



CAGAYAN STATE UNIVERSITY APARRI CAMPUS

CITIZEN'S CHARTER

2025 (1st Edition)



CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

LIST OF SERVICES

CAMPUS ACCOUNTING OFFICE	5
Internal/External Services:	
A. Issuance of Statement of Accounts of Students	6
B. Processing of Refunds for Students	7
C. Signing of Student Clearance (Terminal & For Transfer)	8
CAMPUS ADMISSION’S OFFICE	9
External Services:	
A. Registration for the College Admission Test of Incoming College Freshmen/Transferees	10
B. Administration and Release of College Admission Test	11
CAMPUS BIDS AND AWARDS COMMITTEE (BAC) OFFICE	12
Internal/External Services:	
A. Government Procurement – Alternative Mode of Procurement	13
B. Government Procurement – Competitive Bidding	15
CAMPUS CASHIER’S OFFICE	18
Internal/External Services:	
A. Collection of Fees	19
B. Releasing of Cash (Salaries & Financial Assistance/Scholarship)	20
C. Releasing of Checks	21
Table 1: List of Fees	22
CAMPUS COUNSELING AND CAREER SERVICES OFFICE	24
Internal/External Services:	
A. Referral Service	25
B. Counseling Service	26
C. Exit Interview	27
CAMPUS CLINIC	28
Internal Services:	
A. Medical Consultation, Examination and Counseling	29
B. First Aid Treatment	30
C. Issuance of Medical Certificate Prior to Internship/ On The Job Training (OJT) Or Athletic Competition	31
D. Dental Examination and Consultation	32
E. Dental Treatment	33
COLLEGE DEAN’S OFFICE	35
Internal Services:	
A. Advising New Students	36
B. Advising Old Students	37
C. Conducting Faculty-Student Consultation	39
D. Handling Students’ Complaints	40
E. Request for Petition Course	41





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

CAMPUS HUMAN RESOURCE MANAGEMENT OFFICE	42
Internal/External Services:	
A. Request for Service Record	43
B. Request for Certificate of Employment	44
C. Processing of Application of Hiring and Promotion	45
D. Preparation of Salary Payroll and other Benefits per College/ Office	47
CAMPUS INTERNATIONALIZATION, PARTNERSHIP AND RESOURCE MOBILIZATION OFFICE	48
External Services:	
A. Application, Reservation and Approval for the Use of Campus Facilities	49
B. Payment of Campus Food Stalls, Rentals, and Canteen Bills	51
C. Application for Campus Contract of Lease and Services	52
D. Payment and Issuance of School Uniforms	54
CAMPUS LIBRARY	56
Internal Services:	
A. Issuance of Library Card	57
B. Circulation – Borrowing of Library Materials	58
C. Circulation – Returning of Library Materials	59
D. Inter-Library Loan Services	60
E. Internet/E-Library Services	61
F. Signing of Clearance	62
CAMPUS REGISTRAR’S OFFICE	63
Internal/External Services:	
A. Enrollment of Freshmen	64
B. Enrollment of Continuing Students	66
C. Enrollment of Transferees	67
D. Enrollment of Post – Baccalaureate	69
E. First Issuance of Official Transcript of Records (OTR)	70
F. Re-Issuance of Official Transcript of Records	71
G. Issuance of Certification	72
H. Issuance of Certification of Authentication and Verification (CAV)	73
I. Re-Issuance of Diploma	74
J. Adding/Cancelling/Dropping of Subjects	75
K. Rectification of Grade	76
L. Completion of Grades	77
M. Dropping Out	78
N. Issuance of Honorable Dismissal (Transfer Credentials)	79
O. Authentication of Transcript of Records and Diploma	80
CAMPUS SUPPLY OFFICE	81
Internal/External Services:	
A. Procurement	82





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

CAMPUS STUDENT DEVELOPMENT AND WELFARE OFFICE 86

Internal Services:

- A. The Application for University-based Scholarship – Academic /Entrance/
Athletic/Journalism/University and Campus Student Government and
Persons with Disabilities 87
- B. The Intensive Orientation of New students and Transferees 88
- C. Accreditation/Re-Accreditation of Student Organizations 90
- D. Approval to Conduct Student Activities 93
- E. Conduct of Student Activities as Requested by Other Agencies/NGOs 95
- F. The Approval of Student’s Participation to Seminar/Conference/Meeting
- G. Handling Student Cases through the Student Disciplinary Tribunal 97
- H. The Issuance of Affidavit of Loss of ID 99
- I. The Issuance of Certification 102





CAMPUS ACCOUNTING OFFICE

- Issuance of Statement of Accounts of Students
- Processing of Refunds for Students
- Signing of Student Clearance (Terminal & For Transfer)





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

1. ISSUANCE OF STATEMENT OF ACCOUNTS OF STUDENTS

Process of ensuring that officially enrolled students are given updated statement of accounts

Office or Division:	Campus Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Campus Accounting Office		
Official Receipt – Original Copy		Campus Cashier’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out Request Form; Presents Accomplished Request Form and Original Copy of Official Receipt	1. Receives the Request Form and Original Copy of Official Receipt of the requested document from the student. Student should pay in the Campus Cashier’s Office	₱20.00	1 minute	Campus Accountant, Accounting Staff
2. Waits for the processing of the service.	2. Verifies the student ledger in the Student Information and Accounting System (SIAS). If correct, the Accounting Staff prints and signs the SOA	None	2 minutes	
	3. If NOT correct, the Accounting Staff makes the necessary adjustment	None	5 minutes	
	4. If resolved, prints the SOA, then signs it	None	1 minute	
3. Receives the SOA	5. Releases the SOA to student	None	1 minute	
TOTAL:		₱20.00	10 minutes	





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

2. PROCESSING OF REFUNDS FOR STUDENTS

Process of ensuring that claims for refunds of students are valid, accurate and with complete supporting documents and that overpayment of students are being refunded to them

Office or Division:	Campus Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated Assessment Form - 1 Original Copy		Campus Registrar’s Office		
Request Form		Campus Accounting Office		
Official Receipt – Original Copy		Campus Cashier’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fills out Request Form; Presents Accomplished Request Form, Assessment Form and Original Copy of Official Receipt	1.Receives the Accomplished Request Form, Assessment Form and Original Copy of Official Receipt from the student	None	1 minute	Campus Accountant, Accounting Staff
2.Waits for the processing of the service	2.Verifies validity of the claim and completeness of supporting documents	None	2 minutes	
	3.Informs client if the claim is not valid, and if the supporting documents are incomplete	None	1 minute	
	4.If the claim is valid and complete, accepts the documents for processing	None	1 minute	
	5.Prepare Disbursement Voucher and records on Logbook	None	3 minutes	
3.Write the contact number on the Disbursement Voucher	6.Informs the student that he/she will be notified by the Cashier when the Check is ready for release	None	4 minutes	
TOTAL:		NONE	12 minutes	





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

3. SIGNING OF STUDENT’S CLEARANCE

Process of ensuring that student has fully paid his/her school fees and other financial obligation to the campus before signing the clearance

Office or Division:	Campus Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form - 1 Original Copy		Campus Registrar’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presents Clearance Form	1.Receives the clearance form	None	1 minute	Campus Accountant, Accounting Staff
2.Waits for the processing of the service	2.Verifies on the database if the student has no balance and has paid all required fees. If so, signs the clearance	None	10 minutes	
3.Receives the information on the unpaid balance	3.If otherwise, informs the student to settle the balance at the Campus Cashier’s Office	None	1 minute	
4.Waits for the processing of the service	4.If settled, signs the clearance	None	5 minutes	
5.Receives the signed Clearance Form and signs in the respective logbook	5.Returns the signed clearance form to the student	None	1 minute	
TOTAL:		NONE	18 minutes	





CAMPUS ADMISSION OFFICE

- Registration for the College Admission Test of Incoming College Freshmen/Transferees
- Administration and Release of College Admission Test





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

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:		Campus Admission Office			
Classification:		Complex			
Type of Transaction:		G2C – Government to Citizen			
Who may Avail:		Graduating Senior High School Students, K-12 Graduates and Transferees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Document 1					
<ul style="list-style-type: none"> Photocopy of School ID (1 copy) Any Valid ID (1 copy) 					
Document 2					
<ul style="list-style-type: none"> Proof of Income of Parents Certificate of Indigency OWWA Certificate 4Ps ID 					
Document 3					
<ul style="list-style-type: none"> Registration Form for the College Admission Test 					
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ON-SITE REGISTRATION	ONLINE REGISTRATION				
1.Submits documentary requirements and enlists for the admission test	1.Logs in to the CAT Registration Portal and Fills out the online form and waits for the status of application	1.Assists the client in filling out the Registration form	None	10 minutes	Campus Admission Officer
2.Submits documents	2.Submits online form and waits for the status of application	2.Evaluates submitted documents	None	10 minutes	
3.Receives and views information about schedule and testing venue of the CAT via registration portal	3.Receives and views information about schedule and testing venue of the CAT via registration portal	3.Informs the registered examinees of testing schedule, venues and room assignments	None	44 days and 5 minutes	
TOTAL:			NONE	44 days and 25 minutes	





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

2. ADMINISTRATION AND RELEASE OF COLLEGE ADMISSION TEST

Process of ensuring that student has fully paid his/her school fees and other financial obligation to the campus before signing the clearance

Office or Division:	Campus Admission Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Graduating Senior High School Students, K-12 Graduates and Transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document 1				
<ul style="list-style-type: none"> Photocopy of School ID (1 copy) Any Valid ID (1 copy) 		<ul style="list-style-type: none"> School Currently Enrolled in Issuing Agency 		
Document 2				
<ul style="list-style-type: none"> Proof of Income of Parents Certificate of Indigency OWWA Certificate 4Ps ID 		<ul style="list-style-type: none"> BIR Barangay Hall where applicant is permanently residing OWWA DSWD 		
Document 3				
<ul style="list-style-type: none"> Registration Form for the College Admission Test 		<ul style="list-style-type: none"> Campus Admission Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Takes the College Admission Test	1.Administers the College Admission Test	None	3 hours	Campus Admission Officer
Student-applicants who failed to take the CAT during their assigned schedule will be notified and re-scheduled on the last week of the CAT period				
2.Receives the CAT result (On-line viewing of CAT ratings)	2.Releases CAT result on-line	None	44 days	
3.Secures Certificate of CAT rating by showing Valid ID of Applicant or Authorization letter of Examinee if claimed by an Authorized Representative	3.Verifies and releases CAT certificates	None	3 minutes	
TOTAL:		NONE	44 days, 3 hours, and 3 minutes	





CAMPUS BIDS AND AWARDS COMMITTEE (BAC) OFFICE

- Government Procurement – Alternative Mode of Procurement
- Government Procurement – Competitive Bidding





