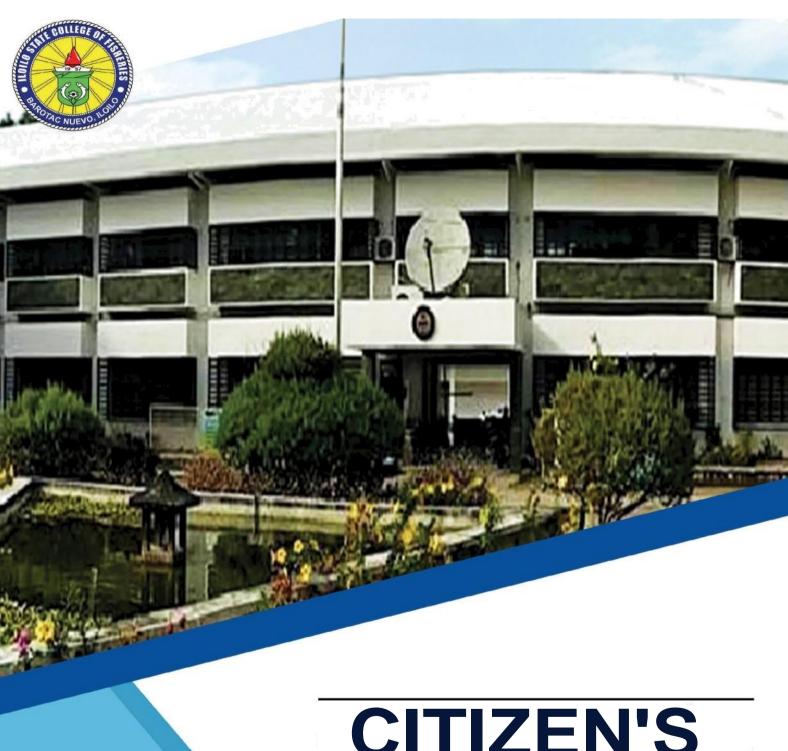
ILOILO STATE COLLEGE OF FISHERIES

Tiwi, Barotac Nuevo, Iloilo



CITIZEN'S CHARTER



ILOILO STATE COLLEGE OF FISHERIES Tiwi, Barotac Nuevo, Iloilo

CITIZEN'S CHARTER



I. Mandate:

To provide advanced education, higher technological, professional, instruction and training in fisheries, technology, arts and sciences, education, industrial technology, engineering, aquaculture, seaweed farming and other related fields of study and as may relevant to national development. It shall also undertake research, extension services and production activities in support of the development of the Province of Iloilo and provide progressive leadership in its areas of specialization.

II. Vision:

To become a premier academic institution in Southeast Asia.

III. Mission:

To upgrade quality education, generate jobs, and alleviate poverty through excellent academic programs.

IV. Service Pledge:

We, the Officials and Employees of the Iloilo State College of Fisheries, commit to:

- Serve our clients promptly, efficiently with utmost courtesy and proper identification from Mondays to Fridays, 8:00 A.M. to 5:00 P.M.:
- Imbibe proper work values and ethics and deliver services with integrity and consistency at all times;
- Promote harmony, efficiency, academic excellence, responsiveness, and total commitment at all times; and
- Respond immediately to complaints about our services through our public assistance and complaint desk.

All these we pledge to give the best services.



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ACCOUNTING OFFICE



1. Cash Advance/Reimbursement/Liquidation for Travel and Other Activities

To check the completeness of documents needed to cash advance/reimburse/liquidate expenses for travel and other activities.

Office/Division:	Accounting	Office			
Classification:	Simple				
Type of Transaction	G2G, G2C	or cor &			
Who may avail:	Employees	/Students			
CHECKLIST OF REQUI	REMENTS	WHERE TO SECURE			
1.Purchase Request 2.Purchase Order 3.Request for Quotation 4.Abstract of Bids 5.Report of Inspection 6.BAC Resolution 7.Certificate of Availability 8.Trvel Request 9.Travel Order 10.Itineray of Travel 11.Invitation to attend Seminars/Trainings or Lett RequestApproved by Head 12.Certificate of Travel Co 13.Official Receipts/Ticket Pass	er d of Agency mpleted	Procurement Office, BAC Office, Accounting Office			
e de la companya de l	9 885				



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit pertinent papers/document s to the office 2.Forward documents to Budget Office	1.Person incharge will review /check if the documents submitted are complete and amount reflected in the Itinerary of Travel is accurate. 2.Accounting Office personnel will forward the documents to Budget Office for preparation of ORS/BURS.	None	20 minutes 5 minutes	Bookkeeper
3		N/A	25 minutes	
	TOTAL:	5 Acres		



2. Processing of Disbursement Voucher

Disbursement Vouchers are prepared for payment of various expenses.

Office or Division:	Accounting Office				
Classification:	Simple				
Type of Transaction	G2G,G2C				
Who may avail:	Employees	, Students			
CHECKLIST OF REQUIF	REMENTS	WHERE TO SECURE			
1.Purchase Request 2.Purchase Order 3.Request for Quotation 4.Abstract of Bids 5.Report of Inspection 6.BAC Resolution 7.Certificate of Availability of 8.Trvel Request 9.Travel Order 10.Itineray of Travel 11.Invitation to attend Seminars/Trainings or Letter RequestApproved by Head 12.Certificate of Travel Cor 13.Official Receipts/Tickets Pass	er of Agency npleted	Procurement Office, BAC Office, Accounting Office			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit pertinent	1.Person in-	None	20 minutes	Accounting Staff
papers/document	charge will			
s to the office.	review/check if			
2.For Approval of	the documents			
Authorized	submitted are			
Signatory for Box	complete.	10 10	40	۸4ام م سائس م ما
A of DV.	2.Accounting	GR 697	10 minutes	Authorized
3.For approval of	personnel will			Signatory
Accountant	submit the		×	
4.For approval of	documents at the			
Head of Agency.	office of person			
5.For preparation	authorized for			
of Check.	signature.	argus,		
	3.Accountant will	via.	10 minutes	Accountant
	check attached		W 100	Accountant
Ĺ	documents. If			
4	found complete	- 6		
	and accurate, the	*	W.	
3	Accountant			
8	signed the Box B			
Western Commission of Commission Commission Commission (Commission Commission	of Disbursement		enda	
3	Voucher.		3	
man American (All Color of Marie Walling State of Marie State of M	4.Accounting		20 minutes	Head of Office
i v	personnel will	5. V		ricad of Office
	forward the			
3	documents at the			
3	Office of the			
w.	President for	1014 74	(4)	
1	approval of DV.			
3	5.Accounting			
1 MI MERENCE MES	personnel will	en 19 19	10 minutes	Accounting Staff
*	forward the DV	196		7.000unting otall
	and supporting			
	documents to	1000000	and the same of th	
,	Cashier for		1	
3	preparation of			
*	check.			1
		N/A	1 hour and 10	
4 -	TOTAL:		minutes	



3. Assessment of Fees

Processing of students' assessment of fees during enrolment.

Office/Division:	1007	Accounting Office				
Classification:	est.	Simple				
Type of Transaction	on	G2C	G8 691			
Who may avail:	b 8	Students	a 600a	×		
CHECKLIST OF I	REQUIF	REMENTS	36.60	WHERE TO SEC	URE	
1.Students' assignn 2.Route Slip	nent of s	subjects	Registrar'	s Office, Office of St	udent Affairs	
CLIENT STEPS	190.1	GENCY CTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Student will submit approval of subjects and route slip.	encode		None	5 minutes	Accounting Staff	
2.Receive the Printed Registration form	assessment of fees and print student's Registration					
and Route Slip. 3.Proceed to Cashier's Office for payment.	Form. 2.Accounting personnel will sign the printed Registration		and in	3 minutes	Accounting Staff	
S SE SE SECRETARIO SAGE	Form, return to student and require him/her to sign above his/her name.		15 15 15 15 15 15 15 15 15 15 15 15 15 1			
\$ \$	3.Accounting personnel will instruct the			2 minutes	Accounting Staff	
	students to proceed to cashier's office for payment of fees.				, ,	
ē	– payiile	TOTAL:	N/A	10 minutes		



BUDGET OFFICE



1. Processing of Obligation Request and Status

Office or Divisi	on:	Budget Office	Budget Office			
Classification:		Simple				
Type of Transa	ction	G2G,G2C				
Who may avail	100.		egular Employees, Job Orders, Suppliers, xternal Campuses, Contractors & Other gencies			
100 000	CLIST OF REMENTS	9000 Marie 1	WHERE TO SEC	CURE		
rendered 3. Purchas Order 4. Contract Payment 5. Billing/R 6. Billing/U	ation of services I e Order/Letter s/Request for emittances tilities equest/Itinerary I Transfer of	Accounting Procurement Contractor Accounting ILECO, Glo Concerned External C	Procurement/Supply Office Contractors/Planning Office Accounting Office (GSIS, HDMF, Philhealt ILECO, Globe and Water District Concerned Employees External Campuses			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID				
Request for Payment/Obli gation	Signed/Certifi d Box A and E of ORS					
то	N/A 3 days					



