



CAGAYAN STATE UNIVERSITY
LASAM CAMPUS

CITIZEN'S CHARTER
2025 (1st Edition)



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I. MANDATE

PRESIDENTIAL DECREE No. 1436, s. 1978

"WHEREAS, the establishment of a state university in the Province of Cagayan will provide better service in professional and technical training in the arts, sciences, humanities and technology and in the conduct of scientific research and technological studies". Merging the Cagayan Valley College of Arts and 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 therefor.

II. VISION

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

III. MISSION

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

IV. SERVICE PLEDGE

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



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ACCOUNTING OFFICE

- 1. Validation of Enrollment**
- 2. Issuance of Examination Permit**
- 3. Signing of Certificate of Enrollment and Billing**
- 4. Issuance of State of Accounts of Students**
- 5. Adjustment of Assessment Due to Scholarship Discounts Other Than Free Higher Education Subsidy**
- 6. Adjustment of Assessment Due to Petitioned Subjects**
- 7. Adjustment of Fees Due to Cancellation of Enrollment and Dropping of Subject**
- 8. Processing of Refunds for Students**
- 9. Signing of Student Clearance (Terminal and for Transfer)**



1. VALIDATION OF ENROLLMENT (External / Internal)

This process by which students become officially enrolled in classes for a given semester.

Office or Division:	Accounting Office – Assessment Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
Checklist of Requirements		Where to Secure		
Assessment Form – 1 Original Copy (Opt-Out)		Registrar's Office		
Assessment Slip – 1 Original Copy (Opt-In)		Registrar's Office		
Official Receipt – 1 Original copy (Opt-Out)		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
FOR OPT-OUT STUDENTS				
1. Presents Assessment Form and Official Receipt.	1. Receives the Assessment Form and Official Receipt from the student.	None	1 minute	<i>Assessment Officer</i> Accounting Office
2. Waits for the processing of the service.	2. Reconciles details of assessment form and data in the Student Information and Accounting System (SIAS).	None	4 minutes	<i>Assessment Officer</i> Accounting Office
	2.1 If reconciled, validates the enrolment.	None	1 minute	<i>Assessment Officer</i> Accounting Office
	2.2 Stamps "Officially Enrolled" and affixes signature on the Assessment Form.	None	1 minute	<i>Assessment Officer</i> Accounting Office



	<p>2.3 If not reconciled, the Assessment Officer makes the necessary adjustment and re-prints the assessment form.</p> <p>2.3 Stamps “Officially Enrolled” and affixes signature on the Assessment Form.</p>	None	6 minutes	<i>Assessment Officer</i> Accounting Office
3. Receives the Assessment Form.	3. Releases copy of Assessment Form to student.	None	30 seconds	<i>Assessment Officer</i> Accounting Office
Total:		None	13 minutes, 30 seconds	

FOR OPT-IN STUDENTS

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents Assessment Slip.	1. Receives the Assessment Slip from the student.	None	1 minute	<i>Assessment Officer</i> Accounting Office
2. Waits for the processing of the service.	2. Posts discounts in the Student Information and Accounting System (SIAS).	None	4 minutes	<i>Assessment Officer</i> Accounting Office
3. Waits for the processing of the service.	3. Prints the Assessment Form and validates the enrollment.	None	4 minutes	<i>Assessment Officer</i> Accounting Office



4. Waits for the processing of the service.	4. Stamps "Officially Enrolled" and affixes signature on the Assessment Form.	None	1 minute	<i>Assessment Officer Accounting Office</i>
5. Receives the Assessment Form.	5. Releases copy of Assessment Form to student.	None	30 seconds	<i>Assessment Officer Accounting Office</i>
Total:		None	10 minutes, 30 seconds	



2. ISSUANCE OF EXAMINATION PERMIT (External / Internal)

This is a process of issuing examination permits to official enrolled students, and to facilitate the collection of fees during examination period.

Office or Division:	Accounting Office – Assessment Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
Checklist of Requirements		Where to Secure		
Assessment Form – 1 Original copy		Registrar's Office		
Official Receipt – 1 Original copy (Opt-Out)		Cashier's Office		
Promissory Note – 1 copy (Opt- Out) (required only if the students failed to pay)		Accounting Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
FOR OPT-OUT STUDENTS				
1. Presents Assessment Form and Official Receipt. (if Assessment Form is not available, client may present School ID)	1. Receives the Assessment Form and Official Receipt from the student.	None	1 minute	Assessment Officer Accounting Office
2. Waits for the processing of the service.	2. Verifies balance of fees required to be paid on the examination period. Promissory notes are accepted in case students cannot pay the required amount of fees.	None	4 minutes	Assessment Officer Accounting Office



3. Waits for the processing of the service.	3. Prints and signs the examination permit.	None	4 minutes	<i>Assessment Officer</i> Accounting Office
4. Waits for the processing of the service.	4. Stamps "PERMIT ISSUED" on the Assessment Form/Official Receipt of student.	None	1 minute	<i>Assessment Officer</i> Accounting Office
5. Receives the Assessment Form/Official Receipt and Permit	5. Releases the Permit and Assessment Form/Official Receipt	None	30 seconds	<i>Assessment Officer</i> Accounting Office
Total:		None	10 minutes, 30 seconds	
FOR OPT-IN STUDENTS				
1. Presents Assessment Form. <i>(if Assessment Form is not available, client may present School ID)</i>	1. Receives the Assessment Form from the student.	None	1 minute	<i>Assessment Officer</i> Accounting Office
2. Waits for the processing of the service.	2. Prints and Examination permit.	None	4 minutes	<i>Assessment Officer</i> Accounting Office
3. Waits for the processing of the service.	3. Stamps "PERMIT ISSUED" on the Assessment Form/Official Receipt of student.	None	1 minute	<i>Assessment Officer</i> Accounting Office
4. Receives the Assessment Form and Permit.	4. Releases the Permit and Assessment Form/Official Receipt.	None	30 seconds	<i>Assessment Officer</i> Accounting Office
Total:		None	6 minutes, 30 seconds	



3. SIGNING OF CERTIFICATE OF ENROLMENT AND BILLING (External / Internal)

This is a process of ensuring that officially enrolled students are given correct certification upon request.

Office or Division:	Accounting Office – Assessment Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
Checklist of Requirements		Where to Secure		
Certificate of Enrollment and Billing – 1 Original copy		Registrar's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents Certificate of Enrolment and Billing	2. Receives the Certification form issued by the Registrar Office	None	1 minute	<i>Assessment Officer</i> Accounting Office
2. Waits for the processing of the service.	2. Verifies record of student with the SIAS.	None	4 minutes	<i>Assessment Officer</i> Accounting Office
3. Waits for the processing of the service.	3. Assessment officer signs the Certification on behalf of the University Accountant.	None	1 minute	<i>Assessment Officer</i> Accounting Office
4. Receives the Certificate of Enrolment and Billing; Signs in the respective logbook.	4. Releases the signed Certification	None	1 minute	<i>Assessment Officer</i> Accounting Office
Total:		None	7 minutes	



4. ISSUANCE OF STATEMENT OF ACCOUNTS OF STUDENTS (External / Internal)

This is a process of ensuring that officially enrolled students are given updated statement of accounts.

Office or Division:	Accounting Office – Assessment Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
Checklist of Requirements		Where to Secure		
Request Form		Accounting Office		
Official Receipt - Original Copy		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 Official Receipt.	1. Receives the Request form and Official Receipt of the requested document from the Student. Students should pay in the Cashier's Office.	₱20.00	1 minute	Assessment Officer Accounting Office
2. Waits for the processing of the service.	2. Verifies the student ledger in the SIAS. If correct, the Assessment Officer prints and signs the SOA.	None	4 minutes	Assessment Officer Accounting Office
3. Waits for the processing of the service.	3. If not correct, the Assessment Officer makes the necessary adjustment; Prints and signs the SOA.	None	8 minutes	Assessment Officer Accounting Office



4. Receives the SOA Signs in the respective logbook.	4. Releases the SOA to student.	None	1 minute	Assessment Officer Accounting Office
Total:		₱20.00	14 minutes	



5. ADJUSTMENT OF ASSESSMENT DUE TO SCHOLARSHIP DISCOUNTS OTHER THAN FREE HIGHER EDUCATION SUBSIDY (External / Internal)

This is a process of adjusting student's ledger due to scholarship discounts other than Free Higher Education subsidy.

Office or Division:	Accounting Office – Assessment Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
Checklist of Requirements		Where to Secure		
Assessment Form with Official Stamp of scholarship discount from Office of Student Development and Welfare (OSDW)		Registrar's Office, OSDW Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the Assessment Form.	1. Receives copy of Assessment Form from the student.	None	1 minute	<i>Assessment Officer</i> Accounting Office
2. Waits for the processing of the service.	2. Verifies the validity of the claim.	None	4 minutes	<i>Assessment Officer</i> Accounting Office
3. Waits for the processing of the service.	3. Updates the system's data with the necessary adjustment on the students' ledger.	None	8 minutes	<i>Assessment Officer</i> Accounting Office
4. Waits for the processing of the service.	4. Stamps "POSTED" on the Assessment Form.	None	1 minute	<i>Assessment Officer</i> Accounting Office
5. Receives a copy of the Assessment Form	5. Releases Assessment Form to student.	None	30 seconds	<i>Assessment Officer</i> Accounting Office
Total:		None	14 minutes, 30 seconds	



6. ADJUSTMENT OF ASSESSMENT DUE TO PETITIONED SUBJECTS (External / Internal)

This is a process of adjusting student's ledger due to petitioned subjects.

Office or Division:	Accounting Office – Assessment Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
Checklist of Requirements		Where to Secure		
Approved Petition Letter		Dean's Office, CEO' Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents approved Petition Letter.	1. Receives copy of approved Petition letter from students.	None	1 minute	<i>Assessment Officer</i> Accounting Office
2. Waits for the processing of the service.	2. Verifies with the HR Office the rate of Faculty who will handle the petition subject.	None	15 minutes	<i>Assessment Officer</i> Accounting Office
3. Waits for the processing of the service.	3. Makes the necessary adjustment on the student ledger.	None	8 minutes	<i>Assessment Officer</i> Accounting Office
4. Receives the information on updated assessed fees.	4. Informs the students on the updated assessed fees.	None	1 minute	<i>Assessment Officer</i> Accounting Office
Total:		None	25 minutes	



7. ADJUSTMENT OF FEES DUE TO CANCELLATION OF ENROLMENT AND DROPPING OF SUBJECT (External / Internal)

This is a process of ensuring that adjustment of fees of students due to cancellation of enrollment and dropping of subject is valid and authorized.

Office or Division:	Accounting Office – Assessment Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
Checklist of Requirements		Where to Secure		
Approved Drop-out Form – 1 original copy		Registrar's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the Drop-Out Form.	1. Receives the drop-out form from the student.	None	1 minute	<i>Assessment Officer</i> Accounting Office
2. Waits for the processing of the service.	2. Verify the completeness and validity of the drop-out form.	None	4 minutes	<i>Assessment Officer</i> Accounting Office
3. Waits for the processing of the service.	3. If not complete and invalid, informs the student on the necessary action/s to make the drop-out form valid; If complete and valid, makes the necessary adjustment on the students ledger (SIAS);	None	4 minutes	<i>Assessment Officer</i> Accounting Office
4. Receives the information on updated student' ledger.	4. Informs the students on the updated student' ledger.	None	1 minute	<i>Assessment Officer</i> Accounting Office
Total:		None	14 minutes	



8. PROCESSING OF REFUNDS FOR STUDENTS (External / Internal)

This is a 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:	Accounting Office – Assessment Section			
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		Registrar's Office		
Official Receipt – Original		Cashier's Office		
Request for Form		Accounting 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 Official Receipt.	1. Receives the Accomplished Request Form, Assessment Form and Official Receipt from the student.	None	1 minute	<i>Assessment Officer</i> Accounting Office
2. Waits for the processing of the service.	2. Verifies validity of the claim and completeness of supporting documents.	None	8 minutes	<i>Assessment Officer</i> Accounting Office
	2.1 Informs client if the claim is not valid, and if the supporting documents are incomplete.	None	4 minutes	<i>Assessment Officer</i> Accounting Office
	2.2 If the claim is valid and complete, accepts the documents for processing.	None	1 minute	<i>Assessment Officer</i> Accounting Office



	2.3 Prepares Disbursement Voucher and records on logbook.	None	8 minutes	<i>Assessment Officer</i> Accounting Office
3. Write the contact number on the Disbursement Voucher.	3. Informs the student that he/she will be notified by the Cashier when the Check is ready for release.	None	4 minutes	<i>Assessment Officer</i> Accounting Office
Total:		None	26 minutes	



9. SIGNING OF STUDENT CLEARANCE (TERMINAL AND FOR TRANSFER) (External / Internal)

This is a process of ensuring that student has fully paid his/her school fees and other financial obligation to the university before signing the clearance.

Office or Division:	Accounting Office – Assessment Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
Checklist of Requirements		Where to Secure		
Original Clearance Form – 1 copy		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	<i>Assessment Officer</i> Accounting Office
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 for and on behalf of the University Accountant.	None	4 minutes	<i>Assessment Officer</i> Accounting Office
3. Receives the information on the unpaid balance	3. If otherwise, informs the student to settle the balance at the Cashier's Office.	None	4 minutes	<i>Assessment Officer</i> Accounting Office
4. Waits for the processing of the service.	4. If settled, signs the clearance for and on behalf of the University Accountant.	None	1 minute	<i>Assessment Officer</i> Accounting Office
5. Receives the Signed Clearance Form; Signs in the respective logbook.	5. Returns the signed clearance form to the student.	None	2 minutes	<i>Assessment Officer</i> Accounting Office
Total:		None	12 minutes	



BIDS AND AWARDS COMMITTEE

- 1. Government Procurement – Competitive Bidding**
- 2. Government Procurement – Negotiated Procurement (Small Value Procurement)**
- 3. Government Procurement – Negotiated Procurement (Agency-to-Agency)**
- 4. Government Procurement – Shopping [Section 52.1 (a)]**
- 5. Government Procurement – Shopping [Section 52.1 (b)]**
- 6. Government Procurement – Direct Contracting**
- 7. Government Procurement – Repeat Order**



1. GOVERNMENT PROCUREMENT – COMPETITIVE BIDDING (External)

Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:	Bids and Awards Committee and The Secretariat			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business Entity G2G - Government to Government			
Who may Avail:	All end-user of purchase request			
Checklist of Requirements		Where to Secure		
Purchase Request		BAC Secretariat		
Earmarked Purchase Request		Budget Office		
PPMP		Office of Purchase Request / End-user		
Client Steps	Agency Action	Fees to be Paid	Processing Day	Person Responsible
1. Client submits the properly earmarked purchase request	1. Organize Pre - Procurement Conference (if necessary). Prepare minutes of the meeting.	None	4 hours	<i>BAC Secretariat</i> BAC Office
	1.1 Conduct pre-procurement conference with the members, TWG and end-user	None	4 hours	<i>BAC Chair and Members</i> <i>Technical Working Group</i>
	1.2 Post invitation to bid or request for intent in PhilGEPS and/or in nationwide-circulated newspaper (broadsheet), website of CSU, conspicuous place of CSU.	None	7 days	<i>BAC Secretariat</i> BAC Office
	1.3 Send invitation letters to COA; two non-government	None	1 day	



	organizations; end-users, TWG; and observers.		3 days	
	1.4 Prepare and distribute Bidding Documents.	None		
	1.5 Organize Pre- Bid Conference.	None		
	1.6 Conduct pre- bid meeting with interested contractors / suppliers / consultants.	None		<i>BAC Chair and Members</i> <i>Technical Working Group</i>
	1.7 Schedule and organize meeting for the submission and opening of bids.	None		
	1.8 Prepare minutes of the meeting.	None		<i>BAC Secretariat BAC Office</i>
	1.9 Update supplemental Bid bulletin (to be posted in PhilGEPS at least 5 C.D. prior to deadline for submission of bids).	None		<i>BAC Chair and Members</i> <i>Technical Working Group</i>
	<i>After the pre-bid conference, prospective bidders prepare their bidding documents</i>	None		<i>BAC Secretariat BAC Office</i>
	1.10 Receive SEALED bidding documents from interested bidders marking the date and time they are	None	1 day	<i>BAC Chair and Members</i> <i>Technical Working Group</i>

	accepted and logged.			
	1.11 Conduct opening of bids and bid evaluation.	None		
	1.12 Prepare minutes of the meeting.	None		<i>BAC Secretariat BAC Office</i>
	1.13 Post-qualify the bidder with lowest calculated bid.	None	2 days	<i>BAC Chair and Members</i>
	1.14 Recommend to the HOPE the award of contract to the bidder with the lowest calculated responsive bid.	None	1 day	<i>Technical Working Group</i>
	1.15 Prepare minutes of the meeting.	None	1 hour	<i>BAC Secretariat BAC Office</i>
	1.16 Approve the Resolution / Issue the Notice of award.	None	3 days	<i>HOPE</i>
	1.17 Contract Preparation and Signing.	None	3 days	<i>HOPE BAC BAC Secretariat</i>
	1.18 Approval of contract of Higher Authority.	None	3 days	<i>HOPE</i>
	1.19 Issue the Notice to Proceed.	None	3 days	<i>Supply Office</i>
	1.20 Post the Notice of Award in PhilGEPS.	None		
	1.21 Post the Notice to Proceed and the approved contract in PhilGEPS.	None	1 day	<i>BAC Secretariat BAC Office</i>



Total:		31 days	
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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 stage.



