



# **CAGAYAN STATE UNIVERSITY APARRI CAMPUS**

## **CITIZEN'S CHARTER**

2025 (1<sup>st</sup> Edition)





I. MANDATE

PRESIDENTIAL DECREE No. 1436, s. 1978

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

II. VISION

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

III. MISSION

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

IV. SERVICE PLEDGE

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







**CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER**

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**CAMPUS ANTI-RED TAPE OFFICE – CITIZEN’S CHARTER**

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# 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	



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	











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"><li>Photocopy of School ID (1 copy)</li><li>Any Valid ID (1 copy)</li></ul>			<ul style="list-style-type: none"><li>School Currently Enrolled in</li><li>Issuing Agency</li></ul>		
Document 2 <ul style="list-style-type: none"><li>Proof of Income of Parents</li><li>Certificate of Indigency</li><li>OWWA Certificate</li><li>4Ps ID</li></ul>			<ul style="list-style-type: none"><li>BIR</li><li>Barangay Hall where applicant is permanently residing</li><li>OWWA</li><li>DSWD</li></ul>		
Document 3 <ul style="list-style-type: none"><li>Registration Form for the College Admission Test</li></ul>			<ul style="list-style-type: none"><li>Campus Admission Office</li></ul>		
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				
2.Submits documents	2.Submits online form and waits for the status of application				
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	Campus Admission Officer
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"><li>Photocopy of School ID (1 copy)</li><li>Any Valid ID (1 copy)</li></ul>		<ul style="list-style-type: none"><li>School Currently Enrolled in</li><li>Issuing Agency</li></ul>		
Document 2 <ul style="list-style-type: none"><li>Proof of Income of Parents</li><li>Certificate of Indigency</li><li>OWWA Certificate</li><li>4Ps ID</li></ul>		<ul style="list-style-type: none"><li>BIR</li><li>Barangay Hall where applicant is permanently residing</li><li>OWWA</li><li>DSWD</li></ul>		
Document 3 <ul style="list-style-type: none"><li>Registration Form for the College Admission Test</li></ul>		<ul style="list-style-type: none"><li>Campus Admission Office</li></ul>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Takes the College Admission Test  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	1.Administers the College Admission Test	None	3 hours	Campus Admission Officer
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	



- **Government Procurement – Alternative Mode of Procurement**

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- **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		

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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 student 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 Education

Excellent Performance

Social Responsibility

Security of Education

Shared Prosperity

Unifying Presence

Unifying Presence

Unifying Presence

Unifying Presence

AMBITION

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

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	5. Retrieves the Request for Quotation	None	7 days	
	6. Evaluates the Request for Quotations through a meeting	None		BAC Chair and Members, BAC Staff
	7. Prepares the Abstract of Quotation	None		BAC Secretariat, BAC Staff
	8. Recommends to HOPE to award the Contract to Lowest Responsive Bidder	None		BAC Chair and Members, BAC Staff
	9. Prepares Minutes of the Meeting	None		BAC Secretariat, BAC Staff
	10. Awards the Contract to Lowest Responsive Bidder and Approve the Contract – Abstract of Quotation	None		Head of Procuring Entity (HOPE)
	11. In case of Alternative Mode of Procurement other than small value procurement, prepares the resolution pertaining to the mode of procurement	None		
	12. If necessary, consolidates the PRs with the same nature of goods and services	None		
	13. Transmits the Abstract of Quotation to Supply Office	None		BAC Secretariat, BAC Staff
<b>TOTAL:</b>		<b>NONE</b>	<b>12 days</b>	



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		BAC Secretariat, BAC Staff
	8. Updates supplemental Bid Bulletin (to be posted in PhilGEPS)	None		BAC Chair and Members, Technical Working Group (TWG)























### TABLE 1: LIST OF FEES

OFFICE	SERVICES	FEES TO BE PAID
<b>Campus Registrar's Office</b>	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
<b>Campus Student Development and Welfare Office</b>	Issuance of Certification of Good Moral Character	Php 30.00
<b>Campus Accounting Office</b>	Issuance of Statement of Accounts	Php 20.00
<b>Campus Clinic</b>	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
<b>Campus Bids and Award Committee (BAC) Office</b>	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
<b>Campus Internationalization, Partnership and Resource Mobilization Office</b>	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



	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











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.

<b>Office or Division:</b>	Campus Counseling and Career Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may Avail:</b>	Students, Faculty Members, Administrative Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
<b>TOTAL:</b>		<b>NONE</b>	<b>1 hour and 6 minutes</b>	



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	



- **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**























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		Faculty & Personnel 100 Php		
5. Receives initial dose of postoperative medications	5. Dispenses initial dose of medicine	None	2 minutes	<i>Nurse Campus Clinic</i>
<b>TOTAL:</b>		<b>Student 75 Php / 200 Php</b>  <b>Faculty &amp; Personnel 100 Php/ 250 Php</b>	<b>21 minutes</b>	



# COLLEGE DEAN’S OFFICE

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











<b>Office or Division:</b>	College Dean's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may Avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Consultation Form		College Dean's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL:</b>		<b>NONE</b>	<b>38 minutes</b>	







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	



- **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**



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

<b>Office or Division:</b>	Campus Human Resource Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may Avail:</b>	Faculty, Personnel			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL:</b>		<b>None</b>	<b>1 minute</b>	











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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).