2. Processing of Budget Utilization Request and Status (Fund 164)

Office or Division:		Budg	et Office		
Classification:	assification: Simple				
Type of Transaction	on some	G2G.G2C			
Who may avail:	1			, Part-time Instructions actors and Suppli	
CHECKLIST OF F	REQUIREME	NTS	N	HERE TO SECUR	RE
 Payroll for Honoraria/Services rendered Payroll for Refund of Fees/Scholarship Grant Travel Request/Itinerary of Travel Purchase Order/Letter Order Contracts/Request for Payment 		of	Procureme		
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPON SIBLE
Request for Payment/Obligation	Signed/Certified Box A and B of BURS		None	3 Days	Budget Officer
TOT	AL:		N/A	3 Days	



3. Processing of Budget Utilization Request and Status (Fund 161)

Office or Division:	Budge	Budget Office			
Classification:	Simple	Simple			
Type of Transaction	G2C	100 N TO 1			
Who may avail:	Supplie	ers and Labore	rs		
CHECKLIST (REQUIREMEN		WH	HERE TO S	SECURE	
1. Contract of Ser Order 2. Purchase Request/Purcha		Procurement/Supply Office Procurement/Supply Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PROCE PERSON PAID SSING RESPONSIBLE TIME			
Request for Payment/Obligation	Signed/Ce rtified Box A and B of BURS	None	3 days	Budget Officer	
TOTAL:	s 6	N/A	3 days		



CASH AND DISBURSING OFFICE



1. Collection

Office or Division:		Cash and Disbursing Office				
Classification:	(567	Simple				
Type of Transaction	on "	G2C – G	overnment to	Citizen		
Who may avail:	19.	Students	, Employees,	Suppliers		
CHECKLIST OF R	EQUIRI	EMENTS		WHERE TO SECU	JRE	
Order of Payment 1 valid ID	yment		Accounting Office, BAC Office, Supply Office, Registrar's Office			
OLIENT OTERO	_	ENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AC	TION	BE PAID	TIME	RESPONSIBLE	
1.Present Order of payment and 1 valid ID	Service descriptions of		Tuition and Miscellane ous Fees	4 minutes	Collection Officer	
2.Receive Official			Other Fees			
Receipt as proof of payment	100 ° 76		Refund Rentals			
\$			and Income from IGP			
3	FESTALA					
TOTAL:				4 minutes		



2. Disbursement

Office or Division:	Cash ar	Cash and Disbursing Office				
Classification:	Simple					
Type of Transaction	G2C – C	Sovernment to	Citizen			
Who may avail:	Students	s, Employees,	Suppliers			
CHECKLIST OF RE	QUIREMENTS		WHERE TO SECU	JRE		
1 valid ID		CD2 CD2				
	Special Power of Attorney for authorized claimant and 1 valid ID of authorizer					
Official Receipt of pasuppliers of goods ar	nd services	9 -				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1.Present 1 valid						
ID			5 minutes	Disbursing Officer		
2. Sign the payroll/disbursem ent vouchers.						
3.Issue official receipt as proof of receive payment		100 to 10	1			
		25 25 25 25 25 25 25 25 25 25 25 25 25 2				
; j	TOTAL:	900	5 minutes			



GENDER AND DEVELOPMENT OFFICE



1. Requests for Gender Related Trainings/Seminars, Peer Consultation

The Office of Gender and Development provides services that are GAD related.

Office/Division		GENDE	R AND D	EVELOPMENT		
Classification: Simple			1000 10	Table 1		
Type of Transa	ction	G2G	11 as			
Who may avail	100	FACUL	TY, STAFF, STUDENTS			
AND AND PARTY AND AND ADDRESS OF TAXABLE PARTY.	CLIST OF REMENTS	40		WHERE TO	SECURE	
100 (Proceedings, 200, 201, 201, 201, 201, 201, 201, 201					The state of the s	
REQUEST LETTER (1 original, 1 Xerox)		OFFICE OF THE REQUESTING PARTY				
CLIENT STEPS	AGE ACT	NCY ION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sign in the logbook at the GAD office	1. Give t logbook client	reget control control control	None	3 days	GAD DIRECTOR	
2. Present the letter request	read the	Accepts and ead the letter equest for opproval				
TOTAL:		N/A	3 days			



GENERAL SERVICES OFFICE



1. Request for College Vehicles

Office or Division:	Division: General Se			e		
Classification: Simple						
Type of Transaction	Type of Transaction G2G, G2C					
Who may avail:	19.	Employees,	Students	1000		
CHECKLIST OF	REQUIF	REMENTS	123	WHERE TO SECURE		
Request Form			General Services Office			
Trip Ticket	196					
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Fill-up Request	Encod	e Trip		N 190		
form for approval.	tickets		None	8 minutes	Staff	
3	printing and be signed by VP		to the second	· u		
*	Admin		NI/A	0 minutes		
		TOTAL:	N/A	8 minutes		



2. Request for minor repairs and maintenance of the college

Office or Division		General Se	rvices Offic	е		
Classification: Simple						
Type of Transaction	Type of Transaction G2G, G2C					
Who may avail:	Who may avail: Employees			e c		
CHECKLIST OF	CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Request Form	Request Form			General Services Office		
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Fill-up Request form for approval.	Approved and signed by GSO Head.		None	4 minutes	Staff	
	NESSAM	TOTAL:	N/A	4 minutes		



HUMAN RESOURCE MANAGEMENT OFFICE



1. Application for Leave of Absence

Office or Division:	Human R	esource Management Office
Classification:	Simple	
Type of Transaction:	G2C-Gov	ernment to Citizen
Who may Avail:		nd Non-Teaching Staff
CHECKLIST OF REQUIREMEN	NTS	WHERE TO SECURE
Form 6 (Application for Leave) duly		Human Resource Management
signed/approved by Head of Agency		Office
000		Attending Physician
Medical Certificate for sick leave of me		HRM Office
5 days, and for less than 5 days, as no	eeded	Phil. Statistics Authority
and the second of the second o		Attending Physician
Clearance for leave of more than 30 d	ays	Employee
5.4.6.46		DSWD
Birth Certificate of child for maternity I	eave	employee
Madical Cartificate (Fit to world) for		te Loss
Medical Certificate (Fit to work) for		
reinstatement on maternity leave		
Application for reinstatement after lea	wo of	
absence of more than I month	IVE OI	
absence of more than i month		
DSWD Identification card for single pa	renthood	energy.
20112 Identification data for dirigio pe		**************************************
Approved request in case of monetiza	tion	
	r.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure, fill up and Submit all required documents (original)	Record and forward to Accounting Office the payment for leave with pay	None	1 day	HRMO Staff
TOTAL:		None	1 day	



2. Issuance of appointment, oath taking and orientation program

Office or Division	n:	Human R	esource Manage	ment Office		
Classification:		Simple				
Type of Transac	tion:	G2C-Gov	Sovernment to Citizen			
Who may Avail:			nd Non-Teaching			
CHECKLIS	T OF REQUIREMEN		O SECURE			
Personal Data Sh	neet		HRM Office			
Original copy of t	he Authenticated Tra	inscript of	School They Gra	aduated		
Records and Dip	oma		CSC or PRC	Λ αια ια αι.		
Certificate of Elig	ibility/Rating/License		Sponsored/Host NBI	Agency		
Certificates for Tr	ainings and Seminar	'S	Government Ho	enital		
Attended			PSA	Spitai		
NBI Clearance						
Medical Certificat	e					
Birth Certificate						
Marriage Contrac	et, If any					
Position Descript	ion Form					
Oath of Office						
Certificate of Ass	umption of Duty					
18.1	ets and Liabilities					
Board Resolution			enana. A			
Panunumpa sa K	atungkulan		_2*			
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE		
		PAID				
1. Secure and	Issue	None	1 day	HRMO Staff		
Submit all required	Appointment					
documents.	Conduct Oath	rs. 19				

CLIENT STEPS	ACTION	TO BE PAID	TIME	RESPONSIBLE
1. Secure and	Issue	None	1 day	HRMO Staff
Submit all	Appointment			
required				
documents,	Conduct Oath	D 00		
original and	taking and	(965)		
authenticated	Orientation			
errores and the same and	Program	10	a service on	
		None	1 day	
TOTAL:				



3. Submission of Daily Time Record for Computation of Salaries

Office or Divisio	n:	Human R	esource Manager	ment Office
Classification:	1500 54	Simple		
Type of Transac	tion:	G2C-Gov	ernment to Citize	n
Who may Avail:	NACE.	Faculty a	ind Non-Teaching Staff	
CHECKLIS	T OF REQUIREMEN	NTS	WHERE T	O SECURE
Daily Time Recor Print out	d (Form 48) duly fille	HRM Office Employee Attending Physician		
Application for Leave (duly accomplished for absences incurred)			PSA	
Travel Request/o travels incurred	rder with Certificates	for		
Notice of Salary A salary or rank	Adjustment for chang	es in		997
Appointment of N promoted/reclass				
Medical Certificat 5 days, and for le	e for sick leave of mess than 5 days	ore than		
Birth Certificate o	f child for maternity l	eave		
Medical Certificat reinstatement on	,		,	
Application for relabsence of more	nstatement after lea	ve of		
DSWD Identificat	ion card for single pa	arenthood	Marin Marina Marina	
	t in case of monetiza	tion		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and	Check,	None	7 days	HRMO Staff
Submit all	consolidate and	-		
required	Record	-	1 day	
documents,	Forward to			
original and	Accounting Office			
authenticated	for payment			
TOTAL:		None	8 days	



