



CAGAYAN STATE  
UNIVERSITY

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PIAT CAMPUS

# CITIZEN'S CHARTER

---

2025 1<sup>ST</sup> EDITION



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## CITIZEN'S CHARTER

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



## **I. MANDATE**

PRESIDENTIAL DECREE No. 1436, s. 1978

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

College of Arts and Norther Luzon College of Agriculture into a state University, transferring the college level courses of Aparri College of Fisheries, Bukig National Agricultural Colleges, Sanchez Mira Rural Vocational School, Aparri School of Arts and Trades, Gonzaga National Agricultural Vocational School, and Western Cagayan of Arts and Trades into said University, providing a charter for this purpose, and appropriating funds therefor.

## **II. VISION**

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

## **III. MISSION**

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

## **IV. SERVICE PLEDGE**

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



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# ACCOUNTING OFFICE



1. SIGNING OF CLEARANCE

Process in which students are freed from any accountabilities.

Office/Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students/Graduating Students/Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Terminal Clearance		Citizen or Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Terminal Clearance to the Assessment Clerk	1.1 Receives the clearance form from students.	None	5 minutes	Accounting Office (Accounting Staff)
	1.2 Verifies on the database if the student has no balance and has paid the graduation and alumni fee.	None		
	1.3 If the student has an existing balance, inform the student to settle the balance at the Cashier's Office.	Full Payment		
	1.4 If the student has no existing balance, the Assessment Clerk puts his initials on the clearance form and presents it to the Campus Accountant for signature.	None		
2. Wait for the processing of the service	2. Campus Accountant Signs the clearance.	None	1 minute	Accounting Office (Accountant)
3. Receives the signed clearance	3. Releases signed clearance.	None	1 minute	Accounting Office (Accounting Staff)
TOTAL:		None	7 Minutes	



2. ISSUANCE AND/OR RE-ISSUANCE OF STATEMENT OF ACCOUNTS AND ASSESSMENT FORM

Process in which statement of account is issued to students reflecting assessed fees and payments.

Office/Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Citizen or Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out Request form. Pay the necessary fee at the Cashier's Office	1. Receives the Request form and Official Receipt from the Student.	PHP 30.00	2 minutes	Accounting Office  (Accounting Staff)
2. Wait for the processing of the service	2.1 Checks the SOA/Assessment Form for any unusual entries. If none, print, then signs it.	None	10 minutes	
	2.2 If there are unusual entries, inquire from the student and Registrar.	None		
	2.3 If unusual entries resolved, prints the SOA/Assessment Form. Then signs it.	None		
3. Receives the Assessment Form or Statement of Accounts	3. Releases Assessment Form or Statement of Accounts to student.	None	1 minute	
TOTAL:		PHP 30.00	13 minutes	





3. VALIDATION OF ENROLLMENT

Process of verifying if a student is assessed with correct fees, if the required amount of payment has been made by the student and issuance of the Assessment Form

<b>Office/Division:</b>		Accounting Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Enrollment Form		Citizen or Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Assessment Form to the Assessment Clerk	1. Receives the Assessment Form that is duly signed by the Registrar.	None	1 minute	Accounting Office (Accounting Staff)
2. Wait for the processing of the service	2.1 Reconciles details of Assessment Form and data in the Student Information and Accounting System (SIAS). 2.2 If the students’ details reconciled, request the student to pay to the Cashier the required amount of fees to be paid. If not Advise student to go to Registrar for his/her record to be edited.	None	3 minutes	
3. Present Assessment Form and payment to the Cahier	3. Pays in the Cashier full or partial payment of their fee. <b>(FOR OPT – OUT STUDENTS)</b>	Partial/Full Payment	1 minute	
4. Present Assessment Form and Official Receipt to the Assessment Clerk	4. Receives the Assessment Form and Official Receipt from the student. If proper fees are paid, affix signature and stamp “ENROLLED” on the Assessment Form of the student.	None	1 minute	
5. Receives the Assessment Form and Official Receipt	5. Releases Assessment Form and Official Receipt.	None	1 minute	
<b>TOTAL:</b>		<b>None</b>	<b>7 Minutes</b>	



4. PROCESSING OF STUDENT REFUNDS

Process of refunding of overpayment made by the students due to erroneous/adjusted fees.

Office/Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request form and Official Receipt			Citizen or Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out Request form and attach supporting documents and present it to the assessment clerk.	1. Receives the request form together with supporting documents from the student.	None	1 minute	Accounting Office (Accounting Staff)
2. Waits for the processing of the service	2.1 Verifies validity of the claim. Checks completeness of supporting documents.  2.2 If claim valid and supporting documents complete, accepts documents and prepares and logs Disbursement Voucher.  2.3 If valid but with incomplete documents, inform students of the lacking documents.  2.4 If not valid, inform the student of the reason.	None	10 minutes	
TOTAL:		None	11 Minutes	



5. PROCESSING OF VOUCHERS

Process the vouchers of suppliers/students/employees.

Office/Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity G2C – Government to Citizen G2G - Government to Government			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Vouchers 2. Complete documents and signatures			Supply Office Students Employees	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits voucher with complete documents and signatures	1.1. Check the completeness of the documents 1.2. Log the voucher	None	5 minute	Accounting Office (Accounting Staff)
	2.1 If with incomplete documents, inform the client of the lacking document/s.  2.2 Sign and endorse the voucher to the Cashier's office	None	1 day	
TOTAL:		None	1 day and 5 Minutes	



# ADMISSION'S OFFICE



**REGISTRATION FOR THE COLLEGE ADMISSION TEST OF INCOMING COLLEGE FRESHMEN/TRANSFEREES**

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

<b>Office or Division:</b>		Academics Department			
<b>Classification:</b>		Complex			
<b>Type of Transaction:</b>		G2C – Government to Citizen			
<b>Who may Avail:</b>		Graduating Senior High School Students, K-12 Graduates and Transferees			
<b>Checklist of Requirements</b>			<b>Where to Secure</b>		
<b>Document 1</b> – Photocopy of school ID ( 1 copy)/ Any valid ID ( 1 copy)			School currently enrolled in/ LTO, Comelec, PhilPost		
<b>Document 2</b> – Proof of Income of Parents - Certificate of Indigency  - OWWA Certificate - 4Ps ID			BIR Barangay Chairman of the Barangay where applicant is permanently residing OWWA DSWD		
<b>Document 3-</b> Registration Form for the College Admission Test			Admission Office		
<b>Client Steps</b>		<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
<b>ONSITE REGISTRATION</b>	<b>ONLINE REGISTRATION</b>				
1.Submits requirements & enlists for the admission test Documentary Requirements: -Photocopy of school ID or any valid ID	1.Logs in to the CAT Registration portal: - Fills out the online form. - Waits for the status of application	Assists the client in filling-out the registration form.	None	Onsite/ Online: 10 minutes	Admission Director, Campus Admission Officers, and Admission Staff
2. Submits documents	2.-Submits online form - Waits for the status of application	Evaluates submitted documents	None	Onsite/ Online: 10 minutes	
3. Waits and receives information about schedule & testing venue of the CAT	3. Waits and receives information about schedule & testing venue of the CAT	Disseminates / informs the registered examinees of the schedule of testing, testing venues & room assignments	None	N/A	
<b>TOTAL:</b>			<b>None</b>	<b>20 mins</b>	



# BIDS AND AWARDS COMMITTEE



# 1. GOVERNMENT PROCUREMENT – COMPETITIVE BIDDING

Procurement of Goods, Infrastructure Projects and Consulting Services

<b>Office or Division:</b>	Bids and Awards Committee and The Secretariat			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B - Government to Business Entity G2G - Government to Government			
<b>Who may Avail:</b>	All end-user of purchase request			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Purchase Request		Supply Office		
Earmarked Purchase Request		Budget Office		
PPMP		Office of Purchase Request / End-user		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Day</b>	<b>Person Responsible</b>
1. Client submits the properly earmarked purchase request	1.1 Organize Pre - Procurement Conference (if necessary).  1.2 Prepare minutes of the meeting.		1 day	BAC Office (BAC Secretariat)
	2. Conduct pre-procurement conference with the members, TWG and end-user		1 day	BAC Office (Technical Working Group)
	3. Post invitation to bid or request for intent in PhilGEPS and/or in nationwide-circulated newspaper (broadsheet), website of CSU, conspicuous place of CSU.		7 days	BAC Office (Technical Working Group)
	4. Send invitation letters to COA; two non-government organizations; end-users, TWG; and observers.			
	5. Prepare and distribute Bidding Documents.			
	6. Organize Pre-Bid Conference.			
	7. Conduct pre-bid meeting with interested contractors / suppliers / consultants.		1 day	BAC Office (BAC Secretariat)
	8. Schedule and organize meeting for the submission and opening of bids.			
	9. Prepare minutes of the meeting.			
	10. Update supplemental Bid bulletin (to be posted in PhilGEPS at least 5 C.D. prior to deadline for submission of bids).			BAC Office (Technical Working Group)



