CAGAYAN STATE UNIVERSITY

CENTRAL ADMINISTRATION

CITIZEN'S CHARTER

2025 2ND EDITION

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I. MANDATE

PRESIDENTIAL DECREE No. 1436, s. 1978

"WHEREAS, the establishment of a state university in the Province of Cagayan will provide better service in professional and technical training in the arts, sciences, humanities and technology and in the conduct of scientific research and technological studies". Merging the Cagayan Valley College of Arts and Norther Luzon College of Agriculture into a state University, transferring the college-level courses of Aparri College of Fisheries, Bukig National Agricultural Colleges, Sanchez Mira Rural Vocational School, Aparri School of Arts and Trades, Gonzaga National Agricultural Vocational School, and Western Cagayan of Arts and Trades into said University, providing a charter for this purpose, and appropriating funds therefor.

II. VISION

CSU is a University with global stature in the arts, culture, agriculture and fisheries, the sciences as well as technological and professional fields.

III. MISSION

Cagayan State University shall produce globally competent graduates through excellent instruction, innovative and creative research, responsive public service and productive industry and community engagement.

IV. SERVICE PLEDGE

The Administrators, faculty members, and employees of the Cagayan State University do hereby pledge to render service as efficiently as the laws require and the circumstances may allow. We shall not unduly delay the processing of transactions and shall act on all requests for action in the most expeditious manner possible in accordance with the provisions of our Citizens' Charter and the provisions of law.

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ACCOUNTING OFFICE

1. PROCESSING OF REQUEST FOR THE ISSUANCE OF CERTIFICATE WITHHOLDING TAX (BIR FORM 2307)

This service is applicable to all suppliers of goods and services, including Contract of Service (COS) providers and part-time lecturers, with taxes withheld from their payments.

Office or Division:	Accounting Office – Central Administration
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen
Who may Avail:	Suppliers, Contract of Service (COS) providers and part-time lecturers

Checklist of Requirements	**Where to Secure**
Duly accomplished Request Form (1 copy) Copy of Disbursement Voucher	Accounting Office – Central Administration

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. The client secures the request form and fills out the information needed.	1. The Accounting Staff receives the duly accomplished request form.	None	5 minutes	*Accounting Office - Staff* ACCOUNTING OFFICE
2. The client waits for the requested document to be released	a. Verify taxes withheld from Subsidiary Ledger and/or DV/Payroll; Prepares and prints Certificate of Withholding Tax (BIR Form 2307); Affixes initial on the form; Presents to the University Accountant for Signature.	None	20 Minutes	*Accounting Office – Staff* ACCOUNTING OFFICE
	b. Reviews correctness and veracity of the Certificate of Withholding Tax (BIR Form 2307)	None	10 Minutes	*University Accountant* ACCOUNTING OFFICE

	c. Approves and signs the Certificate of Withholding Tax (BIR Form 2307); Forwards to Accounting Staff for release.	None	5 Minutes	*University Accountant* ACCOUNTING OFFICE
3. The client receives copy of Certificate of Withholding Tax (BIR Form 2307)	3. Receives copy of Certificate of Withholding Tax BIR Form 2307)	None	2 minutes	*Requesting Employee*
4. Provides copy of Client Satisfaction Form (CSM) and encourages client to fill-out the form.	4. Accomplish Client Satisfaction Measurement Form	None	5 minutes	*Accounting Office -Staff* ACCOUNTING OFFICE
	Total:	**None**	**47 Minutes**	

2. PROCESSING OF REQUEST FOR THE ISSUANCE OF CERTIFICATE WITHHOLDING TAX (BIR FORM 2316)

This service is applicable to all permanent employes with taxes withheld from their payments.

Office or Division:	Accounting Office – Central Administration
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Employees

Checklist of Requirements	**Where to Secure**
Duly accomplished Request Form (1 copy)	Accounting Office – Central Administration

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. The client secures the request form and fills out the information needed.	1. The Accounting Staff receives the duly accomplished request form.	None	5 minutes	*Accounting Office - Staff* ACCOUNTING OFFICE
2. The client waits for the requested document to be released	2.1 Verify from BIR Alphalist System Prints Certificate of Withholding Tax (BIR Form 2316); Affixes initial on the form; Presents to the University Accountant for Signature.	None	20 Minutes	*Accounting Office – Staff* ACCOUNTING OFFICE
	2.2 Reviews correctness and veracity of the Certificate of Withholding Tax (BIR Form 2316)	None	10 Minutes	*University Accountant* ACCOUNTING OFFICE
	2.3 Approves and igns the Certificate of Withholding Tax (BIR Form 2316); Forwards to Accounting Staff for release.	None	5 Minutes	*University Accountant* ACCOUNTING OFFICE
3. The client receives copy of Certificate of Withholding Tax (BIR Form 2316)	3. Receives copy of Certificate of Withholding Tax (BIR Form 2316)	None	2 minutes	*Requesting Employee*
4. Provides copy of Client Satisfaction Form (CSM) and encourages client to fill-out the form.	4. Accomplish Client Satisfaction Measurement Form.	None	5 minutes	*Accounting Office - Staff*

				ACCOUNTING OFFICE
	Total:	**None**	**47 minutes**	

3. PROCESSING OF PAYMENT OF CLIAMS/SALARIES OF EMPLOYEES THROUGH DEBIT MEMO

This is a process of ensuring that officially enrolled students are given updated Statement of Accounts.

Office or Division:	Finance Division – Central Administration
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2G – Government to Government G2C – Government to Citizen
Who may Avail:	Supliers, Contractors and other creditors

Checklist of Requirements	Where to Secure
Disbursement Voucher (Dv)	Accounting Office – Central Administration
Budget Utilization Request And Status (BURS)	Budget Office – Central Administration
Commercial Check	Accounting Office – Central Administration
Debit Memo	Cashiering Office – Central Administration
Original And Certified True Copy Of Other Supporting Documents Depending On The Nature Of Transaction, Based On COA Circular 2023-004 - Prescribing The Updated Documentary Requirements For Common Government Transactions, Amending COA Circular No. 2012	Prepared By Requesting Party

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits claims with supporting documents together with the Budget Utilization Request Status (BURS) and Disbursement Voucher(DV)	1.1 Receive BURS, DV and supporting documents	None	30 minutes	*Budget Office Staff* BUDGET OFFICE (CENTRAL ADMIN)
	1.2 Forward the BURS and supporting documents to respective assigned budget officer for processing	None	30 minutes	*Budget Office Staff* BUDGET OFFICE (CENTRAL ADMIN)
	1.3 Check completeness of supporting documents and verify allotment availability	None	30 minutes	*Budget Officer I/Budget Officer II/Budgeting Assistant*

	Issue checklist for additional supporting document if required			BUDGET OFFICE (CENTRAL ADMIN)
	1.4 Obligate amount for indicated purpose,and post BURS in Registry of Allotments and Obligations in the e-Budget System and print sytem generated ORS with assigned number	None	3 Hours	*Admin Aide VI Budgeting Assistant BO I/BO II* BUDGET OFFICE (CENTRAL ADMIN)
	1.5 Certify availability of allotment and sign Box B of the BURS	None	1 Hour	*Budget Officer IV* BUDGET OFFICE (CENTRAL ADMIN)
	1.6 Record the BURS in the Log Book and forwards all the documents to Accounting Office	None	30 Minutes	*Admin Aide VI/ Budgeting Assistant* BUDGET OFFICE (CENTRAL ADMIN)
	1.7 Receives Copies 1-3 of DV, originals of supporting documents and Copies 1-3 of Budget Utilization Request and Status from the Budget Unit. Checks completeness of supporting documents. If complete, evaluate validity of claim, accuracy of amount and completeness of supporting document; Assigns DV number and records in the logbook the DV number and date, payee, particular and amount. If incomplete, returns to the concerned party for compliance. (*Sec. 34 of the New Government Accounting System Manual)*	None	2 hours	*Administrative Officer II/ Accountant I* ACCOUNTING OFFICE (CENTRAL ADMIN)

	1.8 Forward Copies 1-3 of DV, originals of supporting documents and Copies 1-3 of Budget Utilization Request to the University Accountant	None	1 Hour	*Administrative Officer II/ Accountant I* ACCOUNTING OFFICE (CENTRAL ADMIN)
	1.9 Review DV and supporting documents; Certify cash availability, completeness of supporting documents, and determine if subject to ADA or check (Sign Box B of DV); Forwards the documents to the Processing Staff.	None	2 Hours	*University Accountant* ACCOUNTING OFFICE (CENTRAL ADMIN)
	1.10 Records the DV in the log-book and Forward the DV and supporting documents to the Office of the Vice President for Administration and Finance	None	30 Minutes	*Accounting Staff* ACCOUNTING OFFICE (CENTRAL ADMIN)
	1.11 Receive documents for processing and forward to the Vice-President for Administration and Finance(OVPAF)	None	30 Minutes	*Administrative Staff* OVPAF
	1.12 Review and approves DV.Forward Copies 1-3 of DV, Copy 3 of the ObR and originals of supporting documents to the Receiving/Releasing Staff.	None	2 Hours	*Vice President for Administration and Finance* OVPAF
	1.13 Forward Copies 1-3 of DV, Copy 3 of the ObR and originals of supporting documents to the Cash Unit for check preparation.	None	30 Minutes	*Administrative Staff* OVPAF
	1.14 Receive approved DV, Copy 3 of Budget Utilization Request and originals of supporting documents from OVPAF	None	30 Minutes	*Administrative Staff* CASHIERING OFFICE

	1.15 Verifies completeness of signatories on the DV; Prepare Debit Memo.	None	30 Minutes	*Administrative Assistant II Cashier I* CASHIERING OFFICE
	1.16 Input particulars of Debit Memo in the Financial Data Entry System(Landbank) to credit the amount to the bank account of employee through Payroll Credit System (PaCS); Generate printed copy of PaCS report; Present to VPAF or other authorized signatories.	None	30 Minutes	*Administrative Assistant II Cashier I* CASHIERING OFFICE
	1.17 Review and sign Debit Memo and PaCS Report; Forwards to Releasing/Receiving staff for signature of VPAF/Authorized Representative.	None	2 hours	*University Cashier* -Cashiers Office CASHIERING OFFICE
	1.18 Receive copy of Debit Memo, PaCS Report, DV, BUR and other supporting documents;Record on receiving/releasing logbook.	None	1 hour	*Administrative Staff* OVPAF
	1.19 Receive copy of Debit Memo, PaCS Report, DV, BUR and other supporting documents; Countersign printed PaCS and Debit Memo; Forwards to Receiving/Releasing staff.	None	1 hour	*Vice-President for Administration and Finance or authorized representative* OVPAF
	1.20 Receive copy of Debit Memo, PaCS Report and other supporting documents: Submit the following approved action documents to Landbank of the Philippines (LBP): • Three (3) original copies of Debit Memo.	None	3 Hours	*Administrative Staff* CASHIERING OFFICE

	• Three (3) original copy of PaCS Report.			
2. Check if claim is already credited by the AGDB to his/her bank account	2. Inform employees that documents of uploading of payroll was already submitted to the bank and if AGDB already credited the amount of claim to the account of employee.	None	30 minutes	*Administrative Assistant II Cashier I* CASHIERING OFFICE
	Total:	**None**	**2 days, 6 hours and 30 minutes**	

4. PROCESSING OF PAYMENT TO SUPPLIERS/CREDITORS AND EMPLOYEES THROUGH LIST OF DUE AND DEMANDABLE ACCOUNTS PAYABLE-ADVICE TO DEBIT ACCOUNT (LDDAP-ADA)

The Finance Management Division is responsible for validating, evaluating, processing, and approving requests for payments related to claims of supplier/creditor for the goods, supplies and services delivered to the University. The Division processes the Obligation Request (ObR), Disbursement Voucher (DV) and LDDAP-ADA of the claims and ensures that they are duly supported with the required supporting documents before forwarding the LDDAP-ADA to the government-servicing bank.

Office or Division:	Finance Division – Central Administration
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2G – Government to Government
Who may Avail:	Supliers, Contractors and other creditors

Checklist of Requirements	**Where to Secure**
Disbursement Voucher (Dv)	Accounting Office – Central Administration
Budget Utilization Request And Status (BURS)	Budget Office – Central Administration
Commercial Check	Accounting Office – Central Administration
Debit Memo	Cashiering Office – Central Administration
Original And Certified True Copy Of Other Supporting Documents Depending On The Nature Of Transaction, Based On COA Circular 2023-004 - Prescribing The Updated Documentary Requirements For Common Government Transactions, Amending COA Circular No. 2012	Prepared By Requesting Party

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Submits claims with supporting documents together with the Obligarions Request and Status(ORS) and Disbursement Voucher(DV)	1.1 Receive ORS, DV and supporting documents	None	30 minutes	*Budget Office Staff* BUDGET OFFICE (CENTRAL ADMIN)
	1.2 Forward the ORS and supporting documents to respective assigned budget officer for processing	None	30 minutes	*Budget Office Staff* BUDGET OFFICE (CENTRAL ADMIN)

	Check completeness of supporting documents and verify allotment availability Issue checklist for additional supporting document if required	None	30 minutes	*Budget Officer I/Budget Officer II/Budgeting Assistant* BUDGET OFFICE (CENTRAL ADMIN)
	1.3 Certify availability of allotment and sign Box B of the ORS	None	1 Hour	*Budget Officer IV* BUDGET OFFICE (CENTRAL ADMIN)
	1.4 Record the ORS in the Log Book and forwards all the documents to Accounting Office	None	30 Minutes	*Admin Aide VI/ Budgeting Assistant* BUDGET OFFICE (CENTRAL ADMIN)
	1.5 Receives Copies 1-3 of DV, originals of supporting documents and Copies 1-3 of Obligation Request from the Budget Unit. Checks completeness of supporting documents. If complete, evaluate validity of claim, accuracy of amount and completeness of supporting document; Assigns DV number and records in the logbook the DV number and date, payee, particular and amount. If incomplete, returns to the concerned party for compliance. (*Sec. 34 of the New Government Accounting System Manual)*	None	2 hours	*Administrative Officer II/ Accountant I* ACCOUNTING OFFICE (CENTRAL ADMIN)
	1.6 Forward Copies 1-3 of DV, originals of supporting documents and Copies 1-3 of Obligation Request to the University Accountant	None	30 Minutes	*Administrative Officer II/ Accountant I*

				ACCOUNTING OFFICE (CENTRAL ADMIN)
	1.7 Review DV and supporting documents; Certify cash availability, completeness of supporting documents, and determine if subject to ADA or check (Sign Box B of DV); Forwards the documents to the Processing Staff.	None	2 Hours	*University Accountant* ACCOUNTING OFFICE (CENTRAL ADMIN)
	1.8 Prepare LDDAP- ADA based on signed DVs	None	1 Hour	*Accountant I/ Administrative Officer II/ Administative Assistant III* ACCOUNTING OFFICE (CENTRAL ADMIN)
	1.9 Certify LDDAP-prepared	None	30 Minutes	*University Accountant* ACCOUNTING OFFICE (CENTRAL ADMIN)
	1.10 Records the DV in the log-book and Forward the DV, LDDAP-ADA and supporting documents to Office of the Vice President for Administration and Finance	None	30 Minutes	*Accounting Staff* ACCOUNTING OFFICE (CENTRAL ADMIN)
	1.11 Receive documents for processing and forward to the Vice-President for Administration and Finance(OVPAF)	None	30 Minutes	*Administrative Staff* OVPAF
	1.12 Review documents and sign Box D of DV and Approved LDDAP-ADA Payment	None	2 Hours	*Vice President for Administration and Finance* OVPAF
	1.13 Forward approved	None	30 Minutes	*Administrative Staff*