LIBRARY



1. Library Orientation/Instruction

Office or Division:		Library			
Classification: Simple					
Type of Transaction	on "	G2C – G	overnment to	Citizen	
Who may avail:	151	Faculty a	nd Students	ē.	
CHECKLIST OF R	EQUIRI	EMENTS		WHERE TO SECU	JRE
Approved request of			Request for	orientation, survey for	orm; and
library orientation/in	structio	n.	attendance s	sheet could be sed	cured from the
Library survey form			library.		
Library Survey Torrin			** x		
Attendance Sheet	contract recorded the	CONCORD TO A PERSONAL PROPERTY.	Service S	professor and the second decrease of	- See
1	_	ENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS		TION	BE PAID	TIME	RESPONSIBLE
Client files	Libraria		None		
request.	verifies		2	3 minutes after	Library staff
3	approv			filing of request.	
0.00 1.00 00 0	schedu		29		
2. Students fill out		conflict.	Niene	At least one (4)	Librariana
Attendance		chedule	None	At least one (1)	Librarians
Sheet.	and se			hour per session	
3. Students	topics	ed in the		or may be extended depending on the	
accomplish the	lecture				
Library	Condu	-		topics to be	
survey/feedback	library	013	None	included in the	
forms.	orienta	ition	. 10110	lecture.	
4. Client may	and/or				
request a copy of	instruction.				
the attendance	gar favor	95 PSR 0	10 10 10		
sheet after the	Market Control of the		PMC.	#4 #4 #4 #4 #4 #4 #4 #4 #4 #4 #4 #4 #4 #	
orientation.	-	-	90	Dr.	
ž.		and a	N/A	1 hour and 3	
4	-	TOTAL:		minutes	



2. Borrowing/Lending Books

Office or Division	•	Library		1	
Classification:	TOTAL CONTRACT CONTRA	Complex			
				0.4.	
Type of Transaction	on	G2C – G	overnment to	Citizen	
Who may avail:	150	Students	, faculty, resid	dents of the commu	nity and other
		research	ers		
CHECKLIST OF R	EQUIRI	EMENTS	cos cos	WHERE TO SEC	URE
1.Valid library cards			•	ords are issued to ne	w students/
2. Institution I.D. for members.	r staff ar	nd faculty	transferees.	ards of continuing stu	idonte aro
members.				ery semester, after t	
£	_	ENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS		TION	BE PAID	TIME	RESPONSIBLE
Borrower logs upon entry or		y staff s clients		4	
swipes library	in findi		55		
card barcode.		or other	None	energia.	
	alterna	ntive	1994		
	source	s.			Library staff
2.Searches the	Droper		eri e	5 minutes after	
card catalog or OPAC (By author,	Proper	entation		presentation of book/s to be	
title or Subject		e before	None	borrowed.	
keywords)	releasi		***	#	
		als to be		,	
3. Requests	loaned				
assistance from	Library		1.60		
library staff	change book s		786	was the same and	
(optional).		orrower	(MIC)	De company of the	
	status			1	
	databa		and the same of th		
			None		1
4. Retrieves					
books from					
Reference, Filipiniana,	Service Control				
circulation and					
Special					
Collections					
section.					
5. Presents	-		i ta se se	an a	
book/s at the				9	1



counter for	-		RG (co)	
documentation.				
6. Approval of				
transaction.				
Client signs	manage salation			
book card/s;	54			
Date Due Slip	new on			
is inserted in	PACING.			
the book	W WAS W	990	i e	
pocket;	197. St	rs (36 59)		
8. Records title	1			
and author of	b 8	coa coa	R.	
book/s to be				
borrowed	1/86			
(back-up file).	The ED	41		
9. Client could	manuse independent innochronochronia intervierante en	arrana A		
take the book/s	AND THE STATE OF T	The same of the sa	services of the second decided	See 1
outside of the	Set 1 February Statements to		M LOC	
library.		30		
10. Outside		1		
researchers are			se se	
allowed to borrow		Marian.	,	
book/s for "library	The second secon			
use only".	223 114	NI/A	E Minutes	
9	TOTAL -	N/A	5 Minutes	
the Principles of the State of	TOTAL:	10.4 (m) 10.000 (m)		



3. Returning Borrowed Book/s

Office or Division:		Library				
Classification:	COMPANY NAMED IN COMPANY	Simple				
Type of Transaction	on "	G2C – G	overnment to	Citizen		
Who may avail:	150	Students	, faculty, and	Staff		
CHECKLIST OF R	• •			WHERE TO SECU	JRE	
Borrowed book/s or		brary	574 574			
materials to be retu		FNOV	FFFC TO	DDOCECCING	DEDCON	
CLIENT STEPS	AC	ENCY TION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Borrower logs or	Library		Samuel A	AND THE STATE OF T	See on	
swipes library	•	ts book/s		W 1000		
card barcode.	or othe	-	p			
		als to be	Applicable	3 minutes after		
	returne	ine fines	Applicable fees are	presentation of	Library staff	
3		licable)	charged for	each book) if	Library Starr	
3	and	lioubic)	overdue	there is no		
VACCOURT AND AND ADDRESS AND A	recom	mend	book/s or	applicable penalty		
§		nt at the	other -	for overdue,		
2. Presents	Cashie		library	damage or		
book/s or other	Office.		materials.	losses.		
library						
materials to be						
returned at the	Record		200 10	9		
Circulation	payme			1		
Counter.		nd files				
SH AN MEMORY SHEN	receipt					
Ę.	payme		(96)			
1	Indicat "return			*** ***** ****** ******		
ē		te Due	190	DE SECONDA CON		
3. Borrower pays		changes		1		
the applicable	the sta	_				
fines, if there is		and of				
any.		rrower in				
1	the da	tabase.				
			1			
4. Borrower waits	1-21	-1-11				
for the	Library					
issuance of	change					
print receipt for returned books.	book s	tatus irrower				
returned books.	status					
3	databa		to k	200 N N		



THE SAME LINE WITH	Returns the Library Card (optional when using the automated library system)		ANS Local	
2000 1000 DOCUMENT OF THE PARTY	Issues print receipt for returned book/s or other library materials.		TABLE II	
	TOTAL:	9.C301	3 minutes	



MEDICAL/DENTAL OFFICE



1. Medical Consultation

Healthcare provider reviews a patient's medical history, examines the patient, and makes recommendations as to care and treatment.

Office or Division:	DENTAL CLINIC					
Classification:	Simple	Simple				
Type of Transaction	on: G2C; G2G	G2C; G2G				
Who may Avail:			ff and Community			
CHECKLIST	ITS	WHERE TO SECURE				
School/Employee's	ID (Students, Facu	ilty &				
Staff)						
58M 55 03 68M 1			,			
Barangay Certificati						
CLIENT STEPS	AGENCY	FEES	PROCESSING	PERSON		
39 n 98	ACTION	TO BE	TIME	RESPONSIBLE		
ON THOSPHERICALIZABLE DEPOSITION PROVINCIAN ACCIDENCE A	A construction of the cons	PAID	The same and the s	n Japan		
1. Present	Fill-up forms	None	2 min	Client		
School/Employee'	9					
s ID/Brgy.						
Certification	Vital Signs	1				
	Taking/Assessm	None	5 min	Medical		
w.	ent	Service Servic		Personnel		
2.Undergo Vital	Signs/Symptom	178	enesa.			
Signs	s Consolidation	None	3 min			
Taking/Assessme	Treatment	100				
nt	(Dispense	None	2 min			
	prescribed					
	medicines)					
	Update					
**	Individual	N 24	1			
10.50	Medical Record					
TOTAL:		None	12 min			
' NI NETYTHE S NES E	n e					



2. Physical Examination
Evaluating objective anatomic findings through the use of observation, palpation, percussion, and auscultation.

Office or Division:	MEDICAL- DENTAL CLINIC				
Classification:		Simple			
Type of Transaction:		G2C			
Who may Avail:		Students			
CHECKLIST					
School ID	30 SH	Dean's Office			
OCHOOLID		Lab request c/o Clinic			
Letter Request from the Dean (OJT/Educ.			Enrolment Purpose: Route Slip		
Tour Requirement)			from OSA		
Tour Requirement)					
Laboratory Results:	Enrolment: CBC.				
Urinalysis, Fecalysi		lepa- B			
for Cruise ship) OJ			AND THE STATE OF T		
CLIENT STEPS	AGENCY	FEES	PROCESSING	PERSON	
	ACTION	TO BE	TIME	RESPONSIBLE	
		PAID			
1.Present	Check	None	2 min	Client/Dean	
ID/Letter Request	requirements	Million and development of the second		'	
			2 min	Medical	
2.Fill up	Provide form	178		Personnel	
information in the	No.	mare			
P.E. Monitoring	Provide form		2 min		
Form	\(\(\) \(
0.4	Vital Signs		5 min		
3.Acquire P.E.	taking		F main		
Form from the	Conduct	8	5 min		
Nurse	Conduct		1		
4. Submit self for	thorough P.E./Interpret				
P.E.	Laboratory	n 0	2 min		
	results	200	2 111111		
5. Secure	roounto		2 min		
completely filled-	Examiner will		-		
up P.E.	fill-up P.E. Form		,		
Form					
	Sign and				
-	release filled-up				
	P.E. Form				
STEEL STEEL STEEL STEEL STEEL SEEL SEEL	(OJT/Educ.	-			
	Tour)				
V-1000	Sign Route Slip				
po a servicio	(Enrolment)				
was said o	TOTA:	None	20 min		
	TOTAL:				



3. FIRST-AID Treatment

Emergency or immediate care provided to an injured or ill person until full medical treatment is available.

