

CITIZEN'S CHARTER

Cagayan State University
Tuguegarao City

<https://www.csu.edu.ph>



CSU VISION

Transforming lives by educating for the best.

CSU MISSION

CSU is committed to transform the lives of people and communities through high quality instruction and innovative research, development, production and extension.

PERFORMANCE PLEDGE

We, the officials and employees of the Cagayan State University, do hereby commit to render to you, our clienteles, a kind of service that is captured in the acronym CSU-STAR:

- C** **ourteous** – We shall show you good heart and refined manners in the delivery of our services;
- S** **tandard** – We shall implement clear and fair rules, guidelines and procedures as well as guide you how to act if standards are not met;
- U** **pright** – We shall deliver the services you need with utmost honesty and integrity;
- S** **peedy** – We shall attend to your needs with promptness and deliver them within reasonable time;
- T** **ransparent** – We shall make public disclosure of our official transactions by making our records open to public scrutiny in accordance with reasonable conditions prescribed by law;
- A** **ccountable** – We, as public servants, shall commit to be held officially and personally responsible and liable for any action violative of the Code of Conduct and Ethical Standards for Government Officials and Employees;
- R** **esponsive** – We shall respond to your needs, comments, suggestions or complaints concerning the quality of our service and take corrective actions through our Public Assistance Unit, which is tasked to find ways to serve you better.

CSU “**Educates for the Best**” thus, this pledge is committed.

FEEDBACK FORM

So that we can serve you better, please let us know about your comments and suggestions, complaints and/or compliments regarding the quality of the service that you received from us. Just check the appropriate space below:

COMPLAINT _____ **COMPLIMENT** _____ **SUGGESTION** _____

Please identify the Official/employee/Office Concerned:

Brief Narration Concerning the Incident:

[You may also use the back portion of this sheet or another sheet]

What would you recommend to improve the service from us?

Name (optional) _____ Course/Year _____

If not a student, give address:

Contact Numbers

Telephone: _____ Cellular Phone _____ e-Mail address _____

Signature: _____ Date: _____

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