	LDDAP-ADA, DV and other supporting documents to Administrative Service– Cashier's Office for processing of payment			OVPAF
	1.14 Receive approved LDDAP-ADA, DV and required supporting documents from OVPAF	None	1 Hour	*Administrative Staff* CASHIERING OFFICE
	1.15 Review LDDAP- ADA, and DVs and verify bank details of supplier/employee	None	5 Minutes	*Administrative Assistant II Cashier I* CASHIERING OFFICE
	1.16 Input particulars of LDDAP-ADA in the Financial Data Entry System(Landbank) to credit the amount to the bank account of supplier/employee through Payroll Credit System (PaCS); Generate printed copy of PaCS report; Present to VPAF or other authorized signatories.	None	25 Minutes	*Administrative Assistant II Cashier I* CASHIERING OFFICE
	1.17 Prepare Advice of Check Issued and Cancelled (ACIC);	None	1 hours	*Administrative Staff II/ Cashier I* CASHIERING OFFICE
	1.18 Review LDDAP- ADA prepared, Printed PaCS Report and ACIC;Sign printed PaCS and ACIC; Forwards to Cashiering Office staff for signature of Vice-President for Admina and Finance or authorized representative	None	2 hours	*University Cashier -Cashiers Office* CASHIERING OFFICE
	1.19 Receive copy of ACIC, Printed PaCS, LDDAP-ADA and other supporting documents; Sign printed PaCS and ACIC; Forwards to Cashiering Office	None	30 Minutes	Vice-President for Administration and Finance or authorized representative
	1.20 Receive copy of ACIC, Printed PaCS, LDDAP-ADA and other supporting documents:	None	3 Hours	*Administrative Staff*

	Submit the following approved action documents to Landbank of the Philippines (LBP): • Three (3) original copies of LDDAP-ADA • Three (3) original copies of ACIC • Soft copy of PaCS and Three (3) original printed copies and soft copy			CASHIERING OFFICE
	1.21 Prepare LDDAP- ADA based on signed DVs	None	1 Hour	*Accountant I/ Administrative Officer II/ Administative Assistant III* ACCOUNTING OFFICE (CENTRAL ADMIN)
2. Check if claim is already credited by the AGDB to his/her bank account	2. Inform employees that documents of uploading of payroll was already submitted to the bank and if AGDB already credited the amount of claim to the account of employee.	None	30 minutes	*Administrative Assistant II Cashier I* CASHIERING OFFICE
	Total:	**None**	**3 days and 2 hour**	

ADMISSION

1. REGISTRATION FOR THE COLLEGE ADMISSION TEST OF INCOMING COLLEGE FRESHMEN/TRANSFEREES

Conducts the Admission Test to incoming College Freshmen who intend to Enroll in a Baccalaureate Program

Office or Division:	Academics Department
Classification:	Highly Technical
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Graduating Senior High School Students, K12 Graduates and Transferees
Checklist of Requirements	**Where to Secure**
Photocopy of school ID (1 copy)/ Any valid ID (1 copy)	School currently enrolled in/ LTO, Comelec, PhilPost, BIR, Barangay Chairman of the Barangay where applicant is permanently residing, OWWA and DSWD
Proof of Income of Parents Certificate of Indigency OWWA Certificate 4Ps ID	
Registration Form for the College Admission Test	Admission Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
Onsite: 1. Submits requirements & enlists for the admission test Documentary Requirements: -Photocopy of school ID or any valid ID	1.1. Assists the client in filling-out the registration form.	None	Onsite/ Online: 10 minutes	*Admission Director, Campus Admission Officers, and Admission Staff* Admission Office

Online: 1. Logs in to the CAT Registration portal: - Fills out the online form. - Waits for the status of application				
Onsite: 2. Submits documents	2. 1. Evaluates submitted documents	None	Onsite/Online: 10 minutes	*Campus Admission Officers, and Admission Staff* Admission Office
Online: 2. Submits online form - Waits for the status of application				
Onsite: 3. Receives and views information about schedule & testing venue of the CAT through the registration portal	3.1. Disseminates / informs the registered examinees of the schedule of testing, testing venues & room assignments	None	Online/Onsite: 44 days, 3 minutes	*Admission Director, Campus Admission Officers, and Admission Staff* Admission Office
Online: 3. Receives and views information about schedule & testing venue of the CAT through the registration portal				
	Total:	**None**	**44 days and 23 minutes**	

2. ADMINISTRATION AND RELEASE OF COLLEGE ADMISSION TEST

Conducts the Admission Test to incoming College Freshmen who intend to Enroll in a Baccalaureate Program

Office or Division:	Academics Department
Classification:	Highly Technical
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Graduating Senior High School Students, K12 Graduates and Transferees
Checklist of Requirements	**Where to Secure**
Photocopy of school ID (1 copy)/ Any valid ID (1 copy)	School currently enrolled in/ LTO, Comelec, PhilPost, BIR, Barangay Chairman of the Barangay where applicant is permanently residing, OWWA and DSWD
Proof of Income of Parents - Certificate of Indigency - OWWA Certificate - 4Ps ID	
Registration Form for the College Admission Test	Admission Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Takes the College Admission Test Student applicants who failed to take the CAT during their assigned schedule will be notified and rescheduled on the last week of the CAT period.	1. Administers the CAT in all Campuses of the University.	None	2 hours and 30 minutes	*Admission Director, Campus Admission Officers, and Admission Staff and Proctors* Admission Office

2. Receives the CAT result (On-line viewing of CAT ratings)	2. Releases CAT result On-line	None	44 days	*Admission Director, Campus Admission Officers, and Admission Staff* Admission Office
3. Secures Certificate of CAT rating Documentary Requirement: Valid ID of applicant or Authorization letter of examinee if claimed by an authorized representative	3. Verifies and Releases CAT Certificates	None	3 minutes	*Admission Director, Campus Admission Officers, and Admission Staff* Admission Office
	Total:	**None**	**44 days, 2 hours and 33 minutes**	

BIDS AND AWARDS COMMITTEE

1. COMPETITIVE BIDDING-PUBLIC BIDDING

Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:	Bids and Awards Committee and The Secretariat
Classification:	Highly Technical
Type of Transaction:	G2B-Government to Business Entity
Who may Avail:	All end-user of purchase request
Checklist of Requirements	**Where to Secure**
Doc. 1 – Purchase Request	Supply Office
Doc. 2 – Earmarked Purchase Request	Budget Office
Doc. 3 – PPMP	Office of Purchase Request / End-user

Client Steps	Agency Action	Fees to be Paid	Processing Day	Person Responsible
1. Client submits the properly earmarked purchase request(End User)	1.1 Organize Pre – Procurement Conference (if necessary). 1.2 Prepare minutes of the meeting.	None	1 Working Day	*BAC Secretariat* BAC Office
	1.3 Conduct pre-procurement conference with the members, TWG and end-user.	None	1 Working Day	*BAC Chair and Members, Technical Working Group* BAC Office
	1.4 Posting of invitation to bid or request for intent in PhilGEPS and/or in nationwide-website, social media platform or such other channels as may be authorized by the GPPB	None	7 Working Day	*BAC Secretariat* BAC Office
	1.5 Send Invitation to Observers	None	1 Working Day	*BAC Secretariat* BAC Office
	1.6 Conduct pre-bid meeting with interested contractors / suppliers / consultants.	None	12 Working Day	*BAC Chair and Members, Technical Working Group* BAC Office
	1.7 Prepare minutes of the meeting	None	1 Hour	*BAC Secretariat* BAC Office
	1.8 Schedule and organize meeting for the submission and opening of bids.	None	1 Working Day	*BAC Chair and Members, Technical Working Group* BAC Office

	1.9 Update supplemental Bid bulletin (to be posted in PhilGEPS, in any conspicuous place and on the website or social media platforms or such other channels as may be authorized by the GPPB).	none	7 Working Day	*BAC Chair and Members, Technical Working Group* BAC Office
2. Bidder buys bidding Documents , shows receipt of payment	1.1 Issue Bidding Documents	*(see table 1 below)*	30 minutes	*BAC Secretariat* BAC Office
	1.2 Receive SEALED bidding documents from interested bidders marking the date and time they are accepted and logged. Conduct opening of bids	None	1 Working Day	*BAC Secretariat, BAC Chair and Members, Technical Working Group* BAC Office
	1.3 Evaluation of bids According to its criteria for contract award	None		
	a. For LCB 61.2 Lowest Calculated Bid	None	7 Calendar days	*BAC Chair and Members, Technical Working Group* BAC Office
	b. For MEARB 61.3 Most Economically Advantageous Responsive Bid	None	14 Calendar days	*BAC Chair and Members, Technical Working Group* BAC Office
	c. For MARB 61.8. Most Advantageous Responsive Bid	None		
	1.4 All participating bidders shall be furnished with the results of the evaluation, which shall reflect the ranking and total scores only, after the approval by the HoPE of the ranking. Said results shall also be posted in the PhilGEPS and the website of the Procuring Entity, whenever available	None	7 calendar days	*BAC Secretariat* BAC Office
	1.5 Prepare minutes of the meeting.	None	1 Hour	*BAC Secretariat* BAC Office

	1.6 Post-qualify the bidder with LCB/MEAB/MAB.	None	45 Working Days	*BAC Chair and Members, Technical Working Group* BAC Office
	1.7 Recommend to the HOPE the award of contract to the bidder with the lowest calculated responsive bid.	None	3 CD	*BAC Chair and Members, Technical Working Group* BAC Office
	1.8 the BAC shall notify all other bidders, in writing, of its recommendation	None	3 CD	*BAC Secretariat* BAC Office
	1.9 Approve the Resolution / Issue the Notice of award.	None	10 CD	*HOPE* Office of the President
	1.10 Contract Preparation and Signing.	None	10 Working days	*BAC Secretariat* BAC Office
	1.9 Issue the Notice to Proceed.	None	7 Working days	*BAC Secretariat* BAC Office
	1.11 Post the Notice of Award in PhilGEPS.	None	1 hour	*BAC Secretariat* BAC Office
	1.12 Post the Notice to Proceed and the approved contract in PhilGEPS.	None	1 hour	*BAC Secretariat* BAC Office
TOTAL:	According to its criteria for contract award	None		
	A. For LCB 61.2 Lowest Calculated Bid	None	123 days, 4 hours and 30 minutes	
	B. For MEARB 61.3 Most Economically Advantageous Responsive Bid	None	130 days, 4 hours and 30 minutes	
	C. For MARB 61.8. Most Advantageous Responsive Bid	None	123 days, 4 hours and 30 minutes	
	Maximum allowable time for goods	None	156 DAYS	
	Maximum allowable time for Infrastructure **a. 50 MILLION AND ABOVE**	None	161 DAYS	
	b. Above 50 MILLION	**None**	176 DAYS	

"Service is covered under RA 12009 Section 27"

Table 1. STANDARD RATES

The cost of bidding documents shall correspond to the ABC range as indicated in the table below. This shall be the maximum amount of fee that procuring entities can set for the acquisition of bidding documents.

Approved Budget for the Contract	Maximum Cost of Bidding Documents (in Philippine Peso)
500,000 and below	500.00
More than 500,000 up to 1 Million	1,000.00
More than 1 Million up to 5 Million	5,000.00
More than 5 Million up to 10 Million	10,000.00
More than 10 Million up to 50 Million	25,000.00
More than 50 Million up to 500 Million	50,000.00
More than 500 Million	75,000.00

2. GOVERNMENT PROCUREMENT – DIRECT ACQUISTION

Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:	Bids and Awards Committee and The Secretariat
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Business Entity, G2G - Government to Government
Who may Avail:	All end-user of purchase request

Checklist of Requirements	**Where to Secure**
Doc. 1 – Purchase Request	Supply Office
Doc. 2 – Earmarked Purchase Request	Budget Office
Doc. 3 - PPMP	Office of Purchase Request / End-user

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Day**	**Person Responsible**
1. Client submits the properly earmarked purchase request	1.1 Receive approved and earmarked Purchase Request.	None	1 day	*BAC Secretariat* BAC Office
	1.2 Evaluate technical specifications of goods/services/infrastructure projects. If technical specifications are incorrect, PRs shall be returned to the end-users.	None		*BAC Secretariat, TWG* BAC Office
	1.3 Prepare and route Resolution to BAC members for signature.	None	1 day	*BAC Secretariat* BAC Office
2.Client submits necessary attachments as per COA Circular No. 2012-001 dated 14 June 2012, and subsequent relevant rules and regulations	1.1 Evaluate the completeness of the documents and submits to Supply Office	None	1 day	*BAC Secretariat* BAC Office
	Total:	**None**	**3 days**	

“Service is covered under RA 12009 Section 32”

3. GOVERNMENT PROCUREMENT – DIRECT CONTRACTING

Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:	Bids and Awards Committee and The Secretariat
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Business Entity G2G - Government to Government
Who may Avail:	All end-user of purchase request

Checklist of Requirements	**Where to Secure**
Doc. 1 – Purchase Request	Supply Office
Doc. 2 – Earmarked Purchase Request	Budget Office
Doc. 3 - PPMP	Office of Purchase Request / End-user

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Day**	**Person Responsible**
1. Client submits the properly earmarked purchase request	1.1 Receive approved and earmarked Purchase Request.	None	1 day	*BAC Secretariat* BAC Office
	1.2 Evaluate technical specifications of goods/services/infrastructure projects. If technical specifications are incorrect, PRs shall be returned to the end-users.	None		*BAC Chair and Members* BAC Office
	1.3 Prepare and route Resolution to BAC members for signature.	None	1 day	*BAC Secretariat* BAC Office
	1.4 Prepare the Request for Quotation or pro-forma invoice.	None	2 days	*BAC Secretariat* BAC Office
	1.5 Send the RFQ to the identified direct supplier of known technical, legal and financial qualifications.	None		*BAC Secretariat* BAC Office
	1.6 Retrieve the Request for Quotation.	None		*BAC Secretariat* BAC Office
	1.7 Recommend to HOPE to award the contract in favor of the supplier.	None	3 days	*BAC Chair and Members* BAC Office
	1.8 Award the contract to Lowest Responsive Bidder and Approve the contract - Abstract of Quotation.	None	1 day	*HOPE*

	1.9 Transmit the Abstract of Quotation to Supply office.	None	1 day	*BAC Secretariat* BAC Office
	Total:	**None**	**9 days**	

"Service is covered under RA 12009 Section 31"

4. GOVERNMENT PROCUREMENT -SMALL VALUE PROCUREMENT

Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:		Bids and Awards Committee and The Secretariat		
Classification:		Highly Technical		
Type of Transaction:		G2B-Government to Business Entity		
Who may Avail:		All end-user of purchase request		
Checklist of Requirements		**Where to Secure**		
Doc. 1 – Purchase Request		Supply Office		
Doc. 2 – Earmarked Purchase Request		Budget Office		
Doc. 3 - PPMP		Office of Purchase Request / End-user		
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Day**	**Person Responsible**
1.Client submits the properly earmarked purchase request	1.1 Receive and log the Requisition and Issuance Slip or Purchase Request (earmarked). 1.2 Evaluate technical specifications of goods/services/infrastructure projects. If technical specifications are incorrect, PRs shall be advised to revise by the end-users. 1.3 Except for those with ABCs equal to Two Hundred Thousand Pesos (₱200,000.00) and below which shall not require posting, RFQ or Request for Proposal (RFP) shall be posted for a period of three (3) calendar days on the PhilGEPS website, website of the Procuring Entity, if available, and at any conspicuous place reserved for this purpose in the premises of the Procuring Entity. 1.4 Pre-bid conference may be conducted at the	None	1 WORKING DAY	*BAC Secretariat, BAC Members, and TWG* BAC OFFICE

	discretion of the BAC, in order to clarify and/or explain any of the requirements, terms, conditions, and specifications stipulated in the RFQ.			
	1.5 The BAC shall prepare and send the RFQs or RFPs to at least three (3) suppliers, contractors or consultants of known qualifications, as the case may be. Apart from the intended recipients of the RFQs or RFPs, those who responded to any of the required postings shall be allowed to participate. Receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof.	None	1 WORKING DAY	*BAC Secretariat* BAC Office
	1.6 Retrieve the Request for Quotation.	None	3 WORKING DAYS	*BAC Secretariat* BAC Office
	1.7 Evaluate the Request for Quotations through a meeting. 1.8 Meet, if necessary, and evaluate the bid/s; 1.9 Log and return the PR to the end-user in case no bid is accepted or failure of bidding. 1.10 End-user conducts market survey and amends the PR; 1.11 The BAC Secretariat receives the amended PR and proceed starting step 2	None	1 WORKING DAY	*BAC Secretariat, BAC Members, and TWG* BAC OFFICE
	1.12 Prepare the Abstract of Quotation.	None	1 WORKING DAY	*BAC Secretariat,*