1				
Office or Divisi	on:	MEDICA	AL- DENTAL CLIN	IIC
Classification:	SS 54	Simple		
Type of Transa	ection:	G2C; G	2G	
Who may Avail	CON.	Students	s, Faculty, Staff a	nd Community
CHECKLI	ST OF REQUIREMEN	TS	WHERE T	O SECURE
Emergency call	900			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Inform	Medical Personnel	None	2 min	Caller/Medical
Medical	will proceed to		and the same of the same of	Personnel
Personnel	patient/incident		w	190
about incident	9		3 min	Medical
	Vital Signs	i i		Personnel
_	Taking/Assessment	3	*	
	Treatment/First-aid	Minima de California de Califo	3 min	
			2 min	
3	Make referrals (as	170	A STATE OF THE STA	
needed)		1990	2 min	
her is an	Documentation			
		None	12 min	
	TOTAL:			



4. Referral

Referring someone or something for consultation, review, or further action.

<u> </u>					
Office or Divis	ion:	MEDICA	AL- DENTAL CLIN	NC	
Classification:	derinates said	Simple			
Type of Transa	action:	G2C; G	2G		
Who may Avai	e we	Student	s, Faculty, Staff a	nd Community	
CHECKL	IST OF REQUIREMEN	TS	WHERE T	O SECURE	
School/Employe	ee's ID (Students, Facu	Ity &	E C		
Staff)	TOY. SE R	36 594	Barangay Hall		
Barangay Clear	rance (Community)	1916	8		
CLIENT	AGENCY ACTION	FEES	PROCESSING	PERSON	
STEPS		TO BE	TIME	RESPONSIBLE	
349 IN 585	N 10 11 E	PAID			
1. Present I.D.	Retrieve Individual	None	2 min	Client/Medical	
/ Brgy.	Medical Record			Personnel	
Clearance	ger i kaus standischen der		· ·	50	
	Health History				
2.Inform	Taking	-	5 min	Medical	
Medical	Vital Signs		·	Personnel	
Personnel of	taking/Assessment	A Procession Communication Com			
chief	Treatment				
complaint/s	Referral (fill-up form	1720	4		
	& refer to nearest	inter	2		
	health facility)				
New York Control of the Control of t	Documentation				
	3				
		NI.	7		
н		None	7 min		
ė.	TOTAL:	1	1		



5. Medical Certificate Issuance

A written statement from a medically qualified health care provider which attests to the result of a medical examination of a patient. It can serve as a sick note or documentation that a student/employee is unfit for school/work.

Office or Divisi	on:	MEDIC	AL- DENTAL CLI	NIC	
Classification:	WER DE	Simple			
Type of Transa	ction:	G2C; G2G			
Who may Avail			s, Faculty and St	aff	
	ST OF REQUIREMENT			O SECURE	
School/Employe	IF.		VVIIEIXE	OCCORL	
CLIENT	AGENCY ACTION	FEES	PROCESSING	PERSON	
STEPS	AGENOT ACTION	TO	TIME	RESPONSIBLE	
OILI O	144 128	BE	11141	KESI SHOIDEE	
AND THE PARTY AN	TO BENEFIT OF THE BENEFIT OF THE SECOND SECO	PAID			
1.Present ID	TENNER (NACOPAC) (NACOPACIONE DE ACTUAL PROPRIÉTA POR LA CONTRACTOR DE C	None	2 min	Client	
1.1 TOSCITE ID	Vital Signs	140110	Z 1111111	Olicit	
2.Submit self	taking/assessment		3 min	Medical	
for	taking/assessment		3 111111	Personnel	
Consultation		1		1 CISOTITICI	
Consultation	Release Medical	3	3 min	Client/Medical	
	Certificate	and areas	0 111111	Personnel	
3.Sign on the	Continuodio			1 0100111101	
log sheet	AND THE STATE OF T	* 78	energy.		
109 011001	West	many	_3		
	and the second s				
	N				
	¥				
	Manage Control of the	None	8 min		
**	TOTAL:	*	1		



6. Dental Examination

Close inspection of the teeth and tissues of the mouth using physical assessment, radiographs and other diagnostic aids.

		ı			
Office or Division:	MEDICAL- DENTAL CLINIC				
Classification:	Simple				
Type of Transaction		G2C; G2			
Who may Avail:	recor.		s, Faculty	/ and Staff, Cor	
CHECKLIS	T OF REQUIRE	MENTS	ii S	WHERE T	O SECURE
School/Employee's II)				
CLIENT STEPS	AGENCY AC	CTION	FEES	PROCESSI	PERSON
2000000 11 20000000 11 200000000 11 200000000	20 20		TO BE PAID	NG TIME	RESPONSIB LE
1.Present ID	Provide/retrieve	e	None	2 min	Clinic
The state of the s	Individual Dent	al		An agent speed speeds . See	personnel
10 × × × × × × ×	Record form			3 min	
	9				School
2.Fill up Individual					Dentist
Dental Record form	Interview client	•	· ·	5 min	
and Record of Daily	medical and de	ental	erne f		
treatment	history			3min	
)		. OI	3		
	Examine client	s Orai		Omin	
	cavity			2min	
	Inform client if	anv			
	dental treatmen				
3.Fill up dental	needed —	10			
appointment/permis	enam a		31	t	
sion slip	Schedule clien	t for			
Sec. 10	dental treatment and				
THE METHODS SHELL SHELL	provide appoin	tment			
700	slip			Approximate to the second	
errores and the second of the	953 		THE STATE OF THE S	8	
				1	
			-		
		TOTAL:	None	15min	



7. Oral Prophylaxis

Procedure done for teeth cleaning. It removes tartar and plaque build-up from the surfaces of the teeth as well as those hidden in between and under the gums.

Office or Div	vision:	MEDICAL-	DENTAL CLINIC	,
Classification	on:	Simple		
Type of Trai	nsaction:	G2C; G2G		
Who may A	vail:	Students, F	aculty and Staff,	Community
CHEC	KLIST OF REQUIREME	ENTS	WHERE T	O SECURE
School/Empl	oyee's ID			
Exec			,	
	intment slip/ Permission s			
CLIENT	AGENCY ACTION	FEES TO	PROCESSIN	PERSON
STEPS	N 10 21	BE PAID	G TIME	RESPONSIBL
ON INDEPENDENCE CONTRACTOR	OL . I ID I	NI.	0	E
1.Present	Check ID and	None	2min	Clinic
ID and	appointment/permissi	(Students,	Finalin.	personnel
appointme	on slip	Faculty	5min	Olimin
nt or	 Provide/Retrieve	and Staff)		Clinic
permission	Individual Dental		5min	personnel
slip	Record form	Communit	SITIII	School Dentist
	Record form	y will	2min	School Dentist
	Interview client of past	provide	2111111	
2.Fill up	medical and dental	supplies	45min	
Individual	history	needed	10111111	
Dental	Examine client's Oral	for the	3min	
Record	Cavity	dental		
form and	Perform Oral	procedure		
Record of	prophylaxis	20 20 20	1	
Daily	Oral hygiene			
treatment	instructions			
, and instanting to	185 SW 35H 10 70K IS 13	15. 19		
27 (March	Mark Control Mark Mark	28G	Marie Administra Notice	
		None	40min to 1	
	TOTAL:		hour	



8. Tooth Extraction

Removal of decayed teeth from the dental alveolus (socket).

Office or Div	vision:	MEDICAL-	DENTAL CLINIC	;
Classification	on:	Simple		
Type of Trai	nsaction:	G2C; G2G		
Who may A	vail:	Students, F	aculty and Staff	
CHEC	KLIST OF REQUIREME			O SECURE
School/Empl	oyee's ID	DE 84	E S	
Dantal Anna	interpretalin/Dandianian	- 11		
	intment slip/ Permission s		DDOCECCIN	DEDCON
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL
SIEFS	2000004 196	DE PAID	GIIWE	E
1.Present	Check ID and	None	2min	Clinic
ID and	appointment/permissi	INOTIC	2111111	personnel
appointme	on slip	(Students,	5min	personner
nt or	orr one	Faculty	W 1000	Clinic
permission	Provide/Retrieve	and Staff)		personnel
slip	Individual Dental	Communit		por commen
	Record form and	y will	5 min	School Dentist
	Record of Daily	provide		
	treatment	supplies	3 min	Clinic
	505 SEE 178	needed	2min	personnel
2.Fill up	Interview client of past	for the	_**	
Individual	medical and dental	dental	1 hour	
Dental	history	procedure		School Dentist
Record				
form and	Check vital signs		3min	
Record of	Examine the tooth to	me n n		
Daily treatment	be extracted		1	
irealinent	Perform tooth extraction			
Sec. 100 Secretaries	Provide post-operative	n e		
	instructions to client	7.6G2	Maria Administra Notice	
		None	1 hour &	
	TOTAL:		20min	



9.Dental Restoration

Treatment to restore the function, integrity and morphology of missing tooth structure resulting from caries or external trauma.