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

1. GOVERNMENT PROCUREMENT – ALTERNATIVE MODE OF PROCUREMENT

Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:	Campus Bids and Awards Committee (BAC) Office			
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		
Document 1 – Purchase Request		Campus Supply Office		
Document 2 – Earmarked Purchase Request		Campus Budget Office		
Document 3 – PPMP		Campus BAC Office / End-User		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the properly earmarked purchase request	1. Receives and logs in the Requisition and Issuance Slip or Purchase Request (earmarked)	None	1 day	BAC Secretariat, BAC Staff
	2. Evaluates technical specifications of goods/services/ infrastructure projects If technical specifications are incorrect, PRs shall be change by the end-user	None		
	3. Except for those with ABCs equal to Fifty Thousand Pesos (50,000.00) and below, RFQs shall be posted for a period of three (3) calendar days in the PhilGEPS website, website of the Procuring Entity. If available, and at any conspicuous place reserved for this purpose in the premises of the Entity	None	4 days	
	4. If for the purchase of goods, issues Request for Quotation to at least three (3) suppliers of good standing (technically, legally, and financially capable)	None		





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

2. GOVERNMENT PROCUREMENT – COMPETITIVE BIDDING

Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:	Campus Bids and Awards Committee (BAC) Office			
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		
Document 1 – Purchase Request		Campus Supply Office		
Document 2 – Earmarked Purchase Request		Campus Budget Office		
Document 3 – PPMP		Campus BAC Office / End-User		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the properly earmarked purchase request	1. Organizes Pre-Procurement Conference (if necessary)	None	7 days	BAC Secretariat, BAC Staff
	2. Conducts pre- procurement conference with the members, Technical Working Group (TWG) and end-user	None		BAC Chair and Members, Technical Working Group (TWG)
	3. Posts invitation to bid or request for intent in PhilGEPS and/or in nationwide circulated newspaper (broadsheet), campus website, conspicuous place of the campus	None	12 days	BAC Secretariat, BAC Staff
	4. Organizes Pre-Bid Conference	None		BAC Chair and Members, Technical Working Group (TWG)
	5. Conducts Pre-Bid meeting with interested contractors, suppliers and consultants	None		
	6. Schedules and organizes meeting for the submission and opening of bids	None		
	7. Prepares minutes of the meeting	None		
	8. Updates supplemental Bid Bulletin (to be posted in PhilGEPS)	None		BAC Chair and Members, Technical Working Group (TWG)





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

9. Prepares and distributes Bidding Documents.	None		BAC Secretariat, BAC Staff
10. Sends invitation letters to Commission on Audit (COA); two non-government organizations; end-users, TWG; and observers.	None		
11. Receive SEALED bidding documents from interested bidders marking the date and time they are accepted and logged.	None	1 day	BAC Chair and Members, Technical Working Group (TWG)
12. Conduct opening of bids and bid evaluation.	None		
13. Prepare minutes of the meeting.	None	1 day	BAC Secretariat, BAC Staff
14. Post-qualify the bidder with lowest calculated bid.	None		
15. Recommend to the HOPE the award of contract to the bidder with the lowest calculated responsive bid.	None	2 days	BAC Chair and Members, Technical Working Group (TWG)
16. Prepare minutes of the meeting.	None		
17. Approve the Resolution / Issue the Notice of award.	None	3 days	Head of Procuring Entity (HOPE)
18. Contract Preparation and Signing.	None		
19. Approval of contract of Higher Authority.	None	3 days	BAC Secretariat, BAC Staff
20. Issue the Notice to Proceed	None		
21. Post the Notice of Award in PhilGEPS.	None		
22. Post the Notice to Proceed and the approved contract in PhilGEPS.	None		
TOTAL:	NONE	26 days	

The “processing time” was changed to “processing day” due to the impossibility of quantifying in minutes the procurement stages. However, the law has determined the minimum and maximum period to conduct each st





CAMPUS CASHIER’S OFFICE

- Collection of Fees
- Releasing of Cash (Salaries and Financial Assistance/Scholarship)
- Releasing of Checks
- Table 1: List of Fees





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER



1. COLLECTION OF FEES

To ensure the process in collection accurately

Office or Division:	Campus Cashier’s 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, External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment Form		Campus Registrar’s Office		
Document Request Form		Campus Registrar’s Office		
Payment Slip		Campus Clinic/IPRM Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presents Assessment Form/ Identification Card or duly accomplished Payment Slip	1.Receives Assessment Form/School ID or duly accomplished Payment Slip	See Table 1: List of Fees	1 minute	Campus Cashier, Cashier Staff
2.Pays amount indicated in the Payment Slip	2.Receives and counts the money and Prints the Official Receipts	None	3 minutes	
3.Receives Official Receipt /Change	3.Signs and Issues Official Receipts and gives the change (If necessary)	None	1 minute	
TOTAL:		NONE	5 minutes	





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER



2. RELEASING OF CASH (SALARIES & FINANCIAL ASSISTANCE / SCHOLARSHIP)

To ensure that payments by cash is released on-time and shall be based on the approved payrolls

Office or Division:	Campus Cashier’s Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may Avail:	Students, Faculty Members, Administrative Staff, External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of School ID for Students		Campus Registrar’s Office		
School ID for Faculty Members and Administrative Staff		Campus Registrar’s Office		
Any Valid ID for External Clients (Company ID, Passport, Driver’s License, SSS, Voter’s, GSIS, PhilHealth, Postal, and PRC License)		Issuing Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presents School ID for Students, Faculty Members and Administrative Staff Presents Any Valid ID for External Clients In case of Authorized Representatives: Authorization letter and Photocopy of ID Authorizer and Authorized Person)	1.Requires student to submit photocopy of School ID Checks the ID’s being presented by the clients	None	3 minutes	Campus Cashier, Cashier Staff
2.Signs the Payroll	2.Counts and releases the cash/money	None	1 minute	
3.Receives and counts the cash/money	3.Signs and Issues Official Receipts and gives the change (If necessary)	None	1 minute	
4.Receives Official Receipt/ Change	4.Requires Client/s to evaluate employee in-charge	None	1 minute	
TOTAL:		NONE	6 minutes	





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER



3. RELEASING OF CHECKS

To ensure validity, propriety of claim based on the approved disbursement voucher

Office or Division:	Campus Cashier’s Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may Avail:	Students, Faculty Members, Administrative Staff, External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School ID for Students, Faculty Members, Administrative Staff		Campus Registrar’s Office		
For Student Financial Assistance: Colored Photocopy of School ID (2 Copies) with 3 specimen signatures In case of Representatives: (CHED Requirements) <ul style="list-style-type: none"> • Special Power of Attorney • Colored photocopy of school ID of the grantee with 3 specimen signatures, and • Colored photocopy of the representative’s ID with 3 specimen signatures 		Issuing Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presents School ID for Students, Faculty Members and Administrative Staff In case of Authorized Representatives: (CHED Requirements) <ul style="list-style-type: none"> • Special Power of Attorney • Colored photocopy of school ID of the grantee with 3 specimen signatures, and • Colored photocopy of the representative’s ID with 3 specimen signatures 	1.Requires client to sign in the received payment box of the disbursement vouchers	None	3 minutes	Campus Cashier, Cashier Staff
2.Signs in the received payment box of the disbursement vouchers	2.Issues the Check	None	2 minutes	
3.Receives the Check	3.Requires client/s to evaluate employee in-charge	None	1 minute	
TOTAL:		NONE	6 minutes	





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

TABLE 1: LIST OF FEES

OFFICE	SERVICES	FEES TO BE PAID
Campus Registrar’s Office	Issuance of Certificates of Grades	Php 30.00
	Issuance of Official Transcript of Records	Php 100.00 per page
	Issuance of Certification of Authentication and Verification	Php 120.00 per set (Local) Php 160.00 per set (Abroad)
	Re-Issuance of Diploma	Php 300.00
	Assessment Form	Php 30.00
	Authentication of Documents	Php 80.00 per page
Campus Student Development and Welfare Office	Issuance of Certification of Good Moral Character	Php 30.00
Campus Accounting Office	Issuance of Statement of Accounts	Php 20.00
Campus Clinic	Dental Extraction for Students	Php 75.00
	Dental Extraction for Faculty and Personnel	Php 100.00
	Dental Filling for Students	Php 200.00
	Dental Filling for Faculty and Personnel	Php 250.00
	Oral Prophylaxis for Students	Php 75.00
	Oral Prophylaxis for Faculty and Personnel	Php 100.00
Campus Bids and Award Committee (BAC) Office	Cost of Bidding Documents (500,000 and below)	Php 500.00
	Cost of Bidding Documents (500,000 up to 1 million)	Php 300.00
	Cost of Bidding Documents (1 million up to 5 million)	Php 500.00
	Cost of Bidding Documents (5 million up to 10 million)	Php 10,000.00
	Cost of Bidding Documents (10 million up to 50 million)	Php 25,000.00
	Cost of Bidding Documents (50 million up to 500 million)	Php 50,000.00
	Cost of Bidding Documents (More than 500 million)	Php 75,000.00
Campus Internationalization, Partnership and Resource Mobilization Office	Uniform Type-A Male Polo with Logo	Php 330.00
	Female Tela White	Php 300.00
	Female Tela Skirt	Php 200.00 per cut
	Organizational Shirt	Php 330.00 all sizes
	Student’s ID Lace	Php 100.00
	PE Jogging Pants	Php 300.00
	PE / NSTP T-Shirt	Php 260.00
	Rental of Apartment	Php 1,000.00 per family 2 families per apartment
Student’s Dormitory	Php 500.00 per bed space 4 pax per room	





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

Rental of Model Room	Php 750.00 good for 4 head Php 3,000.00 per room
Rental of Lecturer’s Dormitory	Php 1,000.00 per room 2 pax per room
Rental of Duplex	Php 1,000.00 per families per apartment
Guesthouse/ ICRM Quarters	Php 250.00 student rate Php 300.00 CSU E-rate Php 350.00 regular rate
Rental of Gymplex	Php 1,500.00 per hour
Rental of ICRM as Training Center	Php 800.00 minimum rate per hour
Rental of Love Hall	Php 800.00 minimum rate per hour
Rental of Sky Pavillion	Php 800.00 minimum rate per hour
Rental of Cafeteria	Php 800.00 minimum rate per hour
Rental of Food Court Stalls	Php 15,000.00 per month



VISION

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

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.

PHILOSOPHY

The University serves the INDIVIDUAL by providing the students with a nurturing environment for optimal human flourishing. It serves the COMMUNITY by offering programs responsive to individual and social needs.

CORE VALUES

Comprehensive
 Global, Intellectual, Responsibility, Accessibility and Quality
Social and Environmental
 Security of Ecosystems, Resilience for Future Generations, Shared Prosperity, Sustainable Development
Unity and Progress
 Honoring History and Heritage
 United in Spirit of Service
 United in Heart of Service
 United in Mind of Service
 United in Soul of Service
 United in Spirit of Service
 United in Heart of Service
 United in Mind of Service
 United in Soul of Service





CAMPUS COUNSELING AND CAREER SERVICES (CCSO) OFFICE

- Referral Service
- Counseling Service
- Exit Interview





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

1. REFERRAL SERVICE

It refers to the guidance service that entails the assistance of the entire academic community. Clients who are deemed to be in need of guidance and counseling assistance are referred to the counselor for help. If needed, referrals are also made to external consultants/experts handling cases beyond the ability of the counselor to handle.