	<b><i>After the pre-bid conference, prospective bidders prepare their bidding documents</i></b>		12 days	BAC Office (BAC Secretariat)
	11. Receive SEALED bidding documents from interested bidders marking the date and time they are accepted and logged.		1 day	BAC Office (Technical Working Group)
	12. Conduct opening of bids and bid evaluation.			
	13. Prepare minutes of the meeting.			BAC Office (BAC Secretariat)
	14. Post-qualify the bidder with lowest calculated bid.		2 days	BAC Office (Technical Working Group)
	15. Recommend to the HOPE the award of contract to the bidder with the lowest calculated responsive bid.		3 days	
	16. Prepare minutes of the meeting.		1 day	BAC Office (BAC Secretariat)
	17. Approve the Resolution / Issue the Notice of award.		3 days	HOPE
	18. Contract Preparation and Signing.		3 days	BAC Office (BAC Secretariat/HOPE)
	19. Approval of contract of Higher Authority.		3 days	HOPE
	20. Issue the Notice to Proceed.		3 days	Supply Office
	21. Post the Notice of Award in PhilGEPS.		1 day	BAC Office (BAC Secretariat)
	22. Post the Notice to Proceed and the approved contract in PhilGEPS.			
<b>Total:</b>			<b>42 days</b>	

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)**

Procurement of Goods, Infrastructure Projects and Consulting Services

<b>Office or Division:</b>	Bids and Awards Committee and The Secretariat			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B - Government to Business Entity G2G - Government to Government			
<b>Who may Avail:</b>	All end-user of purchase request			
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
Doc. 1 – Purchase Request			Supply Office	
Doc. 2 – Earmarked Purchase Request			Budget Office	
Doc. 3 - PPMP			Office of Purchase Request / End-user	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Day</b>	<b>Person Responsible</b>
1. Client submits the properly earmarked purchase request	1. Receive approved and earmarked Purchase Request.	None	1 day	BAC Office (BAC Secretariat)
	2. Evaluate technical specifications of goods/services/infrastructure projects. If technical specifications are incorrect, PRs shall be returned to the end-users.	None		
	3. Prepare the Request for Quotation.	None	1 day	
	4. Except for those with ABCs equal to Fifty Thousand Pesos (50,000.00) and below, 50k and above the 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	
	5. Send the RFQs to at least three (3) suppliers of known technical, legal and financial qualifications.	None	3 days	
	6. Retrieve the Request for Quotation.	None	1 day	
	7. Evaluate the Request for Quotations through a meeting.	None	1 day	BAC Office



	8. Prepare and route the Abstract of Quotation and Resolution for signing of BAC members.	None	3 days	BAC Office (BAC Secretariat)
	9. Recommend to HOPE to award the Contract to Lowest Responsive Bidder.	None	3 days	BAC Office
	10. Prepare Minutes of the Meeting.	None	1 day	BAC Office (BAC Secretariat)
	11. Transmit the Abstract of Quotation to Supply office.	None	1 day	
Total:		None	18 days	



**3. GOVERNMENT PROCUREMENT – NEGOTIATED PROCUREMENT (AGENCY-TO-AGENCY)**  
Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:	Bids and Awards Committee and The Secretariat			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business Entity G2G - Government to Government			
Who may Avail:	All end-user of purchase request			
Checklist of Requirements		Where to Secure		
Doc. 1 – Purchase Request		Supply Office		
Doc. 2 – Earmarked Purchase Request		Budget Office		
Doc. 3 - PPMP		Office of Purchase Request / End-user		
Client Steps	Agency Action	Fees to be Paid	Processing Day	Person Responsible
1. Client submits the properly earmarked purchase request	1. Receive approved and earmarked Purchase Request.	None	1 day	BAC Office (BAC Secretariat)
	2. Evaluate technical specifications of goods/ services/infrastructure projects. If technical specifications are incorrect, PRs shall be returned to the end-users.	None		
	3. Prepare and route Resolution to BAC members for signature.	None	1 day	
	4. Prepare the Request for Quotation or pro-forma invoice.	None	2 days	
	5. Send the RFQ to the Servicing Agency.	None		
	6. Retrieve the Request for Quotation.	None		
	7. Recommend to HOPE to award the contract in favor of the agency.	None	3 days	BAC Office
	8. Transmit the procurement documents to Supply office.	None	1 day	BAC Office (BAC Secretariat)
Total:		None	8 days	



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

Procurement of Goods, Infrastructure Projects and Consulting Services

<b>Office or Division:</b>		Bids and Awards Committee and The Secretariat		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2B - Government to Business Entity G2G - Government to Government		
<b>Who may Avail:</b>		All end-user of purchase request		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Doc. 1 – Purchase Request		Supply Office		
Doc. 2 – Earmarked Purchase Request		Budget Office		
Doc. 3 - PPMP		Office of Purchase Request / End-user		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Day</b>	<b>Person Responsible</b>
1. Client submits the properly earmarked purchase request	1. Receive approved and earmarked Purchase Request.	None	1 day	BAC Office (BAC Secretariat)
	2. Evaluate technical specifications of goods/services/infrastructure projects. If technical specifications are incorrect, PRs shall be returned to the end-users.	None		
	3. Prepare and route Resolution to BAC members for signature.	None	1 day	
	4. Prepare the Request for Quotation.	None		
	5. Send the RFQs to at least one (1) supplier of known technical, legal and financial qualifications.	None	1 day	
	6. Retrieve the Request for Quotation.	None		
	7. Prepare and route the Abstract of Quotation for signing of BAC members.	None	1 day	
	8. Recommend to HOPE to award the Contract to Lowest Responsive Bidder.	None		BAC Office
	10. Transmit the Abstract of Quotation to Supply office.	None		BAC Office (BAC Secretariat)
<b>Total:</b>			<b>4 days</b>	



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

Procurement of Goods, Infrastructure Projects and Consulting Services

<b>Office or Division:</b>	Bids and Awards Committee and The Secretariat			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B - Government to Business Entity G2G - Government to Government			
<b>Who may Avail:</b>	All end-user of purchase request			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Doc. 1 – Purchase Request		Supply Office		
Doc. 2 – Earmarked Purchase Request		Budget Office		
Doc. 3 - PPMP		Office of Purchase Request / End-user		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Day</b>	<b>Person Responsible</b>
1. Client submits the properly earmarked purchase request	1. Receive approved and earmarked Purchase Request.	None	1 day	BAC Office (BAC Secretariat)
	2. Evaluate technical specifications of goods/services/infrastructure projects. If technical specifications are incorrect, PRs shall be returned to the end-users.	None		
	3. Prepare the Request for Quotation.	None	1 day	
	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 Procuring Entity, if available, and at any conspicuous place reserved for this purpose in the premises of the Procuring Entity.	None	3 days	
	5. Send the RFQs to at least three (3) suppliers of known technical, legal and financial qualifications.	None	3 days	
	6. Retrieve the Request for Quotation.	None	1 day	
	7. Evaluate the Request for Quotations through a meeting.	None	1 day	BAC Office
	8. Prepare and route the Abstract of Quotation and	None	2 days	BAC Office (BAC Secretariat)



	resolution (50k above) for signing of BAC members.			
	9. Recommend to HOPE to award the Contract to Lowest Responsive Bidder.	None	3 days	BAC Office
	10. Prepare Minutes of the Meeting.	None	1 day	BAC Office (BAC Secretariat)
	11. Award the contract to Lowest Responsive Bidder and Approve the contract - Abstract of Quotation.	None	1 day	HOPE
	12. Transmit the Abstract of Quotation to Supply office.	None	1 day	BAC Office (BAC Secretariat)
Total:		None	18 days	



6. GOVERNMENT PROCUREMENT – DIRECT CONTRACTING

Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:	Bids and Awards Committee and The Secretariat			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business Entity G2G - Government to Government			
Who may Avail:	All end-user of purchase request			
Checklist of Requirements		Where to Secure		
Doc. 1 – Purchase Request		Supply Office		
Doc. 2 – Earmarked Purchase Request		Budget Office		
Doc. 3 - PPMP		Office of Purchase Request / End-user		
Client Steps	Agency Action	Fees to be Paid	Processing Day	Person Responsible
1. Client submits the properly earmarked purchase request	1. Receive approved and earmarked Purchase Request.	None	1 day	BAC Office (BAC Secretariat)
	2. Evaluate technical specifications of goods/services/infrastructure projects. If technical specifications are incorrect, PRs shall be returned to the end-users.	None		
	3. Prepare and route Resolution to BAC members for signature.	None	1 day	
	4. Prepare the Request for Quotation or pro-forma invoice.	None	2 days	
	5. Send the RFQ to the identified direct supplier of known technical, legal and financial qualifications.	None		
	6. Retrieve the Request for Quotation.	None		
	7. Recommend to HOPE to award the contract in favor of the supplier.	None	3 days	BAC Office
	8. Award the contract to Lowest Responsive Bidder and Approve the contract - Abstract of Quotation.	None	1 day	HOPE
	9. Transmit the Abstract of Quotation to Supply office.	None	1 day	BAC Office (BAC Secretariat)
Total:		None	9 days	



7. GOVERNMENT PROCUREMENT – REPEAT ORDER

Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:	Bids and Awards Committee and The Secretariat			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business Entity G2G - Government to Government			
Who may Avail:	All end-user of purchase request			
Checklist of Requirements			Where to Secure	
Doc. 1 – Purchase Request			Supply Office	
Doc. 2 – Earmarked Purchase Request			Budget Office	
Doc. 3 - PPMP			Office of Purchase Request / End-user	
Client Steps	Agency Action	Fees to be Paid	Processing Day	Person Responsible
1. Client submits the properly earmarked purchase request	1. Receive approved and earmarked Purchase Request.	None	1 day	BAC Office (BAC Secretariat)
	2. Review the PR and recommend to the HOPE the award of contract in favor of the previous winning bidder.	None		
	3. Prepare and route Resolution to BAC members for signature.	None	3 days	
	4. Recommend to HOPE to award the contract in favor of the previous winning bidder.	None	3 days	BAC Office
	5. Transmit the Abstract of Quotation to Supply office.	None	1 day	BAC Office (BAC Secretariat)
Total:		None	8 days	