	1.13 The BAC shall recommend to the HoPE the award of a contract in favor of the supplier, contractor, or consultant with the LCRB, MEARB, MARB or HRRB. In case of approval, the HoPE shall immediately enter into contract with the said supplier, contractor, or consultant. 1.14 Verify the signature of the BAC Members;			*BAC Members, and TWG* BAC OFFICE
	1.15 Transmit the Abstract of Quotation to Supply office.	None	1 WORKING DAY	*BAC Secretariat* BAC Office
	Total:	**None**	**8 DAYS**	

“Service is covered under RA 12009 Section 34”

5. GOVERNMENT PROCUREMENT – UNSOLICITED OFFER WITH BID MATCHING

Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:	Bids and Awards Committee and The Secretariat
Classification:	Highly Technical
Type of Transaction:	G2B – Business Entity to Government
Who may Avail:	All end-user of purchase request

Checklist of Requirements	**Where to Secure**
Doc. 1 – Purchase Request	Supply Office
Doc. 2 – Earmarked Purchase Request	Budget Office
Doc. 3 - PPMP	Office of Purchase Request / End-user

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Day**	**Person Responsible**
1. Original offeror submits unsolicited offer	1.1 Assess whether the project being offered is necessary pursuant to its nature.	None	20 days	*BAC Secretariat* *BAC Members* BAC Office
	1.2 Conduct the evaluation of the offer upon the submission of complete documentary requirements	None	30 days	*BAC Secretariat* *BAC Members* BAC Office
	1.3 Offer or may still withdraw the offer	None	5 days	*Offer or Manufacturer Supplier*
	1.4 Evaluate the submitted requirements to determine if the project being offered involves a new concept or technology	None	90 days	*BAC Secretariat* *BAC Members* BAC Office

	1.5 Notify the offeror of the results of the evaluation	None	5 days	*BAC Secretariat* *BAC Members* BAC Office
	1.6 Negotiate with the offeror and discuss the budget availability	None	15 days	*BAC Secretariat* *BAC Members* BAC Office
	1.7 If the negotiation is unsuccessful, It shall be declared as failure of negotiation. If negotiation is successful, offeror shall be issued a certification conferring original offeror status	None	1 day	*BAC Secretariat* *BAC Members* BAC Office
	1.8 Submit the appropriate bid security.	None	10 days	*Offeror* *Manufacturer* *Supplier*
	Total:	**None**	**176 days**	

"Service is covered under RA 12009 Section 30"

6. GOVERNMENT PROCUREMENT – REPEAT ORDER

Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:	Bids and Awards Committee and The Secretariat
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Business Entity G2G - Government to Government
Who may Avail:	All end-user of purchase request

Checklist of Requirements	**Where to Secure**
Doc. 1 – Purchase Request	Supply Office
Doc. 2 – Earmarked Purchase Request	Budget Office
Doc. 3 - PPMP	Office of Purchase Request / End-user

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Day**	**Person Responsible**
1. Client submits the properly earmarked purchase request	1. Receive approved and earmarked Purchase Request.	None	1 day	*BAC Secretariat* BAC Office
	2. Review the PR and recommend to the HOPE the award of contract in favor of the previous winning bidder.	None		*BAC Chair and Members* BAC Office
	3. Prepare and route Resolution to BAC members for signature.	None	3 days	*BAC Secretariat* BAC Office
	4. Recommend to HOPE to award the contract in favor of the previous winning bidder.	None	3 days	*BAC Chair and Members* BAC Office
	5. Transmit the Abstract of Quotation to Supply office.	None	1 day	*BAC Secretariat* BAC Office
	6. Post-qualify the bidder with equal to or	None		*BAC Chair and Members,*

	lower than that provided in the original contract and the prevailing market price.			*Technical Working Group* BAC Office
	Total:	**None**	**8 days**	

“Service is covered under RA 12009 Section 33”

7. GOVERNMENT PROCUREMENT – NEGOTIATED PROCUREMENT

Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:	Bids and Awards Committee and The Secretariat
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Business Entity G2G - Government to Government
Who may Avail:	All end-user of purchase request

Checklist of Requirements	**Where to Secure**
Doc. 1 – Purchase Request	Supply Office
Doc. 2 – Earmarked Purchase Request	Budget Office
Doc. 3 - PPMP	Office of Purchase Request / End-user

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Day**	**Person Responsible**
1. Client submits the properly earmarked purchase request	1.1 Receive approved and earmarked Purchase Request.	None	1 day	*BAC Secretariat* BAC Office
	1.2 Evaluate technical specifications of goods/services/infrastructure projects. If technical specifications are incorrect, PRs shall be returned to the end-users.	None		*BAC Chair and Members, Technical Working Group* BAC Office
	1.3 Prepare and route Resolution to BAC members for signature.	None	1 day	*BAC Secretariat* BAC Office
	1.4 Prepare the Request for Quotation or pro-forma invoice.	None	2 days	*BAC Secretariat* BAC Office
	1.5 Send the RFQ to the Servicing Agency.	None		*BAC Secretariat* BAC Office
	1.6 Retrieve the Request for Quotation.	None		*BAC Secretariat* BAC Office
	1.7 Recommend to HOPE to award the contract in favor of the supplier determined to have S/LCRB, MEARQ, or S/HRRP.	None	3 days	*BAC Chair and Members* BAC Office

	1.8 Transmit the procurement documents to Supply office.	None	1 day	*BAC Secretariat* BAC Office
	Total:	**None**	**8 days**	

"Service is covered under RA 12009 Section 35"

BUILDING AND GROUNDS MAINTENANCE OFFICE

1. MANPOWER ASSISTANCE REQUEST

This service is designed to support employees and students with tasks that require extra manpower, such as moving fixtures and equipment, rearranging office layouts, and handling other similar duties.

Office or Division:	Building and Grounds Management Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	CSU Andrews Campus Employees/ Students
Checklist of Requirements	**Where to Secure**
Job Request Form	Building and Grounds Management Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Request Manpower Assistance to the office through the Job Request Form	1. Issues the Job Request Form for accomplishment of the client	None	5 minutes	*Building and Grounds Management Office Staff* Building and Grounds Management Office
2. Submit the accomplished request to the office	2. Evaluate the said request and if approved, assigns janitorial staff available to act on the said request	None	10 minutes	*Janitorial Services Personnel-in-Charge/ BGMO Head* Building and Grounds Management Office
	2.1 The janitorial staff assigned performs the requested service	None	3 days	*Janitorial Staff* Building and Grounds Management Office
3. Upon completion of the said request, client rates and give feedbacks on the said service availed	3. Files the Rating or Feedback Form for the monthly evaluation of the office	None	5 minutes	*BGMO Secretary/ BGMO Staff* Building and Grounds Management Office
	Total:	**None**	**3days and 20 minutes**	

2. CARPENTRY SERVICES- REPAIRS AND MAINTENANCE REQUESTS

This service is designed to support employees and students with tasks that require extra manpower, such as moving fixtures and equipment, rearranging office layouts, and handling other similar duties.

Office or Division:	Building and Grounds Management Office
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	CSU Andrews Campus Employees/ Students
Checklist of Requirements	**Where to Secure**
Job Request Form	Building and Grounds Management Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
(IF ALL SUPPLIES AND MANPOWER ARE AVAILABLE)				
1. Request Carpentry repair/ maintenance works to the office through the Job Request Form	1. Issues the Job Request Form for accomplishment of the client	None	5 minutes	*Building and Grounds Management Office Staff* Building and Grounds Management Office
2. Submit the accomplished request to the office	2.1 Assess the said request and if approved or materials are available, assigns a carpenter/s to act on the said request If there are arising circumstances (lack of manpower/ no materials available), the client will be given a Job Request Notice of Disapproval	None	10 minutes	*CAPE Services Personnel-in-Charge/ BGMO Head* Building and Grounds Management Office
	2.2 The Carpenter/s assigned accomplish/es the said request and updates the CAPE Personnel-in- charge for the developments until the completion of said request	None	6 days	*Aircon Techinician/s / CAPE Services Personnel-in-Charge* Building and Grounds Management Office
	2.3. The accomplished request will be	None	5 minutes	*CAPE Services*

	inspected by the CAPE Personnel-in-charge			*Personnel-in-Charge* Building and Grounds Management Office
3. The client acknowledges that the Job Request was accomplished and done satisfactorily and rate the service provider	3. Files the Rating or Feedback Form for the monthly evaluation of the office	None	5 minutes	*BGMO Secretary/ BGMO Staff* Building and Grounds Management Office
	Total:	**None**	**6 days and 25 minutes**	
(IF ALL SUPPLIES AND MANPOWER ARE NOT AVAILABLE)				
1. Request Carpentry repair/ maintenance works to the office through the Job Request Form	1. Issues the Job Request Form for accomplishment of the client	None	5 minutes	*Building and Grounds Management Office Staff* Building and Grounds Management Office
2. Submit the accomplished request to the office	2.Assess the said request, and if there are arising circumstances (lack of manpower/ no materials available), the client will be given a Job Request Notice of Disapproval and advises the client to prepare a purchase request for the needed materials for procurement.	None	10 minutes	*CAPE Services Personnel-in-Charge/ BGMO Head* Building and Grounds Management Office
3. The client prepares the purchase request and waits for the delivery of the needed supplies	3.1 When the supplies are delivered, the office receives the needed materials and then assigns a carpenter to act on the said request	None	It depends on the time of the delivery of the supplies needed	*Concerned Office/s CAPE Services Personnel-in-Charge/ BGMO Head* Building and Grounds Management Office
	3.2 The Carpenter/s assigned accomplish/es the said request and updates the CAPE	None	6 days	*Carpenter/s / CAPE Services*

	Personnel-in- charge for the developments until the completion of said request			*Personnel-in-Charge* Building and Grounds Management Office
	3.3. The accomplished request will be inspected by the CAPE Personnel-in-charge	None	5 minutes	*CAPE Services Personnel-in-Charge* Building and Grounds Management Office
4. The client acknowledges that the Job Request was accomplished and done satisfactorily and rate the service provider	4. Files the Rating or Feedback Form for the monthly evaluation of the office	None	5 minutes	*BGMO Secretary/ BGMO Staff* Building and Grounds Management Office
	Total:	**None**	**6 days and 25 minutes**	

3. AIRCONDITIONING SERVICES- REPAIRS AND MAINTENANCE REQUESTS

This service is designed to support employees and students with tasks that require extra manpower, such as moving fixtures and equipment, rearranging office layouts, and handling other similar duties.

Office or Division:	Building and Grounds Management Office
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	CSU Andrews Campus Employees/ Students
Checklist of Requirements	**Where to Secure**
Job Request Form	Building and Grounds Management Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Request Airconditioning repair/ maintenance works to the office through the Job Request Form	1. Issues the Job Request Form for accomplishment of the client	None	5 minutes	*Building and Grounds Management Office Staff* Building and Grounds Management Office
2. Submit the accomplished request to the office	2.1 Assess the said request and if approved or materials are available, assigns a aircon techinician/s to act on the said request If there are arising circumstances (lack of manpower/ no materials available), the client will be given a Job Request Notice of Disapproval	None	10 minutes	*CAPE Services Personnel-in-Charge/ BGMO Head* Building and Grounds Management Office
	2.2 The Aircon Techinician/s assigned accomplish/es the said request and updates the CAPE Personnel-in-charge for the developments until the completion of said request	None	6 days	*Aircon Techinician/s / CAPE Services Personnel-in-Charge* Building and Grounds Management Office
	2.3. The accomplished request will be inspected by the CAPE Personnel-in-charge	None	5 minutes	*CAPE Services Personnel-in-Charge*

				Building and Grounds Management Office
3. The client acknowledges that the Job Request was accomplished and done satisfactorily and rate the service provider	3. Files the Rating or Feedback Form for the monthly evaluation of the office	None	5 minutes	*BGMO Secretary/ BGMO Staff* Building and Grounds Management Office
	Total:	**None**	**6 days and 25 minutes**	
(IF ALL SUPPLIES AND MANPOWER ARE NOT AVAILABLE)				
1. Request Airconditioning repair/ maintenance works to the office through the Job Request Form	1. Issues the Job Request Form for accomplishment of the client	None	5 minutes	*Building and Grounds Management Office Staff* Building and Grounds Management Office
2. Submit the accomplished request to the office	2.Assess the said request, and if there are arising circumstances (lack of manpower/ no materials available), the client will be given a Job Request Notice of Disapproval and advises the client to prepare a purchase request for the needed materials for procurement.	None	10 minutes	*CAPE Services Personnel-in-Charge/ BGMO Head* Building and Grounds Management Office
3. The client prepares the purchase request and waits for the delivery of the needed supplies	3.1 When the supplies are delivered, the office receives the needed materials and then assigns an aircon technician to act on the said request	None	It depends on the time of the delivery of the supplies needed	*Concerned Office/s CAPE Services Personnel-in-Charge/ BGMO Head* Building and Grounds Management Office
	3.2 The Aircon Technician/s assigned accomplish/es the said request and updates the CAPE Personnel-in-charge for the	None	6 days	*Aircon Technician/s / CAPE Services Personnel-in-Charge*

	developments until the completion of said request			Building and Grounds Management Office
	3.3. The accomplished request will be inspected by the CAPE Personnel-in-charge	None	5 minutes	*CAPE Services Personnel-in-Charge* Building and Grounds Management Office
4. The client acknowledges that the Job Request was accomplished and done satisfactorily and rate the service provider	4. Files the Rating or Feedback Form for the monthly evaluation of the office	None	5 minutes	*BGMO Secretary/ BGMO Staff* Building and Grounds Management Office
	Total:	**None**	**6 days and 25 minutes**	

4. PLUMBING SERVICES- REPAIRS AND MAINTENANCE REQUESTS

This service is designed to support employees and students with tasks that require extra manpower, such as moving fixtures and equipment, rearranging office layouts, and handling other similar duties.