Office or Division:	Campus Counseling and Career Services 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, External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Form		Campus Counseling and Career Services Office (CCSO) and College Dean’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Informs the Guidance Counselor of the purpose of the visit	1. Talks with the referring party about the referral	None	5 minutes	Campus Guidance Counselor, CCSO Staff
2. Referred party undergoes the counseling session	2. Conducts counseling, Terminates the counseling or conducts follow up session, or refers client to expert, whichever is applicable; Files Intake Form	None	1 hour	
3. Signs in the office logbook	3. Assists in signing the office logbook	None	1 minute	
TOTAL:		NONE	1 hour and 6 minutes	





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

2. COUNSELING SERVICE

It refers to the guidance service wherein the counselor assists the counselees in the development of a well-functioning individual primarily by enhancing and utilizing their potentials to the fullest and plan their future in accordance with their abilities, interests and needs.

Office or Division:	Campus Counseling and Career Services Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	Students, Faculty Members, Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Informs the Guidance Counselor of the purpose of the visit	1. Guidance counselor asks client to fill-out the intake form and consent form (if needed)	None	5 minutes	Campus Guidance Counselor, CCSO Staff
2. Undergoes the counseling session	2. Conducts counseling	None	1 hour	
3. Signs in the office logbook	3. Terminates the counseling or conduct follow up session, or refer client to expert, whichever is applicable; Assists in signing the office logbook Files Intake Form	None	1 minute	
TOTAL:		NONE	1 hour and 6 minutes	





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

3. EXIT INTERVIEW

It refers to the guidance activity wherein outgoing students are given assistance in relation to their choices to drop or transfer.

Office or Division:	Campus Counseling and Career Services Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	Students who are dropping or transferring			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Informs the Guidance Counselor of the purpose of the visit	1. Assists the students in filling-out the Exit Interview Form.	None	2 minutes	Campus Guidance Counselor, CCSO Staff
2. Fills out the form	2. Guides in filling out the form and interviews the student; Files the accomplished exit interview form	None	10 minutes	
3. Evaluates the service rendered and signs in the office logbook	3. Instructs the students to accomplish the Client Satisfaction Measurement (CSM) Survey Form and assists in signing the office logbook	None	10 minutes	
TOTAL:		NONE	22 minutes	





CAMPUS CLINIC

- Medical Consultation, Examination and Counseling
- First Aid Treatment
- Issuance of Medical Certificate Prior to Internship/ On The Job (OJT) or Athletic Competition
- Dental Examination and Consultation
- Dental Treatment





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

1. MEDICAL CONSULTATION, EXAMINATION AND COUNSELING

Medical concerns are assessed and treated in the Campus Clinic

Office or Division:	Campus Clinic			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	Students, Faculty Members, Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Logbook		Campus Clinic		
History Form		Campus Clinic		
Prescription Form		Campus Clinic		
Laboratory Request Form		Campus Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the logbook	1. Assists the client in signing the logbook	None	1 minute	Campus Nurse
2. Verbalizes chief complaints	2. Asks series of questions pertaining to chief complaints of the patients	None	5 minutes	
3. Subjects himself/herself for initial physical examination	3. Gets vital signs	None	3 minutes	
4. Subjects himself/herself for medical examination	4. Conducts a thorough history and physical examination	None	10 minutes	
5. Receives treatment form	5. Issues prescription or lab request form for further diagnostics	None	2 minutes	
6. Receives initial dose of medicine for the temporary relief of symptoms or asks to come back for further consultation if symptoms persist	6. Dispenses initial dose of medicine or request the patient to go for further laboratory test/s if symptoms persist	None	2 minutes	
7. Receives health teaching from the providers	7. Provides health teaching to the patient	None	5 minutes	
TOTAL:		NONE	28 minutes	





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

3. ISSUANCE OF MEDICAL CERTIFICATE PRIOR TO INTERNSHIP/ ON THE JOB TRAINING (OJT) OR ATHLETIC COMPETITION

Medical Clearance are issued to students before they allowed to undergo On-the-Job training/Internship or engaging in Athletic Competition

Office or Division:	Campus Clinic			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request for Issuance of Medical Certificate (1 copy)		College Dean’s Office		
Laboratory Request Form (1 copy)		Campus Clinic		
Laboratory Results		Outside Laboratory Service Provider		
Logbook		Campus Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents a letter from respective college that requests issuance of medical certificate	1. Receives endorsement from the college	None	1 minute	Campus Nurse
2. Secures a Laboratory request from Campus Clinic	2. Provides client with referral to laboratory.	None	1 minutes	
3. Presents referral form to the recommended laboratory or health facility for laboratory test to be done	3. Assists client and carry out laboratory request (outside lab service provider)	Variable	Variable	
4. Returns to the Campus Clinic and signs in the logbook and fills up necessary details	4. Assists the patient in signing the logbook	None	2 minutes	
5. Subjects himself for initial physical examination	5. Takes and records vital signs	None	2 minutes	
TOTAL:		None	6 minutes	





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

4. DENTAL EXAMINATION AND CONSULTATION

Dental concerns are assessed and treated in the Campus Dental Clinic

Office or Division:	Campus Clinic			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	Students, Faculty Members, Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Individual Dental Record		Campus Clinic		
Dental Examination Form		Campus Clinic		
Payment Order Form		Campus Clinic		
Consent Form		Campus Clinic		
Individual Dental Record		Campus Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients signs in the logbook.	1. Assists in signing of logbook. Retrieve health examination record if none, asks client to fill up form.	None	5 minutes	Campus Dentist
2. Clients subjects himself/ herself for initial physical examination.	2. The Dentist performs thorough dental examination.	None	5 minutes	
3. Clients receives recommendation/ treatment plan	3. The Dentist suggests/ recommends treatment plan: <ul style="list-style-type: none"> • Extraction • Dental Filling • Oral Prophylaxis 	Student 75 Php Faculty & Personne 100 Php Student 200 Php Faculty & Personne 250 Php Student 75 Php	10 minutes	





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

		Faculty & Personnel 100 Php	
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
5. Client receives payment order form and consent form	5. The dentist/ Clerk issues payment order form and consent form	None	2 minutes
TOTAL:		Student 75 Php / 200 Php Faculty & Personnel 100 Php/ 250 Php	24 minutes

5. DENTAL TREATMENT

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





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

Office or Division:	Campus Clinic			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	Students, Faculty, Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Individual Dental Record		Campus Clinic		
Dental Examination Form		Campus Clinic		
Payment Order Form		Campus Clinic		
Consent Form		Campus Clinic		
Individual Dental Record		Campus Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients signs in the logbook.	1. Assists in signing of logbook.	None	1 minute	<i>Nurse/ Clerk Campus Clinic</i>
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	<i>Dentist Campus Clinic</i>
3. Client subjects himself for physical examination.	3. Reassesses the patient prior to procedure	None	1 minute	<i>Dentist and Clerk Campus Clinic</i>
4. Client receives treatment	4 Performs Minor Operation: <ul style="list-style-type: none"> • Extraction • Oral Prophylaxis 	Student 75 Php Faculty & Personnel 100 Php Student 200 Php Faculty & Personnel 250 Php Student 75 Php	5 – 15 minutes	<i>Nurse Campus Clinic</i>





COLLEGE DEAN’S OFFICE

- Advising New Students
- Advising Old Students
- Conducting Faculty – Student Consultation
- Handling Students’ Complaints
- Request for Petition Course





1. ADVISING NEW STUDENTS

Office or Division:	College Dean’s Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may Avail:	New Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Admission test result	Campus Admission’s Office
PSA Birth Certificate (Original)	Philippine Statistics Office (PSA)
Form 138/Senior High School Card (Original)	Senior High School Last Attended
Good Moral Certificate	Campus Clinic
Student Profile Form with three (3) copies of 2x2 ID (taken within the last six month) (original)	Download from CSU Website: https://www.csu.edu.ph/docs/studentprofile_form.pdf
Advising Form (original)	College Dean’s Office
3 Long White Folder	Any Store

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents three (3) copies of the admission requirements to the admitting Individual	1. Checks and assesses the completeness of the admission requirements submitted by the enrollee	None	5 minutes	College Dean
	2. Issues Advising Form to the qualified enrollee and instructs enrollee to proceed to Campus Counseling and Career Services Office, Student Development and Welfare Office and Registrar’s Office	None	1 minute	
2. Submits 1 (one) copy of Assessment Form marked with “Enrolled” to the College Dean.	3. Receives and files the office copy of the admission requirements and assessment form	None	1 minutes	
TOTAL:		NONE	7 minutes	





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER



2. ADVISING OLD/TRANSFEREE/SHIFTING STUDENTS

Office or Division:	College Dean’s Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	Old/Transferee/Shifting Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Course Prospectus/ Previous Grades		College Dean’s Office		
Advising Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Shows Prospectus/ Previous Grades	1. Assesses courses taken by Old/ Transferee/ Shifting students and advises courses to enroll	None	5 minutes	College Dean
	2. Advises to proceed to the Registrar’s Office to enroll	None	1 minutes	
2. Submits 1 (one) copy of Assessment Form marked with “Enrolled” to the College Dean	3. Receives and files the assessment form	None	1 minutes	
TOTAL:		NONE	7 minutes	





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

3. CONDUCTING FACULTY–STUDENT CONSULTATION

Office or Division:	College Dean’s Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Consultation Form			College Dean’s Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out a Consultation Form	1. Checks the consultation schedule of the faculty member and endorses the student	None	3 minutes	College Dean
	2. Accommodates student, provide needed guidance, and submits the report to the College Dean	None	30 minutes	Faculty Member
	3. Reviews and approves the report and files the completed consultation forms	None	5 minutes	College Dean
TOTAL:		NONE	38 minutes	





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

4. HANDLING STUDENTS’ COMPLAINTS

Office or Division:	College Dean’s Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Consultation Form			Dean’s Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out a Consultation Form	1. Receives the letter of complaint/ complaint form stating the schedules of Dean-student conference, and Dean-faculty, and Dean-student-faculty conference	None	1 minutes	College Dean
	2. Conducts conference to seek resolution for the complaint	None	15 minutes	Faculty Member
	3. If a resolution was met, takes action based on the agreed resolution	None	5 minutes	College Dean
	4. If a resolution was not met, forwards the complaint to the office of the Student Disciplinary Tribunal thru OSDW	None	5 minutes	College Dean
TOTAL:		NONE	26 minutes	





5. REQUEST FOR PETITIONED COURSES

Office or Division:	College Dean’s Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Consultation Form		Dean’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Petition Letter	1. Reviews the Petition letter and assigns the faculty to handle	None	5 minutes	College Dean
	2. Releases Petition form to the requesting student	None	1 minute	
2. Fill – out and submit the accomplished Petition Form	3. Receives, sign, and endorse the Petition forms with the Affidavit of Undertaking	None	1 minute	
	4. Receives and file approved Petition Documents	None	1 minute	
TOTAL:		NONE	8 minutes	





CAMPUS HUMAN MANAGEMENT OFFICE

- Request for Service Record
- Request for Certificate of Employment
- Processing of Application of Hiring and Promotion
- Preparation of Salary Payroll and Other Benefits per College/ Office





1. REQUEST FOR SERVICE RECORD

Duration of Government Service from employment, promotion, retirement/ resignation/ transfer as well as salary received per month

Office or Division:	Campus Human Resource Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	Faculty, Personnel			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the data/record needed	1. The personnel in-charge informs the client that service record is being processed at Central Administration	None	1 minute	HRMO HR Staff
TOTAL:		None	1 minute	





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

2. REQUEST FOR CERTIFICATE OF EMPLOYMENT

Indication of First Day of Service, Position and Designation, compensation of the Employee Concerned

Office or Division:	Campus Human Resource Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	Faculty, Personnel			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Request Form and up the data needed	1. The in-charge personnel receive the request and verifies data.	NONE	2 minutes	<i>Records Officer</i>
2. Client waits at the waiting area	2. Upon verification, prepares the certificate of employment and endorses to the Office of the CEO for signature	None	15 minutes	<i>HRMO HR Staff</i>
	3. Signs the documents and forward to the Personnel staff for release	None	2 minutes	<i>CEO/ CEO Staff</i>
3. Receiving of the document	4. Receives the signed COE and releases the same to the requesting employee	None	5 minutes	<i>HRMO HR Staff</i>
4. Accomplishes feedback form	5. Receives the document requested and accomplishes the feedback form	None	5 minutes	<i>Client</i>
TOTAL:		None	29 minutes	



VISION

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

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.