# CASHIER’S OFFICE



1. COLLECTION FEES

Collecting Fees from Stakeholders for their Respective Request

<b>Office or Division:</b>		Cashier's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Citizen, G2B-Government to Business Entity, G2G-Government to Government		
<b>Who may Avail:</b>		Student, Employees and External Clients		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Assessment Form or Document Request Form (1 Copy – Original)		Registrar's Office		
Payment Slip (1 Copy – Original)				
		Business Office, Clinic, Auxiliary Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Presents Assessment Form/Identification Card or duly accomplished Payment Slip	1. Receives Assessment Form/Identification Card or duly accomplished Payment Slip	It varies because of the number of pages, copies, and kind of request	1 minute	Cashier (Cashier's Staff)
2. Pays amount indicated in the Payment Slip	2. Receives and Counts the Money  Prints the Official Receipts	It varies because of the number of pages, copies, and kind of request	1 minute	
3. Receives Official Receipt / Change	3. Signs and Issues Official Receipts and gives the change (If necessary)	None	1 minute	
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	
	<b>Total:</b>		<b>5 minutes</b>	

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



2. RELEASING OF CASH

Releasing of Cash for payment of Salaries & Financial Assistance / Scholarship

<b>Office or Division:</b>		Cashier's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may Avail:</b>		Students, Faculty Members, Administrative Staff and External Clients		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
School ID for Faculty, Administrative Staff, Students and Photocopy of School ID for Students (1 Copy – Original)		CSU  Issuing Government Agencies		
Any Valid ID for Other Clients (Company ID, Passport, Driver's License, SSS, Comelec, GSIS, Philhealth, Postal ID and PRC License, etc.) (1 Copy – Original)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Presents School ID or any Valid ID for Student, Faculty Member, and Administrative Employee  In case of Authorized Representatives: Authorization letter and Photocopy of ID (Authorizer & Authorized Person)	1. Verifies the authenticity of the submitted photocopy of School ID Requires the Client to sign in the payroll	None	1 minute	Cashier (Cashier's Staff)
2. Signs the payroll	2. Releases the cash/money	None	1 minute	
3. Receives, counts the money and evaluates Employee In-charge using CSM Form and Drop to Suggestion Box	3. Requires client/s to evaluate employee in-charge	None	3 minutes	
<b>Total:</b>		<b>None</b>	<b>5 minutes</b>	

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



### 3. PROCESSING OF CHECKS

Prepare the checks for payment to suppliers/students/employees

<b>Office or Division:</b>		Cashier's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B - Government to Business Entity G2C – Government to Citizen G2G - Government to Government		
<b>Who may Avail:</b>		Students, Faculty Members and Administrative Staff, Government agencies		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Voucher		Accounting Office		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person/s Responsible</b>
1. Deliver vouchers	1.1 Received and log the vouchers	None	2 minutes	Cashier (Cashier's Staff)
	1.2 Prepares the Check  1.3 Prepare advise and let the check be signed by signatories	None	10 minute	
2. Client receives the check and evaluates Employee In-charge using CSM Form and Drop to Suggestion Box	2. Requires client/s to evaluate employee in-charge	None	2 minutes	
	<b>Total:</b>	<b>None</b>	<b>14 minutes</b>	



#### 4. RELEASING OF CHECKS

## Releasing of Checks for Students and Employees

<b>Office or Division:</b>		Cashier's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may Avail:</b>		Students, Faculty Members and Administrative Staff		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
School ID for Faculty, Administrative Staff and Students (1 Copy – Original)		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		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person/s Responsible</b>
1. Presents School ID or any Valid ID for Student, Faculty Member, and Administrative Employee  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 with (3)	1. Requires Client to sign in the received payment box of the disbursement vouchers	None	2 minutes	Cashier (Cashier's Staff)



specimen signatures				
2. Signs in the received payment box of the disbursement vouchers	2. Issues the Check	None	1 minute	
3. Client receives the check 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	
	Total:	None	5 minutes	

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



5. RELEASING OF CHECKS

Releasing of Checks for Suppliers & Other Government Agencies

<b>Office or Division:</b>		Cashier's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Citizen, G2B-Government to Business Entity, G2G-Government to Government		
<b>Who may Avail:</b>		External Clients		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Any Valid 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/s Responsible
1. Presents any Valid ID	1. Requires Client to sign in the received payment box of the disbursement vouchers	None	1 minute	Cashier (Cashier's Staff)
2. Signs in the received payment box of the disbursement vouchers	2. Requires Client to Issue Official Receipt	None	1 minute	
3. Issues Official Receipt	3. Issues the Check	None	1 minute	
4. Receives the check and evaluates Employee In-charge using CSM Form and Drop to Suggestion Box	4. Requires client/s to evaluate employee in-charge	None	2 Minutes	
	<b>Total:</b>		<b>5 minutes</b>	

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



# DEAN’S OFFICE





1. ENROLLMENT

Process the enrollment for students

<b>Office or Division:</b>		Dean's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may Avail:</b>		Students		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"><li>First Year Student Profile Form Form 138 CSU-CAT Result Birth Certificate Good Moral Certificate 2x2 Picture</li></ul>		Student		
<ul style="list-style-type: none"><li>Old Students Certificate of Grades from previous semester</li></ul>				
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person/s Responsible</b>
1. Submit himself for evaluation	1.1. The student's documents shall be evaluated and shall be interviewed  1.2. If qualified, students shall be given Enlistment Forms and advised to proceed to Registrar Office  1.3. If not qualified, shall be advised to enroll to other courses.	None	3 minutes	<b>Dean/Faculty</b>
2. Proceed to Registrar's Office	2. Present the enlistment form to registrar staff	None	1 minute	<b>Registrar</b>
3. Proceed to Dean's Office to give a copy of enrollment form	3. Receive the enrollment form	None	1 minutes	<b>Dean/Faculty</b>
	<b>Total:</b>	<b>None</b>	<b>5 Minutes</b>	



2. CONSULTATION

Students shall seek advice/consultation to his/her adviser or dean.

<b>Office or Division:</b>		Dean's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may Avail:</b>		Students		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
None				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Present himself to Faculty Office	1.1 Inquire/interview the student's concern  1.2. Provide information/ solution regarding his/her concern	None	10 mins	Dean/Faculty
Total:		None	10 Minutes	



# GENERAL SERVICES OFFICE



1. VEHICLE RESERVATION

Process of requesting vehicle for Official Business travels.

<b>Office or Division:</b>		GSO		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may Avail:</b>		CSU EMPLOYEE / STUDENT		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
• Travel Order		GSO		
• Trip Ticket Form				
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person/s Responsible</b>
1. Inquire for the availability of vehicle/ Inform the Office of the travel ahead of time.	1. Take note of the schedule and inform the Driver of possible travel.	None	1 minute	<b>Client</b>
2. Present Travel Order.	2. Attach Trip Ticket Form	None	1 minute	<b>GSO CEO</b>
3. Fill-out Trip Ticket Form	3. Approve Trip Ticket Form	None	2 minutes	<b>GSO CEO</b>
	<b>Total:</b>	<b>None</b>	<b>4 Minutes</b>	



2. BUILDING AND GROUND MAINTENANCE

Process of requesting for building and ground maintenance.

Office or Division:		GSO		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may Avail:		CSU EMPLOYEE		
Checklist of Requirements		Where to Secure		
• Job Order Form		GSO		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Fill-out Job Order Form	1.Approve Job Order Form	None	1 minute	GSO CEO
	2. Assign a worker for the request.	None	1 minute	GSO
Total:		None	2 Minutes	



3. CARPENTRY/PLUMBING/ELECTRICAL SERVICES

Process of requesting for carpentry/ plumbing/ electrical services.

<b>Office or Division:</b>		GSO		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may Avail:</b>		CSU EMPLOYEE		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
• Job Order Form		GSO		
• Client Satisfaction Measurement Form				
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person/s Responsible</b>
1. Fill-out Job Order Form	1.Approve Job Order Form	None	1 minute	<b>GSO CEO</b>
	2. Assign a worker for the request.	None	1 minute	<b>GSO</b>
	<b>Total:</b>	<b>None</b>	<b>2 Minutes</b>	



4. FUEL WITHDRAWAL

Process of fuel withdrawal for vehicles and other fueled engines/equipment.

<b>Office or Division:</b>		GSO		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may Avail:</b>		DRIVERS/OPERATORS		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
• Withdrawal Slip Form		GSO		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person/s Responsible</b>
1.Fill-out Withdrawal Slip Form	1. Approve Withdrawal Slip Form	None	2 Minutes	GSO CEO
	<b>Total:</b>	<b>None</b>	<b>2 Minute</b>	



5. SECURITY

Process for the issuance of visitor’s pass.