Office or Division:	Building and Grounds Management Office
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	CSU Andrews Campus Employees/ Students
Checklist of Requirements	**Where to Secure**
Job Request Form	Building and Grounds Management Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Request Plumbing repair/ maintenance works to the office through the Job Request Form	1. Issues the Job Request Form for accomplishment of the client	None	5 minutes	*Building and Grounds Management Office Staff* Building and Grounds Management Office
2. Submit the accomplished request to the office	2.1 Assess the said request and if approved or materials are available, assigns a plumber/s to act on the said request If there are arising circumstances (lack of manpower/ no materials available), the client will be given a Job Request Notice of Disapproval	None	10 minutes	*CAPE Services Personnel-in-Charge/ BGMO Head* Building and Grounds Management Office
	2.2 The Plumber/s assigned accomplish/es the said request and updates the CAPE Personnel-in- charge for the developments until the completion of said request	None	6 days	*Plumber/s / CAPE Services Personnel-in-Charge* Building and Grounds Management Office
	2.3 The accomplished request will be inspected by the CAPE Personnel-in-charge	None	5 minutes	*CAPE Services Personnel-in-Charge*

				Building and Grounds Management Office
3. The client acknowledges that the Job Request was accomplished and done satisfactorily and rate the service provider	3. Files the Rating or Feedback Form for the monthly evaluation of the office	None	5 minutes	*BGMO Secretary/ BGMO Staff* Building and Grounds Management Office
	Total:	**None**	**6 days and 25 minutes**	
(IF ALL SUPPLIES AND MANPOWER ARE NOT AVAILABLE)				
1. Request plumbing repair/ maintenance works to the office through the Job Request Form	1. Issues the Job Request Form for accomplishment of the client	None	5 minutes	*Building and Grounds Management Office Staff* Building and Grounds Management Office
2. Submit the accomplished request to the office	2.Assess the said request, and if there are arising circumstances (lack of manpower/ no materials available), the client will be given a Job Request Notice of Disapproval and advises the client to prepare a purchase request for the needed materials for procurement.	None	10 minutes	*CAPE Services Personnel-in-Charge/ BGMO Head* Building and Grounds Management Office
3. The client prepares the purchase request and waits for the delivery of the needed supplies	3.1 When the supplies are delivered, the office receives the needed materials and then assigns a plumber/s to act on the said request	None	It depends on the time of the delivery of the supplies needed	*Concerned Office/s CAPE Services Personnel-in-Charge/ BGMO Head* Building and Grounds Management Office
	3.2 The Plumber/s assigned accomplish/es the said request and updates the CAPE Personnel-in- charge for the developments until	None	6 days	*Plumber/s / CAPE Services Personnel-in-Charge*

	the completion of said request			Building and Grounds Management Office
	3.3. The accomplished request will be inspected by the CAPE Personnel-in-charge	None	5 minutes	*CAPE Services Personnel-in-Charge* Building and Grounds Management Office
4. The client acknowledges that the Job Request was accomplished and done satisfactorily and rate the service provider	4. Files the Rating or Feedback Form for the monthly evaluation of the office	None	5 minutes	*BGMO Secretary/ BGMO Staff* Building and Grounds Management Office
	Total:	**None**	**6 days and 25 minutes**	

5. ELECTRICAL SERVICES- REPAIRS AND MAINTENANCE REQUESTS

This service is designed to support employees and students with tasks that require extra manpower, such as moving fixtures and equipment, rearranging office layouts, and handling other similar duties.

Office or Division:	Building and Grounds Management Office
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	CSU Andrews Campus Employees/ Students
Checklist of Requirements	**Where to Secure**
Job Request Form	Building and Grounds Management Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Request Electrical repair/ maintenance works to the office through the Job Request Form	1. Issues the Job Request Form for accomplishment of the client	None	5 minutes	*Building and Grounds Management Office Staff* Building and Grounds Management Office
2. Submit the accomplished request to the office	2.1 Assess the said request and if approved or materials are available, assigns a electrician/s to act on the said request If there are arising circumstances (lack of manpower/ no materials available), the client will be given a Job Request Notice of Disapproval	None	10 minutes	*CAPE Services Personnel-in-Charge/ BGMO Head* Building and Grounds Management Office
	2.2 The Electrician/s assigned accomplish/es the said request and updates the CAPE Personnel-in- charge for the developments until the completion of said request	None	6 days	*Electrician/s / CAPE Services Personnel-in-Charge* Building and Grounds Management Office
	2.3 The accomplished request will be inspected by the CAPE Personnel-in-charge	None	5 minutes	*CAPE Services Personnel-in-Charge*

				Building and Grounds Management Office
3. The client acknowledges that the Job Request was accomplished and done satisfactorily and rate the service provider	3. Files the Rating or Feedback Form for the monthly evaluation of the office	None	5 minutes	*BGMO Secretary/ BGMO Staff* Building and Grounds Management Office
	Total:	**None**	**6 days and 25 minutes**	
(IF ALL SUPPLIES AND MANPOWER ARE NOT AVAILABLE)				
1. Request electrical repair/ maintenance works to the office through the Job Request Form	1. Issues the Job Request Form for accomplishment of the client	None	5 minutes	*Building and Grounds Management Office Staff* Building and Grounds Management Office
2. Submit the accomplished request to the office	2.Assess the said request, and if there are arising circumstances (lack of manpower/ no materials available), the client will be given a Job Request Notice of Disapproval and advises the client to prepare a purchase request for the needed materials for procurement.	None	10 minutes	*CAPE Services Personnel-in-Charge/ BGMO Head* Building and Grounds Management Office
3. The client prepares the purchase request and waits for the delivery of the needed supplies	3.1 When the supplies are delivered, the office receives the needed materials and then assigns a electrician/s to act on the said request	None	It depends on the time of the delivery of the supplies needed	*Concerned Office/s CAPE Services Personnel-in-Charge/ BGMO Head* Building and Grounds Management Office
	3.2 The Electrician/s assigned accomplish/es the said request and updates the CAPE Personnel-in- charge for the developments until	None	6 days	*Electrician/s / CAPE Services Personnel-in-Charge*

	the completion of said request			Building and Grounds Management Office
	3.3. The accomplished request will be inspected by the CAPE Personnel-in-charge	None	5 minutes	*CAPE Services Personnel-in-Charge* Building and Grounds Management Office
4. The client acknowledges that the Job Request was accomplished and done satisfactorily and rate the service provider	4. Files the Rating or Feedback Form for the monthly evaluation of the office	None	5 minutes	*BGMO Secretary/ BGMO Staff* Building and Grounds Management Office
	Total:	**None**	**6 days and 25 minutes**	

CASHIER'S OFFICE

1. COLLECTION OF FEES

Payment for Disallowances, Laboratory Services, Coffee Shop, Amphitheater Rental and Return of Excess Cash Advances

Office or Division:	Cashiering Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen, G2B-Government to Business Entity, G2G-Government to Government
Who may Avail:	Students, Employees and External Clients

Checklist of Requirements	**Where to Secure**
Payment Slip	Central Analytical Laboratory & Auxiliary Office
Liquidation Report	Accounting Office
Daily Sales Report	CSU Coffee Shop

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Persons Responsible**
1. Presents duly accomplished Payment Slip/ Liquidation Report/ Daily Sales Report	1. Receives duly accomplished Payment Slip/ Liquidation Report/ Daily Sales Report	None	1 minute	*Disbursing Officer II* Cashier's Office
2. Pays amount indicated in the Payment Slip / Liquidation Report/ Daily Sales Report	2.1 Receives and Counts the Money 2.2 Prints the Official Receipts	Amount Varies	1 minute	*Disbursing Officer II* Cashier's Office
3. Receives Official Receipt / Change	3. Signs and Issues Official Receipts and gives the change (If necessary)	None	1 minute	*Disbursing Officer II* Cashier's Office
4. Evaluates Employee in-charge using the CSM Form and Drop to suggestion Box	4. Requires Client/s to evaluate employee in-charge	None	2 minutes	*Disbursing Officer II* Cashier's Office
	Total:	**None**	**5 minutes**	

2. RELEASING OF CASH (HONORARIUM & FINANCIAL ASSISTANCE)

Office or Division:	Cashiering Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may Avail:	Students, Faculty Members, Administrative Staff and External Clients

Checklist of Requirements	**Where to Secure**
School ID for Faculty and Administrative Staff	CSU
Any Valid ID for Other Clients (Company ID, Passport, Driver's License, SSS, Comelec, GSIS, PhilHealth, Postal ID and PRC License, etc.)	Issuing government agencies

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Persons Responsible**
1. Presents two (2) Valid ID's or School ID for Faculty and Administrative Staff In case of Authorized Representatives: Authorization letter and Photocopy of ID (Authorizer & Authorized Person)	1.1 Requires the student to submit photocopy of School ID 1.2 Requires the Client to sign in the payroll	None	1 minute	*Cashier Clerk* Cashier's Office *Disbursing Officer II* Cashier's Office
2. Signs the payroll	2. Releases the cash/money	None	2 minutes	*Cashier Clerk* Cashier's Office *Disbursing Officer II* Cashier's Office
3. Receives and counts the cash/money and Evaluates Employee In-charge using CSM Form and Drop to Suggestion Box	3. Requires client/s to evaluate employee in-charge	None	2 minutes	*Cashier Clerk* Cashier's Office *Disbursing Officer II* Cashier's Office
	Total:	**None**	**5 minutes**	

3. RELEASING CHECKS (EMPLOYEES, SUPPLIERS & OTHER GOVERNMENT AGENCIES)

Office or Division:	Cashiering Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen, G2B-Government to Business Entity, G2G-Government to Government
Who may Avail:	Students, Faculty Members, Administrative Staff

Checklist of Requirements	**Where to Secure**
Any Valid ID for Other Clients (Company ID, Passport, Driver's License, SSS, Comelec, GSIS, PhilHealth, Postal ID and PRC License, etc.)	Issuing agency

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Persons Responsible**
1. Presents two (2) Valid ID's	1. Requires Client to sign in the received payment box of the disbursement vouchers	None	1 minute	*Cashier Clerk* Cashier's Office *Disbursing Officer II* Cashier's Office
2. Signs in the received payment box of the disbursement vouchers	2. Requires Client to Issue Official Receipt	None	1 minute	*Cashier Clerk* Cashier's Office *Disbursing Officer II* Cashier's Office
3. Issues Official Receipt	3. Issues the Check	None	1 minute	*Cashier Clerk* Cashier's Office *Disbursing Officer II* Cashier's Office
4. Receives the check; Evaluates Employee In-charge using CSM Form and Drop to Suggestion Box	4. Requires client/s to evaluate employee in-charge	None	2 minutes	*Cashier Clerk* Cashier's Office *Disbursing Officer II* Cashier's Office
	Total:	**None**	**5 minutes**	

CLINIC

1. MEDICAL CONSULTATION, EXAMINATION AND COUNSELING

Students, faculty and personnel of CSU who have medical concerns are assessed and treated in the University Clinic.

Office or Division:	University Clinic
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Students, Faculty and Personnel
Checklist of Requirements	**Where to Secure**
Logbook	Clinic
Health Examination Form	
Prescription Form	
Laboratory Request Form	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Client signs in the logbook.	1.1 Assists the client in signing the logbook. 1.2 Retrieves health examination record, if none, asks client to fill up form.	None	2 minutes	*Nursing Aide* Clinic
2. Verbalizes chief complaints.	2. Asks series of questions pertaining to chief complaints of the patients.	None	1 minute	*Nurse* Clinic
3. Subjects himself for initial physical examination.	3. Gets and records height, weight and vital signs.	None	2 minutes	*Nursing Aide/Nurse* Clinic
4. Subjects himself for medical examination.	4. Conducts a thorough history and physical examination.	None	10 minutes	*Physician/Nurse* Clinic
5. Receives treatment Form and signs duplicate copy of treatment form.	5. Issues prescription or lab request form for further diagnostics	None	2 minutes	*Physician/Nurse* Clinic
6. Receives initial dose of medicine for the	6. Dispenses initial dose of medicine or	None	2 minutes	*Nurse* Clinic

temporary relief of symptoms or asks to come back for further consultation if symptoms persist	request the patient to go for further laboratory test/s if symptoms persist.			
7. Signs the inventory logbook for medicines received.	7. Assists the client in signing the logbook.	None	1 minute	*Nursing Aide/Nurse* Clinic
8. Receives health teaching from the providers	8. Provides health teaching to the patient.	None	5 minutes	*Nurse/Physician* Clinic
	Total:	**None**	**25 minutes**	

2. FIRST AID TREATMENT

Students, Faculty and personnel of CSU who required immediate medical attention are managed accordingly and referred as needed

Office or Division:	University Clinic
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Students, Faculty and Personnel
Checklist of Requirements	**Where to Secure**
Logbook	Clinic
Health Examination Form	
Prescription Form	
Laboratory Request Form	
Referral Form	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Verbalizes chief complaints.	1.1 Takes vital signs. 1.2 Retrieves health examination record if none, asks client to fill up form.	None	2 minutes	*Nursing Aide/Nurse* Clinic
2. Subjects himself for physical examination.	2. Performs brief and concise history taking and physical examination.	None	2 minutes	*Physician/Nurse* Clinic
3. Receives First aid treatment.	3. Provides the emergency treatment and nursing care. Physician does thorough history taking and physical examination.	None	15 minutes	*Physician/Nurse* Clinic
4. If required, he/she is advised hospital referral for further management.	4. If required, issues Referral Form to Hospital or Specialist Doctor of Choice for further evaluation and Management.	None	1 minute	*Physician/Nurse* Clinic

5. Receives health teaching from the provider.	5. Provides health teaching.	None	2 minutes	*Physician/Nurse* Clinic
6. Signs in the logbook.	6. Assist client in signing the logbook.	None	1 minute	*Nursing Aide/Nurse* Clinic
	Total:	**None**	**23 minutes**	

3. ISSUANCE OF MEDICAL CERTIFICATE PRIOR TO INTERNSHIP/ON THE JOB TRAINING OR ATHLETIC COMPETITION AND SOCIO CULTURAL

Medical clearance as required by different courses are issued to senior students before they are allowed to undergo on the job training/internship or engaging in athletic completion and socio cultural.

Office or Division:	University Clinic
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Students, Faculty and Personnel
Checklist of Requirements	**Where to Secure**
Letter of request for issuance of Medical certificate (1 copy)	College Department – Specific office/Division/Desk
Laboratory Results	Outside Laboratory service provider
Laboratory Request Form (1 copy)	Clinic
Logbook	
Medical Certificate	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Presents a letter from respective college that requests issuance of medical certificate (e.g. OJT)	1. Receives endorsement from college	None	1 minute	*Nursing Aide/Nurse* Clinic
2. Secures a Laboratory request from university clinic.	2. Provides client with referral to laboratory.	None	1 minute	*Nursing Aide/Nurse* Clinic
3.Subjects himself to laboratory test on facility of choice.	3. Depends on the facility of choice.	Depends on facility of choice	10 days	*Med tech* Facility of choice

4. Returns to clinic with lab results on given schedule and signs in the logbook and fills up necessary details.	4.1 Assists the patient in signing the logbook. 4.2 Retrieves health examination record if none, asks client to fill up form.	None	2 minutes	*Nursing Aide/Nurse* Clinic
5. Subjects himself for initial physical examination.	5. Takes and records height, weight and vital signs.	None	2 minutes	*Nurse* Clinic
6. Subjects himself for further physical examination.	6.1 Conducts thorough medical and physical examination 6.2 Interprets laboratory exam results and correlates with status of client.	None	5 minutes	*Physician* Clinic
7. Receives medical certificate or referral form.	7. Issues medical certificate if cleared. Issues prescription and laboratory request if found to have illness.	None	2 minutes	*Physician* Clinic
8. Submits photocopy of signed medical certification and laboratory results.	8. Receives and compiles photocopies and signed copies of medical certificate and laboratory results.	None	1 minute	*Nursing Aide/Nurse* Clinic
	Total:	**None**	**10 days and 12 minutes**	

4. DENTAL EXAMINATION AND CONSULTATION

Students, Faculty and personnel of CSU who have dental concerns are assessed and treated in the University Dental Clinic

Office or Division:	University Clinic
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Students, Faculty and Personnel
Checklist of Requirements	**Where to Secure**
Logbook	Clinic
Dental Examination Form	
Payment Order Form	
Consent Form	
Referral Form	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Client signs in the logbook.	1.1 Assists in signing of logbook. 1.2 Retrieves health examination record if none, asks client to fill up form.	None	5 minutes	*Dental Aide* Clinic
2. Client subjects himself/herself for initial physical examination.	2. The Dentist performs thorough dental examination.	None	5 minutes	*Dentist* Clinic
3. Client receives recommendation/ treatment plan.	3.The Dentist suggests/ Recommends treatment plan: • Simple Extraction • Dental Filing	Student – **P75.00** Faculty and personnel – **P100.00** Student – **P200.00**	10 minutes	*Dentist/Dental Aide* Clinic