PHILOSOPHY

The University serves the INDIVIDUAL by providing fine education with a nurturing environment for optimal human flourishing. It serves the COMMUNITY by offering programs responsive to individual and social needs.

CORE VALUES

Compassionate
 Uphold the principles of Respect, Hospitality and Graciousness
Service and Responsibility
 Uphold the principles of Service and Responsibility
Unity and Integrity
 Uphold the principles of Unity and Integrity
Excellence
 Uphold the principles of Excellence and Quality
 Uphold the principles of Excellence and Quality





3. PROCESSING OF APPLICATION OF HIRING AND PROMOTION

Appointment issued to the applicant to perform the duties responsibilities attached to the position title indicate.

Office or Division:	Campus Human Resource Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	Faculty, Personnel			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client files application to the Office of the President through the Campus Executive Officer	1. Receives the application portfolio and forwards to the HRMO	None	2 minutes	<i>Records Officer</i>
	2. Receives application portfolio from the Office of the CEO and review as to completeness (2 min)	None	2 minutes	<i>HRMO HR Staff</i>
	3. Campus HRMPSB Chairman convenes the members which includes the Immediate Supervisor of the unit where the vacancy exists, Employees’ Organization President, HRMO, Level 1 and Level 2 representatives	None	4 Hours	<i>CEO/ CEO Staff</i>
	4. Rates, evaluates and submits the evaluation result/ list of qualified applicants to the OCEO	None	1 Day	<i>HRMO HR Staff</i>
	5. Signs the recommendation letter and forwards to the HRMO for proper transmittal to the Office of the University HR	None	2 minutes	<i>Client</i>
	6. Submits the evaluation results with the recommendation of the CEO to the Office of the University HR	None	1 Day	





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

	7. Receives the request form, reviews the completeness of requirements, and instructs the Campus HRMO to return after 7 days	None	5 minutes	University HRMO HR Office
	8. Prepares appointment and processes it in accordance to the requirements set by the CSC	None	3 days	University HRMO HR Staff HR Office
	9. Signs the certification as to compliance of supporting documents and submission to CSC for confirmation/ attestation	None	3 days	University HRMO HR Office
	10. Signs the certification as to qualification requirements	None		VPAF VPAF Office
	11. Approves the appointment	None	3 days	University President President’s Office
2. Receiving of the document	12. Releasing of the document	None	1 minute	University HRMO HR Office
TOTAL:		None	11 days, 4 hours & 12 minutes	





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

TOTAL:	None	3 days, 6 hours & 30 minutes	
---------------	-------------	---	--

CAMPUS INTERNALIZATION, PARTNERSHIP AND RESOURCE MOBILIZATION OFFICE

- Application, Reservation and Approval for the Use of Campus Facilities
- Payment of Campus Food Stalls Canteen Bills
- Application for Campus Contract of Lease and Services
- Payment of Campus Food Stalls Rentals Canteen Bills





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

1. APPLICATION, RESERVATION AND APPROVAL FOR THE USE OF CAMPUS FACILITIES

Government- Business transaction (application, reservation and use of CSU Facilities by non-campus affiliated agency or private agency with pay), and I Services Office of the Cagayan State University – Considers Government- Citizen Transaction (application, reservation and use of Facilities by students, faculties, college departments).

Government – Government (application, reservation and use of CSU Facilities by partnered-agency of CSU and other Government Office subject for approval)

Office or Division:	IPRM Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may Avail:	Students; CSU Employees and, Non-Campus affiliated Agency

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Billing Statement	IPRM Office
Official Receipts of the electric and water bills	
*Request Form (must attach the approved letter of the conduct of a particular activity by the CEO)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Letter with the approval of the Campus Executive officer, if non-campus affiliated agencies or individuals explain the conditions of reservation.	1. Review the validity of the request and availability of the item/s to be used or borrowed	None	5 minutes	IPRM Staff IPRM Office
2. Fill up the CSU IGP Form.	2. Signed and approved by the Director and the CEO	None	4 minutes	<i>IPRM Director</i> IPRM Office
3. If approved, wait for the payment slip	3. Issues Payment Slip	None	1 minutes	IPRM Staff IPRM Office
4. Proceeds for the Cashier's Office for Payment, (only for those non-campus affiliated agencies individuals)	4. Collects Payment and issues Official Receipts	Gymnasium as venue 1,500.00 per hour	3 minutes	<i>Cashier's Office Staff</i> Cashier's Office





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

		<p>a. ICRM as Training Center</p> <p>b. Audio-Visual Building</p> <p>c. Love Hall</p> <p>d. Sky Pavillion</p> <p>e. Cafeteria 4,000 min. rate for 5 hours</p> <p>Guesthouse / ICRM Quarters</p> <p>250 student rates 300 CSU E-rate 350 regular rates</p> <p>Student’s Dormitory 500 per bed space 4 pax per room</p> <p>Model Room 750 good for 4 head 3,000 per room</p> <p>Lecturer’s Dormitory 1,000 per room 2 pax per room</p> <p>Ladie’s Dorm 1,000 per</p>		
--	--	---	--	--





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

2. PAYMENT OF CAMPUS FOOD STALLS RENTALS CANTEEN BILL

Office or Division:	IPRM Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Billing Statement		IPRM Office		
Official Receipts of the electric and water bills				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Billing Statement (Rental, electricity and water).	1. Provides the Document		5 minutes	<i>IPRM Staff IPRM Office</i>
2. Receive documents, proceeds at the Cashier’s Office and pay the monthly bills.	2. Receives payment and Issues Official Receipts.	Food Court Stalls (15,000 per month) Ambulant vendors (300 per month) *Electric and water bills depend on actual surcharge	10 minutes	<i>IPRM Staff IPRM Office Cashier’s Office Staff Cashier’s Office</i>
3. Submits Official Receipt	3. Reflects payment to the Lessee’s Ledger	None	10 minutes	<i>IPRM Staff IPRM Office</i>
TOTAL:		None	25 minutes	





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

3. APPLICATION FOR CAMPUS CONTRACT OF LEASE AND SERVICES

Office or Division:	IPRM Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may Avail:	Business Owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent	IPRM Office
Application Form	
Business Slot Application Form	
Business Permit	Mayor’s Office
Health Permit	Rural Health Unit
BFP Safety Certification	Bureau of Fire Protection
DTI Permit	Department of Trade and Industry
Product Listings, Crew Roster and Facility Layout	Lessee
Contract of Lease	IMPRM Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Letter of Intent	1. Receives and review the document submitted	None	5 minutes	IPRM Staff IPRM Office
2. (If approve) Request for Business Slot Application Form and Fills-up the Document	2. Receives the document and verify the completeness	None	5 minutes	IPRM Staff IPRM Office
3. Submit other required documents	3. Receives and peruses documents	None	3 minutes	Canteen Manager/ Stall Manager / IPRM Staff IPRM Office
	3.1. Files the document submitted	None	2 minutes	IPRM Staff IPRM Office
	3.2 Determines the capability of	None		





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

	the applicant and forwards the recommendation to the PBRM Director. Cc: Director of Administration Accounting Office Campus Executive Officer		3 days	Canteen Manager / IPRM Staff IPRM Office
	3.3. Prepares contracts of lease	None	15 minutes	IPRM Staff IPRM Office
4. Signs the Contract of Lease	4. Instructs the client to have the contract notarized	None	10 minutes	Canteen Manager/ Stall Manager / IPRM Staff IPRM Office
5. Submits accomplished Contract of Lease	5.Receives and files document. 5.1. Prepares Billing Statement for rental deposit and advance	None None	5 minutes	Canteen Manager/ Stall Manager / IPRM Staff IPRM Office
6. Pays rental deposit and advance to the University Cashier	6.Receives payment and issues official receipts	None	5 minutes	Canteen Manager/ Stall Manager / IPRM Staff IPRM Office
7. Shows Official Receipt (OR)	7.Prepare and reflects payment on the lessee’s ledger	None	10 minutes	Canteen Manager/ Stall Manager / IPRM Staff IPRM Office
TOTAL:		None	3 days and 1 hour	





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

4. PAYMENT AND ISSUANCE OF SCHOOL UNIFORMS

Office or Division:	IPRM Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Campus Registrar’s Office		
Official Receipts		Cashier’s Office		
Delivery Receipts		BAO Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Registration form	1. receives and review the registration presented for verification	Uniform Type A Male Polo with logo 330 Female Tela White - 300 Skirt - 200 / cut Org shirt 330 all sizes Student’s ID Lace – 100 PE Jogging Pants – 300 PE / NSTP Shirt – 260	5 minutes	Registrar’s Staff Registrar’s Office Cashier’s Office Staff Cashier’s Office IPRM Staff BAO Office
2. Fill out the payment order slip	2. Evaluate and sign the payment order slip	None	1 minutes	IPRM Staff BAO Office
3. Show the signed PO and pay at the cashier’s office	3. Check the OR for verification and proceed to the BAO Office	None	3 minutes	IPRM Staff BAO Office
4. Fill out the delivery receipt form.	4. Evaluate and sign the delivery receipt form. 4.1 Check the OR for the verification and	None	3 minutes	IPRM Staff BAO Office





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

	file the delivery receipt (Business Office Copy)			
5. Sign the logbook for the release of uniform/s.	5. Prepare the uniforms. 5.1 File and reflect payment in the ledger 5.2 Release the uniforms	None	3 minutes	Cashier's Office Staff Cashier's Office IPRM Staff BAO Office
6. Show the DR (student's copy) to the guard on duty)	6. Guard shall not allow items/products to be brought out from the campus without the DS.	None		Guard on duty Administration Office
TOTAL:		None	15 minutes	





