State University (SLSU) proudly announces the successful updating of its Citizen's Charter 2024, 1<sup>st</sup> Edition, reaffirming its commitment to ethical, transparent, and efficient service delivery. The Charter clearly outlines the university's frontline services, procedures, requirements, and processing times—empowering stakeholders to access government services with confidence and accountability.

Aligned with Republic Act No. 11032, or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, the updated Charter serves as a strategic tool to combat bureaucratic red tape and ensure integrity in public transactions. On March 31, 2025, SLSU successfully submitted its Certificate of Compliance to the Anti-Red Tape Authority (ARTA), marking full adherence to national service standards.

More than a compliance document, the Citizen's Charter is a reflection of the university's ethical stance. It complements the work of the Ethics and Anti-Red Tape Committee (EARTC), which upholds fairness, integrity, and ethical decision-making across all institutional functions. By institutionalizing transparency and accountability, the Charter acts as a safeguard against corruption and promotes a culture of public trust.

This milestone supports SLSU's dedication to good governance and ethical public service.

**ZERO BACKLOG CERTIFICATION**

*Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2008, and for Other Purposes*

I, **JUDE A. DUARTE, DPA**, Filipino, of legal age, **UNIVERSITY PRESIDENT**, of the **SOUTHERN LEYTE STATE UNIVERSITY**, the person responsible and accountable in ensuring compliance with Section 1, Rule VI of the IRR of R.A. 11032, the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The **SOUTHERN LEYTE STATE UNIVERSITY**, including its **FIVE (5) CAMPUSES**, adhere to the responsibility to render fast, efficient, convenient, reliable service
- 2) The government offices enumerated herein does not have unacted upon/pending transaction exceeding the prescribed processing time as indicated on the Citizen's Charter
- 3) All the services/transactions are processed within the prescribed processing time set under R.A. 11032

This is being issued to attest to the fact that the agency has no backlog.

## SLSU Achieves Zero Backlog: A Model of Ethical and Efficient Public Service

Southern Leyte State University (SLSU) has officially declared zero backlog across all its campuses, affirming its unwavering commitment to ethical governance and efficient public service delivery. This milestone is documented in the Zero Backlog Certification issued on March 24, 2025, pursuant to Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

Signed by University President Dr. Jude A. Duarte, the certification confirms that all university offices processed transactions within the prescribed timeframes stated in SLSU's Citizen's Charter, with no pending or unacted-upon requests beyond the allowed period. This achievement spans all five campuses of the university, showcasing a system-wide commitment to service excellence and integrity.

The zero backlog status is not just a compliance measure—it is a reflection of SLSU's ethical framework in action. Under the guidance of its Ethics and Anti-Red Tape Committee (EARTC), the university has embedded transparency, accountability, and responsiveness into its operations. By ensuring timely and fair delivery of services, SLSU actively counters corruption, minimizes bureaucratic delay, and reinforces public trust.

This accomplishment serves as a benchmark of its institutional integrity and alignment with international good governance standards.



## SLSU's 98.66% Client Satisfaction Marks a Triumph in Ethical and People-Centered Public Service

Southern Leyte State University (SLSU) proudly reports a remarkable 98.66% overall client satisfaction rating for Calendar Year 2024, based on its annual Client Satisfaction Measurement (CSM). This achievement reflects not only the efficiency of university operations, but also its deep commitment to ethical, fair, and people-centered service, in accordance with ARTA Memorandum Circular No. 2022-05.

Feedback was gathered from over 40,000 clients across SLSU's campuses, covering both internal and external services. Internal services such as IT maintenance, leave application, and document processing received near-perfect ratings, while external services like enrollment, library use, and academic records issuance exceeded 95% satisfaction. Although some areas—such as re-issuance of University IDs (81.59%)—show room for improvement, the University has already begun addressing them as part of its ethical responsibility to its stakeholders.

Ethics was also evident in transparency efforts: 87.47% of respondents were aware of the Citizen's Charter, and 88.68% stated it helped them during their transactions—affirming its value in guiding clients and deterring misconduct.

This milestone underscores the impact of SLSU's Ethics and Anti-Red Tape Committee (EARTC) in promoting integrity, responsiveness, and accountability across services. By linking client satisfaction with ethical practice, SLSU sets a strong example of how quality public service must also be grounded in principles of fairness, transparency, and trust.