2. GOVERNMENT PROCUREMENT – NEGOTIATED PROCUREMENT (SMALL VALUE PROCUREMENT) (External)

Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:	Bids and Awards Committee and The Secretariat			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business Entity G2G - Government to Government			
Who may Avail:	All end-user of purchase request			
Checklist of Requirements			Where to Secure	
Doc. 1 – Purchase Request			BAC Secretariat Office	
Doc. 2 – Earmarked Purchase Request			Budget Office	
Doc. 3 - PPMP			Office of Purchase Request / End-user	
Client Steps	Agency Action	Fees to be Paid	Processing Day	Person Responsible
1. Client submits the properly earmarked purchase request	1. Receive approved and earmarked Purchase Request.	None	1 day	<i>BAC Secretariat</i> BAC Office
	1.2 Evaluate technical specifications of goods/services/infrastructure projects. If technical specifications are incorrect, PRs shall be returned to the end-users.	None		
	1.3 Prepare and route Resolution to BAC members for signature.	None	3 days	
	1.4 Prepare the Request for Quotation.	None	day	



	1.5 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 Procuring Entity.	None	3 days	
	1.6 Send the RFQs to at least three (3) suppliers of known technical, legal and financial qualifications.	None	3 days	<i>BAC Secretariat</i> BAC Office
	1.7 Retrieve the Request for Quotation.	None	1 day	
	1.8 Evaluate the Request for Quotations through a meeting.	None	1 day	<i>BAC Chair and Members</i> BAC Office
	1.9 Prepare and route the Abstract of Quotation for signing of BAC members.	None	3 days	<i>BAC Secretariat</i> BAC Office
	1.10 Recommend to HOPE to award the Contract to Lowest Responsive Bidder.	None	1 day	<i>BAC Chair and Members</i> BAC Office
	1.11 Prepare Minutes of the Meeting.	None	1 day	<i>BAC Secretariat</i> BAC Office
	1.12 Transmit the Abstract of Quotation to Supply office.	None	1 day	<i>BAC Secretariat</i> BAC Office
Total:		None	20 days	



3. GOVERNMENT PROCUREMENT – NEGOTIATED PROCUREMENT (AGENCY-TO-AGENCY) (External)

Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:	Bids and Awards Committee and The Secretariat			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business Entity G2G - Government to Government			
Who may Avail:	All end-user of purchase request			
Checklist of Requirements			Where to Secure	
Doc. 1 – Purchase Request			BAC Secretariat Office	
Doc. 2 – Earmarked Purchase Request			Budget Office	
Doc. 3 - PPMP			Office of Purchase Request / End-user	
Client Steps	Agency Action	Fees to be Paid	Processing Day	Person Responsible
1. Client submits the properly earmarked purchase request	1. Receive approved and earmarked Purchase Request.	None	1 day	BAC Secretariat BAC Office
	1.1 Evaluate technical specifications of goods/services/infrastructure projects. If technical specifications are incorrect, PRs shall be returned to the end-users.	None		
	1.2 Prepare and route Resolution to BAC members for signature.	None	1 day	
	1.3 Prepare the Request for Quotation or pro-forma invoice.	None	2 days	
	1.4 Send the RFQ to the Servicing Agency.	None		
	1.5 Retrieve the Request for Quotation.	None		



	1.6 Recommend to HOPE to award the contract in favor of the agency.	None	3 days	<i>BAC Chair and Members</i> BAC Office
	1.7 Transmit the procurement documents to Supply office.	None	1 day	<i>BAC Secretariat</i> BAC Office
Total:		None	9 days	



4. GOVERNMENT PROCUREMENT – SHOPPING [SECTION 52.1 (a)] (External)

Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:	Bids and Awards Committee and The Secretariat			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business Entity G2G - Government to Government			
Who may Avail:	All end-user of purchase request			
Checklist of Requirements			Where to Secure	
Doc. 1 – Purchase Request			BAC Secretariat Office	
Doc. 2 – Earmarked Purchase Request			Budget Office	
Doc. 3 - PPMP			Office of Purchase Request / End-user	
Client Steps	Agency Action	Fees to be Paid	Processing Day	Person Responsible
1. Client submits the properly earmarked purchase request	1. Receive approved and earmarked Purchase Request.	None	1 day	BAC Secretariat BAC Office
	1.1 Evaluate technical specifications of goods/services/infrastructure projects. If technical specifications are incorrect, PRs shall be returned to the end-users.	None		
	1.2 Prepare and route Resolution to BAC members for signature.	None	1 day	
	1.3 Prepare the Request for Quotation.	None		
	1.4 Send the RFQs to at least one (1) supplier of known technical, legal and financial qualifications.	None	1 day	
	1.5 Retrieve the Request for Quotation.	None		



	1.6 Prepare and route the Abstract of Quotation for signing of BAC members.	None	1 day	
	1.7 Recommend to HOPE to award the Contract to Lowest Responsive Bidder.	None		<i>BAC Chair and Members</i> BAC Office
	1.8 Transmit the Abstract of Quotation to Supply office.	None		<i>BAC Secretariat</i> BAC Office
Total:		None	4 days	



5. GOVERNMENT PROCUREMENT – SHOPPING [SECTION 52.1 (b)] (External)

Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:	Bids and Awards Committee and The Secretariat			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business Entity G2G - Government to Government			
Who may Avail:	All end-user of purchase request			
Checklist of Requirements			Where to Secure	
Doc. 1 – Purchase Request			BAC Secretariat Office	
Doc. 2 – Earmarked Purchase Request			Budget Office	
Doc. 3 - PPMP			Office of Purchase Request / End-user	
Client Steps	Agency Action	Fees to be Paid	Processing Day	Person Responsible
1. Client submits the properly earmarked purchase request	1. Receive approved and earmarked Purchase Request.	None	1 day	<i>BAC Secretariat</i> BAC Office
	1.1. Evaluate technical specifications of goods/services/infrastructure projects. If technical specifications are incorrect, PRs shall be returned to the end-users.	None		
	1.2 Prepare and route Resolution to BAC members for signature.	None	3 days	
	1.3 Prepare the Request for Quotation.	None	1 day	
	1.4 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	None	3 days	



	Procuring Entity, if available, and at any conspicuous place reserved for this purpose in the premises of the Procuring Entity.			
	1.5 Send the RFQs to at least three (3) suppliers of known technical, legal and financial qualifications.	None	3 days	<i>BAC Secretariat BAC Office</i>
	1.6 Retrieve the Request for Quotation.	None	1 day	
	1.7 Evaluate the Request for Quotations through a meeting.	None	1 day	<i>BAC Chair and Members BAC Office</i>
	1.8 Prepare and route the Abstract of Quotation for signing of BAC members.	None	2 days	<i>BAC Secretariat BAC Office</i>
	1.9 Recommend to HOPE to award the Contract to Lowest Responsive Bidder.	None	days	<i>BAC Chair and Members BAC Office</i>
	1.10 Prepare Minutes of the Meeting.	None	1 day	<i>BAC Secretariat BAC Office</i>
	1.11 Award the contract to Lowest Responsive Bidder and Approve the contract - Abstract of Quotation.	None	1 day	<i>HOPE</i>
	1.12 Transmit the Abstract of Quotation to Supply office.	None	1 day	<i>BAC Secretariat BAC Office</i>
Total:		None	16 days	



6. GOVERNMENT PROCUREMENT – DIRECT CONTRACTING (External)

Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:	Bids and Awards Committee and The Secretariat			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business Entity G2G - Government to Government			
Who may Avail:	All end-user of purchase request			
Checklist of Requirements			Where to Secure	
Doc. 1 – Purchase Request			BAC Secretariat Office	
Doc. 2 – Earmarked Purchase Request			Budget Office	
Doc. 3 - PPMP			Office of Purchase Request / End-user	
Client Steps	Agency Action	Fees to be Paid	Processing Day	Person Responsible
1. Client submits the properly earmarked purchase request	1. Receive approved and earmarked Purchase Request.	None	1 day	BAC Secretariat BAC Office
	1.1 Evaluate technical specifications of goods/services/infrastructure projects. If technical specifications are incorrect, PRs shall be returned to the end-users.	None		
	1.2 Prepare and route Resolution to BAC members for signature.	None	1 day	
	1.3 Prepare the Request for Quotation or pro-forma invoice.	None	2 days	
	1.4 Send the RFQ to the identified direct supplier of known technical, legal and financial qualifications.	None		
	1.5 Retrieve the Request for Quotation.	None		



	1.6 Recommend to HOPE to award the contract in favor of the supplier.	None	3 days	<i>BAC Chair and Members</i> BAC Office
	1.7 Award the contract to Lowest Responsive Bidder and Approve the contract - Abstract of Quotation.	None	1 day	<i>HOPE</i>
	1.8 Transmit the Abstract of Quotation to Supply office.	None	1 day	<i>BAC Secretariat</i> BAC Office
Total:		None	9 days	



7. GOVERNMENT PROCUREMENT – REPEAT ORDER (External)

Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:	Bids and Awards Committee and The Secretariat			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business Entity G2G - Government to Government			
Who may Avail:	All end-user of purchase request			
Checklist of Requirements		Where to Secure		
Doc. 1 – Purchase Request		BAC Secretariat Office		
Doc. 2 – Earmarked Purchase Request		Budget Office		
Doc. 3 - PPMP		Office of Purchase Request / End-user		
Client Steps	Agency Action	Fees to be Paid	Processing Day	Person Responsible
1. Client submits the properly earmarked purchase request	1. Receive approved and earmarked Purchase Request.	None	1 day	BAC Secretariat BAC Office
	1.1. Review the PR and recommend to the HOPE the award of contract in favor of the previous winning bidder.	None		
	1.2 Prepare and route Resolution to BAC members for signature.	None	3 days	
	1.3 Recommend to HOPE to award the contract in favor of the previous winning bidder.	None	3 days	BAC Chair and Members BAC Office
	1.4 Transmit the Abstract of Quotation to Supply office.	None	1 day	BAC Secretariat BAC Office
Total:		None	7 days	



CASHIER'S OFFICE

- 1. Collection of Fees**
- 2. Releasing of Cash (Salaries and Financial Assistance/Scholarship)**
- 3. Releasing of Checks (Students & Employees)**
- 4. Releasing of Checks (Suppliers and Other Government Agencies)**



1. COLLECTION OF FEES (External / Internal)

To ensure the process in collection accurately

Office or Division:	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, Employees and External Clients			
Checklist of Requirements		Where to Secure		
Assessment Form		Registrar's Office		
Document Request Form		Registrar's Office		
Payment Slip		Business Office/Clinic/Auxiliary Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. Presents Assessment Form/Identification Card or duly accomplished Payment Slip	1. Receives Assessment Form/Identification Card or duly accomplished Payment Slip	None	1 minute	Cashier II Cashier's Office Disbursing Officer II Cashier's Office
2. Pays amount indicated in the Payment Slip	2. Receives and Counts the Money 2.1 Prints the Official Receipts	None	1 minute	Cashier II Cashier's Office Disbursing Officer II Cashier's Office
3. Receives Official Receipt / Change	3. Signs and Issues Official Receipts and gives the change (If necessary)	None	1 minute	Cashier II Cashier's Office Disbursing Officer II Cashier's Office
4. Evaluates Employee in-charge using the CSM Form and Drop to suggestion Box	4. Requires Client/s to evaluate employee in-charge	None	2 minutes	Cashier II Cashier's Office Disbursing Officer II Cashier's Office
Total:		None	5 minutes	



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

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

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may Avail:	Students, Faculty Members, Administrative Staff and External Clients			
Checklist of Requirements		Where to Secure		
School ID for Faculty, Administrative Staff and Students		CSU		
Photocopy of School ID for Students		CSU		
Any Valid ID for Other Clients (Company ID, Passport, Driver's License, SSS, Comelec, GSIS, PhilHealth, Postal ID and PRC License, etc.)		Issuing government agencies		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. Presents two (2) Valid ID's and School ID for Faculty, Administrative Staff and Students In case of Authorized Representatives: Authorization letter and Photocopy of ID (Authorizer & Authorized Person)	1. Requires the student to submit photocopy of School ID 1.1 Requires the Client to sign in the payroll	None	1 minute	<i>Cashier II</i> Cashier's Office <i>Disbursing Officer II</i> Cashier's Office
2. Signs the payroll	2. Releases the cash/money	None	2 minutes	<i>Cashier II</i> Cashier's Office <i>Disbursing Officer II</i> Cashier's Office



3. Receives and counts the cash/money and Evaluates Employee In-charge using CSM Form and Drop to Suggestion Box	3. Requires client/s to evaluate employee in-charge	None	2 minutes	<i>Cashier II</i> Cashier's Office <i>Disbursing Officer II</i> Cashier's Office
Total:		None	5 minutes	

3. Releasing of Checks (Students & Employees) (External / Internal)



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

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	Students, Faculty Members and Administrative Staff			
Checklist of Requirements		Where to Secure		
School ID for Faculty, Administrative Staff and Students		CSU		
For Student Financial Assistance Colored Photocopy of School ID (2 Copies) with 3 specimen signatures In case of Representatives: (CHED Requirements) 1. Special Power of Attorney 2. Colored photocopy of school ID of the grantee with 3 specimen signatures, and 3. 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 two (2) Valid ID's and School ID for Faculty, Administrative Staff and Students In case of Authorized Representatives for Scholarship: (CHED Requirements) 1. Special Power of Attorney 2. Colored photocopy of school ID of the grantee with (3) specimen signatures, and 3. Colored photocopy of the representative's ID	1. Requires Client to sign in the received payment box of the disbursement vouchers	None	2 minutes	<i>Cashier II</i> Cashier's Office <i>Disbursing Officer II</i> Cashier's Office



with (3) specimen signatures				
2. Signs in the received payment box of the disbursement vouchers	2. Issues the Check	None	1 minute	<i>Cashier II</i> Cashier's Office <i>Disbursing Officer II</i> Cashier's Office
3. Client receives the check and evaluates Employee In-charge using CSM Form and Drop to Suggestion Box	3.1 Requires client/s to evaluate employee in-charge	None	2 minutes	<i>Cashier II</i> Cashier's Office <i>Disbursing Officer II</i> Cashier's Office
Total:		None	5 minutes	

