URS Zero Backlog Program

Government Agency Logo:	
Agency:	UNIVERSITY OF RIZAL SYSTEM
Program Title:	To attain zero backlog for four (4) frontline transactions in 2025
Target Output:	One hundred percent (100%) of clientele in the sample frontline transaction are provided with quality, efficient, and timely service in 2025.
Date Implemented:	January to December 2025
Implementing Units:	Cash Unit, Registrar Unit, Health Services Unit, and Library Services Unit
Program Description:	Zero backlog for the sampled frontline transactions of the Cash Unit, Registrar Unit, Health Services Unit and Library 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 January to December 2025

Office	Name of Service	Classification	Average Number of Request Received per Day	Average Number of Request Processed within the Prescribed Period	Average Number of Request Issued within the Prescribed Period	Intervening Factor for Gap	Plan of Action to Address the Gap
Cash Unit	Collection of Payment	Simple Transaction	Angono – 7 Antipolo – 26	Angono – 7 Antipolo – 26	Angono – 7 Antipolo – 26	Clients are looking for online payment or other	1. Digitalization through online payment 2. To provide

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			Binangonan – 33 Cainta – 5 Cardona – 5 Morong – 105 Pililla – 22 Rodriguez – 30 Tanay – 30 Taytay – 11	Binangonan – 33 Cainta – 5 Cardona – 5 Morong – 105 Pililla – 22 Rodriguez – 30 Tanay – 30 Taytay – 11	Binangonan – 33 Cainta – 5 Cardona – 5 Morong – 105 Pililla – 22 Rodriguez – 30 Tanay – 30 Taytay – 11	payment channels.	additional payment channels
Registrar Unit	Request of TOR	Complex Transaction Highly Technical Transaction	Angono – 7 Antipolo – 10 Binangonan – 12 Cainta – 5	Angono – 7 Antipolo – 10 Binangonan – 12 Cainta – 5	Angono – 7 Antipolo – 10 Binangonan – 12 Cainta – 5	1. Requests for Immediate Release of Documents: Requests for the immediate	1. Strictly implement the prescribed processing periods and follow a consistent first-in, first-out approach in handling document

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			Cardona – 5 Morong – 30 Pililla – 8 Rodriguez – 10 Tanay – 12 Taytay – 8	Cardona – 5 Morong – 30 Pililla – 8 Rodriguez – 10 Tanay – 12 Taytay – 8	Cardona – 5 Morong – 30 Pililla – 8 Rodriguez – 10 Tanay – 12 Taytay – 8	release of documents on the same day or the following day, despite having been recently filed, may disrupt the established processing sequence and affect the fair and consistent treatment of all clients. Prioritizing such requests over those submitted	requests to ensure fairness, transparency, and equal treatment of all clients. While documents may be released ahead of the scheduled release date whenever processing is completed earlier than expected, requests for immediate or same-day release may not always be accommodated due to existing workload and previously filed requests. Clearly communicate the applicable processing timelines upon receipt of requests and advise clients to

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						earlier may lead to perceptions of preferential treatment, potential client complaints, and inconsistent service expectations. If routinely accommodated, this practice may also create opportunities for abuse and place undue pressure on personnel, potentia	follow their designated release dates. Any request for expedited processing shall be handled in accordance with existing university policies and authorized procedures to prevent preferential treatment, protect personnel from undue pressure, and maintain the integrity of frontline services. 2. Strengthen coordination with concerned Deans and faculty members through timely reminders, regular follow-ups,

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						lly compromising the integrity and sustainability of the office's established procedures. 2. Delayed Submission of Grades by Faculty Members: Delayed encoding and submission of grades by faculty members, despite prior notices and follow-ups	and monitoring of grade submission and encoding deadlines. Provide the concerned Deans with a list of faculty members with pending grades and request their assistance in ensuring compliance. Strictly implement the provisions of the University Academic Manual regarding late submission of grades, including the applicable deadlines and corresponding penalties or administrative measures for noncompliance. Document recurring delays and elevate unresolved

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						coursed through the concerned Deans, may hinder the timely processing of academic records and related student transactions. Such delays are beyond the direct control of the Registrar's Office but may affect the office's ability to provide timely	cases to the appropriate university officials for appropriate action, as necessary, to promote faculty accountability and minimize disruptions to student transactions and academic record processing.

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						and efficient services to students.	
Health Services Unit	Patient's Inquiry (Seen and Treated)	Simple Transaction	Angono – 5 Antipolo – 9 Binangonan – 15 Cainta – 5 Cardona – 4 Morong – 20 Pililla – 7 Rodriguez – 7 Tanay – 23 Taytay – 6	Angono – 5 Antipolo – 9 Binangonan – 15 Cainta – 5 Cardona – 4 Morong – 20 Pililla – 7 Rodriguez – 7 Tanay – 23 Taytay – 6	Angono – 5 Antipolo – 9 Binangonan – 15 Cainta – 5 Cardona – 4 Morong – 20 Pililla – 7 Rodriguez – 7 Tanay – 23 Taytay – 6	High volume of patients: A massive influx of students floods the clinic all at once during breaks and peak hours, making it difficult to attend to everyone immediately.	Implementation triage: Establish a strict, systematic triage protocol to quickly assess, sort, and prioritize patients based on the urgency of their medical needs, ensuring critical cases are seen first while managing the crowd effectively
Library	Loaning	Simple	Angono –	Angono –	Angono –	Insufficient	1. Conduct

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Services Unit	- Out of Library Materials	Transaction	4 Antipolo – 6 Binangonan – 6 Cainta – 3 Cardona – 1 Morong – 15 Pililla – 7 Rodriguez – 4 Tanay – 6 Taytay – 4	4 Antipolo – 6 Binangonan – 6 Cainta– 3 Cardona – 1 Morong – 15 Pililla – 7 Rodriguez – 4 Tanay – 6 Taytay – 4	4 Antipolo – 6 Binangonan – 6 Cainta – 3 Cardona – 1 Morong – 15 Pililla – 7 Rodriguez – 4 Tanay – 6 Taytay – 4	copies of library resources to meet the academic and research needs of students and faculty, particularly for high-demand titles	regular assessment of frequently borrowed and high-demand library materials. 2. Prioritize the acquisition of updated and additional copies of essential references

Implementation Results
In the third year of implementation of the URS Zero Backlog Program, the Library Services Unit's Loaning-Out of Library Materials transaction was added and selected for sampling. This transaction aims to address the academic and research needs of students and faculty by ensuring timely access to library resources. The assessment results showed that 100% of the clients availed of quality, efficient, and timely services in 2025. This demonstrates that achieving zero backlog in the frontline services of the ten (10) URS campuses is attainable through consistent adherence to the University's Citizen's Charter and ISO Work Instructions.

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