CAMPUS LIBRARY

- Issuance of Library Card
- Circulation – Borrowing of Library Materials
- Circulation – Borrowing of Library Materials
- Inter – Library Loan Services
- Internet/ E – Library Services
- Signing of Clearance

1. ISSUANCE OF LIBRARY CARD

This covers the process of issuance of Library Identification Card





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

Office or Division:	Campus Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	Students & Transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Identification Card		Library – Circulation Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Assessment Form and submits 1x1 ID picture	1.1. Verifies the Assessment Form if the Library Identification Card is included or issuance has been made.	None	30 seconds	<i>Librarian / Library Staff In-charge</i>
2. Fills out the Borrowers Profile Form	2.1. Prepares and encodes student information in the library card template.	None	1 business day	<i>Librarian / Library Staff In-charge</i>
3. Signs in the log book for the issuance of borrower's card.	3.1 Issues the Library Identification card. Note: In case of lost, issues a Payment Order Form and instructs the client to pay 90.00 to the Cashiers Office and presents the Official Receipt to the librarian/ staff in-charge. Then proceed to step 2.	None	1 minute	<i>Librarian / Library Staff In-charge</i>
TOTAL:		None	1 day	

2. CIRCULATION – BORROWING OF LIBRARY MATERIALS

This covers the position of lending library materials





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

Office or Division:	Campus 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 RESPONSIBLE
1.Searches the library material using the Open Public Access Catalog (OPAC) and jots down its corresponding Call Number	1.Assists the client in locating the library material/s using the OPAC.	None	3 Minutes	<i>Librarian / Library Staff In-charge</i>
2. Locates the material on the shelf, seeks assistance from the librarian/staff if needed.		None	2 Minutes	<i>Librarian / Library Staff In-charge</i>
3. Presents the library material together with the Library Identification Card to the Librarian/Staff.	2.Checks out the library material to the name of the client utilizing the Library Automated System / Log-sheet.	None	2 Minutes	<i>Librarian / Library Staff In-charge</i>
4. Leaves the library identification card.	3.Issues the library material to the client.	None	30 seconds	<i>Librarian / Library Staff In-charge</i>
TOTAL:		None	7 minutes & 30 seconds	

3. CIRCULATION – RETURNING OF LIBRARY MATERIALS

This covers the process of returning of borrowed library materials





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

Office or Division:	Campus Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	Students & Transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Identification Card		Library – Circulation Services		
Transaction Receipt		Library – Circulation Services		
Payment Order Form (If overdue)		Library – Circulation Services		
Official Receipt (if overdue)		Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the borrowed library material to the Librarian/Staff.	1.1. Inspects and checks in the library material utilizing the Library Automated System / Log-sheet.	None	2 Minutes	<i>Librarian / Library Staff In-charge</i>
2. Waits for the processing of the service.	2.1. Verifies the due date of the borrowed library materials; If overdue, issues a Payment Order Form and instructs the client to pay the overdue fine/penalty at the Cashier's Office.	None	1 minute	<i>Librarian / Library Staff In-charge</i>
3. Claims the Library Identification Card.	3.1. Returns the library materials in its proper shelves.	None	1 Minute	<i>Librarian / Library Staff In-charge</i>
TOTAL:		None	4 minutes	

4. INTER – LIBRARY LOAN SERVICES

This covers the procedure in accommodating clients coming from other schools or institutions





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

through referrals

Office or Division:	Campus 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 RESPONSIBLE
1.Presents the Referral Letter and Valid Identification Card to the Librarian.	1.Receives and files the Referral Letter to its corresponding folder.	None	1 Minute	<i>Librarian / Library Staff In-charge</i>
2.Fills out the Inter-Library Loan Services Log Sheet.	2.Assists the client in searching information needs.	None	1 Minute	<i>Librarian / Library Staff In-charge</i>
TOTAL:		None	2 minutes	

5. INTERNET/ E – LIBRARY SERVICES

This covers the procedure in utilizing the computer units and available e – resources in the internet





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

section

Office or Division:	Campus 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 RESPONSIBLE
1. Logs the "time in" in the attendance record and leaves the library identification card at the counter.	1.1. Receives the library identification card.	None	30 seconds	<i>Librarian / Library Staff In-charge</i>
2. Looks for a vacant unit and utilize it.		None	30 seconds	<i>Librarian / Library Staff In-charge</i>
3. Upon exit, Logs the "time out" in the attendance record.	3.1. Returns the library identification card.	None	30 seconds	<i>Librarian / Library Staff In-charge</i>
TOTAL:		None	1 minute & 30 seconds	

6. SIGNING OF CLEARANCE

This covers the proper settlement for library obligations before the signing of clearance





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

Office or Division:	Campus Library			
Classification:	Simple			
Type of Transaction:	(G2C – Government to Citizen)			
Who may Avail:	Students, Faculty Members, Administrative Personnel, Administrators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Identification Card		Library – Circulation Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presents the Library Identification Card (for students only) and clearance form.	1.Verifies for unreturned material and/or overdue accounts of the client from the Library Automated System / Log-sheet. Note: If overdue/lost, issues a Payment Order Form and instructs the client to pay the overdue fine/penalty at the Cashier's Office. Client may also replace the lost library material with the latest edition of the book plus a processing fee of Php50.00.	None	2 Minutes	<i>Librarian / Library Staff In-charge</i>
2.Fills out the log sheet for signing of clearance.	2.Signs the clearance form.	None	1 Minute	<i>Librarian / Library Staff In-charge</i>
TOTAL:		None	3 minutes	





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

This process is for new or incoming first-year students and involves several steps, including submitting applications, providing required documents, selecting courses, paying fees, and obtaining official enrollment status.

Office or Division:	Registrar’s Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	Incoming first year students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission Test Result - original copy		Admissions Office – CSU		
PSA Birth Certificate-1 original or authenticated copy		Philippine Statistics Authority (PSA)		
Form 138/ Senior High school Card -1 original copy		Senior High School last attended		
Good Moral Certificate original copy				
Student Profile form with 2 copies of 2x2 I.D. (taken within the last 6 months) original copy		Download from CSU website: https://www.csu.edu.ph/docs/studeritprofile_form.pdf		
Advising Certificate/Form - 1 original copy		Admitting College/ Department – CSU		
Marriage certificate (if married) -original or authenticated copy		Philippine Statistics Authority (PSA)		
Long brown envelope				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Register on the Online Portal at myportal.csu.edu.ph using the enrollment code from the CSU-CAT result portal.	1.Verifies the status of the application.	None	1 minute	<i>Admission Office</i>
Step 2: Check pre-registration status on the online portal. If advised, proceed to the College Department.	2.Issues a queue number and guides the applicant.	None	1 minute	<i>Admission Office</i>
Step 3: Proceed to the College Department for an interview and evaluation. If advised, proceed to the Registrar’s Office with the requirements for enrollment.	3.Conducts interviews and evaluations of the applicants.	None	5-10 minutes	<i>College Department</i>
Step 4: Submit all required documents at the designated Registrar’s Office counter.	4.Review and verify the documents.	None	3-5 minutes	<i>Registrar’s Enrollment Officer</i>





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

<p>Step 5: Secure the assessment slip of the enrollment confirmation.</p>	<p>Confirms enrollment and provides the assessment slip with a stamped mark “OFFICIALLY ENROLLED”.</p>	<p>None</p>	<p>1 minute</p>	<p><i>Registrar’s Enrollment Officer</i></p>
<p>Step 6: Receive two (2) copies of the assessment slip and sign in the record logbook.</p>	<p>5.Release the assessment slip and instruct the students to submit one copy to the respective college for official records, while retaining another copy for personal reference.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Registrar’s Enrollment Officer</i></p>
<p>TOTAL:</p>		<p>None</p>	<p>20 minutes</p>	

2. ENROLLMENT OF CONTINUING STUDENTS



VISION

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

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.

PHILOSOPHY

The University serves the INDIVIDUAL by providing the students with a nurturing environment for optimal human flourishing. It serves the COMMUNITY by offering programs responsive to individual and social needs.

CORE VALUES

Compassionate
 Caring, Humane, Respectful, Responsibly and Quality
Service
 Quality of Education, Quality of Service, Quality of Life
Unity
 Unity of Purpose, Unity of Action, Unity of Spirit
Integrity
 Honesty, Transparency, Accountability, Integrity
 Using the power of the AGRI-REGIS and the world
 Under the University and the community.





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

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

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		
Library Identification Card		Library – Circulation Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Submit the advising form at the Registrar’s Office counter.	1.Review and verify the documents.	None	3 minutes	<i>Registrar’s Enrollment Officer</i>
Step 2: Secure the assessment slip of the enrollment confirmation.	2.Confirm enrollment and provides the assessment slip with a stamped mark “OFFICIALLY ENROLLED”.	None	1 minute	<i>Registrar’s Enrollment Officer</i>
Step 3: Receive two (2) copies of the assessment slip and sign in the record logbook.	3.Release the assessment slip and instruct the students to submit one copy to the respective college for official records, while retaining another copy for personal reference.	None	2 minutes	<i>Registrar’s Enrollment Officer</i>
TOTAL:		None	6 minutes	

3. ENROLLMENT OF TRANSFEREES

The process by which students transfer from one educational institution to Cagayan State University to





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

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:	Incoming first year students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Advising Form - 1 original copy	Admitting College/ Department – CSU
Student Profile form with 2 copies of 2x2 I.D. (taken within the last 6 months) original copy	Download from CSU website: https://www.csu.edu.ph/docs/studeritprofile_form.pdf
Admission Test Result - original copy	Admissions Office – CSU
Transfer Credit Form (original)	Admitting College/Department – CSU
Transcript of Records (TOR) (original)	College previously attended
Honorable Dismissal (HD) w/ Certificate of Grades from the school of origin (original)	College previously attended
Good Moral Certificate original copy	College previously attended
PSA Birth Certificate-1 original or authenticated copy	Philippine Statistics Authority (PSA)
Marriage certificate (if married) -original or authenticated copy	Philippine Statistics Authority (PSA)
Long brown envelope	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Submit all enrollment requirements.	1.Verifies the completeness and authenticity of the requirements submitted; registers the information and program course in the system.	None	15 minutes	<i>Registrar’s Record Custodian</i>
Step 2: Receive the assessment slip and sign in the record logbook	2.Prints and issues assessment slips.	None	2 minutes	<i>Registrar’s Record Custodian</i>
If Opt-In secures the Assessment Slip, then proceed to the Accounting	3.The Registrar’s Office provides the assessment slip and instructs	None	1 minute	<i>Registrar’s Records Custodian</i>





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

Office to validate the assessment.	the applicant to proceed to the Accounting Office for printing and validation.			
If Opt-Out secures the printed assessment document, then proceed to the Cashier’s Office and Accounting Office for account validation.	4.The Registrar’s Office prints and issues the assessment document and instructs the applicant to proceed to the Cashier’s Office and the Accounting Office for final validation.	None	5 minutes	<i>Registrar’s Records Custodian</i>
Step 3: Secure the return slip and sign in the record logbook.	5.Release the return slip and instruct the students	None	2 minutes	<i>Registrar’s Enrollment Officer</i>
TOTAL:		None	25 minutes	

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 further studies at the post-baccalaureate level.