4. RELEASING OF CHECKS (SUPPLIERS & OTHER GOVERNMENT AGENCIES) (External / Internal)



To ensure validity property of claim based on the approved disbursement voucher

Office or Division:	Cashier's Office			
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 ID for Other Clients (Company ID, Passport, Driver's License, SSS, Comelec, GSIS, PhilHealth, Postal ID and PRC License, etc.)		Issuing agency		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents two (2) Valid ID's	1. Requires Client to sign in the received payment box of the disbursement vouchers	None	1 minute	Cashier II Cashier's Office Disbursing Officer II Cashier's Office
2. Signs in the received payment box of the disbursement vouchers	2.Requires Client to Issue Official Receipt	None	1 minute	Cashier II Cashier's Office Disbursing Officer II Cashier's Office
3. Issues Official Receipt	3.Issues the Check	None	1 minute	Cashier II Cashier's Office Disbursing Officer II Cashier's Office
4. Receives the check. Evaluates Employee In-charge using CSM Form and Drop to Suggestion Box	4. Requires client/s to evaluate employee in-charge	None	2 minutes	Cashier II Cashier's Office Disbursing Officer II Cashier's Office
Total:		None	5 minutes	



COUNSELING AND CAREER SERVICES OFFICE (CCSO)

- 1. Counseling Service**
- 2. Referral Service**
- 3. Exit Interview**



1. COUNSELING SERVICE (Internal)

Counseling 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:		Counseling and Career Services Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may Avail:		Students		
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	<i>Guidance Counselor</i> Counseling and Career Services Office
2. Undergoes the counseling session	2. Conducts counseling	None	1 hour	<i>Guidance Counselor</i> CCSO
3. Evaluates the service rendered and signs in the office logbook	3. Terminates the counseling or conduct follow up session, or refer client to expert, whichever is applicable Instructs the students to accomplish the Client Satisfaction Measurement (CSM) Survey Form and assists in signing the office logbook Files Intake Form	None	10 minutes	<i>Guidance Counselor</i> Counseling and Career Services Office
Total:		None	1 hour and 15 minutes	



2. REFERRAL SERVICE (Internal)

REFERRAL SERVICE refers to the guidance service that entails the assistance of the entire academic community. Students/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:		Counseling and Career Services Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2G – Government to Government		
Who may Avail:		Internal: Members of the academic community and students External: Guidance Counselor		
Checklist of Requirements		Where to Secure		
Referral Form		Counseling and Career Services Office (CCSO) and 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	<i>Guidance Counselor</i> Counseling and Career Services Office
2. Evaluates the service rendered and signs in the office logbook	2. Instructs the students to accomplish the Client Satisfaction Measurement (CSM) Survey Form and assists in signing the office logbook	None	10 minutes	<i>Guidance Counselor</i> Counseling and Career Services Office
3. Referred party undergoes the counseling session	3. Conducts counseling Terminates the counseling or conducts follow up session, or refers client to expert,	None	1 hour	<i>Guidance Counselor</i> Counseling and Career Services Office



	whichever is applicable			
4. Evaluates the service rendered and signs in the office logbook	4. Instructs the students to accomplish the Client Satisfaction Measurement (CSM) Survey Form and assists in signing the office logbook Files the Intake Form	None	10 minutes	<i>Guidance Counselor Counseling and Career Services Office</i>
Total:		None	1 hour and 25 minutes	



3. EXIT INTERVIEW (Internal)

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

Office or Division:		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	<i>Guidance Counselor/Assistant Guidance Staff Counseling and Career Services Office</i>
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	<i>Guidance Counselor/Assistant Guidance Staff Counseling and Career Services Office</i>
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	<i>Guidance Counselor/Assistant Guidance Staff Counseling and Career Services Office</i>
Total:		None	22 minutes	



HUMAN RESOURCE MANAGEMENT OFFICE

- 1. Request for Certificate of Employment and Compensation**
- 2. Issuance of Leave Form and Certificate of Leave Credits**



1. REQUEST FOR CERTIFICATE OF EMPLOYMENT AND COMPENSATION (External / Internal)

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

Office or Division:		Administrative / HR		
Classification:		(Simple)		
Type of Transaction:		(G2C – Government to Citizen)		
Who may Avail:		Faculty, Personnel		
Checklist of Requirements		Where to Secure		
Request Form (F-HR-51403)		Human Resource Management Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Secures Request Form (F-HR-51403) and fills out the data needed	1. The personnel in- charge receives the request form, reviews the completeness of requirements, and prepares the Certificate	None	18 minutes	Human Resource Staff Human Resource Management Office
2. Waits for the processing of the service	2. Authorized official/s reviews and signs the certificate	None	10 minutes	Human Resource Management Officer Human Resource Management Office Campus Executive Officer Office of the Campus Executive Officer
3. Receives the certificate	3. Releases the certificate	None	2 minutes	Human Resource Staff Human Resource Management Office
Total:		None	30 minutes	



2. ISSUANCE OF LEAVE FORM AND CERTIFICATION OF LEAVE CREDITS (Internal)

Issues leave form indicating employees accrued leave credits

Office or Division:		Administrative / HR		
Classification:		(Simple)		
Type of Transaction:		(G2C – Government to Citizen)		
Who may Avail:		Faculty, Personnel		
Checklist of Requirements		Where to Secure		
CSC Form No.6 (Revised 2020)		Human Resource Management Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Secures CSC Form No.6 and fills out the data needed	1. The personnel in- charge checks the completeness of data, and indicates availability of leave credits	None	2 minutes	<i>Human Resource Staff</i> Human Resource Management Office
2. Waits for the processing of the service	2. Certifies and signs availability of accrued leave credits	None	30 seconds	<i>Human Resource Management Officer</i> Human Resource Management Office
3. Receives the certified/signed CSC Form No.6	3. Releases the Form No.6	None	30 seconds	<i>Human Resource Staff</i> Human Resource Management Office
Total:		None	3 minutes	



LIBRARY OFFICE

- 1. Issuance of Library Card/ID**
- 2. Borrowing of Books for Overnight Use**
- 3. Returning of Borrowed Books**
- 4. Internet Access Services**
- 5. Signing of Clearance**



1. ISSUANCE OF LIBRARY CARD/ID (Internal)

This covers the process of issuance of Library Identification Card.

Office or Division:		Library Service Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may Avail:		Students and Transferees		
Checklist of Requirements		Where to Secure		
Assessment/Enrollment Form		Registrar's Office		
1x1 ID picture				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Presents the Assessment/Enrollment form & submits 1x1 ID picture.	1. Verifies the Assessment/Enrollment Form if the Library Identification Card is included or issuance has been made.	None	1 minute	<i>Librarian</i> Library
2. Receives Library Card & fills-out properly.	2. Validates Library Card	None	2 minutes	<i>Librarian</i> Library
3. Signs in the log book for the issuance of library card.	3. Checks filled out logbook Note: In case of lost, issues a Payment Order Form and instruct the client to pay PHP 90.00 to the Cashier's Office and present the Official Receipt to the librarian/staff in-charge. Then proceed to step 2.	None	1 minute	<i>Librarian</i> Library
Total:		None	4 minutes	



2. BORROWING OF BOOKS FOR OVERNIGHT USE (Internal)

This outlines the procedure for lending library materials.

Office or Division:		Library Service Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen, G2G Government to Government		
Who may Avail:		Students, Faculty, Administrative Personnel		
Checklist of Requirements		Where to Secure		
Library Card/ID (Students only)		Library		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Selects a material to borrow.	1. Assists the client in checking the availability of the material	None	3 minutes	<i>Librarian</i> Library
2. Presents material and library card at the circulation counter. (Students) 2.1 Presents material at the circulation counter (Faculty, Administrative Personnel)	2. Checks library card and the chosen material to borrow (Students) 2.1 Checks the chosen material to borrow (Faculty, Administrative Personnel)	None	2 minutes	<i>Librarian</i> Library
3. Leaves the library card together with the filled-out book card of the book (Students) 3.1 Leaves the filled-out book card of the book (Faculty, Administrative Personnel)	3. Files the library card & the book card at the circulation counter (Students) 3.1 Files the book card at the circulation counter (Faculty, Administrative Personnel)	None	1 minute	<i>Librarian</i> Library
Total:		None	6 minutes	



3. RETURNING OF BORROWED BOOKS (Internal)

This covers the process of returning of borrowed library material.

Office or Division:		Library Service Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen, G2G Government to Government		
Who may Avail:		Students, Faculty, Administrative Personnel		
Checklist of Requirements		Where to Secure		
Library Identification Card		Library		
Payment Order Form (if overdue)		Library		
Official Receipt (if overdue)		Cashier		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Presents the borrowed library material to the Librarian/Staff.	1. Inspects and receives the borrowed materials	None	2 minutes	<i>Librarian</i> Library
2. Waits for the processing of the service	2. 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	2 minutes	<i>Librarian</i> Library
3. Claims the Library Identification Card.	3. Returns the library materials in its proper shelves.	None	1 minute	<i>Librarian</i> Library Cashier Cashier's Office
Total:		None	5 minutes	

***ALL FEES SHALL BE PAID ONLY AT THE CASHIER'S OFFICE**



4. INTERNET ACCESS SERVICES (Internal)

This covers the use of internet access.

Office or Division:		Library Service Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen, G2G Government to Government		
Who may Avail:		Students, Faculty, Administrative Personnel		
Checklist of Requirements		Where to Secure		
Library Identification Card/ID		Library		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Logs the "time in" in the attendance logbook and leaves the library identification card at the counter. (Students Only)	1. Receives the Library Card/ID.	None	30 seconds	<i>Librarian</i> Library
2. Looks for a vacant unit and utilizes it.		None	30 seconds	<i>Librarian</i> Library
3. Upon exit, Logs the "time out" in the attendance logbook.	3. Returns the library identification card.	None	30 seconds	<i>Librarian</i> Library
Total:		None	1 minute & 30 seconds	



5. SIGNING OF CLEARANCE (Internal)

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

Office or Division:		Library Service Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen, G2G Government to Government		
Who may Avail:		Students, Faculty, Administrative Personnel		
Checklist of Requirements		Where to Secure		
Library Identification Card/ID		Library		
Clearance Form (Students)		Accounting Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1.1 Signs in the attendance log sheet 1.2 Presents the Library Identification Card (for students only) and clearance form	1. Verifies for unreturned material and/or overdue fine/penalty of the client from the log sheet/borrower's card file. 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 PHP 50.00.	None	2minutes	<i>Librarian</i> Library
	2. When everything is accounted for/settled, the librarian signs the client's clearance form.	None	1 minute	<i>Librarian</i> Library
Total:		None	3 minutes	

ALL FEES SHALL BE PAID ONLY AT THE CASHIER'S OFFICE



CLINIC OFFICE

- 1. First Aid Treatment**
- 2. Medical Consultation/Treatment**



1. FIRST AID TREATMENT (Internal)

The purpose of this procedure is to provide care, first aid and medical management and other emergency services.

Office or Division:		Administrative / Clinic		
Classification:		(Simple)		
Type of Transaction:		(G2C – Government to Citizen)		
Who may Avail:		Student, Faculty and Personnel		
Checklist of Requirements		Where to Secure		
Logbook		Clinic Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Proceeds to the Campus Clinic for assessment	1. Physical Assessment of the client (Check the airway, breathing and circulation)	None	3 minutes	Campus Nurse Clinic
2. Receives treatment	2. Provides the emergency treatment and nursing care	None	15 minutes	Campus Nurse Clinic
3. Receives health teaching from the provider	3. Provides health teaching	None	3 minutes	Campus Nurse Clinic
4. If required, he or she is advised to see a physician for further check-up	4. If required, advise the patient to see a physician for further check-up	None	1 minute	Campus Nurse Clinic
5. Signs in the logbook	5. Assists the patient in signing the logbook	None	1 minute	Campus Nurse Clinic
Total:		None	23 minutes	



2. MEDICAL CONSULTATION / TREATMENT (Internal)

This is to ensure the safety and monitoring health status of the staff, faculty and students.

Office or Division:		Administrative / Clinic		
Classification:		(Simple)		
Type of Transaction:		(G2C – Government to Citizen)		
Who may Avail:		Student, Faculty and Personnel		
Checklist of Requirements		Where to Secure		
Logbook		Clinic Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1.Signs in the logbook	1. Assists in the signing of the Logbook	None	1 minute	Campus Nurse Clinic
2.Verbalizes chief complaints	2. Asks series of questions pertaining to chief complaints of the patient	None	10 minutes	Campus Nurse Clinic
3. Receives medical treatment and nursing care for the temporary relief of symptoms. If symptoms persist, patient is referred to the nearest hospital.	3. Dispenses initial dose of medicine or refer the patient to the nearest hospital if symptoms cannot be managed at the clinic level.	None	2 minutes	Campus Nurse Clinic
4. Receives health teaching from the provider	4. Provides health teaching to the patient	None	5 minutes	Campus Nurse Clinic
Total:		None	18 minutes	



OFFICE OF STUDENT DEVELOPMENT AND WELFARE

- 1. Processing of Financial Assistance for Externally Funded Grants (TES, TDP, Private Scholarship/Grant)**
- 2. Release of Internally Funded Grants (Financial Incentive Program)**
- 3. Student Assistantship Program**
- 4. Claims from the Student Mutual Aid Fund Program (SMAFP)**
- 5. Issuance of Certification**
- 6. Issuance of Affidavit of Loss**
- 7. Approval to Conduct of Student Activity (Campus Level)**



1. PROCESSING OF FINANCIAL ASSISTANCE FOR EXTERNALLY FUNDED GRANTS (TES, TDP, Private Scholarship/Grant) (Internal)

This procedure facilitates the release of financial assistance to grantees of externally funded grants.

Office or Division:		Office of Student Development and Welfare		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may Avail:		Students in the Undergraduate programs		
Checklist of Requirements		Where to Secure		
Doc.1 - photocopy of Senior High School Card for first year students/Latest Certification of grades for 2 nd to 4 th year students (1 copy)		DEPED/Secondary School - Principal's Office CSU/Registrar's Office		
Doc. 2 – Photocopy of Assessment/Enrolment Form for the current semester (1 copy)		CSU/Registrar's Office		
Doc. 3 – Colored Photocopy of School ID (1 copy)		CSU/CICS Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Signs in the Client/Visitor's Logbook	1. Checks the name of the student from the Master list provided by the scholarship provider and provides checklist of the documentary requirements.	None	10 minutes	<i>OSDW Coordinator</i> Office of Student Development and Welfare
2. Submits documentary requirements.	2 Receives and checks the completeness/correctness of documents submitted;	None	15 minutes	<i>OSDW Coordinator</i> Office of Student Development and Welfare
3. Waits until the financial documentary requirements have been processed	3. Prepares and submits the payroll of grantees to the Accounting Office for the processing financial assistance.	None	15 minutes (3 working days after the submission of payroll)	<i>Accounting Clerk</i> Accounting Office
	3.1 Informs the OSDW Coordinator on the availability of financial assistance for disbursement.		5 minutes	<i>Cashier</i> Cashier's Office



4. Waits for the final notice from the OSDW regarding the release of the financial assistance.	4. Informs student-grantees on the availability of financial assistance through text messages, Messenger and online posting in the OSDW FB page.	None	30 minutes	<i>OSDW Coordinator Office of Student Development and Welfare</i>
Total:		None	3 days 1 hour and 15 minutes	



2. RELEASE OF INTERNALLY FUNDED GRANTS (FINANCIAL INCENTIVE PROGRAM) (Internal)

This procedure facilitates the release of financial assistance of students for the Financial Incentive Program (Academic Scholarship, PWD/Differently Abled Persons Grant, USC Officers Grant, Campus Publication Grant, Athletic Grant)

Office or Division:		Office of Student Development and Welfare		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may Avail:		Students in the Undergraduate programs		
Checklist of Requirements		Where to Secure		
Doc.1 - Duly accomplished Scholar Data Form (1 copy)		CSU/OSDW		
Doc. 2 - Latest Certification of grades with GWA (1 copy)		CSU/Registrar's Office		
Doc. 3 – Photocopy of Assessment/Enrolment Form for the current semester (1 copy)		CSU/Registrar's Office		
Doc. 4 – Colored Photocopy of School ID (1 copy)		CSU/CICS Office		
Doc. 5 – Photocopy of PWD ID (for PWD applicants only) (1 copy)		MSWD		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Signs in the Client/Visitor's Logbook	1. Determines the Financial Incentive Program applied for; Gives Scholar Data Form and provides checklist of the documentary requirements.	None	10 minutes	<i>OSDW Coordinator</i> Office of Student Development and Welfare
2. Fills out the Scholar Data Forms and submits the duly accomplished form and documentary requirements.	2 Receives and checks the completeness/correctness of accomplished Scholar Data Form and documents submitted;	None	15 minutes	<i>OSDW Coordinator</i> Office of Student Development and Welfare
3. Waits until the financial	3. Prepares and submits the payroll of grantees to the Accounting Office for	None	30 minutes (3 working days after the	<i>Accounting Clerk</i>



documentary requirements have been processed	the processing financial assistance. 3.1 Informs the OSDW Coordinator on the availability of financial assistance for disbursement.		submission of payroll) 5 minutes	Accounting Office <i>Cashier</i> Cashier's Office
4. Waits for the final notice from the OSDW regarding the release of the financial assistance.	4. Informs student-grantees on the availability of financial assistance through text messages, Messenger and online posting in the OSDW FB page.	None	30 minutes	<i>OSDW Coordinator</i> Office of Student Development and Welfare
Total:		None	3 days, 1 hour and 30 minutes	



3. STUDENT ASSISTANSHIP PROGRAM (Internal)

This procedure is aimed at facilitating student application for student assistantship which provides opportunities for students to work during vacant time.

