ILOILO STATE UNIVERSITY OF FISHERIES SCIENCE AND TECHNOLOGY

CITIZEN'S CHARTER

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2026 EDITION

ILOILO STATE UNIVERSITY OF FISHERIES SCIENCE AND TECHNOLOGY

Barotac Nuevo, Iloilo 5007 Philippines

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

A leading and empowering research university in fisheries, agriculture, education, and technology in Southeast Asia by 2030.

Vision Statement: "Iloilo State University of Fisheries Science and Technology (ISUFST) as the lead academic institution for sustainable Science, Fisheries, Agricultural, Industrial, Technoprenuership, and Technological Education in the emerging global knowledge-based society in the Region."

III. MISSION

To produce globally competitive and empowered graduates in fisheries, agriculture, education, and technology, and to capacitate individuals and communities towards sufficiency for nation building.

Mission Statement: "Iloilo State University of Fisheries Science and Technology (ISUFST) is committed to the continuous development of academic institution advance knowledge, skills and values in educating students by promoting a culture of excellence in high quality teaching training and research, service to community and consultancy towards life-long learning to teach the minds, touch the hearts and transform the lives of graduates for nation-building."

IV. QUALITY POLICY STATEMENT (Board Resolution No. 97 s. 2018)

The Iloilo State University of Fisheries Science and Technology is committed to provide advanced education, higher technological, professional instruction and trainings relevant to Regional and National development by satisfying the applicable statutory and regulatory requirements. It shall undertake research, extension and production services in support of the development of the Province of Iloilo and of the country in general and provide progressive leadership in all areas of specialization.

The management shall ensure for continuous improvement and customer satisfaction through compliance and maintenance of its quality management system.

V. 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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VI. DIFINITION OF TERMS

ORS – Obligation Request and Status

BURS – Budget Utilization Request and Status

G2G – Government to Government Transaction

G2C – Government to Citizen Transaction

G2B – Government to Business

GSIS - Government Service Insurance System

PHIC – PhilHealth

HDMF - Pag-IBIG Fund

OPAC - Online Public Access Catalog

PhilGeps- Philippine Electronic Government Procurement System

Accounting Office

1. Processing Cash Advance/ Reimbursement of Travel

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

Office of Division	Accounting office
Classification	Simple
Type of Transaction	G2G, G2C
Who may Avail	Employees/Students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Certificate of Availability of Funds (International Travel) 2. Travel Request 3. Travel Order 4. Itinerary of Travel 5. Invitation to attend 6. Seminars/Trainings or Letter Request Approved by Head of Agency 7. Certification of No Unliquidated Cash Advance	Accounting Office, Inviting Agency/Organizations, Human Resource

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit pertinent papers/document s to the office	1. Person in-charge will review /check if the documents submitted are complete and amount reflected in the Itinerary of Travel is accurate.	None	10 minutes	Accounting Staff
2. Forward documents to Budget Office	2. Accounting Office personnel will forward the documents to Budget Office for preparation of ORS/BURS.		1 minute	Accounting Staff
	TOTAL:	N/A	11 inutes	

2. Processing Liquidation of Cash Advance for Travel

To check the completeness of liquidation documents needed to liquidate expenses for travel.

Office of Division	Accounting office
Classification	Simple
Type of Transaction	G2G, G2C
Who may Avail	Employees
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. All documents attached during cash advance 2. Actual Itinerary of Travel 3. Certificate of Travel Completed 4. Official Receipts/Invoice, Boarding Pass, Tickets 5. Certificate of Appearance/Training Attended 6. Re-entry Action Plan 7. Liquidation Report 8. Official Receipts for Unspend Cash Advanced (if Applicable)	Accounting Office, Inviting Agency/Organizations

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit pertinent papers/documents to the office	1. Person in-charge will review /check if the documents submitted are complete and amount reflected in the Itinerary of Travel is accurate. 2. Forward to budget office for reimbursement of additional claim (if Applicable)	None None	10 minutes 1 minute	Accounting Staff Accounting Staff
	TOTAL:	**N/A**	**11 Minutes**	

3. Processing Cash Advance for Special Purpose

To check the completeness of cash advance for special purpose.