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

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 <b>1,500.00 per hour</b>	3 minutes	<i>Cashier's Office Staff</i> Cashier's Office



















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	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	<i>Cashier's Office Staff</i> <i>Cashier's Office</i>  <i>IPRM Staff</i> <i>BAO Office</i>
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		<i>Guard on duty</i> <i>Administration Office</i>
<b>TOTAL:</b>		<b>None</b>	<b>15 minutes</b>	







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	Librarian / Library Staff In-charge
2. Fills out the Borrowers Profile Form	2.1. Prepares and encodes student information in the library card template.	None	1 business day	Librarian / Library Staff In-charge
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	Librarian / Library Staff In-charge
TOTAL:		None	1 day	

2. CIRCULATION – BORROWING OF LIBRARY MATERIALS

This covers the position of lending library materials







#### 4. INTER – LIBRARY LOAN SERVICES

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<b>Office or Division:</b>	Campus Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	(G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government)			
<b>Who may Avail:</b>	External clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any valid Identification Card		Issuing agency		
Referral Letter		Referring Institution		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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>
<b>TOTAL:</b>		<b>None</b>	<b>2 minutes</b>	

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



<b>Office or Division:</b>	Campus Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	(G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government)			
<b>Who may Avail:</b>	Students, Faculty Members, Administrative Personnel, Administrators, Researchers, and external clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library Identification Card		Library – Circulation Services		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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>
<b>TOTAL:</b>		<b>None</b>	<b>1 minute &amp; 30 seconds</b>	

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



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.	<div>1.Verifies for unreturned material and/or overdue accounts of the client from the Library Automated System / Log-sheet.</div> <div>Note: If overdue/lost, issues a Payment Order Form and instructs the client to pay the overdue fine/penalty at the Cashier's Office.</div> <div>Client may also replace the lost library material with the latest edition of the book plus a processing fee of Php50.00.</div>	None	2 Minutes	Librarian / Library Staff In-charge
2.Fills out the log sheet for signing of clearance.	2.Signs the clearance form.	None	1 Minute	Librarian / Library Staff In-charge
TOTAL:		None	3 minutes	



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| • Enrollment of Freshmen   |
| • Enrollment of Continuing Students                                  |
| • Enrollment of Transferees  |
| • First Issuance of Official Transcript of Records (TOR)             |
| • Re – Issuance of Official Transcript of Records                    |
| • Issuance of Certification  |
| • Issuance of Certification of Authentication and Verification (CAV) |
| • Re – Issuance of Diploma   |
| • Adding/ Cancelling/ Dropping of Subjects                           |
| • Rectification of Grades  |
| • Completion of Grades   |
| • Dropping Out   |
| • Issuance of Honorable Dismissal (Transfer Credentials)             |
| • Authentication of Transcript of Records and Diploma                |

## 1. ENROLLMENT OF FRESHMEN





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.

<b>Office or Division:</b>	Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may Avail:</b>	Incoming first year students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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: <a href="https://www.csu.edu.ph/docs/studeritprofile_form.pdf">https://www.csu.edu.ph/docs/studeritprofile_form.pdf</a>		
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				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Step 1:</b> 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>
<b>Step 2:</b> 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>
<b>Step 3:</b> 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>
<b>Step 4:</b> 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>



<b>Step 5:</b> Secure the assessment slip of the enrollment confirmation.	Confirms enrollment and provides the assessment slip with a stamped mark "OFFICIALLY ENROLLED".	None	1 minute	<i>Registrar's Enrollment Officer</i>
<b>Step 6:</b> Receive two (2) copies of the assessment slip and sign in the record logbook.	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.	None	2 minutes	<i>Registrar's Enrollment Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>20 minutes</b>	

## 2. ENROLLMENT OF CONTINUING STUDENTS



<b>Office or Division:</b>	Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	(G2C – Government to Citizen)			
<b>Who may Avail:</b>	Old Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library Identification Card		Library – Circulation Services		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Step 1:</b> 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>
<b>Step 2:</b> Secure the assessment slip of the enrollment confirmation.	2.Confirms enrollment and provides the assessment slip with a stamped mark "OFFICIALLY ENROLLED".	None	1 minute	<i>Registrar's Enrollment Officer</i>
<b>Step 3:</b> 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>
<b>TOTAL:</b>		<b>None</b>	<b>6 minutes</b>	

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



<b>Office or Division:</b>	Registrar's Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may Avail:</b>	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: <a href="https://www.csu.edu.ph/docs/studenterprofile form.pdf">https://www.csu.edu.ph/docs/studenterprofile form.pdf</a>
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
<b>Step 1:</b> 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>
<b>Step 2:</b> 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 <b>Opt-In</b> 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>



Office to validate the assessment.	the applicant to proceed to the Accounting Office for printing and validation.			
If <b>Opt-Out</b> 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	Registrar’s Records Custodian
<b>Step 3:</b> Secure the return slip and sign in the record logbook.	5.Release the return slip and instruct the students	None	2 minutes	Registrar’s Enrollment Officer
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.