Office or Division:		Office of Student Development and Welfare		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may Avail:		Currently enrolled students		
Checklist of Requirements		Where to Secure		
Doc. 1 - Duly accomplished Student Assistantship Application Form (1 copy)		CSU/OSDW		
Doc. 2 – Photocopy of Assessment/Enrolment Form for the current semester (1 copy)		Registrar's Office		
Doc. 3. – Barangay Certification		Barangay where the student resides		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Signs in the client/ visitor's logbook; Applies for Student Assistantship	1. Gives Student Assistantship-Application form and advises the documentary requirements;	None	3 minutes	OSDW Coordinator Office of Student Development and Welfare
2. Fills out the form and submits accomplished form and documentary requirements. Waits for the notice to report to work.	2. Receives the documentary requirements; reviews/checks the completeness of documents submitted	None	6 minutes	OSDW Coordinator Office of Student Development and Welfare
	2.1 Conducts interview		6 minutes	
	2.2 Prepare the final list of student assistants. Endorses the list of applicants to the CEO for the issuance of		30 minutes (After 3 days of application period)	Campus Executive Officer



	Office Order.		1 hour	Office of the Campus Executive Officer
	2.3 Issues Office Order.		30 minutes	
	2.4 Issues copies of the approved Office Order to the concerned offices;			<i>OSDW</i> <i>Coordinator</i> Office of Student Development and Welfare
Total:		None	3 days, 2 hours and 15 minutes	



4. CLAIMS FROM THE STUDENT MUTUAL AID FUND PROGRAM (Death Aid and Medical Assistance) (Internal)

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

Office or Division:		Office of Student Development and Welfare		
Classification:		Complex		
Type of Transaction:		G2C- Government to Citizen		
Who may Avail:		Currently enrolled students		
Checklist of Requirements		Where to Secure		
Doc. 1 – Student Mutual Aid Fund Form (1 copy)		CSU-OSDW		
Doc. 2 – Photocopy of Enrolment/Assessment Form (1 copy)		CSU-Registrar's Office		
Doc. 3 - Incident Report (1 copy)		PNP/Hospital		
Doc. 4 – Medical certificate (for Medical Assistance -1 copy)		Hospital/Clinic		
Doc. 5 – Official receipts (for medical assistance)		Hospital/Pharmacy		
Doc. 6 - Death Certificate (for death aid - 1 copy)		PSA/Local Civil Registry		
Doc. 8 – Photocopy of Marriage Certificate (if deceased student is married - 1 copy)		PSA/Local Civil Registry		
Doc. 9 – Sworn Statement of claimant (as legal guardian of the deceased-student if orphan) or certification from the barangay (1 copy)		Legal Office or Barangay where the claimant resides		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Submits accomplished form and documentary requirements to support claim.	1. Gives SMAF Application form and advises the student/claimant of the documentary requirements;	None	5 minutes	OSDW Coordinator Office of Student Development and Welfare
	1.1 Receives and checks the completeness/ correctness of the accomplished form and documents submitted.		5 minutes (after 3 days -period for the submission of documentary requirements)	
	1.2 Submits accomplished form and supporting documents to OSDW Central for approval and availability of claim.		3 hours (4 days processing period)	
				OSDW Director/Staff Office of Student



	1.3 Informs the OSDW Coordinator on the approval and availability of claim.		3 minutes	Development and Welfare Central
2. Waits for the approval and availability of the claim.	2. Informs the claimant on the availability of claim.	None	3 minutes	<i>OSDW Coordinator</i> Office of Student Development and Welfare
3. Receives the SMAF Aid/Assistance.	3. Releases the SMAF aid/assistance.	None	3 minutes	<i>OSDW Coordinator</i> Office of Student Development and Welfare
Total:		None	7 days, 3 hours and 19 minutes	



5. ISSUANCE OF CERTIFICATION (External / Internal)

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

Office or Division:		Office of Student Development and Welfare		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may Avail:		Currently enrolled students/graduated students		
Checklist of Requirements		Where to Secure		
Doc. 1 – Duly Accomplished Request Form for Certification (1 copy)		CSU-OSDW		
Doc. 2 – Official Receipt (for good moral character)		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Requests for the Request Form for Certification.	1. Gives the request form; Instructs the client to pay at the Cashier's office (for good moral character)	30.00 (Good moral) None (Other certification)	15 minutes	OSDW Coordinator Office of Student Development and Welfare
2. Fills out the request form.	2. Receives the accomplished form and the official receipt; 2.1 Checks the scholars' database or checks files on disciplinary cases; 2.2 Prepares and signs certification based on the office records and the specific requests received;	None	12 minutes	OSDW Coordinator Office of Student Development and Welfare
3. Receives the signed Certification.	3. Issues the certification.	None	3 minutes	OSDW Coordinator Office of Student Development and Welfare
Total:		30.00 (Good moral) None (Other certification)	30 minutes	



6. ISSUANCE OF AFFIDAVIT OF LOSS (Internal)

This is intended for those students who lost their school I.D.

Office or Division:		Office of Student Development and Welfare		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may Avail:		Currently enrolled students		
Checklist of Requirements		Where to Secure		
Doc. 1 – Duly Accomplished Affidavit of Loss of ID Form (1 copy)		CSU-OSDW		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Requests for the Affidavit of Loss of ID Form.	1. Gives the form to the student;	None	2 minutes	<i>OSDW Coordinator</i> Office of Student Development and Welfare
2. Fills out all the details in the form and submits it to the College Dean and OSDW Coordinator for signature.	2. Receives and signs the accomplished form (Attested); 2.1 Receives and signs the accomplished form (Noted);	None	12 minutes	<i>College Dean</i> Dean's Office <i>OSDW Coordinator</i> Office of Student Development and Welfare
3. Receives the signed Form.	3. Issues the signed form.	None	1 minute	<i>OSDW Coordinator</i> Office of Student Development and Welfare
Total:		None	15 minutes	



7. APPROVAL TO CONDUCT STUDENT ACTIVITY (Internal)

This procedure ensures that all activities are properly coordinated and approved by authorities.

Office or Division:		Office of Student Development and Welfare		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may Avail:		Student Leaders		
Checklist of Requirements		Where to Secure		
Doc. 1 – Request Letter (1 copy)		*To be submitted by the student leaders		
Doc. 2 - Activity Plan/Project Proposal; Budget plan if it entails expenses				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Presents request letter and supporting documents;	1. Reviews the details of the request letter, ensuring it is properly signed by the organization's officers, noted by the adviser and/or the College Dean, and includes the activity plan/project proposal, and budget plan if it entails expenses;	None	3 minutes	OSDW Coordinator Office of Student Development and Welfare
	1.1 Conducts a short interview with the student organization officer;		5 minutes	
	1.2 Recommends the request to the CEO.			
2. Seeks approval from the CEO.	2. Approves/Disapproves the conduct of the student activity.	None	5 minutes	Campus Executive Officer Office of the Campus Executive Officer
3. Accepts letter; Conducts the	3. Releases the request letter.	None	5 minutes	Campus Executive Officer



student activity.				Office of the Campus Executive Officer
Total:		None	18 minutes	



REGISTRAR'S OFFICE

- 1. Procedures for the Enrollment of Freshmen**
- 2. Procedures for the Enrollment of Old Students**
- 3. Procedures for the Enrollment of Transferees**
- 4. Procedures for the Maiden Issuance of Official Transcript of Records**
- 5. Procedures for the Re-Issuance of Official Transcript of Records and Diploma**
- 6. Procedures for the Issuance of Certificate of Grades, Certificate of Enrollment and Certificate of Earned Units**
- 7. Procedures for the Issuance of Registration and Assessment Form**
- 8. Procedures for the Completion of Grades**
- 9. Procedures for Adding, Dropping and Cancelling of Subjects**
- 10. Procedures for Dropping Out**
- 11. Procedures for the Issuance of Certificate of Graduation and Certification of General Weighted Average**
- 12. Procedures for the Issuance of Certification, Authentication and Verification (CAV)**
- 13. Procedures for Transfer Credentials (Honorable Dismissal)**
- 14. Procedures for Authentication of Official Transcript of Records and Diploma**
- 15. Procedures for the Issuance of Certificate of Latin Honors and Certificate of English as Medium of Instruction**
- 16. Procedures for Shifting from a Course**
- 17. Procedures of Cross Enrollment**
- 18. Procedures for the Submission of Grades**
- 19. Procedures for the Rectification of Grades**
- 20. Procedures for the Issuance of Identification Card**
- 21. Procedures for the Re-Issuance of Identification Card**



1. PROCEDURES FOR THE ENROLLMENT OF FRESHMEN (Internal)

Enrollment of incoming first-year students at Cagayan State University Lasam Campus.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Freshmen Students			
Checklist of Requirements		Where to Secure		
Admission Test Result – original copy		Campus Admissions Office		
Authenticated Birth Certificate - photocopy		Philippine Statistics Authority (PSA)		
Marriage certificate (if married) - photocopy				
Form 138/ Senior High School Card - 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		Registrar's Office or Download from CSU website: https://www.csu.edu.ph/docs/studentprofile_form.pdf		
Barangay Clearance – original copy		Barangay (Permanent Address)		
Police Clearance – original copy		PNP Station		
Advising form - original copy		Admitting College Dean's Office		
Student Contract Opt in/ Opt out Form – original copy				
Patient Information Record Form		Campus Clinic		
Individual Record File		Counselling and Career Services Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceeds at the Dean's office and submits the enrollment requirements	1. Interviews applicant and reviews all the requirements needed 1.1 Checks and signs the advising form specifying the subject/s to be enrolled and schedule	None	15 minutes	College Dean College Department
2. Proceeds at the Campus Clinic to accomplish Patient	2. Conducts an interview and assessment for	None	15 minutes	Campus Nurse Campus Clinic



Information Record	Campus Clinic profiling			
3. Proceeds at the Counselling and Career Services Office to accomplish Individual Record File	3. Conducts interview and assessment for the CCSO's profiling	None	10 minutes	<i>Guidance Counsellor</i> Counselling and Career Services Office
4. Proceeds at the Registrar's office and submits requirements	4. Evaluates and verifies the completeness and validity of requirements	None	10 minutes	<i>Registrar & Registrar Staff</i> Registrar's Office
	4.1 Issues and receives Student contract for Opt in/ Opt out Form			
	4.2. Enters data in SIAS and prints assessment document. Files all documents submitted by the enrollee.			
IF OPT OUT: 5. Proceeds at the Cashier's Office	5. Collects enrollment fee and issues official receipt	Minimum down-payment of Enrollment Fee: P500.00	5 minutes	<i>Cashier</i> Cashier's Office
6. Proceeds at the Accounting office	6. Validates enrollment in SIAS and stamps the assessment with " Officially Enrolled"	None	5 minutes	<i>Assessment Clerk</i> Accounting Office
Total:		If opt-out: Minimum down-payment of Enrollment Fee: P500.00	Opt-in: 55 minutes; Opt-out: 1 hour	



2. PROCEDURES FOR THE ENROLLMENT OF OLD STUDENTS (Internal)

Enrollment of returning students at Cagayan State University Lasam Campus.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Old Students			
Checklist of Requirements		Where to Secure		
Advising Form		College Dean's Office		
Student Contract Opt in/ Opt out Form – original copy				
Registration and Assessment Form		Registrar's Office		
Individual Record Update Form		Counselling and Career Services Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Proceeds at the Dean's office	1. Explains and instructs applicant to fill out the opt in/ opt out form 1.1 Issues signed advising form specifying the required subjects and schedules	None	10 minutes	College Dean College Department
2.Proceeds at the Counselling and Career Services Office to accomplish Individual Record Update Form	2.Conducts interview and assessment for the update of Individual Record Update Form	None	10 minutes	Guidance Counsellor Counselling and Career Services Office
3. Proceeds at the Registrar's office and submits requirements	4. Evaluates and verifies the completeness and validity of requirements	None	5 minutes	Registrar & Registrar Staff Registrar's Office
	4.1 Enters enlistment data in SIAS and prints assessment document. Files all documents submitted by the enrollee.	None	10 minutes	Registrar & Registrar Staff Registrar's Office



IF OPT OUT: 5.Proceeds at the Cashier's Office	5.Collects enrollment fee and issues official receipt	Minimum down- payment of Enrollment Fee: P500.00	5 minutes	<i>Cashier</i> Cashier's Office
6.Proceeds at the Accounting office	6.Validates enrollment in SIAS and stamps the assessment with "Officially Enrolled"	NONE	5 minutes	<i>Assessment Clerk</i> Accounting Office
Total:		If opt-out: Minimum down- payment of Enrollment Fee: P500.00	Opt-in:40 mins; Opt-out:45 mins	



3. PROCEDURES FOR THE ENROLLMENT OF TRANSFEREES (Internal)

Enrollment of transfer students at Cagayan State University Lasam Campus.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Transferee			
Checklist of Requirements		Where to Secure		
Admission Test Result – original copy		Campus Admissions Office		
Authenticated Birth Certificate-photocopy		Philippine Statistics Authority (PSA)		
Marriage certificate (if married) - photocopy				
Good Moral Certificate – original copy				
Honorable Dismissal (HD) – original copy		College previously attended		
Official Transcript of Records (OTR) - original				
Barangay Clearance – original copy				
Police Clearance – original copy		Barangay (Permanent Residence)		
Student Profile form with 2 copies of 2x2 I.D. (taken within the last 6 months) - original copy		PNP Station		
Advising form - original copy		Registrar's Office or Download from CSU website: https://www.csu.edu.ph/docs/studentprofile_form.pdf		
Student Contract Opt in/ Opt out Form – original copy				
Patient Information Record Form				
Individual Record File		Campus Clinic		
		Counselling and Career Services Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Proceeds at the Dean's office and submits the enrollment requirements	1. Interviews applicant and reviews all the requirements 1.1 Verifies and approves the subjects to be credited 1.2 Issues signed advising form specifying the required subjects and schedules	None	15 minutes	College Dean College Department
2.Proceeds at the Campus Clinic to	2.Conducts an interview and	None	15 minutes	Campus Nurse Campus Clinic



accomplish Patient Information Record	assessment for the clinic's profiling			
3.Proceeds at the Counselling and Career Services Office to accomplish Individual Record File	3.Conducts interview and assessment for the CCSO's profiling	None	10 minutes	<i>Guidance Counsellor</i> Counselling and Career Services Office
4.Proceeds at the Registrar's office and submits requirements	4.1 Evaluates and verifies the completeness and validity of requirements	None	10 minutes	<i>Registrar & Registrar Staff</i> Registrar's Office
	4.2 Issues and receives Student contract for Opt in/ Opt out Form			
	4.3 Enters enlistment data in SIAS and prints assessment document. Files all documents submitted by the enrollee.			
IF OPT OUT: 5.Proceeds at the Cashier's Office	5.Collects enrollment fee and issues official receipt	Minimum down-payment of Enrollment Fee: P500.00	5 minutes	<i>Cashier</i> Cashier's Office
6.Proceeds at the Accounting office	6.Validates enrollment in SIAS and stamps the assessment with " Officially Enrolled"	None	5 minutes	<i>Assessment Clerk</i> Accounting Office
Total:		If opt-out: Minimum down-payment of Enrollment Fee: P500.00	Opt-in:55 minutes; Opt-out: 1 hour	