Office of Division	Accounting office
Classification	Simple
Type of Transaction	G2G, G2C
Who may Avail	Employees
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Budgetary Requirements 2. Certification of No Unliquidated Cash Advance 3. Authority to Cash Advance 4. Approved Program of Activity 5. Menu Plan (If Applicable) 6. List of Participants 7. Invitation Letter 8. Memorandum	Office of the President/Campus Administrator, Accounting Office

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.. Secure Fidelity Bond of Cash Advance more than P5,000.00	1. Person in-charge will review /check if the documents submitted are complete.	None	10 minutes	Accounting Staff
2. Submit pertinent papers/documents to the office	2. Accounting Office personnel will forward the documents to Budget Office for preparation of ORS/BURS.	None	1 minute	Accounting Staff
	TOTAL:	**N/A**	**11 Minutes**	

4. Processing of Disbursement Voucher (Goods and Services)

Disbursement Vouchers are prepared for payment of various expenses.

Office of Division	Accounting office
Classification	Simple
Type of Transaction	G2G, G2C
Who may Avail	Employees, Students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
(For Goods) 1. Market Survey 2. Purchase Request 3. Purchase Order/Contract 4. Request for Quotation 5. Inspection and Acceptance Report 6. Performance Bond 7. Invoice 8. Delivery Receipts 9. TCFG or Tax Clearance Certificate for Final Settlement for Government Contract (if Applicable) 10. Notice of Bid Evaluation 11. Abstract of Bids 12. Bids Evaluation 13. Bid Addendum (if applicable) 14. Minutes of Bid Opening 15. Financial/Technical Documents 16. BAC Resolution to award as SCRB/LCRB 17. Notice of Post Qualification 18. Post Qualification Evaluation Report 19. Post Qualification Document 20. Notice to Conduct Post Qualification 21. Notice of Award (NOA) 22. Notice to Proceed (NTP) 23. PHILGEPs Posting / Certificate of Posting 24. Annual Procurement Plan **(For Services)** 1. Job Request 2. Work Order/Contract 3. Contract of Services 4. Pre & Post Repair (If Applicable) 5. Invoice 6. Annual Procurement Plan	Procurement Office, BAC Office, Accounting Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(For Infrastructure) 1. Plans, Program of Works, and Details 2. Purchase Request 3. Purchase Order/Contract 4. Request for Quotation 5. Inspection and Acceptance Report 6. Performance Bond 7. Invoice 8. Delivery Receipts 9. TCFG or Tax Clearance Certificate for Final Settlement for Government Contract (if Applicable) 10. Notice of Bid Evaluation 11. Abstract of Bids 12. Bids Evaluation 13. Bid Addendum (if applicable) 14. Minutes of Bid Opening 15. Financial/Technical Documents 16. BAC Resolution to award as SCRB/LCRB 17. Notice of Post Qualification 18. Post Qualification Evaluation Report 19. Post Qualification Document 20. Notice to Conduct Post Qualification 21. Notice of Award (NOA) 22. Notice to Proceed (NTP) 23. PHILGEPs Posting / Certificate of Posting 24. Annual Procurement Plan 25. Statement of Work Accomplishment (SWA) 26. Statement of Time Elapsed 27. Contractors of Affidavit on Payment Laborers and Materials 28. Project Progress Report 29. Picture (Before and After) 30. Monthly Certificate of Payment	Procurement Office, BAC Office, Accounting Office

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit pertinent papers/document s to the office.	1.Person in-charge will review/check if the documents submitted are complete. (return to end user if documents are not complete)	None	10 minutes	Accounting Staff
	2. Preparation of Disbursement voucher		2 minutes	Accounting Staff
	3.Forward Disbursement Voucher for signature. (BOX A)		2 minutes	Accounting Staff
	4.Accountant to certify complete documents and availability of funds (Box B).		5 minutes	Accountant
	5. Forward the Disbursement Voucher for approval (Box C).		2 minutes	Accounting Staff
	6.Accounting personnel to forward the approved DV and supporting documents to Cashier for preparation of check.		2 minutes	Accounting Staff
	TOTAL:	**N/A**	**23 Minutes**	

5. Processing Assessment of Fees

Processing of students' assessment of fees during enrolment.