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

Office or Division:	Registrar’s Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	Post-Baccalaureate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Advising Form - 1 original copy		Graduate School Department – CSU		
Student Profile form with 2 copies of 2x2 I.D. (taken within the last 6 months) original copy		Graduate School Department – CSU		
Undergraduate’s Official Transcript of Records (for Masters) - original copy		The school graduated – college level		
Master’s Official Transcript of Records (for Doctorate) - original copy		The school graduated – master’s level		
PSA Birth Certificate-1 original or authenticated copy		Philippine Statistics Authority (PSA)		
Marriage certificate (if married) -original or authenticated copy		Philippine Statistics Authority (PSA)		
Long brown envelope				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Submit all enrollment requirements.	1.Verifies the completeness and authenticity of the requirements submitted; registers the information and program course in the system.	None	15 minutes	<i>Registrar’s Record Custodian</i>
Step 2: Receive the assessment slip and sign in the record logbook	2.Prints and issues assessment slips.	None	2 minutes	<i>Registrar’s Record Custodian</i>
Step 3: Proceed to the Cashier’s office and accounting office.	3.Instruct the applicant to proceed to the Cashier’s Office and proceed to the assessment section of the accounting office for validation of the assessment form with the stamped mark “OFFICIALLY ENROLLED”	None	5 minutes	<i>Registrar’s Records Custodian</i>
TOTAL:		None	22 minutes	

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

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 at a particular educational institution.





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

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		
Terminal Clearance		Registrar’s Office		
Application for Graduation		Registrar’s Office		
Form 137 - original copy		Senior High School previously attended		
PSA Birth Certificate-1 original or authenticated copy		Philippine Statistics Authority (PSA)		
Authorization Letter with attached photocopy of any valid ID bearing signatures (if applicable)		Graduates		
Document Request Form (DRF)		Registrar’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Secure and complete the Document Request Form (DRF).	1.Issues DRF and instructs the client to fill out the form.	None	2 minutes	<i>Registrar’s Record Custodian</i>
Step 2: Submit the document request form and requirements to the Records Custodian window.	2.Receives the complete requirements and prepares the OTR.	None	3 days	<i>Registrar’s Record Custodian</i>
Step 3: Receive the Official Transcript of Records (OTR) with a dry seal and sign in the record logbook.	3.Releases the Official Transcript of Records (OTR) with a dry seal.	None	2 minutes	<i>Registrar’s Records Custodian</i>
TOTAL:		None	3 days, 4 minutes	

6. RE – ISSUANCE OF OFFICIAL TRANSCRIPT OF RECORDS

The process of issuing a second or duplicate copy of an official document containing a student’s academic record after graduation.





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

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 attached photocopy of any valid I.D. of the representative and owner of the document bearing signatures (if applicable)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Secure and complete the Document Request Form (DRF).	1.Issues DRF and instructs the client to proceed in the Cashier’s Office for payment of the OTR fee.	100 per page	2 minutes	<i>Registrar’s Record Custodian</i>
Step 2: Submit the document request form and requirements to the Records Custodian window.	2.Receives the requirements and prepares the requested document.	None	12 minutes	<i>Registrar’s Record Custodian</i>
Step 3: Receive the Official Transcript of Records (OTR) with a dry seal and sign in the record logbook.	3.Releases the Official Transcript of Records (OTR) with a dry seal.	None	2 minutes	<i>Registrar’s Records Custodian</i>
TOTAL:		None	16 minutes	

7. ISSUANCE OF CERTIFICATIONS

This refers to providing a second or duplicate copy of an official document containing a student’s academic record. These certifications serve as formal proof of a student’s academic achievements. They





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

may include documents such as Certificates of Grades, Enrollment, Graduation, Latin Honor, Class Ranking, General Weighted Average (GWA), Medium of Instruction (MOI), and Authenticity.

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 attached photocopy of any valid I.D. of the representative and owner of the document bearing signatures (if applicable)		CSU Graduates/Students		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Accomplish DRF and pay the certification fee at the Cashier’s Office.	1.Issues DRF and instructs the client to proceed to the Cashier’s Office for payment of the certification fee.	Certifications: Grades: ₱30.00 Enrollment: ₱30.00 Graduation: ₱120.00 Latin Honor: ₱120.00 Ranking: ₱120.00 Authenticity of Documents: ₱120.00 GWA: ₱120.00	1 minute	<i>Registrar’s Record Custodian</i>
Step 2: Submit accomplished DRF and Official Receipt together with the requirements	2.Receive the accomplished document request form and other requirements.	None	2 minutes	<i>Registrar’s Record Custodian</i>
Step 3: Receive the Certification with a dry seal and sign in the record logbook.	3.Prepare and Releases the Certification with a dry seal.	None	5 minutes	<i>Registrar’s Records Custodian</i>
TOTAL:		None	8 minutes	

8. ISSUANCE OF CERTIFICATIONS OF AUTHENTICATION AND VERIFICATIO (CAV)

This process confirms the authenticity, accuracy, and completeness of a student's academic records. It





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

is often required by the Department of Foreign Affairs (DFA) for overseas travel or employment. Additionally, it is used for **local employment verification** by agencies such as the **Department of Education (DepEd), Philippine National Police (PNP), Philippine Coast Guard (PCG)**, and other government/private institutions conducting background investigations for their applicants.

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		
Original copy of TOR and Diploma together with the Authenticated TOR and Diploma		Client		
Authorization Letter with attached photocopy of any valid I.D. of the representative and owner of the document bearing signatures (if applicable)		Client		
Valid I.D.		Government-issued I.D.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Secure and complete the Document Request Form (DRF) then proceed to the Cashier’s Office for payment.	1.Issues DRF and instructs the client to proceed to the Cashier’s Office for payment.	For Local: CAV - ₱120.00 For International: CAV - ₱160.00	1 minute	<i>Registrar’s Record Custodian</i>
Step 2: Submit the required documents to the Registrar’s Office.	2.Receive and verify the authenticity of the requirements and prepare the requested document.	None	15 minutes	<i>Registrar’s Record Custodian</i>
Step 3: Receive the requested document with a dry seal and sign in the record logbook.	3.Release the requested document with the authenticated TOR and Diploma for local employment purposes. However, for DFA purposes the requested document with the authenticated TOR and Diploma is enclosed and sealed in an envelope.	None	2 minutes	<i>Registrar’s Records Custodian</i>
TOTAL:		None	18 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





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

student. This may be necessary if the original diploma is lost, damaged, or requires updates or corrections.

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
Notarized Affidavit for: Loss, Damaged, or Corrections (Note: If the request is for updates or corrections, please bring with you the original issued diploma as an attachment to the request)	Notary Public
Authorization Letter with attached photocopy of any valid I.D. of the representative and owner of the document bearing signatures (if applicable)	CSU Graduates
Valid I.D.	Government-issued I.D.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Secure and complete the Document Request Form (DRF) then proceed to the Cashier’s Office for payment.	1.Issues DRF and instructs the client to proceed to the Cashier’s Office for payment.	₱300.00	2 minutes	<i>Registrar’s Record Custodian</i>
Step 2: Submit the required documents to the Registrar’s Office.	2.Receive the requirements and instruct the client on the scheduled date of release of the document.	None	1 minute	<i>Registrar’s Record Custodian</i>
Step 3: Receive the claim stub and wait up to 7 working days for processing.	3.Issue claim stubs to the client for claiming the said document. Then prepare the requested diploma for the University’s Official signatures.	None	7 days	<i>Registrar’s Records Custodian</i>
Step 4: Claim the re-issued diploma and sign in the record logbook	4.Releases the requested diploma.	None	2 minutes	





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

TOTAL:	None	7 days and 5 minutes	
---------------	-------------	-----------------------------	--

10. ADDING/ CANCELLING/ DROPPING/ OF SUBJECTS





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

Subjects can be added, canceled, and dropped within **one (1) week** from the first day of class, provided it is approved by the college dean. This process is only applicable within the current semester and must comply with the institution’s academic policies and guidelines.

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/Canceling Form (ADC)		Registrar’s Office		
Official Receipt		Cashier’s Office		
School I.D.		Bring with you the school ID		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Submit the accomplished adding, canceling, and dropping of the subject’s form to the Registrar’s Office.	1.Receives and verifies the document for approval by the registrar. If approved: Updates the record in the system and prints the updated assessment document.	₱20.00	10 minutes	<i>Registrar’s Record Custodian</i>
Step 2: Receive the approved request form and updated assessment form. Then sign in the record logbook.	2.Release two (2) copies of the ACD Form (one for the student and one for the College) and assessment document.	None	4 minutes	<i>Registrar’s Record Custodian</i>
Step 3: Receive the claim stub and wait up to 7 working days for processing.	3.Issue claim stubs to the client for claiming the said document. Then prepare the requested diploma for the University’s Official signatures.	None	7 days	<i>Registrar’s Records Custodian</i>
Step 4: Claim the re-issued diploma and sign in the record logbook	4.Releases the requested diploma.	None	2 minutes	
TOTAL:		None	7 days & 16 Minutes	

11. RETIFICATION OF GRADES





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

The process of correcting or adjusting grades applies only to cases where an error has been made in recording or computing a student's academic grade. Grade rectification is valid solely if the faculty member has mistakenly entered an incorrect grade on the grading sheet or miscalculated the final grade. Any request for rectification must be supported by class records and computation as evidence of the error and must follow the institution's established guidelines and approval procedures.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	College Professor/Instructor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter for rectifying a grade by the instructor (duly signed by the Dean and approved by the CEO) with attached updated grade sheet. (Note: Please bring with you the class record and show the computation of rectified grade)		Faculty		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Submit the required documents to the Registrar's Office.	Receives and verifies the document for approval by the registrar. If approved: Updates the record in the system and prints an updated Certification of Grades for the students.	None	10 minutes	<i>Registrar's Record Custodian</i>
Step 2: Sign the record logbook.	Releases the updated Certification of Grades to the student.	None	2 minutes	<i>Registrar's Record Custodian</i>
TOTAL:		None	12 minutes	

12.COMPLETION OF GRADES





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

Refers to the process of resolving and finalizing grades that have been marked as **"incomplete"** for a particular student. An **incomplete** grade is typically assigned when a student has not completed all the required coursework or assessments by the end of the academic term or course. The **INC must be completed within 1 year** from its accumulation.