	• Oral Prophylaxis	Faculty and personnel – **P250.00** Student – **P75.00** Faculty and personnel – **P100.00**		
4. If required, he/she is advised to other dental clinics for further management.	4. If required, issues Referral Form to Dental Specialist or Doctor of choice for further evaluation and management	None	2 minutes	*Dentist* Clinic
5. Client receives payment order form and consent form.	5. The Dentist/Clerk issues payment order form and consent form.	None	2 minutes	*Dentist/Dental Aide* Clinic
	Total:	**Simple Extraction** **Student – P75.00** **Faculty and personnel – P100.00** **Dental Filing** **Student – P200.00** **Faculty and personnel – P250.00** **Oral Prophylaxis** **Student – P75.00** **Faculty and personnel – P100.00**	**24 minutes**	

5. DENTAL TREATMENT PROCEDURE - EXTRACTION

Students, Faculty and personnel of CSU who have dental concerns are assessed and treated in the University Dental Clinic

Office or Division:	University Clinic
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Students, Faculty and Personnel
Checklist of Requirements	**Where to Secure**
Official Receipt	Cashier
Logbook	Clinic
Payment Order Form	
Patient Information Record and Consent Form	
Dental Examination Form	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Client signs in the logbook.	1.1 Assists in signing of logbook. 1.2 Retrieves health examination record if none, asks client to fill up form.	None	1 minute	*Dental Aide* Clinic
2. Client presents Official Receipt, Payment Order Form and Consent form	2. Receives and verifies the forms submitted. Checks signatures in consent form.	None	2 minutes	*Dental Aide* Clinic
3. Client subjects himself for physical examination.	3.1 Dons PPE as per IATF recommendation. 3.2 Conduct Antigen test. If negative, may proceed procedure. If positive result, endorse and reschedule treatment. 3.3 Reassesses the patient prior to	None	30 minutes	*Dentist* Clinic

	procedure			
4. Client receives treatment.	4. Performs Dental procedure: • Simple Extraction	Student – **P75.00** Faculty and personnel – **P100.00**	1 hour	*Dentist/Dental Aide* Clinic
5. Receives initial dose of postoperative Medications.	5.1 Dispenses initial dose of medicine. 5.2 Advises client to comeback if bleeding persists.	None	5 minutes	*Dentist* Clinic
6. Releases client.	6.1 Doffs PPE and disposes properly. 6.2 Updates dental examination form.	None	5 minutes	*Dentist* Clinic
	Total:	**Student – P75.00** **Faculty and personnel – P100.00**	**1 hour and 45 minutes**	

6. DENTAL TREATMENT PROCEDURE – DENTAL FILLING

Students, Faculty and personnel of CSU who have dental concerns are assessed and treated in the University Dental Clinic

Office or Division:	University Clinic
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Students, Faculty and Personnel
Checklist of Requirements	**Where to Secure**
Official Receipt	Cashier
Logbook	Clinic
Payment Order Form	
Patient Information Record and Consent Form	
Dental Examination Form	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Client signs in the logbook.	1.1 Assists in signing of logbook. 1.2 Retrieves health examination record if none, asks client to fill up form.	None	1 minute	*Dental Aide* Clinic
2. Client presents Official Receipt, Payment Order Form and Consent form	2. Receives and verifies the forms submitted. Checks signatures in consent form.	None	2 minutes	*Dental Aide* Clinic
3. Client subjects himself for physical examination.	3.1 Dons PPE as per IATF recommendation. 3.2 Conduct Antigen test. If negative, may proceed procedure. If positive result, endorse and reschedule treatment. 3.3 Reassesses the patient prior to	None	30 minutes	*Dentist* Clinic

	procedure			
4. Client receives treatment.	4. Performs Dental procedure: • Dental Filling	Student – **P200.00** Faculty and personnel – **P250.00**	2 hours	*Dentist/Dental Aide* Clinic
5. Receives health teaching from the provider.	5. Provides health teaching.	None	5 minutes	*Dentist* Clinic
6. Releases client.	6.1 Doffs PPE and disposes properly. 6.2 Updates dental examination form.	None	5 minutes	*Dentist* Clinic
	Total:	**Student – P200.00** **Faculty and personnel – P250.00**	**2 hour and 35 minutes**	

7. DENTAL TREATMENT PROCEDURE – ORAL PROPHYLAXIS

Students, Faculty and personnel of CSU who have dental concerns are assessed and treated in the University Dental Clinic

Office or Division:	University Clinic
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Students, Faculty and Personnel
Checklist of Requirements	**Where to Secure**
Official Receipt	Cashier
Logbook	Clinic
Payment Order Form	
Patient Information Record and Consent Form	
Dental Examination Form	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Client signs in the logbook.	1.1 Assists in signing of logbook. 1.2 Retrieves health examination record if none, asks client to fill up form.	None	1 minute	*Dental Aide* Clinic
2. Client presents Official Receipt, Payment Order Form and Consent form	2. Receives and verifies the forms submitted. Checks signatures in consent form.	None	2 minutes	*Dental Aide* Clinic
3. Client subjects himself for physical examination.	3.1 Dons PPE as per IATF recommendation. 3.2 Conduct Antigen test. If negative, may proceed procedure. If positive result, endorse and reschedule treatment. 3.3 Reassesses the patient prior to	None	30 minutes	*Dentist* Clinic

	procedure			
4. Client receives treatment.	4. Performs Dental procedure: • Oral Prophylaxis	Student – **P75.00** Faculty and personnel – **P100.00**	1 hour	*Dentist/Dental Aide* Clinic
5. Receives health teaching from the provider.	5. Provides health teaching.	None	5 minutes	*Dentist* Clinic
6. Releases client.	6.1 Doffs PPE and disposes properly. 6.2 Updates dental examination form.	None	5 minutes	*Dentist* Clinic
	Total:	**Student – P75.00** **Faculty and personnel – P100.00**	**1 hour and 35 minutes**	

HUMAN RESOURCE MANAGEMENT OFFICE

1. REQUEST FOR CERTIFICATE OF EMPLOYMENT AND COMPENSATION

Indicates the First Day of Service, Position and Designation, Compensation of the Employee

Office or Division:	Administrative/HR
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Faculty and Personnel
Checklist of Requirements	**Where to Secure**
Request Form (HR Form No. 3501)	University Human Resource Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Secure Request Form and Fill up the data needed	1. The personnel in-charge receives the request form, reviews the completeness of the requirements, and prepares the requested document.	None	20 minutes	*HRMO Staff* HR Office
2. The client waits in the waiting area	2. Review the correctness and approve by signing the requested document	None	10 minutes	*SAO* HR Office
3. Receiving of the document	3. Release the requested document.	None	1 minute	*HRMO Staff* HR Office
	Total:	**None**	**31 minutes**	

2. PROCESSING OF APPLICATION OF HIRING, PROMOTION

Appointment issued to the applicant to perform the duties and responsibilities attached to the position title indicated

Office or Division:	Administrative/HR
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Faculty and Personnel
Checklist of Requirements	**Where to Secure**
HR Form No. 3507 (2 copies)	University Human Resource Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. The client receives the Checklist of Requirements	1. The personnel in-charge releases the checklist of requirements and instructs the client to accomplish within 7 working days.	None	5 minutes	*HRMO Staff* HR Office
2. Client accomplishes and submits the necessary requirements	2.1 Review the correctness and completeness of the submitted documents.	None	10 minutes	*HRMO Staff* HR Office
	2.2 Prepare the appointment	None	1 day	*HRMO Staff* HR Office
	2.3 Certify all the requirements and support papers pursuant to CSC MC No. 24, s. 2017	None	5 days	*SAO* HR Office
	2.4 Certify that the appointee has been screened and found qualified by the majority of the University Evaluation/Review Committee	None		*VPAF (Administrative) VPAA (Faculty)*
3. Acknowledge the appointment	3. Approval/Signing of appointment	None		*University President*
	Total:	**None**	**6 days and 15 minutes**	

3. Processing Of Terminal Leave Benefit

Facilitate the processing of terminal papers and release of terminal leave benefit

Office or Division:		Administrative/HR		
Classification:		Highly Technical		
Type of Transaction:		G2C- Government to Citizen		
Who may Avail:		Faculty and Personnel		
Checklist of Requirements		**Where to Secure**		
HR Form No. 3504 (2 copies)		University Human Resource Office		
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person/s Responsible**
1. The client receives the Checklist of Requirements	1. The personnel in-charge releases the Requirements for Terminal Leave Pay	None	5 minutes	*HRMO Staff* HR Office
2. The client provides all the necessary documents and submits	2.1 Review the correctness and completeness of the submitted documents.	None	7 days	*HRMO Staff* HR Office
	2.2 Review the final Summary of the Leave balance in the Leave card	None	7 days	*HRMO Staff* HR Office
	2.3 Prepares the Summary of Application for Leave, Leave Service Record, and Certification of Leave Service Credit	None		*SAO* HR Office
	2.4 Signs the Certificate of Leave Balance, Application for Leave, and Leave Service Record.	None	1 day	*CAO*
	2.5 Approve the Application for Leave	None	1 day	*University President*
	2.6 Forward all the accomplished requirements to the Budget Office for the computation of terminal benefits and voucher preparation	None	5 minutes	*HRMO Staff* HR Office
	Total:	**None**	**16 days, and 10 minutes**	

LIBRARY OFFICE

1. CIRCULATION – BORROWING OF LIBRARY MATERIALS

Lending of library materials

Office or Division:	University Library
Classification:	Simple
Type of Transaction:	(G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government)
Who may Avail:	Students, Faculty Members, Administrative Personnel, Administrators, Researchers, and external clients
Checklist of Requirements	**Where to Secure**
Library Identification Card	Library – Circulation Service

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Searches the library material using the Web-Open Public Access Catalog (OPAC) and jots down its corresponding Call Number	1. Assists the client in locating the library material	None	2 minutes	*Reference Service In-charge* *Filipiniana Section In-charge* *Circulation Section In-charge* *E-Library Services In-charge* University Library
2. Presents the library material together with the Library Identification Card to the Librarian	2. Checks out the library material to the name of the client and prints two (2) copies of transaction receipt utilizing the Library Automated System	None	5 minutes	*Reference Service In-charge* *Filipiniana Section In-charge* *Circulation Section In-charge* *E-Library Services In-charge* University Library
3. Receives the library material and the original transaction receipt; signs the duplicate copy to	3. Issues the library material together with the original copy of the transaction receipt and files the duly	None	2 minutes	*Reference Service In-charge* *Filipiniana Section In-charge* *Circulation Section In-charge*

be submitted back to the library staff	signed duplicate copy of the transaction receipt			*E-Library Services In-charge* University Library
	Total:	**None**	**9 minutes**	

2. CIRCULATION – RETURNING OF LIBRARY MATERIALS

Returning of borrowed library material

Office or Division:	Library
Classification:	Simple
Type of Transaction:	(G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government)
Who may Avail:	Students, Faculty Members, Administrative Personnel, Administrators, Researchers, and external clients
Checklist of Requirements	**Where to Secure**
Library Identification Card	Library – Circulation Services
Transaction Receipt	
Payment Order Form (If overdue)	
Official Receipt (if overdue)	Cashier

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Presents the borrowed library material to the Librarian	1. Inspects and checks in the library material utilizing the Library Automated System.	None	2 minutes	*Reference Service In-charge* *Filipiniana Section In-charge* *Circulation Section In-charge* *E-Library Services In-charge* University Library
2. Waits for the result of the verification process; If overdue, proceeds to the Cashier's office to pay for the overdue fine/penalty	2. Receives payment and Issues Official Receipts. Verifies the due date of the borrowed library material. If overdue, prints the Payment Order Form and	None	1 minute	*Reference Service In-charge* *Filipiniana Section In-charge* *Circulation Section In-charge* *E-Library Services In-charge* University Library

	instructs the client to pay the overdue fine/penalty to the Cashier			
3. Presents the Official Receipt of payment from the cashier's office	3. Receives OR payment; Records the OR number on the Payment Order Form for filing	None	1 minute	*Cashier's Office Staff* Cashier's Office
4. Receives the official receipt	Clears the overdue penalty from the Automated System and files the Payment Order Form	None	1 minute	*Reference Service In-charge* *Filipiniana Section In-charge* *Circulation Section In-charge* *E-Library Services In-charge* University Library
	Total:	**None**	**5 minutes**	

3. INTER-LIBRARY LOAN SERVICES

Accommodating clients coming from other schools or institutions through referrals.

Office or Division:	Library
Classification:	Simple
Type of Transaction:	(G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government)
Who may Avail:	External Clients
Checklist of Requirements	**Where to Secure**
Any valid Identification Card	Issuing agency
Referral Letter	Referring Institution

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Presents the Referral Letter and Identification Card to the Librarian	1. Receives and files the Referral Letter to its corresponding folder	None	1 minute	*Reference Service In-charge* *Filipiniana Section In-charge* *Circulation Section In-charge* *E-Library Services In-charge* University Library
2. Fills out the Inter-Library Loan Services Log Sheet	2. Assists the client in searching information needs	None	1 minute	*Reference Service In-charge* *Filipiniana Section In-charge* *Circulation Section In-charge* *E-Library Services In-charge* University Library
	Total:	**None**	**2 minutes**	

4. INTERNET/E-LIBRARY SERVICES

Utilizing the available resources in the E-Library section.