4. PROCEDURES FOR THE MAIDEN ISSUANCE OF OFFICIAL TRANSCRIPT OF RECORDS (External)

First issuance and release of OTR of the graduates.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	CSU Graduates			
Checklist of Requirements			Where to Secure	
Accomplished Terminal Clearance			Registrar's Office	
Authorization Letter with attached photocopy of any valid ID bearing signatures (if applicable)			CSU Graduate	
Valid Identification Card			Government Issued IDs	
Official Receipt			Cashier's Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Proceeds at the Registrar's office and presents valid ID for validation of request	1.1. Checks and validates ID 1.2. Instructs client to accomplish terminal clearance	None	20 minutes	<i>Registrar Staff College Dean Academic Coordinator Accountant Registrar's Office College Department Office of the Acad. Coordinator Accounting Office</i>
2.Proceeds at the Registrar's office for submission of accomplished terminal clearance	2.1 Verifies the accomplished terminal clearance 2.2. Instructs client to request on the Document Request Queuing System (DRQS) and proceed to the Cashier's office for payment	None	2 minutes	<i>Registrar & Registrar Staff Registrar's Office</i>
3.Proceeds at the Cashier's office	3. Collects payment and issues official receipt	50.00 per page	5 minutes	<i>Cashier Cashier's Office</i>
4.Proceeds at the Registrar's Office	4.1. Receives the issued official receipt and verifies the	None	10 minutes	<i>Registrar & Registrar Staff Registrar's Office</i>



	academic records of the client in the system. 4.2. Prints, reviews, signs and dry seal the OTR 4.3. Releases the OTR and returns the official receipt 4.4. Instructs client to sign in the logbook			
Total:		50.00 per page	37 minutes	



5. PROCEDURES FOR THE RE-ISSUANCE OF OFFICIAL TRANSCRIPT OF RECORDS AND DIPLOMA (External)

Re-issuance and release of OTR and Diploma of the graduates.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	CSU Graduates			
Checklist of Requirements		Where to Secure		
Document Request Form (DRF)		Registrar's Office		
Authorization Letter with attached photocopy of any valid ID bearing signatures (if applicable)		CSU Graduate		
Valid Identification Card (ID)		Government Issued IDs		
Affidavit of Loss (for re-issuance of Diploma)		Law and Notarial Office		
Official Receipt		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Proceeds at the Registrar's office and presents valid ID for validation of request	1.1 Checks, validates ID and the client's record and requirements 1.2 Instructs client to request on the Document Request Queuing System (DRQS) or accomplish the Document Request Form (DRF) and proceed to the Cashier's office for payment	None	5 minutes	<i>Registrar & Registrar Staff</i> Registrar's Office
2.Proceeds at the Cashier's office	2. Collects payment and issues official receipt	OTR-100.00 per page Diploma – 300.00	5 minutes	<i>Cashier</i> Cashier's Office
3.Proceeds at the Registrar's Office	3.1 Receives the issued official receipt and verifies the academic records and request of the client in the system. FOR OTR:	None	OTR - 10 minutes Diploma – 20 days	<i>Registrar & Registrar Staff</i> Registrar's Office



	<p>3.2 Prints, reviews, signs and dry seals the OTR</p> <p>3.3 Releases the OTR and returns the official receipt</p> <p>3.4 Instructs client to sign in the logbook</p> <p>FOR DIPLOMA:</p> <p>3.1. Prints and dry seals the Diploma</p> <p>3.2. Issues the claiming stub and instructs the client to return on the scheduled date of release</p>			
	Total:	<p>OTR- 100.00 per page</p> <p>Diplom a – 300.00</p>	<p>OTR - 20 minutes</p> <p>DIPLOMA – 20 days</p>	



6. PROCEDURES FOR THE ISSUANCE OF CERTIFICATE OF GRADES, CERTIFICATE OF ENROLLMENT AND CERTIFICATE OF EARNED UNITS (Internal)

Issuance of Certificate of Grades, Enrollment and Earned Units

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Officially enrolled students			
Checklist of Requirements		Where to Secure		
Authorization Letter with attached photocopy of any valid ID bearing signatures (if applicable)		Student		
Student ID or any Valid Identification Card		Office of the Registrar, Government Issued IDs		
Official Receipt		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Proceeds at the Registrar's office and presents student/ valid ID for validation of request	1.1. Checks and validates ID 1.2. Instructs client to request on the Document Request Queuing System (DRQS) and proceed to the Cashier's office for payment	None	1 minute	<i>Registrar & Registrar Staff</i> Registrar's Office
2.Proceeds at the Cashier's office	2. Collects payment and issues official receipt	30.00	5 minutes	<i>Cashier</i> Cashier's Office
3.Proceeds at the Registrar's Office	3.1. Receives the issued official receipt and verifies the academic records of the client in the system. 3.2. Prints, reviews, signs and dry seals the certification 3.3. Releases the certification and returns the official receipt 3.4. Instructs client to sign in the logbook	None	4 minutes	<i>Registrar & Registrar Staff</i> Registrar's Office
Total:		30.00	10 minutes	



7. PROCEDURES FOR THE ISSUANCE OF REGISTRATION AND ASSESSMENT FORM (Internal)

Issuance of Registration and Assessment Form

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Officially enrolled students			
Checklist of Requirements		Where to Secure		
Authorization Letter with attached photocopy of any valid ID bearing signatures (if applicable)		Student		
Student ID or any Valid Identification Card		Office of the Registrar, Government Issued IDs		
Official Receipt		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceeds at the Registrar's office and presents student/ valid ID for validation of request	1.1. Checks and validates ID 1.2. Instructs client to request on the Document Request Queuing System (DRQS) and proceed to the Cashier's office for payment	None	1 minute	<i>Registrar & Registrar Staff</i> Registrar's Office
2. Proceeds at the Cashier's office	2. Collects payment and issues official receipt	20.00	5 minutes	<i>Cashier</i> Cashier's Office
3. Proceeds at the Registrar's Office	3.1. Receives the issued official receipt and verifies the academic records of the client in the system. 3.2. Prints, reviews, signs and dry seals the registration and assessment form 3.3. Releases the Registration and Assessment Form and returns the official receipt 3.4. Instructs client to sign in the logbook	None	4 minutes	<i>Registrar & Registrar Staff</i> Registrar's Office
Total:		20.00	10 minutes	



8. PROCEDURES FOR THE COMPLETION OF GRADES (Internal)

Completion of incomplete grades submitted by the faculty within a period of 1 year

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Officially enrolled students			
Checklist of Requirements		Where to Secure		
Completion Form		Office of the Registrar		
Student ID or any Valid Identification Card		Office of the Registrar, Government Issued IDs		
Official Receipt		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Proceeds at the Registrar's office and presents student/ valid ID for validation of request	1.1 Checks and validates ID 1.2 Checks student records in the system 1.3 Provides the completion form and instructs the student to proceed to the respective faculty member for accomplishment of requirements and signature and to the college Dean	None	10 minutes	<i>Registrar & Registrar Staff Faculty Member College Dean Registrar's Office College Department</i>
2.Proceeds at the Cashier's office	2. Collects payment and issues official receipt	20.00	5 minutes	<i>Cashier Cashier's Office</i>
3.Proceeds at the Registrar's Office	3.1 Receives and marks official receipt, inputs the grade in the system 3.2 Signs and get a copy of the form 3.3 Releases form, instructs student to submit the Dean's copy and files the form 3.4 Instructs client to sign in the logbook	None	5 minutes	<i>Registrar & Registrar Staff Registrar's Office</i>
Total:		20.00	20 minutes	



9. PROCEDURES FOR ADDING, DROPPING AND CANCELLING OF SUBJECTS (Internal)

Adding, dropping and cancelling of subjects within one (1) week from first day of class provided it is approved by the College Dean

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Officially enrolled students			
Checklist of Requirements		Where to Secure		
Adding, Dropping and Cancelling Form		Registrar's Office		
Official Receipt		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Proceeds at the Registrar's office and presents student/ valid ID for validation of request	1.1 Checks and validates ID 1.2 Checks student records in the system 1.2. Provides the ADC Form and instructs student to proceed to the College Dean	None	10 minutes	<i>Registrar & Registrar Staff College Dean Registrar's Office College Department</i>
2.Proceeds at the Cashier's office	2. Collects payment and issues official receipt	20.00/ subject	5 minutes	<i>Cashier Cashier's Office</i>
3.Proceeds at the Registrar's Office	3.1 Receives official receipt, checks the student's record, Add/Drop/Cancels the subject in the system and prints updated Registration and Assessment Form. 3.2 Marks the used official receipt, checks, signs and get a copy of the form 3.3 Releases the updated Registration and Assessment Form and ADC's Form 3.4 Instructs the student to give a copy of the ADC Form to the College Dean	None	5 minutes	<i>Registrar & Registrar Staff Registrar's Office</i>



	3.5 Files the Registrar's copy of ADC			
Total:		20.00	20 minutes	



10. PROCEDURES FOR DROPPING OUT (Internal)

Students maybe allowed dropping from a course only before the conduct of the preliminary examination

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Officially enrolled students			
Checklist of Requirements		Where to Secure		
Drop-out Form		Registrar's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Proceeds at the Registrar's office and presents student/ valid ID for validation of request	1.1 Checks and validates ID 1.2 Provides the Drop-out Form and instructs student to proceed to the Guidance Counsellor and College Dean	None	1 minute	<i>Registrar & Registrar Staff</i>
2.Proceeds at the Career and Counselling Services Office	2. Conducts counselling sessions and signs the drop out form	None	10 minutes	<i>Guidance Counsellor CCSO</i>
3.Proceeds at the College Dean's office	3.Approves and signs the drop-out form	None	3 minutes	<i>College Dean College Department</i>
4.Proceeds at the Registrar's office	4.1 Processes the request in the system and signs the drop out form 4.2 Releases the student's copy of the drop out form	None	5 minutes	<i>Registrar & Registrar Staff Registrar's Office</i>
Total:		20.00	19 minutes	



11. PROCEDURES FOR THE ISSUANCE OF CERTIFICATE OF GRADUATION AND CERTIFICATION OF GENERAL WEIGHTED AVERAGE (External)

Issuance of Certificate of Graduation and General Weighted Average for graduates

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Graduates			
Checklist of Requirements		Where to Secure		
Authorization Letter with attached photocopy of any valid ID bearing signatures (if applicable)		Student		
Valid Identification Card		Government Issued IDs		
Official Receipt		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Proceeds at the Registrar's office and presents student/ valid ID for validation of request	1.1 Checks and validates ID 1.2 Instructs client to request on the Document Request Queuing System (DRQS) and proceed to the Cashier's office for payment	None	1 minute	<i>Registrar & Registrar Staff</i> Registrar's Office
2.Proceeds at the Cashier's office	2. Collects payment and issues official receipt	30.00	5 minutes	<i>Cashier</i> Cashier's Office
3.Proceeds at the Registrar's Office	3.1 Receives the issued official receipt and verifies the academic records of the client in the system. 3.2 Prints, reviews, signs and dry seals the certification 3.3 Releases the certification and returns the official receipt 3.4 Instructs client to sign in the logbook	None	4 minutes	<i>Registrar & Registrar Staff</i> Registrar's Office
Total:		30.00	10 minutes	



12. PROCEDURES FOR THE ISSUANCE OF CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV) (External)

Certification, Authentication and Verification of documents for employment of graduates

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Graduates			
Checklist of Requirements		Where to Secure		
Authorization Letter with attached photocopy of any valid ID bearing signatures (if applicable)		Student		
Valid Identification Card		Government Issued IDs		
Official Receipt		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Proceeds at the Registrar's office and presents student/ valid ID for validation of request	1.1 Checks and validates ID 1.2 Instructs client to request on the Document Request Queuing System (DRQS) and proceed to the Cashier's office for payment	None	1 minute	<i>Registrar & Registrar Staff</i> Registrar's Office
2.Proceeds at the Cashier's office	2. Collects payment and issues official receipt	CAV Cert. 160.00/page Authentication 80/page	5 minutes	<i>Cashier</i> Cashier's Office
3.Proceeds at the Registrar's Office	3.1 Receives the issued official receipt and verifies the academic records of the client in the system. 3.2 Prints, reviews, signs and dry seals the certification 3.3 Releases the certification and returns the official receipt	None	4 minutes	<i>Registrar & Registrar Staff</i> Registrar's Office



	3.4 Instructs client to sign in the logbook			
Total:		CAV Cert. 160.00/page Authentication 80/page	10 minutes	

13. PROCEDURES FOR TRANSFER CREDENTIALS (HONORABLE DISMISSAL) (External)



Issuance of honorable dismissal is for those who wish to transfer out of the University

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Officially enrolled students			
Checklist of Requirements		Where to Secure		
Terminal Clearance		Office of the Registrar		
Valid Identification Card		Government Issued IDs		
Official Receipt		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Proceeds at the Registrar's office and presents student/ valid ID for validation of request	1.1 Checks and validates ID and records in the system. 1.2 Issues and instructs client to accomplish the terminal clearance	None	5 minutes	<i>Registrar Staff College Dean Academic Coordinator Accountant Registrar's Office College Department Office of the Acad. Coordinator Accounting Office</i>
2.Proceeds at the Cashier's office	2. Collects payment and issues official receipt	HD – 50.00/p age Cert. of Grades – 30.00 OTR – 50.00/p age	5 minutes	<i>Cashier Cashier's Office</i>
3.Proceeds at the Registrar's Office	3.1 Receives the issued official receipt and verifies the academic records of the client in the system. 3.2 Prints, reviews, signs and dry seals the certifications	None	10 minutes	<i>Registrar & Registrar Staff Registrar's Office</i>



	3.3 Releases credentials and returns the official receipt 3.4 Instructs client to sign in the logbook			
Total:		HD – 50.00/p age Cert. of Grades – 30.00 OTR – 50.00/p age	20 minutes	

14. PROCEDURES FOR AUTHENTICATION OF OFFICIAL TRANSCRIPT OF RECORDS AND DIPLOMA (External)



Authentication of OTR and Diploma of the graduates used for employment and/or study

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Graduates			
Checklist of Requirements		Where to Secure		
Official Transcript of Records (OTR) - photocopy		Office of the Registrar/ Graduate		
Diploma – photocopy		Office of the Registrar/ Graduate		
Valid Identification Card		Government Issued IDs		
Official Receipt		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Proceeds at the Registrar's office and presents valid ID for validation of request	1.1 Checks and validates ID and records in the system. 1.2 Instructs client to request on the Document Request Queuing System (DRQS) and proceed to the Cashier's office for payment	None	5 minutes	<i>Registrar Staff</i> Registrar's Office
2.Proceeds at the Cashier's office	2. Collects payment and issues official receipt	80.00/page	5 minutes	<i>Cashier</i> Cashier's Office
3.Proceeds at the Registrar's Office	3.1 Receives the issued official receipt 3.2 Prepares, signs and dry seals the document/s 3.3.Releases the signed documents 3.4 Instructs client to sign in the logbook	None	5 minutes	<i>Registrar & Registrar Staff</i> Registrar's Office
Total:		80.00/page	15 minutes	

15. PROCEDURES FOR THE ISSUANCE OF CERTIFICATE OF LATIN HONORS AND CERTIFICATE OF ENGLISH AS MEDIUM OF INSTRUCTION (External)