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		
School ID		Students		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Submit the required documents to the Registrar’s Office.	1.Receives and verifies the document for approval by the registrar. If approved: Updates the record in the system and prints an updated Certification of Grades for the students.	None	10 minutes	<i>Registrar’s Record Custodian</i>
Step 1: Secure completion form	2.Provides 3 copies of the Completion Form to be accomplished by the client	None	1 minute	<i>Registrar’s Record Custodian</i>
Step 2: Submit the accomplished and approved Completion Form and official receipt at the Registrar’s Office.	3.Reviews, approves and signs all 3 copies of the Completion Form. Updates the academic record of the student in the system.	₱20.00	10 minutes	<i>Registrar’s Record Custodian</i>
TOTAL:		None	21 minutes	

13.DROPPING OUT





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

This refers to 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 midterm 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		
Assessment slip (copy from the college & student)		College Department and Students		
School ID		Students		
Terminal Clearance if SOA needs to be settled		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Secure the dropping-out form at the Registrar's Office.	Provides 4 copies of the Drop-out Form and instructs the client to complete the form.	None	1 minute	<i>Registrar's Record Custodian</i>
Step 2: Submit the accomplished and approved Drop-out Form at the Registrar's Office.	Reviews, approves and signs all 3 copies of the Drop-out Form. Updates the academic record of the student.	None	10 minutes	<i>Registrar's Record Custodian</i>
Step 3: Receive the three (3) copies of the approved Drop-out Form.	Releases approved copies of the Drop-out Form. Instruct the client to submit each approved copy to the Guidance and Dean.	None	1 minute	<i>Registrar's Record Custodian</i>
Step 3: Return the assessment slip and school ID to the Registrar's Office and sign in the record logbook.	Receive the slip and school ID.	None	1 minute	<i>Registrar's Record Custodian</i>
TOTAL:		None	13 minutes	

14.ISSUANCE OF HONORABLE DISMISSAL (TRANSFER CREDENTIALS)





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

Refers to the process of providing a formal document 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
Document Request Form (DRF)	Registrar’s Office
Official Receipt	Cashier’s Office
Original copy of Form 137 or TOR (for transferee)	Client
Student’s Clearance	
Authorization Letter with attached photocopy of any valid I.D. of the representative and owner of the document bearing signatures (if applicable)	Client
Valid I.D.	Government-issued I.D.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Secure and complete the Document Request Form (DRF) then proceed to the Cashier’s Office for payment.	1.Issues DRF and instructs the client to proceed to the Cashier’s Office for payment.	HD - ₱60.00 with COG	1 minute	<i>Registrar’s Record Custodian</i>
Step 2: Submit the required documents to the Registrar’s Office.	2.Verifies and reviews academic record of the student in the system and prepares the requested document.	None	15 minutes	<i>Registrar’s Record Custodian</i>
Step 3: Receive the Transferee Credentials and sign in the record logbook.	3.Release the Transferee Credentials and Certification of Grades.	None	2 minutes	<i>Registrar’s Record Custodian</i>
TOTAL:		None	18 minutes	

15.AUTHETICATION OF TRANSCRIPT OF RECORDS AND DIPLOMA





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

This process ensures the authentication and certification of a true copy of the Official Transcript of Records and Diploma. It applies to students who already possess these documents and require verification for official use. Requests must be formally submitted along with the original documents for validation. The institution will review and certify the authenticity of the records following established policies and regulatory standards before issuing an authenticated copy.

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
Duly Accomplished Document Request Form (DRF)	Registrar’s Office
Official receipt	Cashier’s Office
Photocopy of Transcript of Records and/or Diploma	CSU Graduates
Authorization Letter with attached photocopy of any Valid I.D. of the representative and owner of the document bearing a signature (if applicable)	Provided by the client
Valid ID	Government-issued I.D.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Secures and accomplishes the Document Request Form (DRF).	1.Issues DRF and instructs the client to proceed to the Cashier’s Office for payment.	₱80.00 per page	2 minutes	<i>Registrar’s Record Custodian</i>
Step 2: Submits accomplished DRF and photocopied TOR and Diploma at the Registrar’s Office.	2.Verifies the documents submitted and authenticates the photocopied TOR and/or Diploma. The registrar verifies and signs the authenticated copies.	None	8 minutes	<i>Registrar’s Record Custodian</i>
Step 3: Receive the authenticated documents and sign the record logbook.	3.Releases the authenticated documents to the client.	None	1 minute	<i>Registrar’s Record Custodian</i>
TOTAL:		None	11 minutes	





CAMPUS SUPPLY OFFICE

- Procurement

1. PROCUREMENT

Acquisition of supplies, materials and equipment





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

Office or Division:	Campus Supply Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request		Supply office		
Abstract of Quotation		Bids and Awards Committee		
Purchase Order		Supply Office		
Inspection and Acceptance Report		Supply Office		
Requisition and Issuance of Supplies, Materials, Property Acknowledgement Report Inventory Custodian Slip		Supply Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive approved Purchase Request and assign number	1. Assign earmark	None	1 day	<i>Property Custodian</i>
2. Receive approved abstract of quotations from VPAF Office and prepares purchase order/ job order assign number and forwards to the budget office 2.1 Delivery of Supplies, Materials and Equipment 2.2 Inspection and acceptance	2. Certifies as to availability of funds 2.1 Approval 2.2 Acceptance	None	1 day	<i>Property Custodian</i>
			15 days	
			10 minutes	
3. Issuance of Supplies, Materials, Equipment	3. Approved	None	20 minutes	<i>Property Custodian</i>
TOTAL:		None	17 days & 30 minutes	





CAMPUS OFFICE of STUDENT DEVELOPMENT AND WELFARE

- The application for university-based scholarship – academic/ entrance/ athletic/ journalism/ university and campus student government officers and persons with disabilities
- The intensive orientation of new students and transferee
- The accreditation/Re – Accreditation of student organizations
- Approval to conduct student activities
- Conduct of student activities as requested by other agencies/NGOs
- The approval of student’s participation to seminar/ conference/ meeting
- Handling student case through the student disciplinary tribunal
- The issuance of affidavit of loss of ID
- The issuance of certification

1. THE APPLICATION FOR UNIVERSITY BASED SCHOLARSHIP – ACADEMIC/ ENTRANCE/ ATHLETIC// JOURNALISM/ UNIVERSITY AND CAMPUS STUDENT





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

GOVERNMENT OFFICERS and PERSON WITH DISABILITES

To facilitate student application for University Based scholarship

Office or Division:	Campus OSDW Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doc. 1 – Request for COE (Certification of Enrollment)/Assessment and COG (Certification of Grades) (1 copy)		Registrar Office		
Doc. 2 - Request for Certification of Active Membership (1 copy)		Publication Adviser		
Doc. 3 – PWD Identification Card (1 copy)		PWD Affair Office/MSWDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Signs in the Log sheet		None	30 seconds	<i>Student</i>
1.2 Accomplishes form and submits the duly accomplished form and other requirements		None	5 minutes	<i>Student</i>
	2.1. Checks the completeness of the requirements submitted	None	3 minutes	<i>OSDW Coordinator/ OSDW Staff OSDW</i>
	2.2. Evaluates the scholarship application	None	2 minutes	<i>OSDW Director/OSDW Coordinator OSDW Office</i>
TOTAL:		None	40 minutes	

2. THE INTENSIVE ORIENTATION OF NEW STUDENTS AND TRANSFEREES





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

To ensure that all first – year students and transferees are aware of the school policies or rules and regulations

Office or Division:	Campus OSDW Office			
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 – Communication Letter (1 copy)		CSU/OSDW		
Doc. 2 – Programme (1 copy)		CSU/OSDW		
Doc. 3 – Attendance Sheet (1 copy)		Student Council		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Signs in the Client/Visitor’s Logbook	1. Prepares a letter addressed to the Campus Executive Officer for the approval of the Orientation Program and for the students to be excused from their classes;	None	10 minutes	OSDW Coordinator/ OSDW Staff OSDW
2.Submits documentary requirements	2.Prepare a flow of the activity or programme	None	15 minutes	OSDW Coordinator/ OSDW Staff OSDW OSDW Coordinator/
3.Waits until the	3.Records the Internal	None	5 minutes	





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

financial documentary requirements have been processed	Communication			OSDW Coordinator/ OSDW Staff
	4.Approves the conduct of orientation;	None	5 minutes	OSDW Campus Executive Officer
	5.Books the facility and equipment needed for the orientation program	None	10 minutes	OSDW Staff
	6.Informs the College Deans and other support service providers involved on the scheduled orientation and provide them a copy of the program; Post the activity to the OSDW FB page, and bulletin of Information for widest dissemination of the activity	None	2 hours	OSDW Coordinator/ Staff
	7.Conducts orientation on the scheduled date;	None	Half day	Head of support services
8.Signs the attendance sheet and attends the Orientation Program;		None	Half day	Student
	9.Captures documentation, prepares narrative report and files the attendance sheet	None	1 hour	OSDW Staff
TOTAL:		None	1 day, 3 hours and 45 minutes	

3.THE ACCREDITATION/ RE – ACCREDITATION OF STUDENT ORGANIZATIONS





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

To ensure that all student organizations comply with the requirements necessary for the accreditation/ re – accreditation and that all student organizations are given or issued of accreditation.

Office or Division:	Campus OSDW Office			
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 – Application Form (1 copy)		CSU/OSDW		
Doc. 2 – Communication Letter (1 copy)		CSU/OSDW		
Doc. 3 – GPOA General Plan of Action and CBL Competency-based Learning (1 copy)		Student Council		
Doc. 4 – Certificate of Accreditation (1 copy)		CSU/OSDW		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Writes to College Deans through the Advisers on the schedule of accreditation and re-accreditation	None	1 hour	OSDW Coordinator/ OSDW Staff
	2. Posts schedule of accreditation/re-accreditation on the bulletin of information, / messenger – group chat / FB Page	None	5 minutes	OSDW Coordinator/ OSDW Staff
3. Submits requirements		None	5 minutes	OSDW Coordinator/ OSDW Staff
	4.1. Receives and checks the completeness of the documents submitted	None	10 minutes	OSDW





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

	Are the documents complete? ❖ If NO; OSDW Staff will not accept the documents and the Officer shall submit the complete documents before the deadline. ❖ If YES; OSDW staff includes the organization in the list of organization to be recommended for accreditation / re-accreditation and file the documents.			Director/OSDW Coordinator OSDW Office
	4.2. Files the documents for the university Student Development and Welfare Office.	None	10 minutes	OSDW Staff OSDW Office
	5. Finalizes the list and prepares a letter of endorsement address to the OSDW Director.	None	30 minutes	OSDW Coordinator
	6. Signs the endorsement letter	None	10 minutes	CEO
	7. Submits the list of organizations for accreditation/ re- accreditation with the needed requirements to the University Student Development and Welfare Office.	None	4 hours	OSDW Coordinator / Staff
	8. Prepares the certificate of accreditation	None	4 hours	OSDW Staff University
	9. Endorses the certificate of accreditation	None	30 minutes	OSDW Director
	10. Recommends the approval of the accreditation	None	4 hours	Vice President for Academic Affair
	11. Approves the accreditation of the organization	None	1 day	University President
	12. Issues the certificate of accreditation	None	10 minutes	OSDW





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

	13. Files photocopy of certificate of accreditation. Informs the OSDW Coordinator on the availability of the certificate of accreditation	None	4 hours	<i>OSWD Staff University</i>
	13. Receives the certificate of accreditation	None	4 hours	<i>OSDW Coordinator / Staff</i>
	14. Distributes the certificate of accreditation to the accredited organizations	None	30 minutes	<i>OSDW Staff</i>
15. Receives the certificate of accreditation		None	5 minutes	<i>Student Officer</i>
TOTAL:		None	3 days, 7 hour and 25 minutes	

0.