## SLSU Champions Ethical Public Service Through ARTA-Aligned Customer Service Training

As part of its continued commitment to ethical and quality public service, Southern Leyte State University (SLSU) conducted a comprehensive training titled “Customer Service Excellence: Upholding Quality Public Service with ARTA Compliance” on March 18, 2025. Held at the Faculty of Arts and Sciences Audio-Visual Room (AVR), the session was organized by the University’s Human Resource Management and Development Office.

The training aimed to equip university personnel with the competencies to deliver efficient, transparent, and client-focused services, in line with the Anti-Red Tape Authority (ARTA) standards. Beyond service efficiency, the initiative highlighted the ethical dimension of public service—emphasizing fairness, respect, and accountability in every transaction.

This program reflects SLSU’s proactive stance in integrating ARTA compliance and ethical governance into institutional practices. By doing so, the University reinforces its vision of creating a service culture that not only meets procedural requirements but also upholds integrity and public trust.

By continuously empowering its workforce, SLSU sets a benchmark for higher education institutions striving to build a responsive, citizen-centered, and ethically sound public sector. The training serves as both a capacity-building and values-enrichment initiative—paving the way for a service environment grounded in professionalism, ethics, and good governance.



## SLSU Upholds Ethical Public Service Through University-Wide Frontline Service Inspection

In its continuing effort to uphold integrity, transparency, and client-centered governance, Southern Leyte State University (SLSU) successfully conducted a University-wide Frontline Service Inspection from May 13 to 21, 2025, in celebration of Ease of Doing Business (EODB) Month. With the national theme “From Red Tape to Red Carpet: Better Business Movement in a Bagong Pilipinas,” the initiative served as both a compliance measure and a reaffirmation of the university’s core ethical values in delivering quality public service.

The inspections were led by the Committee on Anti-Red Tape (CART) and conducted in accordance with ARTA Advisory No. 2025-011, in line with Republic Act No. 11032, or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018. Using a standard checklist provided by the Anti-Red Tape Authority (ARTA), the evaluation covered major frontline service offices—including the Registrar, Cashier, and Library—across all six SLSU campuses: Main, Maasin City, Tomas Oppus, Bontoc, Hinunangan, and San Juan.

The inspection focused on key areas such as the visibility of Citizen’s Charters, functionality of Public Assistance and Complaints Desks (PACDs), client feedback mechanisms, signage clarity, service accessibility, and compliance with standard processing times. In every campus, these evaluations aimed not only to assess procedural adherence but also to promote ethical service conduct—prioritizing respect, responsiveness, and fairness in all public transactions.



Results across campuses were encouraging. The Maasin City Campus was commended for its well-organized Registrar's Office and courteous frontline staff. At the Main Campus, CART evaluators noted visible EODB materials and adherence to ARTA guidelines, while recommending enhanced digital feedback integration. The Tomas Oppus Campus was praised for professionalism and clear service procedures, with suggestions on automating client feedback tools. In Bontoc, the Registrar's Office was recognized for accessibility and promptness, although the need to update wall-posted Citizen's Charters was noted. Hinunangan Campus demonstrated innovation through its effective online queuing system. Lastly, the San Juan Campus earned a "Highly Satisfactory" rating for full ARTA compliance, functional PACD, and well-implemented client feedback systems.

More than a regulatory obligation, the initiative was an institutional reflection of SLSU's ethical commitment to good governance. As the CART emphasized, "This is more than compliance—it is a reaffirmation of our duty to serve with integrity, professionalism, and genuine care." The inspection highlighted how public service, when guided by ethical standards, fosters trust, satisfaction, and civic confidence.

The university will compile findings—including narrative reports, photo documentation, and client testimonials—into a comprehensive report to be submitted to ARTA by June 30, 2025. These insights will inform continuous service improvements, ethics-focused training, and further integration of citizen feedback into institutional planning.

Through this initiative, SLSU not only strengthens its compliance with national service laws but also reinforces its role as a model for ethical, transparent, and people-first public service in the higher education sector.



# PAGMUGNA: CO-CREATION OF CITIZEN-CENTRIC SOLUTIONS

CALLING ALL STUDENTS AND EMPLOYEES



SOUTHERN LEYTE  
STATE UNIVERSITY



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## PAGMUGNA Sparks Ethical Innovation at SLSU Through Citizen-Centric Solutions

Southern Leyte State University (SLSU), through its Committee on Anti-Red Tape (CART), launched “PAGMUGNA: Co-creation of Citizen-Centric Solutions”—a university-wide competition aimed at empowering students and employees to actively participate in identifying and solving service delivery challenges across campus offices. In line with the 2025 Ease of Doing Business (EODB) Month theme “From Red Tape to Red Carpet: Better Business Movement in a Bagong Pilipinas,” the initiative reflects SLSU’s unwavering commitment to ethical public service, participatory governance, and institutional integrity.