Office or Division:		GSO		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may Avail:		Visitors		
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"><li>• Original Certificate of Registration</li><li>• Original Receipt of Registration</li><li>• Driver’s License</li></ul>		GSO		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Request for Visitor’s Pass	1. Check Visitor’s Pass	N/A	3 Minutes	GSO GUARDS
2. Log in logbook provided.	2. Vehicle Monitoring	N/A	1 Minute	GSO GUARDS
Total:		None	4 Minutes	





# GUIDANCE AND COUNSELING CENTER



1. COUNSELING SERVICE

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.

<b>Office or Division:</b>		Counseling and Career Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students		
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
N/A			N/A	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Informs the Guidance Counselor of the purpose of the visit	1. Guidance counselor asks client to fill-out the intake form and consent form (if needed)	None	5 minutes	Counseling and Career Services Office (Guidance Counselor)
2. Undergoes the counseling session	2. Conducts counseling	None	1 hour	
3. Signs in the office logbook	3. Terminates the counseling or conduct follow up session, or refer client to expert, whichever is applicable  Assists in signing the office logbook  Files Intake Form	None	10 minutes	
<b>Total:</b>		<b>None</b>	<b>1 hour 15 minutes</b>	



2. REFERRAL SERVICE

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 deemed experts and with authority handling cases beyond the ability of the counselor to handle.

<b>Office or Division:</b>		Counseling and Career Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen G2G – Government to Government		
<b>Who may Avail:</b>		Internal: Members of the academic community and students External: Guidance Counselor		
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
Referral Form			Counseling and Career Services Office (CCSO) and Dean's Office	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Informs the Guidance Counselor of the purpose of the visit	1. Talks with the referring party about the referral	None	5 minutes	Counseling and Career Services Office (Guidance Counselor)
2. Referred party undergoes the counseling session	2. Conducts counseling  Terminates the counseling or conducts follow up session, or refers client to expert, whichever is applicable  Files Intake Form	None	1 hour	
3. Signs in the office logbook	3. Assists in signing the office logbook	None	10 minutes	
<b>Total:</b>		<b>None</b>	<b>1 hour 15 minutes</b>	



3. EXIT INTERVIEW

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

<b>Office or Division:</b>		Counseling and Career Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students who are dropping or transferring		
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
N/A			N/A	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Informs the Guidance Counselor of the purpose of the visit	1. Assists the students in filling-out the Exit Interview Form.	None	2 minutes	Counseling and Career Services Office (Guidance Counselor/ Assistant Guidance Staff)
2. Fills out the form	2. Guides in filling out the form and interviews the student  Files the accomplished exit interview form	None	10 minutes	
3. Evaluates the service rendered and signs in the office logbook	3. Instructs the students to accomplish the Client Satisfaction Measurement (CSM) Survey Form and assists in signing the office logbook	None	10 minutes	Counseling and Career Services Office (Guidance Counselor)
<b>Total:</b>		<b>None</b>	<b>22 minutes</b>	



# **HUMAN RESOURCE MANAGEMENT OFFICE**



**1. REQUEST A COPY OF POSITION DESCRIPTION FORM**

Process wherein clients/employees are apprised with their functions, duties and responsibilities.

Office or Division:	HR/ Records Officer			
Classification:	(Simple)			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Faculty, Personnel			
Checklist of Requirements		Where to Secure		
Request Form		HR Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. Secure Request Form and Fill up the data needed	1. The personnel in-charge receives the request form, reviews the completeness of requirements, and prepares the PDF.	None	25 mins.	Human Resource Office (HR Officer/Staff)
2. Client waits at the waiting area	2. Review, signing by authorized officials, and authenticate the copy of PDF	None	10 mins.	Human Resource Office (HR Officer/Staff)  Records Office (Records Officer)
3. Receiving of the document	3. Releasing of service record	None	1 min	Human Resource Office (HR Officer/Staff)
Total:		None	36 minutes	



2. REQUEST FOR CERTIFICATE OF EMPLOYMENT & COMPENSATION

Indication of first day of service, position and designation, compensation of employee concerned.

Office or Division:	HR			
Classification:	(Simple)			
Type of Transaction:	(G2C – Government to Citizen)			
Who may Avail:	Faculty, Personnel			
Checklist of Requirements		Where to Secure		
Request form		HR Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. Secure Request Form and Fill up the data needed	1. The personnel in-charge receives the request form, reviews the completeness of requirements, and prepares the Service Record	None	25 mins.	Human Resource Office (HR Officer/Staff)
2. Client waits at the waiting area	2. Review and signing by authorized officials	None	10 mins.	
3. Receiving of the document	3. Releasing of the document	None	1 min	
Total:		None	36 minutes	



3. PREPARATION OF SALARY PAYROLL AND OTHER BENEFITS

Processing of compensation of employees earned for the period including benefits entitlement.

Office or Division:	HR			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Faculty, Personnel			
Checklist of Requirements		Where to Secure		
Daily Time Record (DTR); Application for Leave;		HR Office		
Summary of Attendance		Head of Office/ Immediate Supervisor		
Approved Travel Order		CEO		
Certificate of Appearance		Office visited		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. The client requests his/her printed DTR from the HR Office, accomplishes the DTR (attach TO/CA and Leave Form in case of travel and leave) to be signed by his/her immediate supervisor.	1. The HR staff receives the DTRs and checks the completeness of the data reflected in the DTR including Travel Orders & Cert. of Appearance.	None	3 working days	Human Resource Office (HR Officer/Staff)
2. The immediate supervisor prepares the Summary of Attendance Report and submits it to the HRMO through his/her immediate supervisor not later than the 3 <sup>rd</sup> working day of the month.	2.1. The HR Staff posts absences; tardiness/ under time in the leave card based on the Summary of Attendance for any deduction.  2.2. The HR staff prepares a summary list of employees w/out DTR's & supporting papers.  2.3. The HRMO reviews and certifies the correctness of summary of attendance.  2.4. The HRMO check/validates the	None		





	<p>payroll prepared.</p> <p>2.5. The HR Staff record &amp; release the payroll, vouchers and remittances and forward to the Budget Office</p> <p>2.6. The Budget Office prepares for the Obligation and Request Status and determines the fund code they used to pay salaries of the employees</p> <p>2.7. The Budget office sends the obligated disbursement vouchers to the Accounting Office</p> <p>2.8. The Accounting Office receives the transactions, and the Clerk responsible for the processing of salaries will review the payroll.</p> <p>2.9. The CEO signs the payroll and be forwarded to the cashier's office.</p> <p>2.10. The Cashier will review, prepare and sign the LDAPs/ADAs and CHECKS.</p> <p>2.11. The staff of the Cashier's Office sends the signed CHECKs, VOUCHERS, ADAs/LDAPS to the Office of the CEO for signing.</p>			
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	2.12. CEO's staff returns all the documents to the Cashier's Office once it is completely signed.  2.13. The Cashier's Office will go to bank to deposit the LDAPs/ADAs.			
3. The client receives his/her salary through his/her bank account.		None		
TOTAL		NONE	3 DAYS	



# LIBRARY OFFICE



1. ISSUANCE OF LIBRARY CARD

This covers the process of issuance of Library Identification Card.

<b>Office or Division:</b>		Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		(G2C – Government to Citizen)		
<b>Who may Avail:</b>		Students & Transferees		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Library Identification Card		Library – Circulation Services		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Presents the Assessment Form and submits 1x1 ID picture	1. Verifies the Assessment Form if the Library Identification Card is included or issuance has been made.	None	1 minute	Library (Librarian / Library Staff)
2. Fills out the Borrowers Profile Form	2. Prepares and encodes student information in the library card template.	None	1 day	
3. Signs in the log book for the issuance of borrower's card.	3. Issues the Library Identification card.  Note: In case of lost, issues a Payment Order Form and instructs the client to pay 90.00 to the Cashiers Office and presents the Official Receipt to the librarian/ staff in-charge. Then proceed to step 2.	None	1 minute	
<b>Total</b>		<b>None</b>	<b>1 business day &amp; 2 mins</b>	



## 2. CIRCULATION – BORROWING OF LIBRARY MATERIALS

This covers the process of lending library materials.

<b>Office or Division:</b>		Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		(G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government)		
<b>Who may Avail:</b>		Students, Faculty Members, Administrative Personnel, Administrators, Researchers, and external clients		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Library Identification Card		Library – Circulation Services		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Searches the library material using the Open Public Access Catalog (OPAC) and jots down its corresponding Call Number	1. Assists the client in locating the library material/s using the OPAC.	None	3 Minutes	Library (Librarian / Library Staff)
2. Locates the material on the shelf, seeks assistance from the librarian/staff if needed.		None	2 Minutes	
3. Presents the library material together with the Library Identification Card to the Librarian/Staff.	3. Checks out the library material to the name of the client utilizing the Library Automated System / Logbook.	None	2 Minutes	
4. Leaves the library identification card.	4. Issues the library material to the client.		1 minute	
<b>Total:</b>		<b>None</b>	<b>8 Minutes</b>	



3. CIRCULATION – RETURNING OF LIBRARY MATERIALS

This covers the process of returning of borrowed library material

<b>Office or Division:</b>		Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		(G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government)		
<b>Who may Avail:</b>		Students, Faculty Members, Administrative Personnel, Administrators, Researchers, and external clients		
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
Library Identification Card			Library – Circulation Services	
Transaction Receipt			Library – Circulation Services	
Payment Order Form (If overdue)			Library – Circulation Services	
Official Receipt (if overdue)			Cashier	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Presents the borrowed library material to the Librarian/Staff.	1. Inspects and checks in the library material utilizing the Library Automated System / Log Book.	None	2 Minutes	Library (Librarian / Library Staff)
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	1 minute	
3. Claims the Library Identification Card.	3. Returns the library materials in its proper shelves.	None	1 Minute	
<b>Total:</b>		<b>None</b>	<b>4 Minutes</b>	



4. INTER-LIBRARY LOAN SERVICES

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

Office or Division:		Library		
Classification:		Simple		
Type of Transaction:		(G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government)		
Who may Avail:		External clients		
Checklist of Requirements			Where to Secure	
Any valid Identification Card			Issuing agency	
Referral Letter			Referring Institution	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the Referral Letter and Valid Identification Card to the Librarian.	1. Receives and files the Referral Letter to its corresponding folder.	None	1 Minute	Library (Librarian / Library Staff)
2. Fills out the Inter-Library Loan Services Log Sheet.	2. Assists the client in searching information needs.	None	1 Minute	
Total:		None	2 Minutes	



5. INTERNET/E-LIBRARY SERVICES

This covers the procedure in utilizing the computer units and available e-resources in the Internet section.