4. APPROVAL TO CONDUCT STUDENT ACTIVITIES

To ensure that all student activities are properly coordinated and approved by authorities.





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

Office or Division:	Campus OSDW Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	Students in the Undergraduate programs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Doc. 1 - Request Letter (1 copy)		Student Council Adviser		
Doc. 2 – Narrative Reports and Financial Statements (2 copy)		Student Council		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the logbook		None	30 seconds	<i>Student Officer</i>
	2. Receives and checks the letter of request (noted by the adviser and further noted by the Dean) and attachments if necessary, such as budgetary requirements or activity plan/ project proposal, flow of activity or program,	None	3 minutes	<i>OSDW Staff</i>
	3.1 Reviews the letter request and conduct short interview to the interview to the student organization officer/s	None	5 minutes	<i>Campus OSDW Coordinator</i>
	3.2. Recommends the activity for CEO’s approval	None	30 seconds	<i>Campus OSDW Coordinator</i>
	4. Forwards the request letter signed by the OSDW Coordinator to CEO’s Office	None	5 minutes	<i>OSDW Staff</i>
	5. Approves/ disapproves the conduct of student activity	None	1 day	<i>CEO</i>
	6. Receives the approved / disapproved request letter from	None	2 minutes	<i>OSDW Staff</i>





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

	CEO’s Office			
7. Gets a copy of the approved/ disapproved letter		None	2 days	Student Officer
8. Conducts the activity submits narrative report and financial statement if needed		None	10 minutes	Student Organization
	9. Recieves and files the narrative report		2 minutes	OSDW Staff
TOTAL:		None	3 days and 28 minutes	

5. CONDUCT OF STUDENT ACTIVITIES AS REQUESTED BY OTHER AGENCIES/ NGOs

To ensure that all activities to be conducted as requested by other Agencies/NGOs are properly coordinated and approved by authorities

Office or Division:	Campus OSDW Office
Classification:	Simple





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may Avail:	Students in the Undergraduate programs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doc. 1 – Communication Letter (1 copy)		Partner Agency		
Doc. 2 – Concept Paper (1 copy)		Partner Agency		
Doc. 3 – Narrative Reports (1 copy)		Partner Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receives letter and directs the OSDW Coordinator to act on the request	None	5 minutes	CEO
	2. Receives the letter	None	1 minute	OSDW Staff
	3. Assigns the concerned organization to facilitate the conduct of the activity	None	5 minutes	OSDW Coordinator
4.1. Reserves venue and equipment		None	10 minutes	Student Officer/ Organization’s Adviser
4.2. Informs the College Deans on the activity. Posts the activity in the bulletin of information or Facebook Page or group chat		None	5 minutes	Student Officer/ Organization’s Adviser
	5. Disseminates the information to the organizations’ adviser and /or student leaders	None	2 minutes	College Dean
6. Conducts the activity.		None		Student Organization
7. Participate in the activity.		None		Students





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

8. Submits narrative report to the Office of the Student Development and Welfare		None	5 minutes	Student Officer
	9.Receives and files the narrative report	None	2 minutes	OSDW Staff
TOTAL:		None	35 minutes	

6. THE APPROVAL OF STUDENTS’ PARTICIPATION TO SEMINAR/ CONFERENCE/ MEETING

To ensure that the request of student’s participation to seminars are duly approved by the authorities

Office or Division:	Campus OSDW Office
----------------------------	--------------------





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doc. 1 – Invitation Letter (1 copy)		CSU/OSDW		
Doc. 2 – Request Letter (1 copy)		CSU/OSDW		
Doc 3 – Itinerary (1 copy)		CSU/OSDW		
Doc 4 – BUR Budget Utilization Request (1 copy)		Budget		
Doc 4 – Disbursement Voucher (1 copy)		Accounting		
Doc 3 – Travel Order (1 copy)		CEO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receives the invitation letter	None	3 minutes	OSDW Staff/ Coordinator
	2. Informs and furnishes copy for the Organization Advisers through messenger, email or Facebook	None	3 minutes	OSDW Coordinator
3. Recommends participants		None	5 minutes	Student Council
4. Prepares letter for the attendance to the seminar / conference		None	10 minutes	Student Officer
	5. Evaluates and endorses the request for approval	None	2 minutes	OSDW Coordinator
	6. Approves/ disapproves the participation to seminars Is the request approved? ❖ If NO; Non-participation to seminar / Conference / Meeting ❖ If YES; Issuance of travel order or	None	1 day	CEO





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

	Office Order			
	7.1. Receives and photocopies the Travel Order	None	5 minutes	<i>OSDW Staff</i>
	7.2. Informs students to get the Travel Order or Office Order from OSDW	None	5 minutes	<i>OSDW Staff</i>
8. Receives the copy of Travel Order or Office Order and signs in the Logbook		None	30 seconds	<i>Student</i>
9. Participate/s in the Seminar / Conference / Training / Meeting.		None		<i>Select Students</i>
TOTAL:		None	1 day, 33 minutes and 30 seconds	

7. HANDLING STUDENT CASES THROUGH THE STUDENT DISCIPLINARY TRIBUNAL
 To properly address cases of students.

Office or Division:	Campus OSDW Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doc. 1 – Complaint Letter (1 copy)		Complainant		
Doc. 2 - Notice of Affidavit of Explanation (1 copy)		CSU OSDW		
Doc. 3 – Affidavit of Explanation (1 copy)		Complainant		
Doc. 4 – Notice of Hearing (1 copy)		CSU OSDW		
Doc. 5 – Resolution and Minutes (1 copy)		SDT Secretariat		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of complaint to the College Dean		None	3 minutes	<i>Complainant</i>
	2.1. Receives the letter of complainant	None	2 minutes	<i>College Dean</i>
	2.2 Issues notice to respondent/s to submit affidavit	None	5 minutes	<i>College Dean</i>
	2.3. Issues notice of dialogue to complainant/s and respondent/s	None	5 minutes	<i>College Dean</i>
	2.4. Conducts dialogue with complainant/s and respondent/s	None	Half day	<i>College Dean</i>
	2.5. Informs the complainant/s and respondent/s of the resolution of the case Is the complainant satisfied with the decision? ❖ If YES; ○ Case resolved ❖ If NO; ○ Further investigation by the Student Disciplinary Tribunal	None	10 minutes	<i>College Dean</i>





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

3. Submits compliant or report of any violation which shall be under oath		None	3 minutes	Complainant
	4. Logs the complaint or report of violation on the Student Cases Logbook	None	2 minutes	OSDW Coordinator
	5. Sends notice to the respondent/s.	None	5 minutes	OSDW Coordinator
6. Submits Sworn Affidavit within five (5) class days from the receipt of charge/s.		None	5 days	Respondents
	7. Notifies both parties on the set date of hearing.	None	5 minutes	OSDW Coordinator
	8. Conducts formal investigation or hearing not later than one week after the receipt of the respondent's answer. States final decision	None	10 minutes	The Tribunal
	9. Prepares committee report following the provisions stipulated in the Student Manual	None	30 minutes	Secretary
	10. Approves the decision of the Tribunal which shall be final and executory after ten (10) class days from the receipt of the said decision. Is the complainant satisfied with the decision of the Tribunal? ❖ If YES; ○ Case resolved ❖ If NO; ○ Complainant appeals to the President through the OSDW Director within ten (10) class days after receipt of the decision of the Tribunal ○ Board of Regents study the appeal ○ Decision by the Board of Regents			CEO





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

TOTAL:	None	5 days, 5 hours and 20 minutes	

8. THE ISSUANCE OF AFFIDAVIT OF LOSS OF ID

This is intended for those students who lost their school ID.

Office or Division:	Campus OSDW Office
Classification:	Simple





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doc. 1 - Certification for Affidavit of Loss (1 copy)		CSU/OSDW		
Doc. 2 - Official Receipt (for certification of new ID)		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Signs in the log sheet 1.2 Presents the receipt of payment for the new school ID		None	30 seconds	<i>Student</i>
	2. Gives the affidavit of Loss of ID form to the student	None	1 minute	<i>OSDW Staff</i>
3. Accomplishes the form		None	3 minutes	<i>Student</i>
	4. Signs the form (Attested).	None	1 minute	<i>College Dean</i>
	5.1 Conducts a short interview with the student	None	3 minutes	<i>OSDW Coordinator</i>
	5.2 Signs the form (Noted)	None	1 minute	<i>OSDW Coordinator</i>
TOTAL:		None	9 minutes and 30 seconds	

9. THE ISSUANCE OF CERTIFICATION

This procedure is aimed to ensure that qualified student writers are selected in the Editorial Board.

Office or Division:	Campus OSDW Office
----------------------------	--------------------





CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER

Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	Aspiring student journalists/writers			
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. Fills out the log sheet.		None	2 minutes	<i>Client</i>
	2. Prepares the certification based from the records in the office;	None	10 minutes	<i>OSDW Staff</i>
	3. Signs the requested certification;	None	30 seconds	<i>OSDW Coordinator</i>
	4. Issues the certification;	None	30 seconds	<i>OSDW Staff</i>
5. Receives the certification		None	30 seconds	<i>Client</i>
TOTAL:		None	13 minutes and 30 minutes	





FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback</p>	<p>Clients may accomplish our Feedback Form available in the frontline offices and put in the drop box at the University Information Desk. Clients may also send their feedback through the University website</p>
<p>How to Feedback is processed</p>	<ol style="list-style-type: none"> 1. Feedback gathered are channeled to the QMR for action. 2. The QMR forwards all positive feedback to the concerned office/s. these are considered best practices for continuing implementation. Records are kept for reference and shall follow the Records Control Procedure 3. Negative feedbacks are verified by and internal audit, forwarded to the office/s concerned through the action plan and status implementation form following the established procedures for non – conformity resolution corrective and preventive action detailed in the next section
<p>How to file a complaint</p>	<p>Complaints may be filed immediately through the Officer of the Day at the Information and Help Desk who shall direct the client to the office of the QMR for proper documentation.</p>
<p>How the complaints are processed</p>	<p>Complaints are verified and immediate solution/s shall be offered and executed</p>
<p>Contact Information of ARTA, PCC, CCB</p>	<p>ARTA: complaints@arta.gov.ph , 8478 5093 PCC: 8888 CCB: 0908-881-6565(SMS)</p>



VISION

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

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.

PHILOSOPHY

The University serves the INDIVIDUAL by providing the students with a nurturing environment for optimal human flourishing. It serves the Community by offering programs responsive to individual and social needs.

CORE VALUES

Compassionate
 Uphold the principles of Respect, Responsibility, and Integrity.
Social and Environmental Responsibility
 Uphold the principles of Social and Environmental Responsibility.
Unity in Diversity
 Uphold the principles of Unity in Diversity and the world.