Office or Divi	sion:	MEDIC	AL- DENTAL CL	INIC
Classification	Classification: Simple			
Type of Trans		G2C; 6		
Who may Ava			ts, Faculty and S	
CHECK	LIST OF REQUIREMENT	S	WHERE T	O SECURE
School/Emplo Dental Appoin	yee's ID htment slip/ Permission slip			
CLIENT	AGENCY ACTION	FEES	PROCESSING	PERSON
STEPS	AGENGT ACTION	TO	TIME	RESPONSIBLE
		BE PAID		KESI SIISIBEE
1.Present ID and appointment	Check ID and appointment/permission slip	None	2min	Clinic personnel Clinic personnel
or permission	Provide/Retrieve	***	5min	School Dentist
slip	Individual Dental Record form and	- SAMMANNE X	5min	Clinic personnel
	Record of Daily treatment	1720	3 min 2min 1 hour 30min	
2.Fill up Individual Dental Record form	Interview client of past medical and dental history		3min	School Dentist
and Record of Daily treatment	Check vital signs Examine the tooth to be restored Perform dental	25 00	1	
	restoration Provide post-operative	(186)		
Annual An	instructions to client			
	TOTAL:	None	1 hour & 50min	



10. Dental Certificate Issuance

A written statement from a qualified dental health care provider which attests to the result of a dental examination of a patient. It can serve as a sick note or documentation that a student/employee is unfit for school/work.

Office or Division: MEDICAL- DENTAL CLINIC				IC
Classification:	160°, 20°	Simple		
Type of Transact	ion:	G2C; G2G		
Who may Avail:		Students	, Faculty and Staf	f
CHECKLIST	OF REQUIREMEN	NTS	WHERE T	O SECURE
School/Employee'	s ID	474	N.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present School	Alexandra electroctore dos routes activos en ancientos	None	2 min	Client
2.Submit for Dental examination	Examine and assess client's oral health condition and dental concerns		3 min	School Dentist
3.Fill up Record of Daily treatment	Issue Dental Certificate		3 min	
TOTAL:		None	8 min	



MIS OFFICE



1. Releasing of ID Card

Office or Division:		Management Information System			
Classification:	7	Simple			
Type of Transaction	on:	G2C; G20	G		
Who may Avail:		Students,	Faculty and Staf	•	
CHECKLIST	OF REQUIREMEN	NTS	WHERE T	O SECURE	
ID Claim Stub	LEPLAN. THE PART THE TOTAL PROPERTY.	n - n	Office of Student Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Taking Picture and Signature	11 004	None	5 min	MIS Staff	
		None	5 min		



PLANNING AND DEVELOPMENT OFFICE



1. Repair and Maintenance of Buildings and Facilities

Office or Division:		Dlanning on	d Davalan	mont	
Office of Division.		Planning and Development			
Classification:	(50)	Complex			
Type of Transaction	on "	G2G			
Who may avail:	197.	Faculty and	Staff	i i	
CHECKLIST OF I	REQUIF	REMENTS		WHERE TO SEC	URE
Request for SUC-	Preside	ent II	Client		
Endorsement Lette	er		Office of t	he President	
39 N NS	A	GENCY -	FEES	PROCESSING	PERSON
CLIENT STEPS	Α	CTION	TO BE	TIME	RESPONSIBLE
i			PAID		
1.Submit request		ed and	None	15 minutes	President's
letter	logged				Office Staff
2.Received by		spection	-	5 days	
Planning Office		eparation		· ·	Planning Office
3.Office of VP for		grams of	Security Security	15 minutes	Staff
Administrative	The second second	nd detailed			
Affairs for	estima		1128	_ 1	VP for
recommendation		nmended	rose	15 minutes	Administrative
4.President's		proval of the	9		Affairs
Office for	Presid		e.		
approval	Approved by the President				Head of Agency
ā.	1 10314	OTIL	N/A	5 days and 15	
***		TOTAL:	1004	minutes	



2. Preparation of Plans and Program of works for proposed infrastructure projects

Office or Division:	or Division: Planning and Development Office				
Classification:	rest.	Complex			
Type of Transaction	on	G2G			
Who may avail:	ž	Faculty and	Staff		
CHECKLIST OF	REQUIF	REMENTS	COM	WHERE TO SEC	URE
Request for SUC-	Preside	ent II	Client		
Endorsement Lette			Office of t	he President	
OR TOTAL THE THE THE TANK OF THE TANK	A	GENCY	FEES	PROCESSING	PERSON
CLIENT STEPS	A	CTION	TO BE PAID	TIME	RESPONSIBLE
1.Submit request letter	Receiv logged	ed and	None	15 minutes	President's Office Staff
2.Received by	Site In	spection		5 days	
Planning Office	and pr	eparation	\$		Planning Office
3.Office of VP for		grams of	Transmitted international action	15 minutes	Staff
Administrative Affairs for	work a	nd detailed tes	Trace Property Control of the Contro		VP for
recommendation	Recon	nmended	- K	15 minutes	Administrative
4.President's		proval of the	ď		Affairs
Office for	Presid				
approval	Approv Presid	ved by the ent	100		Head of Agency
3			N/A	5 days and 15	
TOTAL:				minutes	



3. Preparation/valuation of request for extension of contractors

Office or Division:		Planning ar	d Developi	ment	
Classification:	1563	Complex			
Type of Transaction	on "	G2B			
Who may avail:	15/	Contractors	26 59	Ę.	
CHECKLIST OF	REQUIF	REMENTS		WHERE TO SEC	URE
Request Letter for Proof/Supporting of			Client	1	
CLIENT STEPS		GENCY CTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit request letter for time extension 2.Received by Planning Office 3.Office of VP for Administrative Affairs for recommendation	Evalua menda Recom for app Presid	ation/recom ation nmended proval of the ent	None	15 minutes 1 hour 15 minutes 15 minutes	President's Office Staff Planning Office Staff VP for Administrative Affairs
4.President's Office for approval	Approv Presid	ent	e .		Head of Agency
TOTAL:			N/A	1 hour and 45 minutes	



4. Processing of payments for 15% Mobilization

Office or Division: Planning and			nd Developr	ment Office	
Classification:	1563	Complex			
Type of Transaction	on "	G2B			
Who may avail:	151	Contractors	GR 694	e c	
CHECKLIST OF	REQUIF	REMENTS	. cos	WHERE TO SEC	URE
Performance bond PERT CPM	Notice of award Notice to proceed Contract and agreement Performance bond PERT CPM Surely Bond/Advance Payment		Client	No. (1997)	
CLIENT STEPS		GENCY CTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit request letter 2.Received by Planning Office 3.Office of VP for Administrative Affairs for recommendation 4.President's Office for approval	Received and logged Evaluation of attachments Recommended for approval of the President Approved by the President		None	15 minutes 20 minutes 15 minutes 15 minutes	President's Office Staff Planning Office Staff VP for Administrative Affairs Head of Agency
TOTAL			N/A	1 hour and 5 minutes	



5. Processing of payment for Progress billing

Office or Division:	4	Planning ar	nd Developr	ment Office	
Classification:	Classification: Complex				
Type of Transaction G2B					
Who may avail:	197.	Contractors	DE 09-	No.	
CHECKLIST OF	REQUIF	REMENTS		WHERE TO SEC	URE
Request letter for progress billing Statement of Work Accomplished (SWA) Result of Test Analysis, if applicable Contractors Affidavit on payment of laborers and materials Pictures, before, during and after construction of items of work especially the embedded items		Client	and the same and t		
1	AGENCY ACTION		FEES	PROCESSING	PERSON
CLIENT STEPS	Α	Device and the second second	TO BE PAID	TIME	RESPONSIBLE
1.Submit request letter for progress	Receiv	ction red and	TO BE		
1.Submit request	Receive logged Evaluate attache inspec	red and lation of ments, site tion and	TO BE PAID	TIME	RESPONSIBLE President's
1.Submit request letter for progress billing 2.Received by Planning Office 3.Office of VP for	Receive logged Evaluatachi inspector prepar Statem Accom	red and ation of ments, site tion and ation of ment of work aplished mended	TO BE PAID	TIME 15 minutes	President's Office Staff Planning Office
1.Submit request letter for progress billing 2.Received by Planning Office 3.Office of VP for Administrative Affairs for recommendation 4.President's	Receive logged Evaluation attached inspect prepares Statem Accommendation Recommendation apprecial Approversidation approvers	red and ation of ments, site tion and ation of ment of work aplished amended broval of the ent red by the	TO BE PAID	TIME 15 minutes 1 day	President's Office Staff Planning Office Staff VP for Administrative
1.Submit request letter for progress billing 2.Received by Planning Office 3.Office of VP for Administrative Affairs for recommendation	Receive logged Evaluation attached inspector prepared Accommendation Recommendation appreciation	red and ation of ments, site tion and ation of ment of work aplished amended broval of the ent red by the	TO BE PAID	TIME 15 minutes 1 day 15 minutes	President's Office Staff Planning Office Staff VP for Administrative Affairs

minutes

TOTAL:



6. Processing of payment for Final billing

Office or Division	: Planning ar	nd Dovoloni	mont Office	
Office of Division	. Flailing at	ia Developi	ment Onice	
Classification:	Complex			
Type of Transaction	on G2B			
Who may avail:	Contractors		NA CONTRACTOR OF THE CONTRACTO	
CHECKLIST OF	 REQUIREMENTS		WHERE TO SEC	URF
Request letter for		Client	*	OKE
Statement of Work (SWA)	_	100000		
	alysis, if applicable	8		
Contractors Affida		,		
laborers and mate	rials			
Pictures, before, d	uring and after			
construction of iter		- ,		
especially the emb		1		
Surely Bond/Reter	ntion 10% CP, If			
not delay				
As-Built Plans		178		
Copy of turn over		rev		
documents/transfe		X		
facilities such as n laptops, other equ		ď		
furniture included	•			
concerned govern				
	AGENCY	- FEES	PROCESSING	PERSON
CLIENT STEPS	ACTION	TO BE PAID	TIME	RESPONSIBLE
1.Submit request	Received and	None	15 minutes	President's
letter for final	logged	(86)		Office Staff
billing	Evaluation of			
2.Received by	attachments, site	*******	1 day	Planning Office
Planning Office	inspection and		1	Staff
	preparation of			\ (D) (
2 Office of VD for	Statement of work			VP for
3.Office of VP for Administrative	Accomplished Recommended		15 minutes	Administrative Affairs
Affairs for	for approval of the		13 Hilliules	Allalis
recommendation	President			Head of Agency
4.President's	. Tooldon		15 minutes	. load of Agorioy
Office for	Approved by the			
approval	President			
	·	N/A	1 day and 45	
3	TOTAL:		minutes	



REGISTRAR'S OFFICE



1. Enrollment

Approval of subject loading during enrolment period

Office or Division:	Office of the	e Registrar			
Classification:	Simple				
Type of Transaction	Enrolment	(20) (24) (24) (25) (25) (25) (25) (25) (25) (25) (25			
Who may avail:	Students				
CHECKLIST OF REQUIF	REMENTS	WHERE TO SECURE			
(For old students)u		Deans' Office Deans' Office			
Copy of grades		the state of the s			
Assignment of subjects (For New Students) Form 138 Transcript of Records Honorable Dismissal Photocopy of NSO Birth Certificate of Good Moral	42 423 - 124 444	From High School where the student graduated From previous school in college (if the student is a transferee) From previous school in college (if the student is a transferee) Secure a copy from Philippine Statistics Authority (PSA) From students' last school attended			
\$ 46.7 ARRIVAN		1000A 24 24 1			
* NO DESCRIPCIÓ MADO DOME DAME DE COMP.					
3 3					
3					
3	4 KAV				



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present Assignment of Subjects Form and requirements for enrolment	Old Students: Review subjects enrolled & completeness of requirements for enrollment Confirms enrollment	None	10 minutes	Registrar / Staff
	Review subjects enrolled and completeness of requirement for enrollment. Collates student's credentials and confirms enrollment	None	10 minutes	Registrar / Staff
TO	ΓAL:	N/A	20 minutes	



2. Adding, Dropping and Changing of Subjects

Adding, Dropping and Changing of Subjects a week after the last day of enrolment

Office or Division:	est est	Office of the	e Registrar		
Classification:	757	Simple	28 89		
Type of Transaction Adding, Dro			pping and	Changing of Subject	S
Who may avail:	196	Students	000,000	1	
CHECKLIST OF	REQUIF	REMENTS	laction in	WHERE TO SEC	URE
(Changing, Adding Form	and Dro	opping	Deans' Of	ffice	
CLIENT STEPS		GENCY CTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present accomplished form	Review form presented and confirm/approve subjects changed/added /dropped		None	10 minutes	Registrar / Staff
2.Submit Adding/changing/ dropping form	Assessment		None	10 minutes	Accounting
3.Submit Adding/changing/ dropping form	Receive Dean's copy of Adding/changing/ dropping form		None	5 minutes	Dean's Office Clerk
		ACCORD AND ADDRESS	** N/A	05 mil 1	
8	- 200.000	TOTAL:	N/A	25 minutes	



3. Completion of Incomplete Grades

Completion of Incomplete grades within 1 year after final examination

Office or Division: Office of the			e Registrar		
Classification:	ser more	Simple			
Type of Transaction	Type of Transaction Completion			ete Grades	
Who may avail:		Students			
CHECKLIST OF	REQUIF	REMENTS	(a) (dist	WHERE TO SEC	CURE
Completion form	n for inc	omplete	Registrar'	s Office	
CLIENT STEPS		GENCY CTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Secure completion form	Evaluate student's record Validate appropriate subject / subjects to be complied to include units earned and taken from other schools Sign forms validated and issue form to student for processing c/o Dean's Office: Professor concerned and Department Head Receive/ encode completed grades, stamped completion form "encoded" and		None	30 minutes	Staff
			None	20 minutes	Staff
			None	5 minutes	Staff
			None	30 minutes	Student / Staff
3			None	10 minutes	



	retain registrar's file		265	
	c/o Dean's Office	None	10 minutes	
A	2007 PM			
S AND ARREST	ence of			
96 96	154.	26 55	1440	
]	1 2 3	1993		
3		N/A	1 Hour and 45	
3 (0 98)	AL:	197	minutes	



4. Submission and encoding of faculty grade sheets

Submission and encoding of faculty grade sheets

Office or Division: Office of the			e Registrar		
Classification: Simple					
Type of Transaction	on	Completion	of Incompl	ete Grades	
Who may avail:		Students	100		
CHECKLIST OF	REQUIF	REMENTS	200,000	WHERE TO SEC	URE
Grade Sheets			Registrar'	s Office	- Jan 1
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Grade sheets noted by Deans and Department	c/o Deans Office		None	10 minutes	Registrar / Staff
Heads 2.Accomplish grade sheets	and re	ve, check cord faculty sheets.	None	5 minutes	Registrar / Staff
report form and submit the same including grade sheets to the Registrar's Office	Retain registrar file of grade sheet report for filing.		None	1 hour	Registrar / Staff
3.Submit copy of grade sheets received by Registrar's Office to Dean's Office	Encode faculty grade sheets		None		Registrar / Staff
70		TOTAL:	N/A	1 Hour and 15 minutes	



5. Request and releasing of student's academic record

Request for Students Academic Record

Office or Division: Of		Office of the	e Registrar			
Classification:	DEC.	Simple	Simple			
Type of Transaction Request			Students A	Academic Record		
Who may avail:		Students				
CHECKLIST OF	REQUIF	REMENTS	d 400d	WHERE TO SEC	CURE	
Complete Admission Student Clearance	Request form for school records Complete Admission Requirements Student Clearance AGENCY			Office of the Registrar Submitted by the students Office of the Registrar FEES PROCESSING PERSON		
CLIENT STEPS	A	CTION	TO BE PAID	TIME	RESPONSIBLE	
1.Submit request	Locate student record in the computer or in the filing room area Check the subjects taken and total credits		None	10 minutes	Student / Staff	
\$ execut even			None	10 minutes	Staff	
Section of the sectio	Check requirements, scheduled request and issue claim stub to client		None	10 minutes	Staff	
2.Claimed requested document	Released academic record to student and record documents in the logbook		None	5 minutes	Staff	
3	with	ponding	OTR – P100.00	500 H N N		



1.6 1			
date and	/ page	area Leann	
signature of students	with 1 pc		
Students	docume		
a.OTR,	ntary		
Certification,	stamp		
certificate of good	needed		
moral character			
A-1994) AT No. 449 (1994)	Certificat	THEAT	
90 mg vov. en n	ion –		
	P100.00		
b.Diploma	with 1 pc	84	
2000 M 120	docume		
***************************************	ntary		
6	stamp		
3	needed	AND THE SECOND SHOWS	page 1
		M KNO	
,	certificat		
3	e of		
3	good	SE.	
N MANAGE G	moral		
	characte		
3	r –	\$ 1	
	P100.00	-	
1 2	with 1 pc		
3	docume		
3	ntary		
5	stamp		
3	needed	1	
VANCES 4000 0000 1100 0000 1100 1000	Hoodea		
The second secon	Diploma		
*		M1 MAIN \$177,000 \$1700	
)	P100.00	2	
3	1 100.00	-	
	(All		
	-	1	
3	payment		
	s should		
produces and the decomposition of the second second accordance and decomposition	be made		
ê company	to the		
	Cashier'		
	s Office)	05 '	
TOTAL.	N/A	35 minutes	
TOTAL:			