“Pagsugma,” a Visayan term for “creation,” aptly captures the program’s essence: to encourage the university community to co-create practical, innovative, and sustainable solutions that will improve client satisfaction and eliminate bureaucratic inefficiencies. Participants are asked to assess specific services they have personally experienced and propose data-driven recommendations that align with Republic Act No. 11032, or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

Beyond compliance, the competition highlights ethics as the foundation of excellent public service. By inviting grassroots perspectives, SLSU institutionalizes values such as transparency, fairness, accountability, and responsiveness—principles essential to building a culture of integrity. The program reinforces the ethical responsibility of the University to serve not only with efficiency but also with empathy and trust.



# PAGMUGNA: CO-CREATION OF CITIZEN-CENTRIC SOLUTIONS

**CALLING ALL STUDENTS AND EMPLOYEES**



SOUTHERN LEYTE  
STATE UNIVERSITY



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With entries evaluated based on relevance, innovation, feasibility, impact, and clarity, "PAGMUGNA" encourages practical problem-solving while cultivating moral leadership among participants. As the University fosters ethical awareness through engagement, it also strengthens its internal mechanisms for citizen-centered reform and inclusive decision-making.

The initiative will culminate in the selection and awarding of the best proposals, with winning ideas considered for pilot implementation and institutional adoption. Ultimately, "PAGMUGNA" supports SLSU's goal of becoming not only a center of academic excellence but a model of ethical, transparent, and responsive public service in higher education.



## SLSU Advances Ethical Governance Through Digital Client Feedback System Benchmarking

In a continued effort to uphold ethical public service and institutional accountability, Southern Leyte State University (SLSU), through its Committee on Anti-Red Tape (CART), conducted a university-wide benchmarking activity on June 18, 2025, at its Hinunangan Campus. The initiative aimed to assess the Comprehensive Client Satisfaction Measurement System (CCSMS), a digital tool developed in-house to modernize and standardize client feedback collection.

Formally titled “Acculturation to Digital Transformation: Benchmarking the Comprehensive Client Satisfaction Measurement System,” the activity aligns with ARTA Memorandum Circular No. 2022-05, which mandates government agencies and State Universities and Colleges (SUCs) to regularly measure client satisfaction using harmonized tools. By adopting the CCSMS, SLSU seeks to replace outdated manual feedback methods still in use across four of its six campuses—enhancing efficiency, accuracy, and transparency in public service.

Developed by Mr. Abdel Khan B. Sampang of San Juan Campus, the CCSMS has already proven its effectiveness at both the Hinunangan and San Juan campuses, especially during high-volume periods such as enrollment. Participants from CART and frontline offices observed how the system minimized human error, improved reporting speed, and enhanced reliability, making it a cost-effective and sustainable solution for university-wide deployment.



Beyond its operational value, the CCSMS reflects SLSU's deeper commitment to ethics in governance. Reliable and transparent feedback collection empowers clients, promotes institutional self-awareness, and ensures that service improvements are guided by real, unfiltered experiences. Ethical governance thrives when decision-making is based on accurate data, timely response, and accountability to stakeholders.

The benchmarking resulted in several key outcomes: validation of the CCSMS during peak service times; enhanced understanding of its features among frontline personnel; identification of technical requirements for scaling; and plans for refinement ahead of full deployment. These steps reflect SLSU's readiness to institutionalize client-centered and ethically grounded digital transformation.

This initiative is not only a technological upgrade—it is a values-driven advancement. By embracing digital innovation in the spirit of integrity, responsiveness, and public trust, Southern Leyte State University reaffirms its identity as a modern, ethical, and service-oriented institution in Philippine higher education.

# VISION

By 2040, Southern Leyte State University is a leading higher education institution that advances knowledge and will be known for innovation and compassion for humanity, creating an inclusive society and a sustainable world.

# MISSION

We commit to be a smart and green University that advances education, technological and professional instruction, research and innovation, community engagement services and progressive leadership in arts, sciences and technology that are relevant to the needs of the global communities. We produce graduates and life-long learners equipped with knowledge that enhances lives and invigorates economic development.