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

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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	Registrar’s Record Custodian
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	Registrar’s Record Custodian
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	Registrar’s Records Custodian
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.



## 7. ISSUANCE OF CERTIFICATIONS

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<b>Office or Division:</b>	Registrar's Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may Avail:</b>	Graduates/ Students

**8. ISSUANCE OF CERTIFICATIONS OF AUTHENTICATION AND VERIFICATION (CAV)**  
This process confirms the authenticity, accuracy, and completeness of a student's academic records.

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

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







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	Registrar’s Record Custodian
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	Registrar’s Record Custodian
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	Registrar’s Records Custodian
Step 4: Claim the re-issued diploma and sign in the record logbook	4.Releases the requested diploma.	None	2 minutes	



<b>TOTAL:</b>	<b>None</b>	<b>7 days and 5 minutes</b>	
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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.

<b>Office or Division:</b>	Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may Avail:</b>	College Professor/Instructor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Step 1:</b> Submit the required documents to the Registrar's Office.	Receives and verifies the document for approval by the registrar.  <b>If approved:</b> 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>
<b>Step 2:</b> Sign the record logbook.	Releases the updated Certification of Grades to the student.	None	2 minutes	<i>Registrar's Record Custodian</i>
<b>TOTAL:</b>		<b>None</b>	<b>12 minutes</b>	

## 12.COMPLETION OF GRADES



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	Registrar's Record Custodian
Step 1: Secure completion form	2.Provides 3 copies of the Completion Form to be accomplished by the client	None	1 minute	Registrar's Record Custodian
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	Registrar's Record Custodian
TOTAL:		None	21 minutes	

13.DROPPING OUT





<b>Office or Division:</b>	Registrar's Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may Avail:</b>	Students

## 14. ISSUANCE OF HONORABLE DISMISSAL (TRANSFER CREDENTIALS)







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	Registrar’s Record Custodian
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	Registrar’s Record Custodian
Step 3: Receive the authenticated documents and sign the record logbook.	3.Releases the authenticated documents to the client.	None	1 minute	Registrar’s Record Custodian
TOTAL:		None	11 minutes	



- **Procurement**



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<ul style="list-style-type: none"> <li>• The application for university-based scholarship – academic/ entrance/ athletic/ journalism/ university and campus student government officers and persons with disabilities</li> </ul>
<ul style="list-style-type: none"> <li>• The intensive orientation of new students and transferee</li> </ul>
<ul style="list-style-type: none"> <li>• The accreditation/Re – Accreditation of student organizations</li> </ul>
<ul style="list-style-type: none"> <li>• Approval to conduct student activities</li> </ul>
<ul style="list-style-type: none"> <li>• Conduct of student activities as requested by other agencies/NGOs</li> </ul>
<ul style="list-style-type: none"> <li>• The approval of student’s participation to seminar/ conference/ meeting</li> </ul>
<ul style="list-style-type: none"> <li>• Handling student case through the student disciplinary tribunal</li> </ul>
<ul style="list-style-type: none"> <li>• The issuance of affidavit of loss of ID</li> </ul>
<ul style="list-style-type: none"> <li>• The issuance of certification</li> </ul>

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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.

<b>Office or Division:</b>	Campus OSDW Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may Avail:</b>	Students in the Undergraduate programs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	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



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	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>
<b>TOTAL:</b>		<b>None</b>	<b>3 days, 7 hour and 25 minutes</b>	

**0.**

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







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

<b>Office or Division:</b>	Campus OSDW Office
<b>Classification:</b>	Simple



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	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>
<b>TOTAL:</b>		<b>None</b>	<b>1 day, 33 minutes and 30 seconds</b>	

To properly address cases of students.

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



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CEO







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	Student
	2. Gives the affidavit of Loss of ID form to the student	None	1 minute	OSDW Staff
3. Accomplishes the form		None	3 minutes	Student
	4.Signs the form (Attested).	None	1 minute	College Dean
	5.1 Conducts a short interview with the student	None	3 minutes	OSDW Coordinator
	5.2 Signs the form (Noted)	None	1 minute	OSDW Coordinator
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
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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	Client
	2. Prepares the certification based from the records in the office;	None	10 minutes	OSDW Staff
	3. Signs the requested certification;	None	30 seconds	OSDW Coordinator
	4. Issues the certification;	None	30 seconds	OSDW Staff
5. Receives the certification		None	30 seconds	Client
TOTAL:		None	13 minutes and 30 minutes	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	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
How to Feedback is processed	<ol style="list-style-type: none"> <li>1. Feedback gathered are channeled to the QMR for action.</li> <li>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</li> <li>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</li> </ol>
How to file a complaint	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.
How the complaints are processed	Complaints are verified and immediate solution/s shall be offered and executed
Contact Information of ARTA, PCC, CCB	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> , 8478 5093 PCC: 8888 CCB: 0908-881-6565(SMS)