Issuance of Certificate of Latin Honors and Certificate of Medium of Instruction of the graduates

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Graduates			
Checklist of Requirements		Where to Secure		
Document Request Form		Office of the Registrar		
Authorization Letter with attached photocopy of any valid ID bearing signatures (if applicable)		Student		
Valid Identification Card		Government Issued IDs		
Official Receipt		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Proceeds at the Registrar's office and presents student/ valid ID for validation of request	1. Checks and validates ID and records in the system 1.1 Instructs client to accomplish the Document Request Form (DRF) and proceed to the Cashier's office for payment	None	1 minute	<i>Registrar & Registrar Staff</i> Registrar's Office
2.Proceeds at the Cashier's office	2. Collects payment and issues official receipt	Cert. of Latin Honors 120.00 Cert. of English as Medium of Instruction – 120.00	5 minutes	<i>Cashier</i> Cashier's Office
3.Proceeds at the Registrar's Office	3. Receives the issued official receipt 3.1 Prints, reviews, signs and dry seals the certification 3.2 Releases the certification and returns the official receipt 3.4 Instructs client to sign in the logbook	None	4 minutes	<i>Registrar & Registrar Staff</i> Registrar's Office



Total:	Cert. of Latin Honors 120.00 Cert. of English as Medium of Instruction – 120.00	10 minutes	
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16. PROCEDURES FOR SHIFTING FROM A COURSE (Internal)

Students who wish to shift from a course



Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Officially enrolled students			
Checklist of Requirements		Where to Secure		
Shifting Permit		Office of the Registrar		
Student ID or Valid Identification Card		Office of the Registrar/ Government Issued IDs		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Proceeds at the Registrar's office and presents valid ID for validation of request	1.1 Checks and validates ID and records in the system. 1.2 Instructs client to accomplish shifting permit and proceeds to the College Dean/s	None	1 minute	<i>Registrar and Registrar Staff</i> Registrar's Office
2.Proceeds at the sending college Dean	2. Approves and signs student's shifting permit	None	2 minutes	<i>College Dean</i> College Department
3.Proceeds at the receiving college Dean	3. Evaluates and approves the student's shifting permit	None	2 minutes	<i>College Dean</i> College Department
4.Proceeds at the Registrar's office	4.Check student's status, modify the student's enrollment data and prints updated Registration and Assessment Form; signs the shifting permit	None	3 minutes	<i>Registrar and Registrar Staff</i> Registrar's Office
5.Proceeds at the Accounting Office	5.Validates the updated Registration and Assessment form	None	5 minutes	<i>Accounting Staff</i> Accounting Office
Total:		None	13 minutes	

17. PROCEDURES FOR CROSS ENROLLMENT (Internal)



Irregular graduating students with subject deficiencies who are willing to enroll in other colleges or schools if the subject is non-offering from the Mother College and conflict of schedules

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Officially enrolled students			
Checklist of Requirements		Where to Secure		
Cross Enrollment Permit		Office of the Registrar		
Student ID or Valid Identification Card		Office of the Registrar/ Government Issued IDs		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceeds at the Registrar's office and presents valid ID for validation of request	1. Checks and validates ID and records in the system. 1.1 Instructs client to accomplish the cross enrollment permit and proceeds to the College Dean	None	1 minute	<i>Registrar and Registrar Staff</i> Registrar's Office
2. Proceeds at the college Dean	2. Evaluates the student's grade and signs student's cross enrollment permit	None	5 minutes	<i>College Dean</i> College Department
3. Proceeds at the Registrar's office	3. Check student's status, reviews, signs and approves cross enrollment permit 3.1 Provides three copies (3) of the approved permit and instructs the student to submit a copy to the college Dean and the accepting college or school	None	4 minutes	<i>Registrar and Registrar Staff</i> Registrar's Office
Total:		None	10 minutes	

18. PROCEDURES FOR THE SUBMISSION OF GRADES (Internal)



Rectification of grade is valid only if the faculty has erroneously entered a grade on the grading sheet or made an error in the computation of grades

Office or Division:		Registrar's Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may Avail:		Faculty Members		
Checklist of Requirements			Where to Secure	
Official Grade Sheets			Instructor/Professor	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceeds at the Registrar's office	1. Provides the official grading sheets	None	3 minutes	<i>Registrar and Registrar Staff</i> Registrar's Office
2. Prepare the grading sheets and proceeds to the College Dean	2. Signs and reviews the grading sheet	None	10 minutes	<i>College Dean</i> College Department
3. Proceeds at the Registrar's office to input the grades in the Student Information and Accounting System (SIAS)	3. Prints three (3) copies of the grading sheets. (1) copy for the College Dean, (1) copy for the Faculty, (1) copy for the Registrar's Office for records keeping 3.1 Reviews and signs the grading sheets 3.2 Releases the duly signed grading sheets	None	10 minutes	<i>Registrar and Registrar Staff</i> Registrar's Office
4. Receives signed grade sheets, and submits a copy to the College Dean	4. File copy for record-keeping	None	2 minutes	<i>Registrar and Registrar Staff</i> Registrar's Office
Total:		None	25 minutes	



19. PROCEDURES FOR THE RECTIFICATION OF GRADES (Internal)

Rectification of grade is valid only if the faculty has erroneously entered a grade on the grading sheet or made an error in the computation of grades

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Faculty Members			
Checklist of Requirements		Where to Secure		
Request Letter from the Faculty and Grade sheet (duly signed and approved by the College Dean)		Instructor/Professor		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Notifies the student about the erroneous grade/s submitted 1.1. Prepares the Request Letter for Rectification of Grades to be signed by the College Dean	1. Approves the letter of rectification	None	10 minutes	<i>College Dean</i> College Department
2. Submits the letter to the Registrar's Office	2. Verifies the validity of the request; Approves and signs the letter of rectification 2.1 Rectifies the inputted grade/s in the system	None	10 minutes	<i>Registrar and Registrar Staff</i> Registrar's Office
Total:		None	20 minutes	



20. PROCEDURES FOR THE ISSUANCE OF IDENTIFICATION CARD (Internal)

Issuance of identification card is for the officially enrolled students of the University

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Officially Enrolled Students			
Checklist of Requirements		Where to Secure		
Registration and Assessment Form		Office of the Registrar		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the Registration and Assessment form	1. Checks the validity of enrollment	None	1 minute	<i>Registrar and Registrar Staff</i> Registrar's Office
2.Pre pares for picture taking and signs in the digital signature pad	2.Takes picture of the student and inputs details in the system for printing of ID	None	5 minutes	<i>Registrar and Registrar Staff</i> Registrar's Office
3.Receives the student Identification Card and signs in the logbook	3.Releases the ID and requires the student to sign in the log book	None	3 minutes	<i>Registrar and Registrar Staff</i> Registrar's Office
Total:		None	9 minutes	



21. PROCEDURES FOR THE RE-ISSUANCE OF IDENTIFICATION CARD (Internal)

Re-issuance of identification card is for the officially enrolled students of the University

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Officially Enrolled Students			
Checklist of Requirements		Where to Secure		
Registration and Assessment Form		Office of the Registrar		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Pay fees to the Cashier	1. Receives payment and issues official receipt	ID – 160.00	5 minutes	Cashier Cashier's Office
2. Presents the official receipt and Registration and Assessment form	2. Checks the validity of enrollment	None	1 minute	Registrar and Registrar Staff Registrar's Office
3. Prepares for picture taking and signs in the digital signature pad	3. Takes picture of the student and inputs details in the system for printing of ID	None	5 minutes	Registrar and Registrar Staff Registrar's Office
4. Receives the student Identification Card and signs in the logbook	4. Releases the ID and requires the student to sign in the log book	None	3 minutes	Registrar and Registrar Staff Registrar's Office
Total:		None	14 minutes	



SUPPLY OFFICE

- 1. Requisition of Supply and Materials**
- 2. Requisition of Equipment**



1. REQUISITION OF SUPPLY AND MATERIALS (Internal)

Issuance of Supply and Materials

Office or Division:	Campus Supply Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may Avail:	Faculty and Administrative Personnel			
Checklist of Requirements	Where to Secure			
Requisition and Issuance Slip	Campus Supply Office			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request RIS form	1. Issue RIS form	None	1 minute	<i>Supply Officer/ Supply Staff Supply Office</i>
2. Present The filled out and duly signed RIS	2. Receives and verify the availability of the requested items. (if the item is new the requesting unit shall advise to prepare Purchase Request) 2.1 Prepare the requested item	None	10 minutes	<i>Supply Officer and Staff Supply Office</i>
3. Receives the issued supply and materials	3. Sign the RIS form	None	1 minute	<i>Supply Officer and Staff Supply Office</i>
Total:		None	12 minutes	



2. REQUISITION OF EQUIPMENT (Internal)

Issuance of Equipment

Office or Division:	Campus Supply Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may Avail:	Faculty and Administrative Personnel			
Checklist of Requirements	Where to Secure			
Property Acknowledgement Receipt, Inventory Custodian Slip and Property Transfer Receipt	Campus Supply Office			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Received and counter check the condition of the requested PPE	1. Prepare the proper documents base on the value and mode of issuances (ICS, PAR and PTR)	None	10 minutes	<i>Supply Officer/ Supply Staff Supply Office</i>
2. Sign the required documents (ICS PAR and PTR)	1. Give copy of the documents	None	5 minutes	<i>Supply Officer and Staff Supply Office</i>
Total:		None	10 minutes	



College of Information and Computing Sciences DEAN'S OFFICE

- 1. Admission of New Students**
- 2. Advising of Old Students**
- 3. Changing Sections**
- 4. Conducting Student-Faculty Consultation**
- 5. Requesting a Petitioned Course**
- 6. Borrowing Equipment**
- 7. Requesting the Conduct of Make Up Classes**
- 8. Handling Student Complaints**
- 9. Requesting the Repair of ICT Equipment**



1. PROCEDURES FOR ADMISSION OF NEW STUDENTS (Internal)

The procedure applies to all incoming students who met the admission policy set by the college.

Office or Division:	Dean's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Senior High School Graduates, Transferees			
Checklist of Requirements		Where to Secure		
Socio-Economic Profile Form		Registrar's Office		
Free Higher Education Opt In/Out Form Advising Form		Dean's Office		
College Admission Test Result (2 copies)		Campus Admissions Office		
Form 138 or HS Card (Original and Photocopy) Certificate of Good Moral (Original and Photocopy)		Secondary School Previously Attended		
Barangay Clearance (Original and Photocopy)		Barangay (Permanent Residence)		
Police Clearance (Original and Photocopy)		PNP Unit		
2x2 Formal ID Picture (5 Pieces)		Photo Studio		
Authenticated Birth Certificate (2 Pieces Photocopy)		Philippine Statistics Authority		
<i>Additional Requirement for Transferees:</i> Honorable Dismissal		Last School Attended		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceeds at the Dean's Office and submits the enrollment requirements	1. Interviews applicant and reviews all the requirements needed 1.1 Issues signed advising form specifying the required courses, schedules and section of the freshmen.	None	11 Minutes	<i>College Dean</i> College of Information and Computing Sciences
2. Proceeds to the Guidance Office for initial interview and to fills-out necessary forms	2. Conducts initial interview and assists student in filling-out forms	None	20 Minutes	<i>Guidance Counsellor</i> Counseling and Career Services Office



3. Proceeds to Campus Clinic for filling-out of Student Clinic Profile	3. Assists student in filling-out profiling forms	None	15 Minutes	<i>Campus Nurse Clinic</i>
4. Proceeds to the Registrar's Office for enrollment	4. Evaluates and verifies the completeness validity of requirements. 4.1 Enters enlistment data in SIAS and prints assessment document. Files all documents submitted by the enrollee.	None	10 Minutes	<i>Registrar's Staff Registrar's Office</i>
5. Proceed at the Accounting Office	5. Validates enrollment in SIAS and stamps assessment form – "Officially Enrolled"	None	1 Minute	<i>Accounting Staff Accounting Office</i>
6. Proceeds at the Dean's Office and submits 1 (one) copy of Registration and Assessment Form	6. Receives and files the office copy of the Registration and Assessment Form in the enrollee's portfolio	None	1 Minute	<i>College Dean College of Information and Computing Sciences</i>
Total:		None	58 Minutes	



2. PROCEDURES FOR ADVISING OF OLD STUDENTS (Internal)

This procedure applies to all old students of the College of Information and Computing Sciences.

Office or Division:	Dean's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Old Students			
Checklist of Requirements		Where to Secure		
Free Higher Education Opt In/Out Form Advising Form		Dean's Office		
Accomplished Student Clearance		Accounting Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceeds at the Dean's Office and submits student clearance	1. Issues signed advising form specifying the required courses, schedules and section of the freshmen.	None	10 Minutes	<i>College Dean</i> College of Information and Computing Sciences
2. Proceeds to the Registrar's Office for enrollment	2. Evaluates and verifies the completeness and validity of requirements. 2.1 Enters enlistment data in SIAS and prints assessment document. Files all documents submitted by the enrollee.	None	10 Minutes	<i>Registrar's Staff</i> Registrar's Office
3. Proceeds at the Accounting Office	3. Validates enrollment in SIAS and stamps assessment form – "Officially Enrolled"	None	1 Minute	<i>Accounting Staff</i> Accounting Office
4. Proceeds at the Dean's Office and submits 1 (one) copy of Registration and Assessment Form	4. Receives and files the office copy of the Registration and Assessment Form in the enrollee's portfolio	None	1 Minute	<i>College Dean</i> College of Information and Computing Sciences
Total:		None	22 Minutes	



3. PROCEDURES FOR CHANGING SECTIONS (Internal)

This applies to all irregular students of the College of Information and Computing Sciences.

Office or Division:	Dean's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Irregular Students			
Checklist of Requirements		Where to Secure		
Registration and Assessment Form		Registrar's Office		
Change Section Form		Dean's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the Registration and Assessment Form for the checking of enrolled courses and schedules.	1. Checks the courses with conflict schedules. 1.1 Look for other schedule based on the vacant time of student. 1.2 Fills-out the Change Section Form indicating the new section.	None	25 Minutes	<i>College Dean</i> College of Information and Computing Sciences
2. Proceeds to the Registrar's Office for changing of schedule and receives the updated Registration and Assessment Form.	2. Prints a copy of Registration and Assessment Form with updated section.	None	5 Minutes	<i>Registrar's Staff</i> Registrar's Office
Total:		None	30 Minutes	



5. PROCEDURES FOR REQUESTING PETITIONED COURSES (Internal)

This covers irregular students who are expected to graduate in the current school year but their lacking subjects are not offered.

Office or Division:	Dean's Office			
Classification:	Special Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Irregular Graduating Students			
Checklist of Requirements		Where to Secure		
Petitioned Course Request Form		Dean's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Accomplishes and submits Petitioned Course Request Form to the College Dean	1. Reviews the accomplished Request Form and assigns the faculty member to handle the course. 1.1 Accepts the petitioned course as a load by affixing a signature on the Request Form.	None	15 Minutes	<i>College Dean</i> College of Information and Computing Sciences
2. Proceeds to the accounting office for the assessment of fees of the petitioned course.	2. Assesses the total fees of the petitioned course and the fees to be paid by each student.	None	5 Minutes	<i>Accounting Staff</i> Accounting Office
3. Submits the accomplished Request form to the College Dean for endorsement.	3. Signs and endorses Request Form to the Campus Academic Coordinator. 3.1 Accepts and reviews the accomplished Request Form for the Campus Executive Officer's approval. 3.2 Receives and approves the opening	None None	30 Minutes	<i>College Dean</i> College of Information and Computing Sciences <i>Campus Academic Coordinator</i>



	<p>of the petitioned course.</p> <p>3.3 Files and submits copy of the Petitioned Course Request Form to the Registrar's Office, Accounting Office, and Faculty Member.</p> <p>3.4 Adds the petitioned course in the SIAS, enrolls the student and prints 2 copies of updated Registration and Assessment Form</p>			<p><i>Campus Executive Officer</i> CEO's Office</p> <p><i>College Dean</i> College of Information and Computing Sciences</p> <p><i>Registrar's Staff</i> Registrar's Office</p>
4. Proceeds at the Accounting Office	4. Validates enrollment in SIAS and stamps assessment form – "Officially Enrolled"	None	1 Minute	<i>Accounting Staff</i> Accounting Office
5. Submits 1 (one) copy of Registration and Assessment Form marked with "Officially Enrolled" to the College Dean.	5. Receives and files the copy of the Registration and Assessment Form and Request Form in the enrollee's portfolio.	None	1 Minute	<i>College Dean</i> College of Information and Computing Sciences
Total:		None	52 Minutes	



6. PROCEDURES FOR BORROWING EQUIPMENT (External / Internal)

This procedure applies to all requesters of equipment under the care of the College.