<b>Office or Division:</b>		Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		(G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government)		
<b>Who may Avail:</b>		Students, Faculty Members, Administrative Personnel, Administrators, Researchers, and external clients		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Library Identification Card		Library – Circulation Services		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Logs the "time in" in the attendance record and leaves the library identification card at the counter.	1. Receives the library identification card.	None	1 minute	Library ( <i>Librarian / Library Staff</i> )
2. Looks for a vacant unit and utilize it.			1 minute	
3. Upon exit, Logs the "time out" in the attendance record.	3. Returns the library identification card.	None	1 minute	
<b>Total:</b>		<b>None</b>	<b>3 Minutes</b>	





6. SIGNING OF CLEARANCE

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

<b>Office or Division:</b>		Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		(G2C – Government to Citizen)		
<b>Who may Avail:</b>		Students, Faculty Members, Administrative Personnel, Administrators		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Library Identification Card		Library – Circulation Services		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Presents the Library Identification Card (for students only) and clearance form.	1. Verifies for unreturned material and/or overdue accounts of the client from the Library Automated System / Log book.  Note: If overdue/lost, issues a Payment Order Form and instructs the client to pay the overdue fine/penalty at the Cashier's Office.  Client may also replace the lost library material with the latest edition of the book plus a processing fee of Php50.00.	None	2 Minutes	Library (Librarian / Library Staff)
2. Fills out the log sheet for signing of clearance.	2. Signs the clearance form.	None	1 Minute	
<b>Total:</b>		<b>None</b>	<b>3 Minutes</b>	



# MEDICAL AND DENTAL SERVICES



1. MEDICAL CONSULTATION AND EXAMINATION

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

Office or Division:	Campus Clinic			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Faculty, Personnel			
Checklist of Requirements		Where to Secure		
Logbook		Clinic		
History Form		Clinic		
Prescription Form		Clinic		
Lab Request Form		Clinic		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Client signs in the logbook.	1. Assists the client in signing the Logbook	None	1 minute	Clinic (Nurse)
2. Verbalizes chief complaints.	2. Asks series of questions pertaining to chief complaints of the patients.	None	5 minutes	
3. Subjects himself for initial physical examination.	3. Gets vital signs.	None	3 minutes	
4. Subjects himself for medical examination.	4. Conducts a thorough history and physical examination	None	10 minutes	
5. Receives treatment form	5. Issues prescription or lab request form for further Diagnostics	None	2 minutes	Clinic (Physician/ Nurse)
6. Receives initial dose of medicine for the temporary relief of symptoms or asks to come back for further consultation if symptoms persist.	6. Dispenses initial dose of medicine or request the patient to go for further laboratory test/s if symptoms persist.	None	2 minutes	Clinic (Nurse)
7. Receives health teaching from the providers.	7. Provides health teaching to the patient.	None	5 minutes	Clinic (Physician/ Nurse)
Total:		NONE	28 MINUTES	



## 2. FIRST AID TREATMENT

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

Office or Division:	Campus Clinic			
Classification:	Simple, Complex, Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Faculty, Personnel			
Checklist of Requirements		Where to Secure		
Logbook		Clinic		
History Form		Clinic		
Prescription Form		Clinic		
Lab Request Form		Clinic		
Referral Form		Clinic		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Verbalizes chief Complaints	1. Takes vital signs.	None	1 minute	Clinic (Physician/ Nurse)
2. Subjects himself for physical examination	2. Performs brief and concise history taking and physical examination.	None	2 minutes	
3. Receives First aid treatment	3. Provides the emergency treatment and nursing care. Physician does thorough history taking and physical examination.	None	15 minutes	
4. If required, he/she is advised hospital referral for further management	4. If required, issues Referral Form to Hospital or Specialist Doctor of Choice for further evaluation and management	None	1 minute	
5. Receives health teaching from the Provider	5. Provides health teaching	None	2 minutes	
6. Signs in the logbook	6. None		1 minute	Clinic (Nurse)
Total:		None	22 Minutes	



3. DENTAL EXAMINATION AND CONSULTATION

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

Office or Division:	Campus Clinic			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Faculty, Personnel			
Checklist of Requirements		Where to Secure		
Individual Dental Record		Campus Clinic		
Dental Examination Form		Campus Clinic		
Payment Order Form		Campus Clinic		
Consent Form		Campus Clinic		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Client signs in the logbook.	1. Assists in signing of logbook.	N/A	1 minute	Clinic (Dentist/ Nurse)
2. Client subjects himself/ herself for initial physical examination.	2. The Dentist performs thorough dental examination.	N/A	2 minutes	Clinic (Dentist)
3. Client receives recommendation/ treatment plan.	The Dentist suggests/ recommends treatment plan: <ul style="list-style-type: none"><li>• Extraction</li><li>• Dental Filing</li><li>• Oral Prophylaxis</li></ul>	PHP50 PHP150 PHP50	10 minutes	
4. Client receives payment order form and consent form	4. The Dentist/ Clerk issues payment order form and consent Form	N/A	2 minutes	Clinic (Dentist/ Nurse)
Total:			15 minutes	



4. DENTAL TREATMENT

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

Office or Division:	Campus Clinic			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Faculty, Personnel			
Checklist of Requirements		Where to Secure		
Logbook		Campus Clinic		
Payment Order Form		Campus Clinic		
Consent Form		Campus Clinic		
Official Receipt		Cashier		
Individual Dental Record		Campus Clinic		
Dental Examination Form		Campus Clinic		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Client signs in the logbook.	1. Assists in signing of logbook.	N/A	1 minute	Clinic (Nurse)
2. Client presents Official Receipt, Payment Order Form and Consent form	2. Receives and verifies the forms submitted. Check signatures in consent form	N/A	2 minutes	
3. Client subjects himself for physical examination.	3. Reassesses the patient prior to Procedure	N/A	1 minute	Clinic (Dentist)
4. Client receives treatment	4. Performs Minor Operation: <ul style="list-style-type: none"><li>• Extraction</li><li>• Dental Filing</li><li>• Oral Prophylaxis</li></ul>	PHP50 PHP150  PHP50	10 minutes	
5. Receives initial dose of postoperative medications	5. Dispenses initial dose of medicine	None	2 minutes	Clinic (Nurse)
Total:			16 minutes	



# REGISTRAR'S OFFICE



### 1. ENROLLMENT (Freshmen/Transferees)

Enrollment of incoming first year students and transferees to be admitted in Cagayan State University – Piat Campus.

<b>Office or Division:</b>		Registrar's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may Avail:</b>		Incoming first year and transferee students		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Admission Test Result – Original Copy		Admission's Office- CSU		
PSA Birth Certificate – Original or Authenticated copy		Philippine Statistics Authority (PSA)		
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		Download from CSU website: <a href="https://www.csu.edu.ph/docs/studentprofile_form.pdf">https://www.csu.edu.ph/docs/studentprofile_form.pdf</a>		
Enlistment form - original copy		Admitting College/ Department - CSU		
Marriage certificate (if married) - original or authenticated copy		Philippine Statistics Authority (PSA)		
Long white folder				
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person/s Responsible</b>
1. Submits the complete enrollment requirement.	1. Verifies the completeness and authenticity of the requirements; Registers the information in the System.	None	8 minutes	Registrar Office (Registrar/Staff)
<b>IF OPT-IN:</b> 2. Secures assessment then proceeds at the accounting office to secure the validated assessment.	2. Issues assessment and instructs the client to proceed to the cashier and accounting office for validation of the assessment document with a stamped mark "OFFICIALLY ENROLLED".	None	1 minute	
<b>IF OPT OUT:</b> 3. Secures the printed assessment	3. Prints and issues the Assessment document;	Minimum down-	5 minutes	





document then proceed at the Cashier's office for payment of Enrollment fee and Accounting's office for validation of account.	And instructs the applicant to proceed to the Cashier's Office for payment of enrollment fees. Additionally, the applicant is directed to the accounting office for validation of assessment with a stamped mark, "OFFICIALLY ENROLLED".	payment of Enrollment Fee: PHP500.00		
	Total:	PHP500.00	Optin:9mins; Optout:14mins	



2. ENROLLMENT (Continuing/Old Students)

Process of enrollment for continuing or old students to be admitted in Cagayan State University – Piat Campus.