Office or Division:	Library
Classification:	Simple
Type of Transaction:	(G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government)
Who may Avail:	Students, Faculty Members, Administrative Personnel, Administrators, Researchers, and external clients
Checklist of Requirements	**Where to Secure**
Library Identification Card	Library – Circulation Services

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Surrenders the Library Identification Card to the Internet Section In-Charge	1. Logs the "time in" utilizing the E-Library Attendance Monitoring System and assigns a Computer Terminal Number for the client	None	1 minute	*E-Library Services In-charge* University Library
2. Upon Exit: the client affirms the Computer Terminal Number to the E-Library In-Charge	2. Logs the "time out" of the client utilizing the E-Library Attendance Monitoring System and returns the school ID/Library Identification Card	None	1 minute	*E-Library Services In-charge* University Library
	Total:	**None**	**2 minutes**	

OFFICE OF THE STUDENT DEVELOPMENT AND WELFARE

1. APPLICATION OF EMPLOYEE'S GRANT

This procedure is aimed at facilitating student application for Employee's grant

Office or Division:	Office of Student Development and Welfare
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Children of CSU Employees/Regular CSU Employees enrolled in the Graduate School, College of Law and College of Medicine
Checklist of Requirements	**Where to Secure**
Doc. 1 - Duly accomplished Scholar Data Form (1 copy)	CSU/OSDW
Doc. 2 - Photocopy of Enrolment/Assessment form (1 copy)	CSU/Registrar's Office
Doc. 3 - Photocopy of Appointment/ Certificate of Employment of the Regular Employee (1 copy – for new applicants)	CSU/Records Office/Human Resource Office
Doc. 4 - Photocopy of School ID	CSU/IMC Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Signs in the Visitor's/ Client Logbook	1. Gives the Scholar Data Form and provides checklist of the documentary requirements	None	5 minutes	*OSDW Coordinator/OSDW Staff* OSDW
2. Fills out the Scholar Data Form and submits the duly accomplished Scholar Data Form and documentary requirements	2. Receives and checks the completeness /correctness of the accomplished Scholar Data Form and documents submitted.	None	15 minutes	*OSDW Coordinator/OSDW Staff* OSDW
3. Presents the original copy of Enrolment/Assessment Form	3.1 Stamps the original copy of Enrolment/Assessment Form with OSDW facsimile 3.2 Files the Scholar Data Form and the documentary requirements	None	5 minutes	*OSDW Coordinator/OSDW Staff* OSDW
	Total:	**None**	**25 minutes**	

2. RELEASE OF INTERNALLY FUNDED GRANT'S (FINANCIAL INCENTIVE PROGRAM)

This procedure facilitates the release of financial assistance of students for the Financial Incentive Program (Academic Grant, PWD Incentive, USCF Grant, Campus Publication Grant, Athletic Grant)

Office or Division:	Office of Student Development and Welfare
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Students in the Undergraduate programs
Checklist of Requirements	**Where to Secure**
Doc. 1 - Duly accomplished Scholar Data Form (1 copy)	CSU/OSDW
Doc. 2 - Photocopy of Enrolment/Assessment form (1 copy)	CSU/Registrar's Office
Doc. 3 - Photocopy of Appointment/ Certificate of Employment of the Regular Employee (1 copy – for new applicants)	CSU/Registrar's Office
Doc. 4 - Photocopy of School ID	CSU/IMC Office/Registrar's Office
Doc. 5 – Photocopy of PWD ID (for PWD applicants only) (1 copy)	DSWD

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Signs in the Visitor's/ Client Logbook	1. Determines the Financial Incentive Program applied for; gives Scholar Data Form and provides checklist of the documentary requirements	None	5 minutes	*OSDW Coordinator/OSDW Staff* OSDW
2. Fills out the Scholar Data Form and submits the duly accomplished Scholar Data Form and documentary requirements	2. Receives and checks the completeness /correctness of the accomplished Scholar Data Form and documents submitted.	None	15 minutes	*OSDW Coordinator/OSDW Staff* OSDW

3. Waits until the financial documentary requirements have been processed	3.1 Prepares Payroll and Disbursement Voucher	None	(3 working days after the application period)	*OSDW Coordinator/OSDW Staff* OSDW
	3.2. Signs the payroll and disbursement voucher	None	5 minutes	*OSDW Coordinator* OSDW
	3.3. Forwards payroll, disbursement voucher, and the documentary requirements of students to the Budget Office	None	10 minutes	*OSDW Coordinator/ OSDW Staff* OSDW
	3.4. Obligates the amount in the payroll and forwards to OSDW	None	5 minutes	*Budget Office Staff* BUDGET OFFICE
	3.5. Receives the Obligation Request	None	2 minutes	*OSDW Staff* OSDW
	3.6. Signs the Obligation Request	None	2 minutes	*OSDW Coordinator* OSDW
	3.7. Forwards the signed Obligation Request to the Budget Office	None	5 minutes	*OSDW Staff* **OSDW**
4. Waits for the final notice from the OSDW regarding the release of the financial assistance.	4. Informs grantees on the availability of financial assistance through text messages, messenger and online posting in the OSDW FB page	None	30 minutes	*OSDW Coordinator/ OSDW Staff* OSDW
	Total:	**None**	**3 days, 1 hour and 14 minutes**	

3. PROCCESSING OF FINANCIAL ASSISTANCE FOR EXTERNALLY FUNDED GRANT'S (TES, PRIVATE SCHOLARSHIP/GRANT)

This procedure facilitates the release of financial assistance to grantees of externally

Office or Division:	Office of Student Development and Welfare
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students in the Undergraduate programs
Checklist of Requirements	**Where to Secure**
Doc. 1 - photocopy of Senior High School Card for first year students/Latest Certification of grades for 2nd to 4th year students (1 copy)	DEPED/Secondary School - Principal's Office CSU/Registrar's Office
Doc. 2 - Photocopy of Assessment/Enrolment Form for the current semester (1 copy)	CSU/Registrar's Office
Doc. 3 - Colored Photocopy of School ID (1 copy)	CSU/IMC Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Signs in the Client/Visitor's Logbook	1. Checks the name of the student from the Master list provided by the scholarship provider and provides checklist of the documentary requirements	None	10 minutes	*OSDW Coordinator/ OSDW Staff* OSDW
2. Submits documentary requirements	2. Receives and checks the completeness/ correctness of documents submitted	None	15 minutes	*OSDW Coordinator/ OSDW Staff* OSDW
3. Waits until the financial documentary requirements have been processed	3.1. Prepares Disbursement voucher per grantee	None	5 minutes	*OSDW Coordinator/ OSDW Staff* OSDW

	3.2. Signs the payroll and disbursement voucher	None	5 minutes	*OSDW Coordinator* OSDW
	3.3. Forwards payroll, disbursement voucher, and the documentary requirements of students to the Budget Office	None	10 minutes	*OSDW Coordinator/ OSDW Staff* OSDW
	3.4. Obligates the amount in the payroll and forwards to OSDW	None	5 minutes	*Budget Office Staff* Budget Office
	3.5. Receives the Obligation Request	None	2 minutes	*OSDW Staff* OSDW
	3.6. Signs the Obligation Request	None	2 minutes	*OSDW Coordinator* OSDW
	3.7. Forwards the signed Obligation Request to the Budget Office	None	5 minutes	*OSDW Staff* OSDW
4. Waits for the final notice from the OSDW regarding the release of the financial assistance.	4. Informs grantees on the availability of financial assistance through text messages, messenger and online posting in the OSDW FB page	None	30 minutes	*OSDW Coordinator/ OSDW Staff* OSDW
	Total:	**None**	**1 hour and 29 minutes**	

4. CLAIMS FROM THE STUDENT MUTUAL AID FUND PROGRAM (SMAFP)

This procedure is aimed at facilitating the release of financial benefits from the student mutual aid fund.

Office or Division:	Office of Student Development and Welfare
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Currently enrolled students
Checklist of Requirements	**Where to Secure**
Doc. 1 – Student Mutual Aid Fund Form (1 copy)	CSU-OSDW
Doc. 2 - Photocopy of Enrolment/Assessment Form (1 copy)	CSU-Registrar's Office
Doc. 3 - Incident Report/Medical Abstract (for Medical assistance) 1 (copy)	PNP/Hospital
Doc. 4 – Medical certificate (1 copy)	Hospital/Clinic
Doc. 5 – Official receipts (for Medical assistance)	
Doc. 6 - Death Certificate (for death claim) (1 copy)	PSA
Doc. 7 - Photocopy of Birth Certificate (for death claim) (1 copy)	PSA
Doc. 8 - Marriage Certificate (if deceased student is married) (1 copy)	PSA
Doc. 9 – Special Power of Attorney of the legal guardian of the deceased student (1 copy)	Legal Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Signs in the Client/Visitor's Logbook. Submits accomplished SMAP form and supporting documents for the claim	1. Receives and checks the completeness/ correctness of the accomplished SMAP Form and documents submitted	None	10 minutes	*OSDW Coordinator/ OSDW Staff* OSDW
2. Waits until the financial documentary requirements have been processed	2.1. Facilitates the affixing of signature of the campus officials in the SMAP Form	None	10 minutes	*OSDW Coordinator/ OSDW Staff* OSDW
	2.2. Submits the accomplished SMAP	None	2 minutes	*OSDW Coordinator/*

	Form at OSDW Central for processing			*OSDW Staff* OSDW
	2.3. Signs the SMAP Form	None	2 minutes	*OSDW Director* OSDW
	2.4. Forwards the SMAP Form to the University Clinic for assessment and signature	None	5 minutes	*OSDW Central Staff* OSDW
	2.5. Gets the signed SMAP form from the University Clinic	None	5 minutes	*OSDW Central Staff* OSDW
	2.6. Forwards the SMAP Form to the Office of the Director of Finance for signature	None	5 minutes	*OSDW Central Staff* OSDW
	2.7. Gets the signed SMAP form from the Office of the Director for Finance	None	5 minutes	*OSDW Central Staff* *OSDW*
	2.8. Forwards the SMAP Form to the Office of the University President for signature	None	5 minutes	*OSDW Central Staff* OSDW
	2.9. Gets the signed SMAP form from the Office of the President	None	5 minutes	*OSDW Central Staff* OSDW
	2.10. Prepares the disbursement voucher	None	5 minutes	*OSDW Central Staff* OSDW

	2.11. Signs the disbursement voucher	None	2 minutes	*OSDW Director* OSDW
3. Waits for the final notice from the OSDW regarding the release of medical assistance/death claim.	3. Informs OSDW Coordinator/ claimant/ guardian on the availability of check through text messages, messenger, or home visitation	None	20 minutes	*OSDW Central Staff* OSDW
	Total:	**None**	**1 hour and 21 minutes**	

5. ISSUANCE OF CERTIFICATION

This procedure covers the request of certification (good moral character, non-enjoyment of scholarship, others)

Office or Division:	Office of Student Development and Welfare
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	current and graduated students
Checklist of Requirements	**Where to Secure**
Doc. 1 - Request Form for certification (1 copy)	CSU/OSDW
Doc. 2 - Official Receipt (for certification of good moral character)	Cashier's Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Signs in the Visitor's/ Client Logbook	1.Gives the Request Form for Certification for request for Certification of Good Moral/Other certification	PHP 30.00	3 minutes	*OSDW Coordinator/ OSDW Staff* OSDW
2. Fills out the Request Form	2.1. Receives the accomplished Request Form	None	2 minutes	*OSDW Coordinator/ OSDW Staff* OSDW
	2.2. Checks the scholars' database 2.2.1. Checks files on disciplinary cases	None	5 minutes	*OSDW Coordinator/ OSDW Staff* OSDW
	2.3. Prepares the certification	None	5 minutes	*OSDW Coordinator/ OSDW Staff* OSDW
	2.4. Signs the Certification	None	2 minutes	*OSDW Coordinator* OSDW
3. Receives the Certification	3.1. Issues the Certification	None	1 minute	*OSDW Coordinator/ OSDW Staff*

				OSDW
	3.2. Files the accomplished request form	None	2 minutes	*OSDW Staff* OSDW
	Total:	**PHP 30.00**	**20 minutes**	

REGISTRAR'S OFFICE

1. ENROLLMENT OF FRESHMEN

Enrollment of first year (freshmen) students is the official process of admitting new students into the University. The process ensures that students meet the necessary academic and administrative requirements before officially starting their studies.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Incoming First year students/ Freshmen
Checklist of Requirements	**Where to Secure**
College Admission Test (CAT) result -original copy	Admission Office Cagayan State University
PSA Birth certificate- original or authenticated copy	Philippine Statistics Authority
Form 138/ Senior High school Card - original copy	Senior High School last attended/ graduated from
Certificate of Good Moral Character - original copy	
Student Profile form with 2 copies of 2x2 I.D. picture (taken within the last 6 months) - original copy	Download from CSU website: https://www.csu.edu.ph/docs/studentprofile_form.pdf
Advising form - original copy	Admitting College/ Department Cagayan State University
Marriage certificate (for married applicants only) - original or authenticated copy	Philippine Statistics Authority
Long brown envelope	Any office supply store

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Pre-register at portal.csu.edu.ph using the admission account credentials issued during College Admission Test application (online)	1. Verifies the application status on the portal and the advising form endorsed by the College department.	None	1 minute	*Records Custodian* Registrar's Office
2. IF already ADVISED (in the	2. Issues a queue number	None	1 minute	*Queueing & Information Staff*

portal) and interviewed by the admitting college, Secure a queue number at the Registrar's queueing window no. 08	and instructs the client to proceed to the assigned window			Registrar's Office
3. Submit the complete enrollment requirements	3.1 Reviews the submitted documents 3.2 Registers the student's record, and confirms pre-enrollment in the system.	None	10 minutes	*Records Custodian* Registrar's Office
4.a IF OPT-IN: Proceed to the Accounting Office for the issuance of Assessment	4.a Validates enrollment and issues Assessment document stamped with "OFFICIALLY ENROLLED".	None	4 minutes	*Accounting Staff* Accounting Office
4.b IF OPT OUT: Proceed to the Accounting Office for the issuance of Assessment	4.b Prints and issues the Assessment document	None	1 minute	*Accounting Staff* Accounting Office
5. Pay the Enrollment fee at the Cashier's Office (for Op-Out)	5. Issues an official receipt	Minimum down-payment of Enrollment Fee: PHP 500.00	5 minutes	*Cashier Staff* Cashier's Office
6. Present the Assessment and Official Receipt at the Accounting Office for validation (for Opt-Out)	6. Validates enrollment and stamps the Assessment as "OFFICIALLY ENROLLED".	None	4 minutes	*Accounting staff* Accounting Office
	Total:	**If opt-out: Minimum down-payment of Enrollment Fee: PHP 500.00**	**Opt-in:16mins; Opt-out:24mins**	

2. ENROLLMENT OF CONTINUING STUDENTS

The process by which students who are previously enrolled in the University register for and officially continue their studies in subsequent academic semester.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Old students
Checklist of Requirements	**Where to Secure**
Advising form - original copy	College / Department Cagayan State University

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Registers on the Online Portal at portal.csu.edu.ph (online)	1. Verifies the application status of continuing students on the portal and the advising form endorsed by the College department.	None	1 minute	*Records Custodian* Registrar's Office
2. Checks pre-registration status in the online portal. (online)	2. Confirms enrollment and generates the subject courses to be enrolled in the System.	None	5 minutes	*Records Custodian* Registrar's Office
3.a IF OPT-IN: Proceed to the Accounting Office for the issuance of Assessment	3.a. Validates enrollment and issues Assessment document stamped with "OFFICIALLY ENROLLED".	None	4 minutes	*Accounting Staff* Accounting Office
4.b IF OPT OUT: Proceed to the Accounting Office for the issuance of Assessment	4. Prints and issues the Assessment document	None	2 minutes	*Accounting Staff* Accounting Office
5. Pay the Enrollment fee at the Cashier's Office (for Op-Out)	5. Issues an Official Receipt	Minimum down-payment of Enrollment Fee: PHP 500.00	5 minutes	*Cashier Staff* Cashier's Office
6. Present the Assessment and Official Receipt at the Accounting	6. Validates enrollment and stamps the Assessment as	None	4 minutes	*Accounting staff* Accounting Office

Office for validation (for Opt-Out)	"OFFICIALLY ENROLLED".			
	Total:	**Minimum down-payment of Enrollment Fee: PHP 500.00**	**Opt-in:10mins; Opt-out:17mins**	

3. ENROLLMENT OF TRANSFEREE

The process by which students transfer from one educational institution to Cagayan State University to continue their studies. It includes submitting transfer credentials, crediting of subjects, undergoing evaluation, and completing enrollment requirements.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Transferees
Checklist of Requirements	**Where to Secure**
Admission Test Result Certificate - original copy	Admission Office Cagayan State University
PSA Birth Certificate – original or authenticated copy	Philippine Statistics Authority
Marriage Certificate (if married) - original or authenticated copy	
Official Transcript of Records - original copy	College school last attended
Certificate of Good Moral Character - original copy	
Student Profile Sheet with 2 copies of 2x2 I.D. picture (taken within the last 6 months) - original copy	Download from CSU website: https://www.csu.edu.ph/docs/studentprofile_form.pdf
Advising form - original copy	Admitting College/ Department Cagayan State University
Transfer Credit Form - original copy	
Honorable Dismissal (HD) w/ Certificate of grades from the school of origin - original copy	College school last attended
Long brown envelope	Any office supply store