Office or Division:	Dean's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Employees and Students			
Checklist of Requirements		Where to Secure		
Borrower's Slip		Dean's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fills out Borrower's Slip and submits to the Property Custodian (5 minutes)	1. Reviews the Borrower's Slip and approves/releases the requested equipment	None	5 Minutes	<i>College Property Custodian</i> College of Information and Computing Sciences
2. Returns the Requested Equipment	2. Clears the Requester upon returning the borrowed equipment. 2.1 Submits the accomplished Borrower's Slip to the College Dean. 2.2 Receives and files the Borrower's Slip	None	5 Minutes	<i>Property Custodian</i> College of Information and Computing Sciences <i>College Dean</i> College of Information and Computing Sciences
Total:		None	10 Minutes	



7. PROCEDURES FOR REQUESTING THE CONDUCT OF MAKE-UP CLASSES (Internal)

This procedure covers faculty members who request for the conduct of make-up classes.

Office or Division:	Dean's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Government			
Who may Avail:	Faculty Members			
Checklist of Requirements		Where to Secure		
Make-Up Class Request Form		Dean's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secures a copy of the Request Form, fills out and submits to the Dean for approval.	1. Approves the Make-up Class Request Form and returns to the Faculty Member.	None	2 Minutes	<i>College Dean</i> College of Information and Computing Sciences
2. Conducts the make-up class as per approved schedule (as scheduled) and submits Make-up Class Request Form and Make-up class Report to the College Dean.	2. Receives and files Make-up Class Request Form and Make-up class Report.	None	2 Minutes	<i>College Dean</i> College of Information and Computing Sciences
Total:		None	4 Minutes	



8. PROCEDURES FOR HANDLING STUDENT COMPLAINTS (Internal)

The procedure applies to students who file complaints versus faculty members that pertain to academic and/or other university-related matters.

Office or Division:	Dean's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Faculty Members			
Checklist of Requirements		Where to Secure		
Complaint Form		Dean's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fills-out a Complaint Form indicating the student basic information and the summary of complaint.	1. Receives the Complaint Form stating the schedules of Dean-Student conference, Dean-Faculty conference and Dean-Student-Faculty conference.	None	5 Minutes	<i>College Dean</i> College of Information and Computing Sciences
2. Attends Conferences	2. Conducts conferences to seek resolution for the complaint. 2.1 If a resolution was met, takes action based on the agreed resolution. 2.1 If a resolution was not met, forwards/endorse the complaint to the Office of the Student Disciplinary Tribunal thru the OSDW.	None	2 Hours	<i>College Dean</i> College of Information and Computing Sciences <i>Faculty Member</i>
Total:		None	2 Hours and 5 Minutes	



9. PROCEDURES FOR REQUESTING ICT EQUIPMENT REPAIRS (Internal)

This covers employees who request for the repair of ICT equipment owned by the University.

Office or Division:	Dean's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Government			
Who may Avail:	Campus Employees			
Checklist of Requirements		Where to Secure		
Request Form for Repair of ICT Equipment		Dean's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secures a copy of the Request Form, fills out and submits to the Computer Technician.	1. Checks or verifies issues of the ICT Equipment. 1.2 Fixes the issues of the ICT Equipment, recommends parts of the equipment to be replaced for procurement, or recommends further action and accomplishes the Request Form.	None	1 Hour 40 Minutes	<i>Computer Technician</i> College of Information and Computing Sciences
2. Affixes signature to confirm the findings and actions taken.	2. Submits the Request Form to the College Dean. 2.1 Receives and files the copy of Request Form.	None	2 Minutes	<i>Computer Technician</i> College of Information and Computing Sciences <i>College Dean</i> College of Information and Computing Sciences
Total:		None	1 Hour and 42 Minutes	



College of Industrial Technology DEAN'S OFFICE

- 1. Admission of Incoming Students**
- 2. Advising of old Students**
- 3. Requesting Petitioned Courses**
- 4. Requesting Conduct of Make-Up Class**
- 5. Borrowing of Equipment**
- 6. Conduct Student-Faculty Consultation**
- 7. Handling Student Complaints**



1. PROCEDURES FOR ADMISSION OF INCOMING STUDENTS (Internal)

The procedure applies to all incoming students who meet the admission policy set by the college.

Office or Division:	Dean's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Senior High School Graduates, Transferees			
Checklist of Requirements		Where to Secure		
Socio-Economic Profile Form		Registrar's Office		
Free Higher Education Opt In/Out Form Advising Form		Dean's Office		
College Admission Test Result (2 copies)		Campus Admissions Office		
Form 138 or HS Card (Original and Photocopy) Certificate of Good Moral (Original and Photocopy)		Secondary School Previously Attended		
Barangay Clearance (Original and Photocopy)		Barangay (Permanent Residence)		
Police Clearance (Original and Photocopy)		PNP Unit		
2x2 Formal ID Picture (5 Pieces)		Photo Studio		
Authenticated Birth Certificate (2 Pieces Photocopy)		Philippine Statistics Authority		
<i>Additional Requirement for Transferees:</i> Honorable Dismissal		Last School Attended		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the Dean's Office to submit the required enrollment documents.	1. Interviews with the applicant and reviews of all required documents. 1.1 Issue a signed advising form indicating the required courses, schedules, and sections for the freshman student.	None	10 Minutes	<i>Enrollee</i> <i>College Dean</i> College of Industrial Technology
2. Proceeds to the Guidance Office for an initial interview and completion of necessary forms.	2. Conduct the initial interview and assist the student in completing the required forms.	None	20 Minutes	<i>Enrollee</i> <i>Guidance Counsellor</i> Counseling Career Services Office



3. Proceeds to the Campus Clinic to complete the Student Clinic Profile.	3. Assists the students in completing the profiling forms.	None	15 Minutes	<i>Enrollee</i> <i>Campus Nurse Clinic</i>
4. Proceeds to the Registrar's Office to complete the enrollment process.	4. Evaluate and verify the completeness and validity of the submitted requirements. 4.1 Enters enlistment data into the SIAS, generates the assessment document, and files all submitted enrollment documents.	None	10 Minutes	<i>Registrar's Staff</i> <i>Registrar's Office</i>
5. Proceeds to the Accounting Office.	5. Verify enrollment in SIAS and mark the assessment form as "Officially Enrolled."	None	1 Minute	<i>Accounting Staff</i> <i>Accounting Office</i>
6. Proceeds to the Dean's Office and submits one copy of the Registration and Assessment Form.	6. Receives and stores the office copy of the Registration and Assessment Form in the enrollee's file.	None	1 Minute	<i>College Dean</i> <i>College of Industrial Technology</i>
Total:		None	57 Minutes	



2. PROCEDURES FOR ADVISING OF OLD STUDENTS (Internal)

This procedure applies to all former students of the College of Industrial Technology

Office or Division:	Dean's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Old Students			
Checklist of Requirements		Where to Secure		
Free Higher Education Opt In/Out Form Advising Form		Dean's Office		
Accomplished Student Clearance		Accounting Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceeds to the Dean's Office and submits accomplished semestral student clearance	1. Issues a signed advising form detailing the required courses, schedules, and sections for the freshman student.	None	10 Minutes	<i>Old Student</i> <i>College Dean</i> College of Industrial Technology
2. Proceeds to the Registrar's Office for enrollment	2. Evaluates and verifies requirements. 2.1 Inputs enlistment data into SIAS, generate the assessment document, and file all submitted enrollment documents.	None	10 Minutes	<i>Registrar's Staff</i> Registrar's Office
3. Proceeds at the Accounting Office	3. Inputs enlistment data into SIAS, generate the assessment document, and file all submitted enrollment documents.	None	1 Minute	<i>Accounting Staff</i> Accounting Office
4. Proceeds to the Dean's Office and submits 1 (one) copy of the Registration and Assessment Form	4. Receives and files the office copy of the Registration and Assessment Form in the enrollee's record.	None	1 Minute	<i>College Dean</i> College of Industrial Technology
Total:		None	22 Minutes	



3. REQUESTING PETITIONED COURSES (Internal)

This procedure facilitates the approval and offering of petitioned courses for irregular students who are about to graduate.

Office or Division:	Dean's Office			
Classification:	Special Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Irregular Graduating Students			
Checklist of Requirements		Where to Secure		
Petitioned Course Request Form		Dean's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Completes and submits the Petitioned Course Request Form to the College Dean.	1. Reviews the submitted Request Form and designates a faculty member to handle the course. 1.1 Approves the petitioned course as part of the teaching load by signing the Request Form.	None	10 Minutes	<i>College Dean</i> College of Industrial Technology
2. Proceeds to the Accounting Office for fee assessment of the petitioned course.	2. Evaluate the total cost of the petitioned course and allocate the fees for each student.	None	5 Minutes	<i>Accounting Staff</i> Accounting Office
3. Submit the completed Request Form to the College Dean for endorsement.	3. Signs and forwards the Request Form to the Campus Academic Coordinator for endorsement. 3.1 Receives and reviews the completed Request Form for approval by the Campus Executive Officer.	None	30 Minutes	<i>College Dean</i> College of Industrial Technology <i>Campus Academic Coordinator</i>
	3.2 Reviews and authorizes the opening of the petitioned course.			<i>Campus Executive Officer</i> Office of the Campus



	3.3 Files and distributes copies of the Petitioned Course Request Form to the Registrar's Office, Accounting Office, and assigned faculty member.			Executive Officer <i>College Dean</i> College of Industrial Technology
	3.4 Input the petitioned course into SIAS, enroll the student, and print two copies of the updated Registration and Assessment Form.			<i>Registrar's Staff</i> Registrar's Office
4. Proceeds at the Accounting Office	4. Validates enrollment in SIAS and stamps assessment form – "Officially Enrolled"	None		<i>Accounting Staff</i> Accounting Office
5. Submit one copy of the Registration and Assessment Form, marked "Officially Enrolled," to the College Dean.	5. Receives and files copies of the Registration and Assessment Form and Request Form in the enrollee's records.	None	1 Minute	<i>College Dean</i> College of Industrial Technology
Total:		None	47 Minutes	



4. REQUESTING CONDUCT OF MAKE-UP CLASSES (Internal)

This procedure applies to faculty members requesting approval to conduct make-up classes.

Office or Division:	Dean's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Government			
Who may Avail:	Faculty Members			
Checklist of Requirements		Where to Secure		
Make-Up Class Request Form		Dean's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Obtain a copy of the Request Form, complete it, and submit it to the Dean for approval.	1. Reviews and approves the Make-up Class Request Form, then returns it to the faculty member.	None	3 Minutes	<i>College Dean</i> College of Industrial Technology
2. Conducts the make-up class as per the approved schedule and submits the Make-up Class Request Form along with the Make-up Class Report to the College Dean.	2. Receives and files the Make-up Class Request Form and Make-up Class Report.	None	2 Minutes	<i>College Dean</i> College of Industrial Technology
Total:		None	5 Minutes	



5. BORROWING OF EQUIPMENT (Internal)

This procedure applies to all individuals requesting the use of equipment managed by the College.

Office or Division:	Dean's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Employees and Students			
Checklist of Requirements		Where to Secure		
Borrower's Slip		Dean's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Completes the Borrower's Slip and submits it to the Property Custodian.	1. Reviews the Borrower's Slip and approves the request before releasing the equipment.	None	5 Minutes	<i>College Property Custodian</i> College of Industrial Technology
2. Return the borrowed equipment.	2. Verifies and clears the requester upon the return of the borrowed equipment. 2.1 Submit the duly accomplished Borrower's Slip to the College Dean. 2.2 Receives and files the Borrower's Slip	None	5 Minutes	<i>Property Custodian</i> College of Industrial Technology <i>College Dean</i> College of Industrial Technology
Total:		None	10 Minutes	



7. HANDLING STUDENT COMPLAINTS (Internal)

The procedure applies to students who file complaints versus faculty members that pertain to academic and/or other university-related matters.

Office or Division:	Dean's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Faculty Members			
Checklist of Requirements		Where to Secure		
Complaint Form		Dean's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Complete the Complaint Form by providing the student's basic information and a summary of the complaint.	1. Receives the Complaint Form and provides the schedule for the Dean-Student conference, Dean-Faculty conference, and Dean-Student-Faculty conference.	None	5 Minutes	<i>College Dean</i> College of Industrial Technology
2. Participates in the scheduled conferences.	2. Conducts conferences to seek resolution for the complaint. 2.1 If a resolution is reached, implement the agreed-upon actions. 2.1 If no resolution is reached, forward the complaint to the Office of the Student Disciplinary Tribunal through the OSDW.	None	2 Hours	<i>College Dean</i> College of Industrial Technology <i>Faculty Member</i>
Total:		None	2 Hours and 5 Minutes	



College Of Teacher Education DEAN'S OFFICE

- 1. Admission of Incoming First Year Students**
- 2. Advising of Old Regular Students**
- 3. Irregular Admission**
- 4. Conduct of Student-Faculty Consultation**
- 5. Requesting Petitioned Subjects**
- 6. Borrowing College Equipment**
- 7. Requesting for the Conduct of Make-up classes**
- 8. Handling Students Complaints**
- 9. Requesting Repair of ICT Equipment**



1. Procedures for Admission of Incoming First Year Students (Internal)

The procedure applies to all incoming students who met the admission policy set by the college.