6. Appraisal of student academic records (Graduating Students)

Appraisal of Student Academic Records for graduating students

Office or Division:	Office of the Registrar				
Classification:	Classification: Simple			ī	
Type of Transaction Appraisal of students			f Student A	cademic Records for	graduating
Who may avail:	S	Students	- COO		
CHECKLIST OF	REQUIF	REMENTS	WEST CO.	WHERE TO SEC	URE
Appraisal Form Application for Grad	duation	Form	Dean's Of Registrar's	fice / Registrar's Off s Office	ice
CLIENT STEPS		GENCY CTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID for verification of name in the official list of candidates for graduation. If not included in the official list:	Check name in the official list of candidates for graduation		None	5 minutes	Staff
2.Fill up application for graduation / appraisal form	Receive / encode application form and checks subjects credited and taken to include subjects taken from other schools		None	10 minutes	Staff
		se student f subjects	None	5 minutes	



3.Receive copy of appraisal form	appraised with signature of staff concerned.		pes sees	Staff
FIRST STATE AND ADDRESS OF THE PARTY OF THE	Include name in the official list of graduation for graduation (if graduates)	None		
900 900	754. W N	(38) (59)	5 minutes	
4.Proceed to Dean's Office	c/o Dean	459	w	Staff
3000	1 10 10 10 10 10 10 10 10 10 10 10 10 10			
Chris Strictured Strick Strine Societistics was referred the Control of the Contr	TOTAL:	N/A	25 minutes	are u



7. Student records authentication Authentication of Students Records

Office or Division:	(940)	Office of the Registrar				
Classification:	Classification: Simple					
Type of Transaction	on 🐷	Student Re	cords Authe	entication		
Who may avail:	p 8	Students	vi 1994	×		
CHECKLIST OF	REQUIF	REMENTS	700-077	WHERE TO SEC	URE	
Photocopy of Stude	ent's Do	cuments	Students			
CLIENT STEPS		GENCY CTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Present photocopy of school records	Receive photocopy of documents and check original copy Stamped certified copy with dry seal and process signing of documents		None	3 minutes	Staff	
2 Annual			None	5 minutes	Registrar / Staff	
\$ 000000000000000000000000000000000000		t to pay the ponding the the	P20.00 / page	10 minutes	Staff / student	
2. Present receipt and receive documents	logboo client s OR nu	ent in the	None	5 minutes	Staff	
20 Long to 10 Long to	g	TOTAL:	N/A	23 minutes		



8. Issuance of transfer credentials Issuance of Transfer credentials to students who transferred/ enrolled in other schools

Office or Division:	1000	Office of the	e Registrar		
Classification: Simple			0 0 0	į	
Type of Transaction	on	Issuance of	Transfer c	redentials	
Who may avail:	S 0	Students	4 69	8	
CHECKLIST OF	REQUIF	REMENTS		WHERE TO SEC	URE
Exit clearance			Office of t	he Registrar	
Certificate of transfe honorable dismissa		entials /	Office of t	he Registrar	
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present exit clearance	Receive and check exit clearance		None	5 minutes	Staff
2.Proceed to cashier for payment	c/o Ca		P100.00 and 1 pc docume	10 minutes	Cashier
3.Present Official Receipt of payment to the Registrar's Office	Prepare Transfer credentials and process signing		ntary stamp None	10 minutes	Registrar / Staff
4.Receive transfer credentials	Log and release transfer		None	5 minutes	Staff
	creder OR no signatu studer	ure of	!		
· · · · · · · · · · · · · · · · · · ·		TOTAL:	N/A	30 minutes	



9. Issuance of certification, authentication, and verification (CAV)

Issuance of Certification, Verification and Authentication (CAV)

Office or Division: Office of the			e Registrar				
Classification: Simple		Simple					
Type of Transaction	on	Issuance o (CAV)	f Certification	on, Verification and A	Authentication		
Who may avail:	178	Students	36.460				
CHECKLIST OF I	REQUIF	REMENTS	ACTION AND AND AND AND AND AND AND AND AND AN	WHERE TO SEC	URE		
Students school records Request form for CAV issuance Complete Admission requirements Student Clearance AGENCY CLIENT STEPS ACTION			Students Office of the Registrar Submitted by the students Office of the Registrar FEES PROCESSING PERSON TO BE TIME RESPONSIBLE				
CLIENT STEPS			PAID	111112	REGI GROIDEE		
1.Present photocopy of school records for authentication	Receive photocopy of school records and check completeness of		None	5 minutes	Staff		
And the second control of the second control	requir	ements	00 TA 000 0000				
2.Proceed to Cashier for	c/o Ca	ashier	P100.00 / page with 2	10 minutes	Cashier		
payment of fees			pcs. Docume ntary stamp per CAV				
\$	9	No.	P20.00 / page of authenti	1000 FI 100			



	TOTAL:	N/A	1 hour	
100	283 198	1786	ensa	
4.Claim documents	Release documents to client			
£	and the contraction of	None	5 minutes	Staff
	Process / signing of documents and log documents for release			
receipt of payment	and prepare CAV	None	10 minutes	Registrar / Staff
3.Present official	Check receipt	None	30 minutes	Staff
100	The second secon	records		
		school		
1		student		
NO.	No.	cated	16 km	



10. Preparation and issuance of certifications (Certificate as graduate, certification of grades, certification of enrolment, certification for complete academic requirements, certification of total units enrolled, etc.)

Preparation and Issuance of Certification

Office or Division:	194.	Office of the	e Registrar	Tuest		
Classification:		Simple				
Type of Transaction	on	Preparation	and Issuar	nce of Certification		
Who may avail:	The second secon	Students	8			
CHECKLIST OF	REQUIF	REMENTS		WHERE TO SEC	URE	
Request form for Certification issuance Student Clearance Complete Admission requirements			Office of the Registrar Office of the Registrar Submitted by the students			
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Submit request	Receive requirements and check records of students. Advised student to pay to Cashier		P100.00 / certificati on with 1 pc docume ntary	20 minutes	Staff	
2.Give receipt to staff at the Registrar's Office	Receive receipt and prepare certification and process signing of the same Record certification and release certification to the student		stamp needed None	30 minutes	Registrar / Staff	
3.Accept certification			None	10 minutes	Staff	
3	e e	TOTAL:	N/A	1 hour		



RESEARCH AND DEVELOPMENT



1. Request for Funding for Presentations/Training/Seminars/workshops

The research and development unit, in order to develop and enhance the research capabilities of the faculty and staff, as well as the students of the College, they are encouraged and sent to various training, seminars, workshops, fora, and conferences.

Office or Div	vision:		Research and Development Unit				
Classification:			Simple				
Type of Tran	Type of Transaction			G2G			
Who may a		(20)	Students, F	Faculty, and Staff	:		
30,6340,4	KLIST OF		WH	IERE TO SECUR	RE		
	REMENTS			_			
Communication	n/Letter (2	copies)	Š	Client			
	dorsement	_	Spo	nsoring Org/ Clie	ent		
Equivalent Do	,						
	ons, 2 copi						
Letter of Acce			Spo	nsoring Org/ Clie	ent		
	ons, 2 copi		1	Olionat			
Abstract (for pa	iper preser :opies)	itations,	Mariana Annahingan	Client			
Presented in		OUSA		RD Unit			
Review (for pa			1700	IND OTH			
CLIENT	AGEN		FEES TO	PROCESSIN	PERSON		
STEPS	ACTI	_	BE PAID	G TIME	RESPON		
			o .		SIBLE		
1. Sign in the	1. Give	the	None	3 Minutes	Research		
Visitor's/Clie	logbook				Staff		
nt's Log	clier	nt.	NA 24	,			
book.	en la la lan .	100 A					
2. Submit the	2.Receiv		None	1 day	Research		
required	documer		ю е		Staff		
documents	check		(MC).	Maria Mariana Alaba	Research		
for assessment.	complete 2.1 Ch		i de		and Developm		
assessifiert.	availabi				ent		
	func				Director		
	2.2 F	_	1		Bircotor		
	recomme	_		50000			
	approval						
	Research						
NO NO.	Director						
3. Receive	3. Relea		None	30 Minutes	Research		
the signed	signe				Staff		
communicati	communic						
on/letter and	tter						
forward to				Section 24 Section 2			
the office of							



vice presidents and the president for approval.	265		
TOTAL:	None	1 day and 33 minutes	



2. Request for Use of Facilities

To help researchers, faculty and staff, and students to conduct their researches and other requirements, Research and Development Unit allow and offers them to use research facilities and equipment.

Office or Divisi	evelopment U	nit				
Classification:			Simple			
Type of Transac	tion	AP 1990		2G		
Who may ava		8 R 08	Students, Fac	culty and Staff		
CHECKLIST OF F	REQUIF	REMENTS		RE TO SECU		
Request for Faciliti	2 copie	s)	ALCO CONTRACTOR CONTRA			
CLIENT STEPS		CTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPON SIBLE	
1. Sign in the Visitor's/Client's Log book.	Give the logbook to the client.		None	3 Minutes	Research Staff	
2. Fill in the	_	Sive the	None	30 Minutes	Research	
request for facility		uest for			Staff	
form.	facility form. 2.1Check for the availability				Research and Developm	
	of the facility/ies or equipment requested. 2.2Forward the				ent Director	
	request to the office of the Research Director for			1		
		proval.				
3. Receive and		lease the	None	30 Minutes	Research	
check the given	requested			9	Staff	
facility/ies or	facility/			*		
equipment.		iipment.				
ТОТ	AL:		None	1 hour and 3 minutes		



3. Request for Technical Services

To help researchers, faculty and staff, students, and other stakeholders, to conduct their researches and other requirements, Research and Development Unit allow and offers them the institution's experts, research specialists, and other resource persons.