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Register on the Online Portal at myportal.csu.edu.ph using the enrollment code issued in the CSU-CAT result portal (Online)	1. Verifies the status of application	None	1 minute	*Records Custodian* Registrar's Office
2. IF already ADVISED (in the	2. Issues a queue number	None	1 minute	*Queueing & Information Staff*

portal) and interviewed by the admitting College, Secure a queue number at the Registrar's queueing window no. 08	and instructs the client to proceed to the assigned window			Registrar's Office
3. Submit the complete enrollment requirements	3.1 Reviews the submitted documents 3.2 Registers the student's record and confirms pre-enrollment in the system. 3.3 Registers the credited subjects and grades earned and completed	None	15 minutes	*Records Custodian* Registrar's Office
4.a IF OPT-IN: Proceed to the Accounting Office for the issuance of Assessment	4.a Validates enrollment and issues Assessment document stamped with "OFFICIALLY ENROLLED".	None	5 minutes	*Accounting Staff* Accounting Office
4.b IF OPT OUT: Proceed to the Accounting Office for the issuance of Assessment	4.b Prints and issues the Assessment document	None	2 minutes	*Accounting Staff* Accounting Office
5. Pay the Enrollment fee at the Cashier's Office (for Op-Out)	5. Issues an Official Receipt	Minimum down-payment of Enrollment Fee: PHP 500.00	5 minutes	*Cashier Staff* Cashier's Office
6. Present the Assessment and Official Receipt at the Accounting Office for validation (for Opt-Out)	6.1 Validates enrollment and stamps the Assessment as "OFFICIALLY ENROLLED".	None	4 minutes	*Accounting staff* Accounting Office
	Total:	**Minimum down-payment of**	**Opt-in:22mins; Opt-out:28mins**	

		Enrollment Fee: PHP 500.00		

4. ENROLLMENT OF POST-BACCALAUREATE

Refers to the process of enrolling and admitting students who have already completed a bachelor's degree and are seeking for further studies at the post-baccalaureate level.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Post-baccalaureate applicants
Checklist of Requirements	**Where to Secure**
Undergraduate's Official Transcript of Records (for Master's applicant) - original copy	School graduated from
Master's Official Transcript of Records (for Doctorate applicant)- original copy	School graduated from
PSA Birth Certificate – original or authenticated copy	Philippine Statistics Authority
Student Profile Sheet with 2 copies of 2x2 I.D. picture (taken within the last 6 months) - original copy	Graduate School Department Cagayan State University
Advising form - original copy	
Marriage certificate (for married applicants only) – original or authenticated copy	Philippine Statistic Authority
Brown envelope	Any office supply store

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. IF already ADVISED, Secure a queue number at the Registrar's queueing window no. 08	1. Issues a queue number	None	1 minute	*Queueing & Information Staff* Registrar's Office
2. Submit the complete enrollment requirements	2.1 Reviews the submitted documents 2.2 Registers the student's record, and confirms pre-enrollment in the system.	None	10 minutes	*Records Custodian* Registrar's Office
3. Proceed to the Accounting Office for the issuance of Assessment	3. Prints and issues the Assessment document	None	2 minutes	*Accounting Staff* Accounting Office

4. Pay the Enrollment fee at the Cashier's Office	4. Issues an Official Receipt	Minimum down-payment of Enrollment Fee: PHP 1,000.00	5 minutes	*Cashier Staff* Cashier's Office
5. Present the Assessment and Official Receipt at the Accounting Office for validation	5. Validates enrollment and stamps the Assessment as "OFFICIALLY ENROLLED".	None	4 minutes	*Accounting staff* Accounting Office
	Total:	**Minimum down-payment of Enrollment Fee: PHP 1,000.00**	**22 minutes**	

5. FIRST ISSUANCE OF OFFICIAL TRANSCRIPT OF RECORDS (OTR)

Refers to the initial release or provision of an official document that contains a comprehensive record of a student's academic achievements and coursework completed. This document serves as an official record of a student's academic performance, including completed courses, grades, and graduation details.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	CSU Graduates
Checklist of Requirements	**Where to Secure**
Document Request Form (DRF)	Registrar's Office
Accomplished Terminal Clearance	
Form 137 - original copy	Senior High School last attended/ graduated from
Authorization letter with an attached photocopy of any valid ID of both the representative and the document owner, bearing their signatures (if requested through an authorized representative)	
Official Receipt	Cashier's Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Secure and accomplish the Document request form (DRF);	1. Provides the Document request form	None	2 minutes	*Queueing & Information Staff* Registrar's Office
2. Pay the OTR fee at the Cashier's Office.	2. Process payment and issue an Official Receipt	PHP 50.00 per page	5 minutes	*Cashier's staff* Cashier's Office
3. Secure a queue number at the Registrar's office – Window 08	3. Issue a queue number	None	1 minute	*Queueing & Information Staff* Registrar's Office
4. Proceed to the assigned window and submit the complete requirements	4.1 Verifies the submitted requirements 4.2 Prints and prepares the OTR 4.3 Signs the OTR	None	15 minutes	*Records Custodian* *Registrar* Registrar's Office

5. Receive the Official Transcript of Records (OTR) and sign the record logbook	5. Releases the OTR with dry seal	None	3 minutes	*Records Custodian* Registrar's Office
	Total:	**PHP 50.00 per page**	**28 minutes**	

6. RE-ISSUANCE OF OFFICIAL TRANSCRIPT OF RECORDS (OTR)

Refers the process of issuing a second or duplicate copy of an official document containing a student's academic record after graduation. This document serves as an official record of a student's academic performance, including completed courses, grades, and graduation details.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	CSU Graduates
Checklist of Requirements	**Where to Secure**
Document Request Form (DRF)	Registrar's Office
Official Receipt	Cashier's Office
Authorization letter with an attached photocopy of any valid ID of both the representative and the document owner, bearing their signatures (if requested through an authorized representative)	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Secure and accomplish the Document request form (DRF);	1.1 Provides the Document request form	None	2 minutes	*Queueing & Information Staff* Registrar's Office
2. Pay the OTR fee at the Cashier's Office.	2. Process payment and issue an Official Receipt	PHP 100.00 per page	5 minutes	*Cashier's staff* Cashier's Office
3. Secure a queue number at the Registrar's office – Window 08	3. Issue a queue number	None	1 minute	*Queueing & Information Staff* Registrar's Office
4. Proceed to the assigned window and submit the complete requirements	4.1 Verifies the submitted requirements 4.2 Prints and prepares the OTR 4.3 Signs the OTR	None	10 minutes	*Records Custodian* *Registrar* Registrar's Office

5. Receive the Official Transcript of Records (OTR) and sign the record logbook	5. Releases the OTR with dry seal	None	3 minutes	*Records Custodian* Registrar's Office
	Total:	**PHP 100.00 per page**	**21 minutes**	

7. ISSUANCE OF CERTIFICATION

Procedures for the issuance of Certificate of Grades, Certificate of Enrollment, Certificate of Enrollment and Billing, Certificate of Graduation, Certificate of Latin Honor, Certificate of Class Ranking, Certificate of General Weighted Average, and Certificate of Authenticity (for Graduate School only).

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Graduates / Students
Checklist of Requirements	**Where to Secure**
Document Request Form (DRF)	Registrar's Office
Official Receipt	Cashier's Office
Authorization letter with an attached photocopy of any valid ID of both the representative and the document owner, bearing their signatures (if requested through an authorized representative)	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Secure and accomplish the Document request form (DRF);	1. Provides the Document request form	None	1 minute	*Queueing & Information Staff* Registrar's Office
2. Pay the Certification fee at the Cashier's Office.	2. Process payment and issue an Official Receipt	Certifications: PHP 30.00 (for certification of Grades, and Enrollment) PHP 120.00 (for certification of Latin Honor, Class Ranking, GWA, Authenticity of documents and graduation)	5 minutes	*Cashier's staff* Cashier's Office
3. Secure a queue number at the Registrar's office – Window 08	3. Issue a queue number	None	1 minute	*Queueing & Information Staff* Registrar's Office

4. Proceed to the assigned window and submit the complete requirements	4.1 Verifies the submitted requirements 4.2 Prints and prepares the Certificate 4.3 Signs the Certificate	None	5 minutes	*Registrar's Certification and Verification In-charge* *Registrar* Registrar's Office
5. Receive the Certificate and sign the record logbook	5. Releases the Certificate with dry seal	None	2 minutes	*Registrar's Certification and Verification In-charge* Registrar's Office
	Total:	**Grades – PHP 30.00; Enrollment – PHP 30.00; Graduation – PHP 120.00; Latin Honor – PHP 120.00; Class Ranking – PHP 120.00; Authenticity of documents – PHP 120.00; GWA – PHP 120.00;**	**14 minutes**	

8. ISSUANCE OF CERTIFICATION OF AUTHENTICATION AND VERIFICATION (CAV)

The process of confirming the authenticity, accuracy, and completeness of a student's academic records and credentials. This document is commonly required by Department of Foreign Affairs (DFA) for overseas travel and/or employment of the Graduates.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	CSU Graduates
Checklist of Requirements	**Where to Secure**
Document Request Form (DRF)	Registrar's Office
Official Receipt	Cashier's Office
Original and photocopy of TOR and Diploma	Cagayan State University
Authorization Letter with attached photocopy of any Valid I.D. of the representative and owner of the document bearing signatures (if applicable)	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Secure and accomplish the Document request form (DRF);	1. Provides the Document request form	None	1 minute	*Queueing & Information Staff* Registrar's Office
2. Pay the CAV fee at the Cashier's Office.	2. Process payment and issue an Official Receipt	PHP 160.00 (CAV) PHP 80.00 per page of OTR and Diploma for authentication	5 minutes	*Cashier's Staff Cashier's Office*
3. Secure a queue number at the Registrar's office – Window 08	3. Issue a queue number	None	1 minute	*Registrar's Certification and Verification In-charge* Registrar's Office
4. Submit the complete Requirements	4.1 Verifies the submitted requirements 4.2 Prepares, prints and signs the CAV	None	15 minutes	*Certification and Verification-In-charge Registrar* Registrar's Office

	4.3 Authenticates the photocopied Diploma and OTR.			
5. Receive the sealed CAV envelope and sign the record logbook	5. Releases the requested certification w/ duly authenticated documents in a sealed envelope.	None	1 minute	
	Total:	**PHP 160.00 (CAV)** **PHP 80.00 per page of OTR and Diploma for Authentication**	**23 minutes**	

9. RE-ISSUANCE OF DIPLOMA

Refers to the process of issuing a duplicate copy of the diploma that has been previously awarded to a student. This may be necessary if the original diploma is lost, damaged, or requires updates or corrections.

Office or Division:	Registrar's Office
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	CSU Graduates
Checklist of Requirements	**Where to Secure**
Document Request Form (DRF)	Registrar's Office
Notarized Affidavit of Loss – original copy	Notary Public
Official Receipt	Cashier's Office
Authorization Letter with attached photocopy of any Valid I.D. of the representative and owner of the document bearing signatures (if applicable)	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Secure and accomplish the Document request form (DRF);	1. Issues Document Request Form	None	2 minutes	*Queueing & Information Staff* Registrar's Office
2. Pay the Diploma fee at the Cashier's Office.	2. Processes payment and issue an Official Receipt	PHP 300.00	5 minutes	*Cashier Staff* Cashier's Office
3. Submit the requirements at the Registrar's Office	3.1 Verifies the requirements submitted 3.2 Instructs client on the scheduled date of release of Diploma	None	5 minutes	*Diploma-In-charge* Registrar's Office
4. Receives claim stab.	4.1 Issues claim stab 4.2 Prepares and prints the Diploma	None	6 working days	*Diploma-In-charge* Registrar's Office

	4.3 Signs the Diploma			*University President* *Campus Executive Officer* *University Registrar* University Officials
5. Return to Registrar's office on the scheduled date of issuance of Diploma	5. Contacts the client via Email and/or Cellular number on the availability of the Diploma	None		*Diploma-In-charge* Registrar's Office
6. Client receive the requested diploma and sign in the record logbook	6. Releases the duplicate copy of Diploma.	None	2 minutes	*Diploma In-charge* Registrar's Office
	Total:	**PHP 300.00**	**6 days and 14 minutes**	

10. ADDING/CANCELLING/DROPPING OF SUBJECTS

Subjects may be added, canceled, or dropped within one (1) week from the first day of classes, subject to the approval of the College Dean.

Office or Division:		Registrar's Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may Avail:		Students		
Checklist of Requirements		**Where to Secure**		
Adding/Dropping/Cancelling form (ADC)		Registrar's Office		
Official Receipt		Cashier's Office		
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person/s Responsible**
1. Secure a queue number at the Registrar's office – Window 08	1.Issue a queue number	None	1 minute	*Queueing & Information Staff* Registrar's Office
2. Submit the accomplished adding, cancelling and dropping of subject's form and present the official Receipt.	2.1. Receives and verifies the document 2.2 Approves and Signs the form 2.3 Updates the subject/s to be added, cancelled or dropped in the system of the current semester 2.4 Prints updated assessment document	None	10 minutes	*Records Custodian* *Registrar* Registrar's Office
3. Receive the approved request form with the updated Assessment and sign in the record logbook.	3. Releases the approve duplicate copy of the form	None	3 minutes	*Records Custodian* Registrar's Office
	Total:	**None**	**14 minutes**	

11. RECTIFICATION OF GRADES

The process of correcting or adjusting grade/s that have been recorded incorrectly in a student's academic records. Rectification of grade is valid only if the faculty has erroneously entered a grade on the grading sheet or made an error in its computation. Dropped or failed subjects will not be rectified.

Office or Division:		Registrar's Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Government		
Who may Avail:		College Professor/Instructor/Dean		
Checklist of Requirements		**Where to Secure**		
Request letter for rectifying a grade by the instructor (duly signed and approved by the Dean) with attached updated grade sheet		Instructor/Professor		
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person/s Responsible**
1. Submit the rectification letter	1.1 Registrar Approves the Request 1.2 Records Custodian updates the grade in the system	None	10 minutes	*Registrar* *Grades Custodian* Registrar's Office
2. Sign in the record logbook.	2. Provides a receiving copy of the approved letter		1 minute	*Grades Custodian* Registrar's Office
	Total:	**None**	**11 minutes**	

12. COMPLETION OF INCOMPLETE GRADES

Refers to the process of resolving and finalizing subject/s with grade/s that have been marked as "incomplete" for a particular student. An "incomplete" grade is shall be completed within a period of one (1) year immediately following the semester the incomplete grade is obtained.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Students
Checklist of Requirements	**Where to Secure**
Completion Form - 3 original copies	Registrar's Office
Official Receipt	Cashier's Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Pay the completion of grades fee at the Cashier's office	1. Provides the queueing window number and instructs the client to proceed to the Cashier's office for payment.	PHP 20.00	5 minutes	*Cashier Staff* *Cashier's Office*
2. Secure a queue number at the Registrar's Office window 08	2. Issue a queue number	None	1 minute	*Queueing & Information Staff* Registrar's Office
3. Proceed to the assigned window and submit the accomplished and approved completion form	3.1 Verifies the submitted Completion form 3.2 Approves and signs the Completion form 3.2 Updates the grade/s to be completed in the system	None	10 minutes	*Grades Custodian* *Registrar* Registrar's Office
4. Receive the duplicate copies of the approved completion form and sign in the record logbook	4.1 Releases the approved completion form 4.2 Instructs the client to submit 1 copy to the College Dean	None	1 minute	*Grades Custodian* Registrar's Office

	Total:	**PHP 20.00 (per incomplete grades)**	**17 minutes**	

13. DROPPING OF STUDENTS FROM A COURSE

The process of withdrawing or discontinuing enrollment in all subject courses for a specific academic semester. A student may be allowed to drop from a course before the conduct of the Preliminary examination within the enrolled semester.