<b>Office or Division:</b>		Registrar's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may Avail:</b>		Continuing/ Old Students		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Enlistment form - original copy		Admitting College/ Department - CSU		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Submits the enlistment form	1. Inputs the subjects to be enrolled in the system and prints the assessment	None	8 minutes	Registrar Office (Registrar/Staff)
<b>IF OPT-IN:</b> 2. Secures assessment then proceeds at the accounting office to secure the validated assessment.	2. Issues assessment and instructs the client to proceed to the accounting office for validation of the assessment document with a stamped mark "OFFICIALLY ENROLLED".	None	1 minute	
<b>IF OPT OUT:</b> 3. Secures the printed assessment document then proceed at the Cashier's office for payment of Enrollment fee and Accounting's office for validation of account.	3. Prints and issues the Assessment document; And instructs the applicant to proceed to the Cashier's Office for payment of enrollment fees. Additionally, the applicant is directed to the accounting office for validation of assessment with a stamped mark, "OFFICIALLY ENROLLED".	Minimum down-payment of Enrollment Fee: PHP500.00	5 minutes	
	<b>Total:</b>	<b>IF Optout- PHP500.00</b>	<b>Optin:9mins; Optout:14mins</b>	



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

Process of first-time issuance of OTR to 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		
Accomplished Terminal Clearance		College/ Department		
Authorization Letter with attached photocopy of any valid ID bearing signatures (if applicable)		CSU Graduate		
Official Receipt		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Client secures and accomplishes the Document request form (DRF); and Pays OTR fee at the Cashier's Office.	1. Issues DRF and instructs client to proceed to the Cashier's Office for payment of OTR fee.	PHP 100.00 per page	2 minutes	Registrar Office (Registrar/Staff)
2. Client submits the document request form and requirements to the Registrar's Staff	2. Receives the complete requirements and Prepares the OTR	None	2 days	
3. Client receives the Official Transcript of Records (OTR) with dry seal and signs in the record log book	3. Releases the Official Transcript of Records (OTR) with dry seal	None		
4. Official Transcript of Records (OTR) with dry seal and signs in the record log book	4. Transcript of Records (OTR) with dry seal		1 minute	
Total:		PHP 100.00 per page	2 days, 3 minutes	



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

Issuances of the 2<sup>nd</sup> request for the OTR to 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		
Official Receipt		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Client secures and accomplishes the Document request form (DRF); and Pays OTR fee at the Cashier's Office.	1. Issues DRF and instructs client to proceed to the Cashier's Office for payment of OTR fee.	100.00 per page	2 minutes	Registrar Office (Registrar/Staff)
2. Client submits the document request form and requirements to the Registrar's Staff	2. Receives the complete requirements and Prepares the OTR	None	2 days	
3. Client receives the Official Transcript of Records (OTR) with dry seal and signs in the record log book	3. Releases the Official Transcript of Records (OTR) with dry seal	None		
4. Official Transcript of Records (OTR) with dry seal and signs in the record log book	4. Transcript of Records (OTR) with dry seal	None	1 minute	
Total:		100.00 per page	2 days, 3 minutes	



5. ISSUANCE OF CERTIFICATIONS

Procedure for the issuance of certifications.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	CSU Graduates / Students			
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		
Official Receipt		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Client secures and accomplishes the Document request form (DRF); and pays certification fee at the Cashier's Office.	1. Issues DRF and instructs client to proceed to the Cashier's Office for payment of certification fee.	Grades - PHP 30.00; Enrollment- PHP 30.00; Graduation- PHP 120.00; HD- PHP 120.00; GWA- PHP 120.00;	2 minutes	Registrar Office (Registrar/Staff )
2. Client submits the document request form and requirements to the Registrar's Staff	2. Receives the complete requirements and Prepares the certification	None	5mins	
3. Client receives the requested certification with dry seal and signs in the record log book	3. Releases the Certification.	None	2mins	
Total:		Grades - PHP 30.00; Enrollment- PHP 30.00; Graduation- PHP 120.00; CAV- PHP 120.00; HD- PHP 120.00; GWA- PHP 120.00;	9 minutes	



**6. ISSUANCE OF CERTIFICATION OF AUTHENTICATION AND VERIFICATION (CAV)**

Process of issuance of CAV for foreign employment or foreign travel of the client;

<b>Office or Division:</b>		Registrar's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		CSU Graduates / Students		
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
Document Request Form (DRF)			Registrar's Office	
Original and photocopy of TOR and Diploma			Cagayan State University	
			<b>Government issued I.D.</b>	
Authorization Letter with attached photocopy of any valid ID bearing signatures (if applicable)			CSU Graduate	
Official Receipt			Cashier's Office	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Client secures and accomplishes the Document request form (DRF); and pays certification fee at the Cashier's Office.	1. Issues DRF and instructs client to proceed to the Cashier's Office for payment of certification fee.	Grades - PHP30.00; Enrollment- PHP 30.00; Graduation- PHP 120.00; HD- PHP 120.00; GWA- PHP 120.00;	2 minutes	Registrar Office (Registrar/Staff )
2. Client submits the document request form and requirements to the Registrar's Staff	2. Receives the complete requirements and Prepares the certification	None	5mins	
3. Client receives the requested certification with dry seal and signs in the record log book	3. Releases the Certification.	None	2mins	
<b>Total:</b>		<b>Grades - PHP 30.00; Enrollment- PHP 30.00; Graduation- PHP 120.00; CAV- PHP 120.00; HD- PHP 120.00; GWA- PHP 120.00;</b>	<b>9 minutes</b>	



7. ENROLLMENT OF POST-BACCALAUREATE

Process of enrollment for Post-Baccalaureate.

<b>Office or Division:</b>		Registrar's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may Avail:</b>		Incoming first year and transferee students		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Admission Test Result – Original Copy		Admission's Office- CSU		
PSA Birth Certificate – Original or Authenticated copy		Philippine Statistics Authority (PSA)		
Undergraduate's Official Transcript of Records (for Masters) -original copy		School graduated – college level		
Student Profile form with 2 copies of 2x2 I.D. (taken within the last 6 months) - original copy		Download from CSU website: <a href="https://www.csu.edu.ph/docs/studentprofile_for_m.pdf">https://www.csu.edu.ph/docs/studentprofile_for m.pdf</a>		
Enlistment form - original copy		Admitting College/ Graduate School Department - CSU		
Marriage certificate (if m arried) - original or authenticated copy		Philippine Statistics Authority (PSA)		
Long white folder				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Submits the complete enrollment requirement.	1. Verifies the completeness and authenticity of the requirements; Registers the information in the System.	None	8 minutes	Registrar Office (Registrar/Staff)
2. Secures the printed assessment document then proceed at the Cashier's office for payment of Enrollment fee and Accounting's office for validation of account.	2. Prints and issues the Assessment document; And instructs the applicant to proceed to the Cashier's Office for payment of enrollment fees. Additionally, the applicant is directed to the accounting office for validation of assessment with a stamped mark, "OFFICIALLY ENROLLED".	Minimum down-payment of Enrollment Fee: PHP500.00	5 minutes	



	<b>Total:</b>	<b>Minimum down- payment of Enrollment Fee: PHP500.00</b>	<b>13mins</b>	
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## 8. RE-ISSUANCE OF DIPLOMA

2<sup>nd</sup> issuance of the diploma as proof of academic completion.

<b>Office or Division:</b>		Registrar's Office		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may Avail:</b>		CSU Graduates		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Duly Accomplished Document Request Form (DRF)		Registrar's office		
Notarized Affidavit of Loss – original copy		Notary Public		
Official Receipt		Cashier's Office		
Valid I.D		Government issued I.D.		
Authorization Letter with attached photocopy of any Valid I.D. of the representative and owner of the document bearing signatures (if applicable)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person/s Responsible
1. Secures and accomplishes the Document request form (DRF)  And proceed at the Cashier's office for payment	1. Issues DRF and Instructs the clients to proceed to the Cashier's Office for payment.	PHP300.00	2 minutes	Registrar Office (Registrar/Staff)
2. Submits requirements.	2.1. Receives the requirements and instruct client on the scheduled date of release of document.	None	1 minute	
	2.2. Prepares the Diploma and it will be signed by the University Officials  2.3. Contact/informs the client on the availability of the Diploma	None	18 days	
3. Client receives the requested diploma and signs the record log book	3. Releases the duplicate copy of Diploma	None		
<b>Total:</b>		<b>PHP300.00</b>	<b>20 Days</b>	



9. ADDING/CANCELLING/DROPPING OF SUBJECTS

Subjects are added, cancelled and dropped within one (1) week from the first day of class.

