

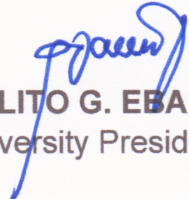


FOREWORD

CENTRAL MINDANAO UNIVERSITY commits to provide quality services in instruction, research, extension and production through continual improvement of quality management system processes.

This Citizen's Charter is a product of the collaborative efforts of the University's Key Officials and Heads of Units. It describes the step-by-step procedures in availing the key services of the University in commitment to provide efficient and highest quality services to the clients. It ensures transparency and the right to information.

The Anti-Red Tape Act of 2007 (ARTA) and Ease of Doing Business and Efficient Government Services Delivery Act of 2018 underscore the vital role of this higher educational institution to initiate and practice effective and efficient frontline services to its clientele. The CMU Citizen's Charter is a quick guide that provides basic information about its executive services. It is intended to facilitate frontline service transactions that will solve complaints on laborious and lengthy procedures, thus making administrative and academic services pleasant, reliable, and dependable engagement between the client and the University.


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