Office or Division:		Registrar's Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may Avail:		Students		
Checklist of Requirements		**Where to Secure**		
Drop-out form – 4 original copies		Registrar's Office		
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person/s Responsible**
1. Secures queue number at the Registrar's office.	1. Provides the queue window number	None	1 minute	*Queueing & Information Staff* Registrar's Office
2. Submit the accomplished and approved dropping-out form.	2.1 Reviews, approves and signs all 3 copies of the dropping out form. 2.2 Updates the academic records of the student in the system.	None	12 minutes	*Registrar* *Records Custodian* Registrar's Office
3. Receive the approved dropping form and sign in the record logbook.	3.1 Releases approved copies of the dropping out form. 3.2 Instructs client to submit 1 approved copy to the College/Department.	None	1 minute	*Records Custodian* Registrar's Office
	Total:	**None**	**14 minutes**	

14. ISSUANCE OF HONORABLE DISMISSAL (TRANSFER CREDENTIALS)

Refers to the process of providing a formal authorization to a student who is leaving or withdrawing from the University in good standing. This document, known as an "honorable dismissal," serves as official confirmation that the student has voluntarily withdrawn from the institution and is eligible to transfer to another school or pursue other educational opportunities without any negative repercussions.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Students
Checklist of Requirements	**Where to Secure**
Duly Accomplished Document Request Form (DRF)	Registrar's Office
Official Receipt	Cashier's Office
Form 137A – original copy	Senior High School last attended
Student's Clearance – original copy	Registrar's Office
Authorization letter with an attached photocopy of any valid ID of both the representative and the document owner, bearing their signatures (if requested through an authorized representative)	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1.Secure and accomplish the Document request form (DRF);	1.Issues Document Request Form	None	1 minute	*Queueing & Information Staff* Registrar's Office
2. Pay the honorable dismissal fee at the Cashier's Office	1. Processes payment and issues an Official Receipt	PHP 60.00 HD with Cert. of grades PHP 50.00 per page of OTR	5 minutes	*Cashier's Staff* Cashier's Office
3. Request a queue number at the Registrar's office window 08	3. Provides the queue window number	None	1 minute	*Queueing & Information Staff* Registrar's Office

4. Submit the complete requirements	4.1 Verifies and reviews academic record of the student in the system 4.2 Prepares the Transfer Credentials, inclusive of: a. Honorable Dismissal (HD) with return slip b. Certification of Grades 4.3 Registrar signs Honorable Dismissal and certificate of Grades.	None	15 minutes	*Transferee Custodian* *Registrar* Registrar's Office
5. Receive Transfer Credentials and sign in the record log book.	5. Releases the Transfer Credentials and Certificate of Grades.	None	2 minutes	*Registrar's Transferee Custodian* Registrar's Office
	Total:	**PHP 60.00 HD with Cert. of grades** **PHP 50.00 per page of OTR**	**26 minutes**	

15. AUTHENTICATION OF TRANSCRIPT OF RECORDS AND DIPLOMA

A formal verification process to ensure the validity and authenticity of the academic documents. The photocopies of credentials, such as the OTR and diploma, will be authenticated as certified true copies.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Graduates
Checklist of Requirements	**Where to Secure**
Duly Accomplished Document Request Form (DRF)	Registrar's Office
Official Receipt	Cashier's Office
Photocopy of Transcript of Records and/or Diploma	
Authorization letter with an attached photocopy of any valid ID of both the representative and the document owner, bearing their signatures (if requested through an authorized representative)	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Secure and accomplish the Document request form	1. Issues Document Request Form	None	1 minute	*Queueing & Information Staff* Registrar's Office
2. Pay the Authentication Fee at the Cashier's Office	2. Processes payment and issues an Official Receipt	PHP 80.00 per page	5 minutes	*Cashier's Staff* Cashier's Office
3. Secure a queue number at the Registrar's office, window 08	3. Provides the queue window number	None	1 minute	*Queueing & Information Staff* Registrar's Office

4. Submit the accomplished DRF and the photocopied credentials for authentication	4.1. Verifies the documents 4.2 Authenticates and signs the photocopied TOR and/or Diploma.	None	8 minutes	*Certification and Verification In-charge* Registrar's Office
5. Receive the authenticated copy of the credentials and sign in the record logbook	5. Releases the authenticated credentials	None	1 minute	*Certification and Verification In-charge* Registrar's Office
	Total:	**PHP 80.00 per page**	**16 minutes**	

SUPPLY OFFICE

1. ACQUISITION OF SUPPLIES, MATERIALS AND EQUIPMENT

The process of obtaining or procuring the necessary resources, whether goods or services or infrastructure to meet an organization's needs

Office or Division:	Campus Supply Office
Classification:	Simple
Type of Transaction:	Government to Business Entity, G2G - Government to Government
Who may Avail:	Faculty and Administrative Personnel
Checklist of Requirements	**Where to Secure**
Doc. 1 – Purchase Request	Supply Office
Doc. 2 – Abstract of Quotation	Bids and Awards Committee
Doc. 3 – Purchase Order	Supply Office
Doc. 4 – Inspection and Acceptance Report	Supply Office
Doc. 5 – Pre Repair Inspection	ICT equipment - MIS Office Car Supplies & Maintenance - Auxiliary Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request for PR control numbers	1.1. Receives approved purchase request signed by the Campus Executive Officer	None	2 minutes	*Supply officer, Admin Aide* Supply Office
	1.2. Provides PR control numbers and logs the purchase request	None	3 minutes	*Supply officer, Admin Aide* Supply Office
	1.3. Forwards the PR to the Budget Office after having seen to the completeness of the required documents	None	5 minutes	*Supply Officer, Admin Aide* Supply Office
2.Submit the signed Abstract of quotation, earmarked and approved purchase request	2.1. Receives and reviews the signed abstract of quotation. earmarked and approved purchase request.	None	10 minutes	*Supply Officer, Admin Aide* Supply Office
	2.2. Prepares Purchase Order or Job Order provides control numbers and logs the purchase order	None	45 minutes	*Supply Officer, Admin Aid e*

				Supply Office
	2.3. Forwards the PO or Job Order to the Office of the President	None	15 minutes	*Supply Officer, Admin Aide* Supply Office
	2.4. Receives approved job order or purchase order from the Accounting Office	None	5 minutes	*Supply Officer* Supply Office
	2.5. Serves approved job order or purchase order to suppliers	None	60 minutes	*Supply Officer* Supply Office
	2.6. Receives delivery of supplies, materials, equipment from suppliers	None	15 minutes	*Supply Officer* Supply Office
	2.7. Request for inspection and acceptance from the end-users and inspection officer	None	15 minutes	*Supply Officer, Inspection Officer* Supply Office
3.Receives supplies/ materials/ equipment	3.1. Issues supplies/materials/ equipment to end-users	None	15 minutes	*Supply Officer, Admin Aide* Supply Office
	3.2. Prepares disbursement vouchers due to suppliers	None	20 minutes	*Supply Officer, Admin Aide* Supply Office
	3.3. Forwards disbursement vouchers to Accounting Office	None	10 minutes	*Supply Officer, Admin Aide* Supply Office

	Total:	**None**	**3 hours and 40 minutes**	

2. PROCESSING OF PAYMENT TO SUPPLIERS/CREDITOR THROUGH LIST OF DUE AND DEMANDABLE ACCOUNTS PAYABLE-ADVICE TO DEBIT ACCOUNT (LDDAP-ADA)

The Finance Management Division is responsible for validating, evaluating, processing, and approving requests for payments related to claims of supplier/creditor for the goods, supplies and services delivered to the University. The Division processes the Obligation Request (ObR), Disbursement Voucher (DV) and LDDAP-ADA of the claims and ensures that they are duly supported with the required supporting documents before forwarding the LDDAP-ADA to the government-servicing bank.

Office or Division:	**Finance Division – Central Administration**
Classification:	**Simple**
Type of Transaction:	**G2B – Government to Business** **G2G – Government to Government**
Who may avail:	**Supliers, Contractors and other creditors**
Checklist of Requirements	**Where to Secure**
1. Disbursement Voucher (DV) 2. Obligation Request and Status (ORS) 3. LDDAP-ADA and Summary of LDDAP-ADA Issued and Invalidated ADA Entries (SLIIE) 4. Advice of Checks Issued and Canceled (ACIC) 5. Original and certified true copy of other supporting documents depending on the nature of transaction, based on COA Circular 2023-004 - Prescribing the Updated Documentary Requirements for Common Government Transactions, amending COA Circular No. 2012	Accounting Office – Central Administration Budget Office – Central Administration Accounting Office – Central Administration Cashiering Office – Central Administration Prepared By Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits claims with supporting documents together with the Obligarions Request and Status(ORS) and Disbursement Voucher(DV)	1.1. Receive ORS, DV and supporting documents	None	30 minutes	*Budget Office Staff* BUDGET OFFICE (CENTRAL ADMIN)
	1.2. Forward the ORS and supporting documents to	None	30 minutes	*Budget Office Staff*

	respective assigned budget officer for processing			BUDGET OFFICE (CENTRAL ADMIN)
	1.3. Check completeness of supporting documents and verify allotment availability Issue checklist for additional supporting document if required	None	30 minutes	*Budget Officer I/Budget Officer II/Budgeting Assistant* BUDGET OFFICE (CENTRAL ADMIN)
	1.4. Obligate amount for indicated purpose,and post ORS in Registry of Allotments and Obligations in the e-Budget System and print sytem generated ORS with assigned number	None	3 Hours	*Admin Aide VI Budgeting Assistant BO I/BO II* BUDGET OFFICE (CENTRAL ADMIN)
	1.5. Certify availability of allotment and sign Box B of the ORS	None	1 Hour	*Budget Officer IV* BUDGET OFFICE (CENTRAL ADMIN)
	1.6. Record the ORS in the Log Book and forwards all the documents to Accounting Office	None	30 Minutes	*Admin Aide VI/ Budgeting Assistant* BUDGET OFFICE (CENTRAL ADMIN)
	1.7. Receive documents for Processing	None	30 Minutes	*Accounting Staff* ACCOUNTING OFFICE (CENTRAL ADMIN)
	1.8. Evaluate validity of claim, accuracy of amount and completeness of	None	2 Hours	*Administrative Officer II/ Accountant I*

	supporting documents			ACCOUNTING OFFICE (CENTRAL ADMIN)
	1.9. Prepare tax computation and Certificate of Withholding Tax (BIR Form 2307)	None	3 hours	*Admin Office I/ Accountant I* ACCOUNTING OFFICE (CENTRAL ADMIN)
	1.10. Certify cash availability, completeness of supporting documents, and determine if subject to ADA or check (Sign Box C of DV)	None	1 Hour	*University Accountant* ACCOUNTING OFFICE (CENTRAL ADMIN)
	1.11. Prepare LDDAP-ADA based on signed DVs	None	1 Hour	*Accountant I/ Administrative Officer II/ Administative Assistant III* ACCOUNTING OFFICE (CENTRAL ADMIN)
	1.12. Certify LDDAP-ADA prepared	None	30 Minutes	*University Accountant* ACCOUNTING OFFICE (CENTRAL ADMIN)
	1.13. Records the DV in the log-book and Forward the DV, LDDAP-ADA and supporting documents to Office of the Vice President for Administration and Finance	None	30 Minutes	*Accounting Staff* ACCOUNTING OFFICE (CENTRAL ADMIN)
	1.14. Receive documents for processing and forward to Office of the Vice-	None	30 Minutes	*Administrative Staff*

		President for Administration and Finance(OVPAF)			OVPAF
	1.15.	Review documents and sign Box D of DV and Approved LDDAP-ADA Payment	None	2 Hours	*Vice President for Administration and Finance* OVPAF
	1.16.	Forward approved LDDAP-ADA, DV and other supporting documents to Administrative Service–Cashier's Office for processing of payment	None	30 Minutes	*Administrative Staff* OVPAF
	1.17.	Receive approved LDDAP-ADA, DV and required supporting documents from OVPAF	None	1 Hour	*Administrative Staff* CASHIERING OFFICE
	1.18.	Review LDDAP-ADA, and DVs and Bank Details of payees	None	30 Minutes	*Administrative Assistant II Cashier I* CASHIERING OFFICE
	1.19.	Prepare Advice of Check Issued and Cancelled (ACIC)	None	2 hours	*Administrative Staff II/ Cashier I* CASHIERING OFFICE
	1.20.	Review LDDAP-ADA prepared and ACIC; Counter sign ADA portion of LDDAP-ADA, and ACIC	None	2 hours	*University Cashier* -Cashiers Office CASHIERING OFFICE
	1.21.	Submit the following approved action documents to Landbank of the	None	3 Hours	*Administrative Staff*

	Philippines (LBP): • Two(2) original copies of LDDAP-ADA • Two (2) original copies of ACIC with softcopies			CASHIERING OFFICE
2. Issues Official Receipt	2. Receive Original Copy of Official Receipt from Supplier	None	5 Minutes	*CASHIERING OFFICE*
3. Receive copy of Certificate of Withholding Tax (BIR Form 2307); Signs on receiving form.	3. Releases Copy of Certificate of Withholding Tax (BIR Form 2307), if there is tax withheld.	None	26 Minutes	*Administrative Assistant II* *Cashier I* CASHIERING OFFICE
4. Provides copy of Client Satisfaction Form (CSM) and encourages client to fill-out the form.	4. Accomplish Client Satisfaction Measurement Form.	None	5 minutes	*Administrative Assistant II* *Cashier I* CASHIERING OFFICE
	Total:	**None**	**1 Day, 2 hours and 36 minutes**	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Clients may complete our Feedback Form or Complaint Form available in the frontline offices and put it in the drop box at the place near the Feedback and Complaint Form of the Office
How is the feedback processed	1. For every transaction, clients will be provided with a Feedback and Complaints Form to express their concerns, complaints, or suggestions. Clients are encouraged to complete the form and submit it after their transaction is finished. 2. The designated CSM Focal Person will collect the completed Feedback and Complaints Forms from clients, and the collected forms will be processed, consolidated, and documented. 3. The Campus CSM Focal Person will then submit the consolidated report to the University ARTA Office for official filing and any necessary action.
How to file a complaint	Complaints may be made through the complaint form available in the frontline offices and put in the drop box at the place near the Feedback and Complaint Form of the Office
How are the complaints processed	Complaints are verified and an immediate solution/s shall be offered and executed.
Contact Information of ARTA, PCC, CCB	ARTA: complaints@arta.gov.ph, 0928-690-4080 • 0969-257-7242 • 1-2782 local 1040 - 1049 PCC: 8888 CCB: email@contactcenterngbayan.gov.ph, 0908-881-6565 (SMS)

List of Offices

Office	Address	Contact Information
Accounting Office	CSU Andrews Campus, Caritan Sur, Tuguegarao City	accounting@csu.edu.ph
Admission	CSU Andrews Campus, Caritan Sur, Tuguegarao City	admission@csu.edu.ph
Auxiliary	CSU Andrews Campus, Caritan Sur, Tuguegarao City	universitygso@csu.edu.ph
Bids and Award Committee	CSU Andrews Campus, Caritan Sur, Tuguegarao City	bacsecretariat@csu.edu.ph
Building and Grounds Maintenance Office	CSU Andrews Campus, Caritan Sur, Tuguegarao City	gso.andrews@csu.edu.ph
Cashier's Office	CSU Andrews Campus, Caritan Sur, Tuguegarao City	cashierandrews@gmail.com
Clinic	CSU Andrews Campus, Caritan Sur, Tuguegarao City	cliniccsuandrews@gmail.com
Human Resource Management Office	CSU Andrews Campus, Caritan Sur, Tuguegarao City	csuaohrcentral@gmail.com
Library Office	CSU Andrews Campus, Caritan Sur, Tuguegarao City	csulibrary@csu.edu.ph
Office of Student Development and Welfare	CSU Andrews Campus, Caritan Sur, Tuguegarao City	osdw @csu.edu.ph
Registrar's Office	CSU Andrews Campus, Caritan Sur, Tuguegarao City	(078) 844-0099 loc. 1001 registrar@csu.edu.ph
Supply Office	CSU Andrews Campus, Caritan Sur, Tuguegarao City	supply @csu.edu.ph