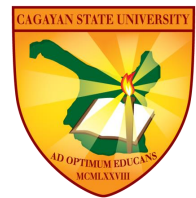
<b>Office or Division:</b>		Registrar's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Adding/Dropping/Cancelling form (ADC)		Registrar's Office		
Official Receipt		Cashier's Office		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Client secures and accomplishes the Document request form (DRF); and pays ADC Form at the Cashier's Office.	1. Issues DRF and instructs client to proceed to the Cashier's Office for payment of ADC fee.	PHP20.00	2 minutes	Registrar Office (Registrar/Staff )
2. Client fills up the Adding, Dropping and Cancelling Form (ADCF) with the subjects needed to be added, cancelled or dropped. Client submits the ADCF to the subject teacher and to the college dean for their approval.	2. Receives and adds/drops/cancels the subject in the system and prints two (2) copies of new assessment.	None	5mins	
3. Client submits one (1) copy to the College Dean and retain the other copy for personal filing.		None	2mins	
<b>Total:</b>		<b>PHP20.00</b>	<b>9 minutes</b>	



10. COMPLETION OF GRADES

Process of completing grades within the prescribed period of completion.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
Checklist of Requirements		Where to Secure		
Completion Form		Registrar's Office		
Official Receipt		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Client accomplishes the Document Request Form (DRF)/ and submits it to the Cashier's Office for payment.	1. Provides 3 copies of Completion form to be accomplished by the client	PHP20.00 (per incomplete grades)	2 minutes	Registrar Office (Registrar/Staff )
2. Submits the accomplished and approved completion form and official receipt at the Registrar's office.	2.1. Reviews, approves and signs all 3 copies of the completion form.  2.2. Updates the academic record of the student in the system.	None	10 mins	
3. Receives the two (2) copies of the approved completion form.	3.1 Releases the approved completion form.  3.2. Instructs the client to submit 1 copy to the College Dean	None	2mins	
Total:		PHP20.00 (per incomplete grades)	14 minutes	



# SUPPLY OFFICE



**PROCUREMENT**

Acquisition of supplies, materials and equipment

<b>Office or Division:</b>		Supply Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B - Government to Business Entity G2C – Government to Citizen G2G - Government to Government		
<b>Who may Avail:</b>		Faculty and Administrative Personnel		
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
Doc. 1 – Purchase Request			Supply Office	
Doc. 2 – Abstract of Quotation			Bids and Awards Committee	
Doc. 3 – Purchase Order			Supply Office	
Doc. 4 – Inspection and Acceptance Report			Supply Office	
Doc. 5 – Pre Repair Inspection			Supply Office	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Request for PR control numbers	1.1. Receives approved purchase request signed by the Campus Executive Officer	None	10 minutes	Supply Office (Supply Officer / Staff)
	1.2. Provides PR control numbers and logs the purchase request			
	1.3. Forwards the PR to the Budget Office after having seen to the completeness of the required documents			
2. Submit the signed Abstract of quotation, earmarked and	2.1. Receives and reviews the signed abstract of quotation. earmarked and approved purchase request.	None	10 minutes	Supply Office (Staff)
	2.2. Prepares Purchase Order or Job Order provides control numbers and logs the purchase order	None	45 minutes	
	2.3. Forwards the PO or Job Order to the Office of the CEO	None	15 minutes	



approved purchase request	2.4. Receives approved job order or purchase order from the Accounting Office	None	5 minutes	Supply Office (Procurement Officer / Staff)
	2.5 Serves approved job order or purchase order to Suppliers	None	20 minutes	
	2.6. Receives delivery of supplies, materials, equipment from suppliers	None	15 minutes	Supply Office (Supply Officer / Property Custodian)
	2.7. Request for inspection and acceptance from the end-users and inspection officer	None	15 minutes	Supply Office (Supply Officer)
3. Receives supplies/ materials/ equipment	3.1. Issues supplies/ materials/ equipment to end- users	None	15 minutes	Supply Office (Property Custodian/Staff)
	3.2. Prepares disbursement vouchers due to suppliers	None	20 minutes	Supply Office (Supply Officer/ Property Custodian/ Staff)
	3.3. Forwards disbursement vouchers to Accounting Office	None	10 minutes	Supply Office (Property Custodian/Staff)
Total		None	180 minutes	



# **OFFICE OF STUDENT DEVELOPMENT AND WELFARE**



### 1. APPLICATION OF EMPLOYEES’ GRANT

This procedure is aimed at facilitating student application for Employees’ Grant

<b>Office or Division:</b>		Office of Student Development and Welfare		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Children of CSU Employees/Regular CSU Employees enrolled in the Graduate School, College of Law and College of Medicine		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Doc. 1 - Duly accomplished Scholar Data Form (1 copy)		CSU/OSDW		
Doc. 2 - Photocopy of Enrolment/Assessment form (1 copy)		CSU/Registrar’s Office		
Doc. 3 - Photocopy of Appointment/ Certificate of Employment of the Regular Employee (1 copy – for new applicants)		CSU/Records Office/Human Resource Office		
Doc. 4 - Colored Photocopy of School ID		CSU/Registrar’s Office		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Signs in the Visitor’s/ Client Logbook	1. Gives the Scholar Data Form and provides checklist of the documentary requirements	None	5 minutes	OSDW (OSDW Coordinator / Staff)
2. Fills out the Scholar Data Form and submits the duly accomplished Scholar Data Form and documentary requirements	2. Receives and checks the completeness /correctness of the accomplished Scholar Data Form and documents submitted.	None	15 minutes	
3. Presents the original copy of Enrolment/Assessment Form	3.1. Stamps the original copy of Enrolment/Assessment Form with OSDW facsimile 3.2. Files the Scholar Data Form and the documentary requirements	None	5 minutes	
<b>Total:</b>		<b>None</b>	<b>25 minutes</b>	





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

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

<b>Office or Division:</b>		Office of Student Development and Welfare		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students in the Undergraduate programs		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Doc. 1 - 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/Registrar's Office		
Doc. 5 – Colored Photocopy of PWD ID (for PWD applicants only) (1 copy)		DSWD		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Signs in the Visitor's/ Client Logbook	1. Determines the Financial Incentive Program applied for; gives Scholar Data Form and provides checklist of the documentary requirements	None	5 minutes	OSDW (OSDW Coordinator/ Staff)
2. Fills out the Scholar Data Forms and submits the duly accomplished Scholar Data Form and documentary requirements	2. Receives and checks the completeness/correctness of the accomplished Scholar Data Form and documents submitted.	None	15 minutes	
3. Waits until the financial documentary requirements have been processed	3.1. Prepares Payroll and Disbursement Voucher	None	(3 working days after the application period)	
	3.2. Signs the payroll and disbursement voucher	None	5 minutes	



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



**3. PROCESSING OF FINANCIAL ASSISTANCE FOR EXTERNALLY FUNDED GRANTS (TES, TDP, PRIVATE SCHOLARSHIP/GRANT)**

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

<b>Office or Division:</b>		Office of Student Development and Welfare		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Students in the Undergraduate programs		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Doc. 1 - photocopy of Senior High School Card for first year students/Latest Certification of grades for 2 <sup>nd</sup> to 4 <sup>th</sup> 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/Registrar's Office		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Signs in the Client/Visitor's Logbook	1. Checks the name of the student from the Master list provided by the scholarship provider and provides checklist of the documentary requirements	None	10 minutes	OSDW (OSDW Coordinator/ Staff)
2. Submits documentary requirements	2. Receives and checks the completeness/ correctness of documents submitted	None	15 minutes	
3. Waits until the financial documentary requirements have been processed	3.1. Prepares Disbursement voucher per grantee	None	5 minutes	
	3.2. Signs the payroll and disbursement voucher	None	5 minutes	OSDW (Coordinator)
	3.3. Forwards payroll, disbursement voucher, and the documentary requirements of	None	10 minutes	OSDW (OSDW Coordinator/ Staff)



	students to the Budget Office			
	3.4. Obligates the amount in the payroll and forwards to OSDW	None		Budget Office (Staff)
	3.5. Receives the Obligation Request	None	2 minutes	OSDW (Staff)
	3.6. Signs the Obligation Request	None	2 minutes	OSDW (Coordinator)
	3.7. Forwards the signed Obligation Request to the Budget Office	None	5 minutes	OSDW (Staff)
4. Waits for the final notice from the OSDW regarding the release of the financial assistance.	4. Informs grantees on the availability of financial assistance through text messages, messenger and online posting in the OSDW FB page	None	30 minutes	OSDW (OSDW Coordinator/ Staff)
	<b>Total</b>	<b>None</b>	<b>3 days, 1 hour and 14 minutes</b>	



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

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

<b>Office or Division:</b>		Office of Student Development and Welfare		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		Currently enrolled students		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Doc. 1 – Student Mutual Aid Fund Form (1 copy)		CSU-OSDW		
Doc. 2 - Photocopy of Enrolment/Assessment Form (1 copy)		CSU-Registrar’s Office		
Doc. 3 - Incident Report/Medical Abstract (for Medical assistance) 1 (copy)		PNP/Hospital		
Doc. 4 – Medical certificate (1 copy)		Hospital/Clinic		
Doc. 5 – Official receipts (for Medical assistance)				
Doc. 6 - Death Certificate (for death claim) (1 copy)		PSA		
Doc. 7 - Photocopy of Birth Certificate (for death claim) (1 copy)		PSA		
Doc. 8 - Marriage Certificate (if deceased student is married) (1 copy)		PSA		
Doc. 9 – Special Power of Attorney of the legal guardian of the deceased student (1 copy)		Legal Office		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Signs in the Client/Visitor’s Logbook. Submits accomplished SMAP form and supporting documents for the claim	1. Receives and checks the completeness/ correctness of the accomplished SMAP Form and documents submitted	None	10 minutes	OSDW (OSDW Coordinator/ Staff)
2. Waits until the financial documentary requirements have been processed	2.1. Facilitates the affixing of signature of the campus officials in the SMAP Form	None	10 minutes	
	2.2. Submits the accomplished SMAP Form at OSDW Central for processing	None	2 minutes	
	2.3. Signs the SMAP Form	None	2 minutes	OSDW (OSDW Director)