Office or Division:	Dean's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Senior High School Graduates,			
Checklist of Requirements		Where to Secure		
Socio-Economic Profile Form		Registrar's Office		
Free Higher Education Opt In/Out Form Advising Form		Dean's Office		
College Admission Test Result (2 copies) with at least not lower than 50 percentiles		Campus Admissions Office		
Form 138 or HS Card (Original and Photocopy) with at least 85% GWA Certificate of Good Moral (Original and Photocopy)		Secondary School Previously Attended		
Barangay Clearance (Original and Photocopy)		Barangay (Permanent Residence)		
Police Clearance (Original and Photocopy)		PNP Unit		
2x2 Formal ID Picture (5 Pieces)		Photo Studio		
Authenticated Birth Certificate (2 Pieces Photocopy)		Philippine Statistics Authority		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceeds at the Dean's Office and submits the enrollment requirements	1. Interviews applicant and reviews all the requirements needed 1.1 Issues signed advising form specifying the required courses, schedules and section of the freshmen.	None	20 Minutes	<i>College Dean</i> College of Teacher Education
2. Proceeds to the Guidance Office for initial interview and to fills-out necessary forms	2. Conducts initial interview and assists student in filling-out forms	None	20 Minutes	<i>Guidance Counsellor</i> Counseling and Career Services Office



3. Proceeds to Campus Clinic for filling-out of Student Clinic Profile	3. Assists student in filling-out profiling forms	None	15 Minutes	<i>Campus Nurse Clinic</i>
4. Proceeds to the Registrar's Office for enrollment	4. Evaluates and verifies the completeness validity of requirements. 4.1 Enters enlistment data in SIAS and prints assessment document. Files all documents submitted by the enrollee.	None	10 Minutes	<i>Registrar's Staff Registrar's Office</i>
5. Proceed at the Accounting Office	5. Validates enrollment in SIAS and stamps assessment form – "Officially Enrolled"	None	5 Minutes	<i>Accounting Staff Accounting Office</i>
6. Proceeds at the Dean's Office and submits 1 (one) copy of Registration and Assessment Form	6. Receives and files the office copy of the Registration and Assessment Form in the enrollee's portfolio	None	1 Minute	<i>College Dean College of Teacher Education</i>
Total:		None	1 Hour and 11 minutes	



2. PROCEDURES FOR ADVISING OF OLD REGULAR STUDENTS (Internal)

This procedure applies to all old Regular students of the College of Teacher Education

Office or Division:	Dean's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Old Students			
Checklist of Requirements		Where to Secure		
Free Higher Education Opt In/Out Form Advising Form		Dean's Office		
Accomplished Student Clearance		Accounting Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceeds at the Dean's Office and submits student clearance	1. Issues signed advising form specifying the required courses, schedules and section of the freshmen.	None	10 Minutes	<i>College Dean</i> College of Teacher Education
2. Proceeds to the Registrar's Office for enrollment	2. Evaluates and verifies the completeness and validity of requirements. 2.1 Enters enlistment data in SIAS and prints assessment document. Files all documents submitted by the enrollee.	None	10 Minutes	<i>Registrar's Staff</i> Registrar's Office
3. Proceeds at the Accounting Office	3. Validates enrollment in SIAS and stamps assessment form – "Officially Enrolled"	None	1 Minute	<i>Accounting Staff</i> Accounting Office
4. Proceeds at the Dean's Office and submits 1 (one) copy of Registration and Assessment Form	4. Receives and files the office copy of the Registration and Assessment Form in the enrollee's portfolio	None	1 Minute	<i>College Dean</i> College of Teacher Education
Total:		None	22 Minutes	



3. PROCEDURES FOR IRREGULAR ADMISSION (Internal)

This applies to all irregular students, Transferees and Earning Units in Education Courses

Office or Division:	Dean's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Irregular Students, Transferees, Earning Units			
Checklist of Requirements		Where to Secure		
Certification of Grades/ TOR, Good Moral Certificate, PSA and Honorable Dismissal, CSU CAT(transferees)		School last attended		
TOR,		Dean's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the requirements for enrolment.	1. Validates the submitted documents and interviews the student. 2. determines appropriate subjects to be offered considering always the policies of the college. 3. Issues the signed advising form	None	25 Minutes	<i>College Dean</i> College of Teacher Education
2. Proceeds to the Registrar's Office for enlistment and Assessment Form.	2. Prints a copy of Registration and Assessment Form	None	5 Minutes	<i>Registrar's Staff</i> Registrar's Office
Total:		None	30 Minutes	

4. PROCEDURES FOR CONDUCTING STUDENT-FACULTY CONSULTATION (Internal)

[illegible]



5. PROCEDURES FOR REQUESTING PETITIONED COURSES (Internal)

This covers irregular students who are expected to graduate in the current school year but their lacking subjects are not offered.

Office or Division:	Dean's Office			
Classification:	Special Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Irregular Graduating Students			
Checklist of Requirements		Where to Secure		
Petitioned Course Request Form		Dean's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Accomplishes and submits Petitioned Course Request Form to the College Dean	1. Reviews the accomplished Request Form and assigns the faculty member to handle the course. 1.1 Accepts the petitioned course as a load by affixing a signature on the Request Form.	None	15 Minutes	<i>College Dean</i> College of Teacher Education
2. Proceeds to the accounting office for the assessment of fees of the petitioned course.	2. Assesses the total fees of the petitioned course and the fees to be paid by each student.	None	5 Minutes	<i>Accounting Staff</i> Accounting Office
3. Submits the accomplished Request form to the College Dean for endorsement.	3. Signs and endorses Request Form to the Campus Academic Coordinator. 3.1 Accepts and reviews the accomplished Request Form for the Campus Executive Officer's approval. 3.2 Receives and approves the opening of the petitioned course.	None	30 Minutes	<i>College Dean</i> College of Teacher Education <i>Campus Academic Coordinator</i> <i>Campus Executive Officer</i> Office of the Campus Executive Officer



	<p>3.3 Files and submits copy of the Petitioned Course Request Form to the Registrar's Office, Accounting Office, and Faculty Member.</p> <p>3.4 Adds the petitioned course in the SIAS, enrolls the student and prints 2 copies of updated Registration and Assessment Form</p>			<p><i>College Dean</i> College of Teacher Education</p> <p><i>Registrar's Staff</i> Registrar's Office</p>
4. Proceeds at the Accounting Office	4. Validates enrollment in SIAS and stamps assessment form – "Officially Enrolled"	None	1 Minute	<i>Accounting Staff</i> Accounting Office
5. Submits 1 (one) copy of Registration and Assessment Form marked with "Officially Enrolled" to the College Dean.	5. Receives and files the copy of the Registration and Assessment Form and Request Form in the enrollee's portfolio.	None	1 Minute	<i>College Dean</i> College of Teacher Education
Total:		None	52 Minutes	



6. PROCEDURES FOR BORROWING COLLEGE EQUIPMENT (Internal)

This procedure applies to all requesters of equipment under the care of the College.

Office or Division:	Dean's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Employees and Students			
Checklist of Requirements		Where to Secure		
Borrower's Slip		Dean's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fills out Borrower's Logbook and submits to the Property Custodian (5 minutes)	1. Reviews the Borrower's Slip and approves/releases the requested equipment	None	5 Minutes	<i>College Property Custodian</i> College of Teacher Education
2. Returns the Requested Equipment	2. Clears the Requester upon returning the borrowed equipment. 2.1 Submits the accomplished Borrower's Logbook to the College Dean. 2.2 Receives and files the Borrower's Slip	None	5 Minutes	<i>Property Custodian</i> <i>College Dean</i> College of Teacher Education
Total:		None	10 Minutes	



7. PROCEDURES FOR REQUESTING THE CONDUCT OF MAKE-UP CLASSES (Internal)

This procedure covers faculty members who request for the conduct of make-up classes.

Office or Division:	Dean's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Government			
Who may Avail:	Faculty Members			
Checklist of Requirements		Where to Secure		
Make-Up Class Request Form		Dean's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secures a copy of the Request Form, fills out and submits to the Dean for approval.	1. Approves the Make-up Class Request Form and returns to the Faculty Member.	None	2 Minutes	<i>College Dean</i> College of Teacher Education
2. Conducts the make-up class as per approved schedule (as scheduled) and submits Make-up Class Request Form and Make-up class Report to the College Dean.	2. Receives and files Make-up Class Request Form and Make-up class Report.	None	2 Minutes	<i>College Dean</i> College of Teacher Education
Total:		None	4 Minutes	



8. PROCEDURES FOR HANDLING STUDENTS' COMPLAINTS (Internal)

The procedure applies to students who file complaints versus faculty members that pertain to academic and/or other university-related matters.

Office or Division:	Dean's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Faculty Members			
Checklist of Requirements		Where to Secure		
Complaint Form		Dean's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fills-out a Complaint Form indicating the student basic information and the summary of complaint.	1. Receives the Complaint Form stating the schedules of Dean-Student conference, Dean-Faculty conference and Dean-Student-Faculty conference.	None	5 Minutes	<i>College Dean</i> College of Teacher Education
2. Attends Conferences	2. Conducts conferences to seek resolution for the complaint. 2.1 If a resolution was met, takes action based on the agreed resolution. 2.2 If a resolution was not met, forwards/endorse the complaint to the Office of the Student Disciplinary Tribunal thru the OSDW.	None	2 Hours	<i>College Dean</i> College of Teacher Education <i>Faculty Member</i>
Total:		None	2 Hours and 5 Minutes	



9. PROCEDURES FOR REQUESTING REPAIR OF ICT EQUIPMENT (Internal)

This covers employees who request for the repair of ICT equipment owned by the University.

Office or Division:	Dean's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Government			
Who may Avail:	Campus Employees			
Checklist of Requirements		Where to Secure		
Request Form for Repair of ICT Equipment		Dean's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secures a copy of the Request Form, fills out and submits to the Computer Technician.	1. Checks or verifies issues of the ICT Equipment. 1.2 Fixes the issues of the ICT Equipment, recommends parts of the equipment to be replaced for procurement, or recommends further action and accomplishes the Request Form.	None	1 Hour 40 Minutes	<i>Computer Technician</i> College of Teacher Education
2. Affixes signature to confirm the findings and actions taken.	2. Submits the Request Form to the College Dean. 2.1 Receives and files the copy of Request Form.	None	2 Minutes	<i>Computer Technician</i> College of Teacher Education <i>College Dean</i> College of Teacher Education
Total:		None	1 Hour and 42 Minutes	



INFRASTRUCTURE OFFICE

- 1. Carpentry Services**
- 2. Electrical Services**



1. CARPENTRY SERVICES (Internal)

Repair and Maintenance work.

Office or Division:	Campus Infrastructure Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may Avail:	Departments/Offices			
Checklist of Requirements	Where to Secure			
Request Letter Inspection Form	Infrastructure Office			
Job Request Form Carpentry	Infrastructure Office			
Purchase Request	Infrastructure Office			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Forwards Request Letter for Repair Works	1. Receives approved request letter 1.1 Forwards request to the assigned staff	None	1 minute	<i>Infrastructure Officer/Staff</i> Infrastructure Office
2. Fills out Job Request Form	2. Receives Job Request Form 2.1 Prepares Carpentry Inspection Form 2.2 Prepares list of materials, and supplies needed. 2.3 Performs Repair	None	1 minute 3 minutes 5minutes 1-3 days	<i>Infrastructure Officer/Staff</i> Infrastructure Office
3. Rates the personnel (carpenter/s) and/or give feedback or suggestions for their services	3. Prepares Client Satisfaction Measurement Form	None	1 minute	<i>Requesting Party</i>
Total:		None	3 Days and 11 minutes	



2. ELECTRICAL SERVICES (Internal)

Repair and Maintenance work.

Office or Division:	Campus Infrastructure Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may Avail:	Departments/Offices			
Checklist of Requirements	Where to Secure			
Job Request Form	Campus Infrastructure Office			
Electrical Inspection Form	Campus Infrastructure Office			
Purchase Request	Campus Infrastructure Office			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fills out Job Request Form	1. Receives Job Request Form	None	1 minute	<i>Infrastructure Officer/ Electrician/Laborer Infrastructure Staff Infrastructure Office</i>
	1.1 Prepares Electrical Inspection Form		3 minutes	
	1.2 Prepares list of electrical materials, and supplies needed.		5minutes	
	1.3 Performs Repair		1 day	
2. Rates the personnel (electrician/s) and/or gives feedback or suggestions for their services	2. Prepares Client Satisfaction Measurement Form	None	1 minute	<i>Requesting Party</i>
Total:		None	1 Day and 10 minutes	



GENERAL SERVICES OFFICE

- 1. Plumbing Services**
- 2. Aircon Services**
- 3. Building and Grounds Maintenance**



1. PLUMBING SERVICES (Internal)

Repair and Maintenance work.

Office or Division:	Campus General Services Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may Avail:	Departments/Offices			
Checklist of Requirements	Where to Secure			
Job Request Form	Campus General Services Office			
Plumber Inspection Form	Plumber Personnel			
Purchase Request	Campus General Services Office			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fills out Job Request Form	1. Receives Job Request Form	None	1 minute	General Services Officer/ Plumber/Laborer General Services Office Staff General Services Office
	1.1 Prepares Plumber Inspection Form		3 minutes	
	1.2 Prepares list of electrical materials, and supplies needed.		5minutes	
	1.3 Performs Repair		1 day	
2. Rates the personnel (plumber/s) and/or give feedback or suggestions for their services	2. Prepares Client Satisfaction Measurement Form	None	1 minute	Requesting Party
Total		None	1 Day and 10 minutes	



2. AIRCON SERVICES (Internal)

Repair and Maintenance work.

Office or Division:	Campus General Services Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may Avail:	Departments/Offices			
Checklist of Requirements	Where to Secure			
Job Request Form	Campus General Services Office Aircon Technician Personnel			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fills out Job Request Form	1. Receives Job Request Form	None	1 minute	General Services Officer/ Aircon Technician General Services Staff General Services Office
	1.1 Prepares Plumber Inspection Form		3 minutes	
	1.2 Prepares list of electrical materials, and supplies needed.		5minutes	
	1.3 Performs Repair		1 day	
2. Rates the personnel (plumber/s) and/or give feedback or suggestions for their services	2. Prepares Client Satisfaction Measurement Form	None	1 minute	Requesting Party
Total		None	1 Day and 10 minutes	



3. BUILDING AND GROUNDS MAINTENANCE (Internal)

Repair and Maintenance work.

Office or Division:	Campus General Services Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may Avail:	Departments/Offices			
Checklist of Requirements	Where to Secure			
Job Request Form	Campus Auxiliary Office Utility Personnel			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fills out Job Request Form	1. Receives Job Request Form	None	1 minute	General Services Officer/ Utility Worker/Laborer General Services Staff General Services Office
	1.1 Performs Repair		1 day	
2. Rates the personnel (plumber/s) and/or give feedback or suggestions for their services	2. Prepares Client Satisfaction Measurement Form	None	1 minute	Requesting Party
Total		None	1 Day and 2 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Clients may accomplish a Complaint Form available in frontline offices and drop it in the box at the Campus Public Assistance and Complaint Desk.</p> <p>- Clients may also fill out a Comment Form and Customer Satisfaction Measurement (CSM) Form for every transaction.</p>
How the feedback is processed	<p>1. Feedback is gathered and channeled to the ARTA Focal Person for action.</p> <p>2. The ARTA Focal Person forwards positive feedback to the concerned office(s), which are considered best practices for continued implementation. These are recorded following the Records Control Procedure.</p> <p>3. Negative feedback is verified by the ARTA Committee and forwarded to the concerned office(s) through the Action Plan Status of Implementation Form, following the Non-Conformity Resolution, Corrective, and Preventive Action procedure.</p>
How to file a complaint	<p>- Complaints may be filed immediately through the Officer of the Day at the Public Assistance and Complaint Desk.</p> <p>- The Officer of the Day will direct the client to the ARTA Focal Person for proper documentation.</p>
How complaints are processed	<p>Complaints are verified, and immediate solutions shall be offered and executed.</p>
Contact Information	<p>ARTA: complaints@arta.gov.ph, 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



LIST OF OFFICES

Office	Address	Contact Information
Accounting Office	Cagayan State University- Lasam Campus Compound, Centro 02, Lasam, Cagayan	+639758840654
Bids and Awards Committee	Cagayan State University- Lasam Campus Compound, Centro 02, Lasam, Cagayan	+639535006742
Cashier's Office	Cagayan State University- Lasam Campus Compound, Centro 02, Lasam, Cagayan	+639171226118
College of Information and Computing Sciences	Cagayan State University- Lasam Campus Compound, Centro 02, Lasam, Cagayan	+639056523644
College of Industrial Technology	Cagayan State University- Lasam Campus Compound, Centro 02, Lasam, Cagayan	+639262245472
College of Teacher Education	Cagayan State University- Lasam Campus Compound, Centro 02, Lasam, Cagayan	+639750913831
Counseling and Career Services Office (CCSO)	Cagayan State University- Lasam Campus Compound, Centro 02, Lasam, Cagayan	+639452857859
Human Resource Management Office	Cagayan State University- Lasam Campus Compound, Centro 02, Lasam, Cagayan	+639533424621



Library Office	Cagayan State University- Lasam Campus Compound, Centro 02, Lasam, Cagayan	+639361574704
Clinic Office	Cagayan State University- Lasam Campus Compound, Centro 02, Lasam, Cagayan	+639678618177
Office of Student Development and Welfare	Cagayan State University- Lasam Campus Compound, Centro 02, Lasam, Cagayan	+639175676883
Registrar's Office	Cagayan State University- Lasam Campus Compound, Centro 02, Lasam, Cagayan	+639265569518
Supply Office	Cagayan State University- Lasam Campus Compound, Centro 02, Lasam, Cagayan	+639264944479
Infrastructure Office	Cagayan State University- Lasam Campus Compound, Centro 02, Lasam, Cagayan	+639757705479
General Services Office	Cagayan State University- Lasam Campus Compound, Centro 02, Lasam, Cagayan	+639264944479