



## UNIT'S BEST PRACTICE REPORT

**1. Title of the best practice in service quality or productivity conducted in FY 2020**

"No One Leaves Empty-Handed"

**2. Department / Agency**

Don Honorio Ventura State University (DHVSU)

**3. Delivery Unit Responsible**

Office of the University Accountant

**4. Best Practice Thematic Area**

Citizen-Centric Service

**5. Summary of Practice / Initiative**

"No One Leaves Empty-Handed" is the standing rule of the Office of the University Accountant in providing quality service to its clientele. This was implemented to ensure that prompt service delivery is prioritized and properly managed. It has been apparent that workloads in some offices have been decentralized and specialized, especially during the pandemic when a specific work schedule scheme is followed and the number of personnel reporting for work is limited. Because of this work setup, a delay in service becomes unavoidable. This usually happens, for instance, when a client is requesting for a service but is asked to return some other day because the person assigned to the task is on a leave of absence. This is not the case in the Accounting Unit because each staff ensures that every clientele's request is promptly and properly addressed.

**6. Background and Problem**

A point person for voucher preparation, scholarship concerns, and frontline services is scheduled in any given day. In addition, the Accounting Unit has developed a culture of providing *alternative solutions* or sometimes *compromises* for some clientele requests that simply cannot be addressed as requested. This is to ensure the satisfaction of every clientele by not making their visit to the Office a waste of time.

**7. Milestones / Results**

After the implementation of the idea of prompt service delivery and provision of alternative solutions, it has become a practice that turned into a culture later on in the Accounting Unit under its current composition. Since its implementation, no one can recall any complaint against the current composition of the Accounting Unit.

The clients in general are the obvious beneficiaries of this practice. The administration has not received nor heard of any complaint against the unit's way of dealing with its clientele and the way it delivers its services. In fact, in various instances, the unit has received commendations from the Office of the University

President for exemplary work performance like the absence of any disallowances or suspensions.

With the "No One Leaves Empty-Handed" best practice of the unit, the very opportunity of serving the public is both a reward and a sense of fulfillment in itself.

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