Office on Division) D	\			
THE STATE OF THE S			esearch and Development Unit				
Classification				nplex			
Type of Transac		SE PE COS		2C			
Who may ava			nts, Faculty an				
CHECKLIST OF R	REQUIF	REMENTS	WHE	RE TO SECU	RE		
Communication/L	_etter (2	2 copies)	copies) Client				
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPON SIBLE		
1. Sign in the Visitor's/Client's Log book.	Give the logbook to the client.		logbook to the		None	3 Minutes	Research Staff
2. Proceed to the office of the Research Director and present the communication/le tter.	2.Receive the communication/l etter. 2.1 Check for the availability of the requested resource person. 2.2 Approves		None	30 Minutes	Research Staff Research and Developm ent Director		
3.Proceed to the requested resource person	the request 3.Accommodate and assist the client		None	7 Days (depending on the requested assistance)	Research Staff		
TOTAL:			None	7 days and 33 minutes			



SPECIAL PROJECTS/PROGRAMS



1. Request for Funding for Special Programs, Projects, Trainings/Seminars/Workshops

Office or Division: Special			Programs a	and Projects	
Classification:		Simple	<u> </u>	•	
Type of Transa	ction:	G2C			
Who may avail	est.	Faculty	, Staff and S	Students	
CHECKLIST O	FREQUIREN	IENTS	13. 45	WHERE TO SE	CURE
Communicatio	n / Letter (3 c	opies)	as se	Client	
	college/Section or equivale recording 2 c	ent			
Approved p	rograms/proje	ects		Client	
CLIENTS STEPS	AGENCY A	CTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client's log book.	1. Ask the clog in.	lient to	None	2 minutes	Staff
2. Submit the required documents	2. Assess the document check for	ts and	None	30 minutes	Director
for assessment	completer 2.1. Reco ding app of Director	mmen oroval	ince		
	Special Program Projects.		None	10 minutes	Director
1967 19	2.2. Forward the communication s/document to the President for approval		70. 57		
3. Receive and record the approved programs.	3. Release the signed documents.		None	10 minutes	Staff
	EPHOTE MUNICIPAL SCENARY ACTION ATTAC	OTAL:	N/A	52 minutes	



STUDENT AFFAIRS OFFICE



1. Admission/ Enrolment of Students

Office or Division		OSAS	3			
Classification:	Page 1990					
Type of Transacti	on:	G2C				
Who May Avail:	egypte and an are	Stude	ents			
Checklist of	of Requirements	n or	Was:	Where to Sec	cure	
1. For Admiss	sion and Registra	tion:	St	udents' last schoo	l attended	
Freshman						
	nts are based on t		G14 SI			
-	set on a particula	r	100,00			
school yea						
	of report card for					
incoming			*****			
Student		<u> </u>	Fees	Drococing	Doroon	
Client Step	Agency Acti	on	to be	Processing Time	Person Responsible	
			Paid	Tille	Kesponsible	
Fill in FORM	Encodes and Is	SSUE	None	3 min	OSAS Staff	
1(Student	Student No		140110	0 111111	OO/ (O Otali	
Profile)/Enrolme			MANAGEMENT AND THE PERSONS			
nt Route Slip	958 °96		1784	-		
Secure	Administer Med	dical	None	15	Nurse/Physicia	
Checklist &	Examination	1		minutes/studen	n	
comply				t		
requirements	8 8					
Interview,	Interview stude		None	15	Dean/Staff	
assessment of	assessed subje		n n	minutes/studen		
subjects & get	provide Form 2			t		
Form 2	assignment	of				
On to the	subjects	1.00	9 0			
Go to the	Reviews		None		Degistrer/Cteff	
Registrar	completeness requirements/As		None	3 minutes/studen	Registrar/Staff	
	ed	55555	14 400	t		
	Subjects/Signat	ories	-			
	signed	01103				
Go to	Encode/Issu	ie	None	3 min	Staff	
Accounting	Registration Form					
Office						
	The second of th		<u> </u>			
Present COR	Encodes and stamp		None	3 min	Staff	
to the Cashier	COR					
	8			42 minutes		
Τ	OTAL:					
			1	1	Ī	



2. Accreditation of Student Organization

Office or Division	OSAS			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	Students			
Checklist of Requirements		Where to Secure		
1. Constitution and By-Laws	8 R 36	Office of Student Affairs		
2. List of Officers				
3. Officer's Profile	cos .	KDN NI		
4. Membership Form		No. 407		
5. Student Organization Perform	ance			
Evaluation	80			
6. Membership List				
8. Invitation Letter for the choser	1	and the second s		
adviser	-	W 100		
9. Acceptance Letter of Organiza	ation's			
Adviser				

Client Step	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Submit complete	Checks forms and	None	15 Minutes	OSAS Staff
application forms	requirements; if	20 400	ž	
with requirements	lacking returns	rev	30	
	papers for completion			
Wait for approval	Reviews application	None	20 minutes	OSAS Staff
Follow up status	Approves /	None	20 minutes	Director/OSAS
of application	Disapproves application	e e	1	Staff
Get approved /	File copy of the	None	5 minutes	Director/OSAS
disapproved	approved			Staff
application papers	application papers	786	Marie de Mar	
Present	Provide	None	5 min	Adviser
designation of the	designation of the		1	
adviser of the organization	adviser	-		
Await issuance of	Facilitate	None	- 4 min -	College Clerk
designation paper	signature of the			
Facilitate	College president	=		
signature of the				
College President Receive the	Issue the	None	4 min	OSA Staff
designation paper	approved	None	4 111111	USA Stall
designation paper	designation			
5	1 300igilation	N/A	1 hour and	
TOTAL:		žņ.	13 minutes	



3. Student Grievance

Office or Division OSAS							
Classification: Simple)					
Type of Transaction	Type of Transaction: G2C						
Who May Avail:	Who May Avail: Studen		nts	nts			
Checklist of F	Checklist of Requirements		Where to Secure				
Accomplished Incident Report Form		Office of Student Affairs					
/complaint form.							
	2. Full name of the student		ene se				
	complained of and full name of person						
complaining.		-1					
3. A narration of rel		6					
	show the offense allegedly committed		A AMERICAN MAY NO MAY AMERICAN MAY NO				
	by the student complained of. 4. Evidence and testimonies of a						
witness/es							
Client Step	Step Agency Action		Fees to	Processing	Person		
	/ igolicy / i		be Paid	Time	Responsible		
Orally reports	Discusses		None	15 Minutes	OSAS Staff		
complaint to	complaint with						
Office of Student	complainant		*78	nonio.			
Affairs and	Mark.		Provi	_3			
Services (OSAS)							
Accomplishes and	Receives		None	20 minutes	OSAS Staff		
submits Incident	accomplis						
Report Form	Incident Report						
Confirms venue,	Form Informs		None	15 minutes	Director/OSAS		
date & time of	complainant on		INOHE	13 111111111111111111111111111111111111	Staff		
fact-finding	venue, date &				Otan		
dialogue/	time of dialogues/		n n				
hearings to be	hearings		PAG.	MARK MATTER ALTER			
conducted		· tan	1254				
		100	N/A	50 minutes			
			IN/A	50 minutes			
тот	AL:		IN/A	50 minutes			



4. Student Activity Permit

Office or Division OSAS					
	Classification: Simple		е		
· ·	Type of Transaction: G2C				
Who May Avail:	10 E	Studer	nts		
Checklist of R	equirement	s	Where to Secure		
Approved copies of request to conduct activity Activity Permit Waiver in cases where activities are held outside the campus		e n ue	Requesting organization Office of Student Affairs		
Client Step	Agency Action		Fees to	Processing Time	Person Responsible
Fill up forms and	Releases forms		None	15 Minutes	Requesting
secure the	and facilitates the		NONE	13 Milliates	organizations
necessary	filling up of				organizations
signatories	information		1		
Accomplished	Checks and		None	20 minutes	OSAS Staff
forms should be	evaluates the		140110	20 11111111100	oor to otali
submitted for	documents	THE RESERVE AND ADDRESS OF	1726 49	100	
evaluation to the	recommends for			\$	
OSAS at least 5	approval				
days before the	аррготаг				
activity					
Proceed to the	Approves permits		None	5 minutes	Director
Director of Student	Manage Control				
Affairs for approval	5450AM 45	629.6	8 8	1	
75/20 P25 GC	·	N/A	40 minutes		
Se 10	TO	OTAL:			



FEEDBACKS AND REDRESS MECHANISM

Please let us know how we have served you by:

- Accomplishing the Feedback Form available at the public assistance and complaint desk and dropping it into the Suggestion Box;
- Talking to our Officer of the Day at the Public Assistance and Complaint Desk;
- Sending your feedbacks via e-mail at <u>suc.president@iscof.edu.ph</u> or <u>iscofpresident2016@gmail.com</u> or calling us at hotline number 0917-624-6100 or dial 8888 Citizen's Complaint Hotline;

Your verbal or written feedbacks will be very beneficial for the improvement or our service.