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UNIVERSITY OF RIZAL SYSTEM
Province of Rizal
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Management
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ISO 9001:2015
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URS Zero Backlog Program

Government Agency Logo:	
Agency:	UNIVERSITY OF RIZAL SYSTEM
Program Title:	URS Zero Backlog Program
Program Objective:	To attain zero backlog for three (3) frontline transactions in 2024.
Target Output:	One hundred percent (100%) of clientele in the sample frontline transactions are provided with quality, efficient, and timely service in 2024.
Date Implemented:	January to December 2024
Implementing Units:	Cash, Registrar, and Health Services Unit
Program Description:	Zero backlog for the sampled frontline transactions of the Cash Unit, Registrar Unit, and Health Services Unit, as per the process specified in the URS Citizen's Charter and the URS ISO Work Instruction.

Matrix of Services and Plan of Action

Office	Name of Service	Classification	Average Number of Requests Received per Day	Average Number of Requests issued within the prescribed time	Average Number of Requests issued within the prescribed time	Intervening Factors for the Gap	Plan of Action to Address the Gap
Cash Unit	Collection of Payment	Simple Transaction	Angono - 10 Antipolo - 28 Binangonan - 24 Cainta - 8 Cardona - 8 Morong - 82 Pililla - 15 Rodriguez - 20 Tanay - 20 Taytay - 10	Angono - 10 Antipolo - 28 Binangonan - 24 Cainta - 8 Cardona - 8 Morong - 82 Pililla - 15 Rodriguez - 20 Tanay - 20 Taytay - 10	Angono - 10 Antipolo - 28 Binangonan - 24 Cainta - 8 Cardona - 8 Morong - 82 Pililla - 15 Rodriguez - 20 Tanay - 20 Taytay - 10	Voluminous number of clients during "peak" payment season.	Recommendation of online payment to clients.
Registrar Unit	Request of TOR	Simple Transaction	Angono - 10 Antipolo- 20 Binangonan- 15 Cainta- 10 Cardona- 8 Morong - 20 Pililla - 8 Rodriguez- 10	Angono - 10 Antipolo- 20 Binangonan- 15 Cainta- 10 Cardona- 8 Morong - 20 Pililla - 8 Rodriguez- 10	Angono - 10 Antipolo- 20 Binangonan- 15 Cainta- 10 Cardona- 8 Morong - 20 Pililla - 8 Rodriguez- 10	Clients requesting a considerably early claiming date for TOR. To ensure fairness, we adhered to	Set up regular progress checks to ensure that the request of TOR stays on track to meet the new (early) claiming date. Notices and reminders will

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URS Angono	Tel. 8539-9930 to 31	URS Cainta	Tel. 8539-9938 to 39	URS Pililla	Tel. 8539-9942 to 44
URS Antipolo	Tel. 8539-9932 to 34	URS Cardona	Tel. 8539-9940 to 41	URS Rodriguez	Tel. 8539-9945 to 47
URS Binangonan	Tel. 8539-9935 to 37	URS Morong	Tel. 8539-9950 to 56	URS Taytay	Tel. 8539-9948 to 49

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			Tanay - 12 Taytay- 10	Tanay - 12 Taytay- 10	Tanay - 12 Taytay- 10	standard processing time.	reinforce equitable processing, and workflow efficiency will be continuously improved to prevent delays.
Health Services Unit	Patient's Inquiry (Seen and Treated)	Simple Transactions	Angono- 7 Antipolo- 6 Binangonan- 6 Cainta- 3 Cardona- 2 Morong- 12 Pililla- 5 Rodriguez- 3 Tanay- 6 Taytay- 4	Angono- 7 Antipolo- 6 Binangonan- 6 Cainta- 3 Cardona- 2 Morong- 12 Pililla- 5 Rodriguez- 3 Tanay- 6 Taytay- 4	Angono- 7 Antipolo- 6 Binangonan- 6 Cainta- 3 Cardona- 2 Morong- 12 Pililla- 5 Rodriguez- 3 Tanay- 6 Taytay- 4	Voluminous number of individuals/ patients at the same time.	Health Services Unit Staff identified and assessed the patient utilizing the Triage System with the goal to determine whether or not the patient needs immediate medical attention.

Implementation Results
In the second year of implementation of the URS Zero Backlog Program, two (2) additional frontline transactions were sampled. The report showed that one hundred percent (100%) of the clientele in the sampled frontline transactions were provided with quality, efficient, and timely service in 2024. Zero backlog is attainable in the URS frontline services in the ten (10) campuses, when following the Citizen's Charter and the ISO Work Instruction.

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University of Rizal System

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