	2.4. Forwards the SMAP Form to the University Clinic for assessment and signature		1 day	OSDW (Central Staff)
	2.5. Gets the signed SMAP form from the University Clinic	None	5 minutes	
	2.6. Forwards the SMAP Form to the Office of the Director of Finance for signature	None	5minutes	
	2.7. Gets the signed SMAP form from the Office of the Director for Finance	None	5 minutes	
	2.8. Forwards the SMAP Form to the Office of the University President for signature	None	5 minutes	
	2.9. Gets the signed SMAP form from the Office of the President	None	5 minutes	
	2.10. Prepares the disbursement voucher	None	5 minutes	
	2.11. Signs the disbursement voucher	None	2 minutes	OSDW (Director)
3. Waits for the final notice from the OSDW regarding the release of medical assistance/death claim.	3. Informs OSDW Coordinator/ claimant/ guardian on the availability of check through text messages, messenger, or home visitation	None	20 minutes	OSDW (Central Staff)
	Total:		1 day, 1 hour and 16 minutes	



5. ISSUANCE OF CERTIFICATION

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

<b>Office or Division:</b>		Office of Student Development and Welfare		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		current and graduated students		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Doc. 1 - Request Form for certification (1 copy)		CSU/OSDW		
Doc. 2 - Official Receipt (for certification of good moral character)		Cashier's Office		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Signs in the Visitor's/ Client Logbook	1.Gives the Request Form for Certification for request for Certification of Good Moral/Other certification	PHP 30.00	3 minutes	OSDW (OSDW Coordinator/ Staff)
2. Fills out the Request Form	2.1. Receives the accomplished Request Form	None	2 minutes	
	2.2. Checks the scholars' database 2.2.1. Checks files on disciplinary cases	None	5 minutes	
	2.3. Prepares the certification	None	5 minutes	
	2.4. Signs the Certification	None	2 minutes	
3. Receives the Certification	3.1. Issues the Certification	None	1 minute	
	3.2. Files the accomplished request form	None	2 minutes	
<b>Total:</b>		<b>None</b>	<b>20 minutes</b>	



6. STUDENT ASSISTANTSHIP

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

<b>Office or Division:</b>		Office of the Student Development and Welfare		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may avail</b>		Students in the Undergraduate Programs		
<b>Checklist Requirement</b>			<b>Where to Secure</b>	
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)			CSU/Registrar's Office	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.Signs in the client/ visitors logbook and applies for Student Assistantship	1. Gives the student application form for student assistantship and advises the student of the Documentary Requirements	None	5 minutes	OSDW (OSDW Coordinator/ Staff)
2.Fills out the Student Assistantship Application Form and submits the duly accomplished application Form together with the documentary requirements	2. Receives/review and check the completeness of documentary requirements submitted and screens the applicants and recommends to the CEO those who are qualified.	None	5 days	
3.Follow-up status of application	3. Advises applicant to wait for the issuance of Special order	None	10 minutes	
4.Receives Copy of Special Office Order	4.1. Gives copies of special Office Order to qualified students 4.2. Conducts Orientation 4.3. Deploys students to their respective office assignment	None	2 days	
<b>TOTAL</b>		<b>None</b>	<b>7 days</b>	





7. ACCREDITATION AND RE-ACCREDITATION OF STUDENT ORGANIZATION

This procedure is aimed to ensure that all student organizations comply with the requirements necessary for accreditation and re-accreditation and that all student organizations are given or issued a certificate of accreditation.

Office or Division:		Office of the Student Development and Welfare			
Classification:		Technical			
Type of Transaction:		G2C- Government to Citizen			
Who may avail		Student Organizations for accreditation and re-accreditation			
Checklist Requirement			Where to Secure		
A. For Accreditation					
Doc. 1 – Request letter addressed to the Campus Executive Officer duly endorsed by the Office of the student Development and Welfare (1 copy)			Student Organization Office		
Doc. 2 – A copy of the constitution and by-laws (1 copy)			Student Organization Office		
Doc. 3 –List of officers and members of the organization (1 copy)			Student Organization Office		
Doc. 4 – Request Letter and Acceptance of the advisers			Student Organization Office		
Doc. 5 – Directory of Officers and Members (1 copy)			Student Organization Office		
Doc. 6 – General Action Plan for the Academic Year (1 copy)			Student Organization Office		
B. For Re-accreditation					
Doc. 1 – Request letter addressed to the Campus Executive Officer duly endorsed by the Office of the student Development and Welfare (1 copy)			Student Organization Office		
Doc. 2 – A copy of the constitution and by-laws (1 copy)			Student Organization Office		
Doc. 3 – Updated List of officers and members of the organization (1 copy)			Student Organization Office		
Doc. 4 – Request Letter and Acceptance of the advisers			Student Organization Office		
Doc. 5 – Directory of Officers and Members (1 copy)			Student Organization Office		
Doc. 6 – General Action Plan for the Academic Year (1 copy)			Student Organization Office		
Doc. 7 – Accomplishment Report			Student Organization Office		
Doc. 8 – Financial reports prepared by treasurer and checked by the auditor, noted by the Organization president and the adviser/s and further noted by the college Dean			Student Organization Office		
Doc. 9 – Inventory of supplies and equipment			Student Organization Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible	
1.Monitors the schedule of accreditation and re-accreditation	1. Post schedule of accreditation/re-accreditation of student organizations	None	30 minutes	OSDW (OSDW Coordinator/ Staff)	



2.Signs in the Client/Visitors Logbook and submits documentary requirements for application of accreditation/Re-accreditation	2.1 Receives the documentary requirements 2.2 Reviews/Checks the completeness/correctness of documents submitted 2.3 Evaluates the application	None	1 hour	
3.Seeks recommendation and approval of application	3.1 Recommends to the Campus Executive officer the approval of application 3.2 Forwards the List of Accredited Organization to the Director of OSDW 3.3 Prepares the certificate of accreditation 3.4 Signs the Certificate of Accreditation 3.5 Forwards to the office of the Vice President for Academic Affairs for recommendation to the Office of the president for approval and signing of the Certificates of Accreditation 3.6 The VPAA and the President sign the Certificate of Accreditation	None	2 days 1 day 30 minutes 10 minutes 2 days	OSDW Coordinator OSDW Central OSDW Director OSDW Central VPAA and University President
4.Receives Certificate of Accreditation	4.1 Distributes the Certificate of Accreditation to concerned Student Organization Officers	None	1 day	OSDW (OSDW Coordinator/ Staff)
<b>TOTAL</b>		<b>None</b>	<b>15 days</b>	



8. APPROVAL OF CONDUCT OF STUDENTS ACTIVITIES

This procedure is aimed to ensure that all student activities are properly coordinated and approved by authorities

Office or Division:			Office of the Student Development and Welfare	
Classification:			Simple	
Type of Transaction:			G2C- Government to Citizen	
Who may avail			Student Organizations	
Checklist Requirement			Where to Secure	
Doc. 1 – Request Letter			Student Organization Office	
Doc. 2 – Concept Paper/Copy of GPOA			Student Organization Office	
Doc. 3 – Budget Plan if it entails expenses			Student Organization Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents Letter Request	1. Reviews the request for previous details (noted by the Student Organization Adviser and endorsed by the College Dean) and check attachments	None	3 minutes	OSDW (OSDW Coordinator/ Staff)
2. Seeks endorsement of the OSDW Coordinator to the Campus Executive Officer for approval	2. Evaluates the request and endorses the activity to the Campus Executive Officer	None	10 minutes	OSDW (Coordinator)
3. Seeks approval of the Campus Executive Officer	3. Approves/disapproves the conduct of the activity	None	10 minutes	CEO
TOTAL		None	23 minutes	



## List of Offices

Office	Address	Contact Information
Accounting Office	CSU Piat Campus, Zone 7, Baung, Piat	09171098438
Admission's Office	CSU Piat Campus, Zone 7, Baung, Piat	09610163557
Bids and Award Committee	CSU Piat Campus, Zone 7, Baung, Piat	09175813377
Cashier's Office	CSU Piat Campus, Zone 7, Baung, Piat City	09954631120
Dean's Offices College of Agriculture College of Criminial Justice Education College of Teachers Education College of Information and Computing Sciences	CSU Piat Campus, Zone 7, Baung, Piat City	09163220105 09175562291 09453280997 09272585814
General Services Office	CSU Piat Campus, Zone 7, Baung, Piat	09976811645
Guidance and Counseling Center	CSU Piat Campus, Zone 7, Baung, Piat	09977498287
Human Resource Management Office	CSU Piat Campus, Zone 7, Baung, Piat	09535918443
Library Office	CSU Piat Campus, Zone 7, Baung, Piat City	09563255123
Medical and Dental Services	CSU Piat Campus, Zone 7, Baung, Piat	09778104360
Registrar's Office	CSU Piat Campus, Zone 7, Baung, Piat	09982644443
Supply Office	CSU Piat Campus, Zone 7, Baung, Piat	09526054065
Office of Student Development and Welfare	CSU Piat Campus, Zone 7, Baung, Piat City	09360361614