Office of Division	Accounting office
Classification	Simple
Type of Transaction	G2G, G2C
Who may Avail	Students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Students' assignment of subjects 2. Route Slip	Registrar's Office Office of Student Affairs

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student will submit approval of subjects and route slip.	1. Accounting personnel will encode assessment of fees and print student's Registration Form.	None	5 minutes	Accounting Staff
2. Receive the Printed Registration form and Route Slip.	2. Accounting personnel will sign the printed Registration Form, return to student and require him/her to sign above his/her name.		3 minutes	Accounting Staff
3. Proceed to Cashier's Office for payment.	3. Accounting personnel will instruct the students to proceed to cashier's office for payment of fees.		2 minutes	Accounting Staff
	TOTAL:	**N/A**	**10 Minutes**	

Budget Office

1. Processing of Obligation Request and Status (ORS) and Budget Utilization Request and Status (BURS)	
Office of Division	Budget Office
Classification	Simple
Type of Transaction	G2G, G2C
Who may Avail	Regular Employees, Job Orders and Other Agencies
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Approved payroll 2. Computation of Services Rendered with supporting documents 3. Billing (GSIS, Pag-IBIG and Employees Compensation Insurance Premiums Remittances) 4. Billing/Statement of Account (Water, Electricity and Internet **(For Goods, Services and Infrastructure)** 1. Purchase Request 2. Job Request 3. Work order/ Contract 4. Contract of services 5. Pre and Post Repair (If applicable) 6. Approved Annual Procurement Plan 7. Purchase Order/Contract 8. Request for Quotation 9. Performance Bond 10. Program of Works 11. Abstract of Bids 12. BAC Resolution to award 13. Notice of Post Qualification 14. Post Qualification Evaluation Report 15. Notice of Award (NOA) Notice to Proceed (NTP)	Registrar's Office Office of Student Affairs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Individual Cash advance/Reimbursement 1. Travel Order/ Travel Request 2. Itinerary of Travel 3. Office of the President Order to travel 4. Invitation letter **Request for Special Disbursing Officer** 1. Approved letter request and budgetary requirements 2. Request for Cash advance 3. Authority to cash advance **Liquidation Report** 1. All supporting documents during cash advances 2. Actual Itinerary of Travel 3. Travel Completed 4. Tickets 5. Re-Entry Plan 6. Liquidation Report and supporting documents 7. Notice of Obligation Request and Status Adjustment 8. Notice of Budget Utilization Request and Status Adjustment	Registrar's Office Office of Student Affairs

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Request for Payment/Obligation/ Utilization	1. Person in charge will review and prepare Obligation Request Status (ORS) and Budget Utilization Request and Status (BURS)	None	2 mins.	Budget Staff
	2.Forward for validation of expenses (Box A)		2 minutes	Budget Staff
	3. Signed Box B Obligation Request Status (ORS) and Budget Utilization Request and Status (BURS)		1 minute	Budget officer
	4.Forward to accounting office for preparation of Disbursing Voucher (DV)		2 minutes	Budget Officer
	TOTAL:	**N/A**	**7 Minutes**	

2. Processing Request for Personnel Services (PS) Deficiency

Processing of students' assessment of fees during enrolment.

Office of Division	Budget Office
Classification	Simple
Type of Transaction	G2G, G2C
Who may Avail	Regular Employees, Job Orders and Other Personnel
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Special Budget Request 2. Updated Plantilla 3. Budget Execution Documents (BED 1 & 3) 4. Computation of Personnel Services deficiency 5. Budget and Financial Accountability Reports (BFARs)	Human Resource Management Officer, Accountant and Budget Officer

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for Personnel Services deficiency	1. Received updated Plantilla	None	1 minute	Budget officer
	2. Computation of Personnel Services deficiency		2 hours	Budget officer
	3. Prepare and computation of PS deferential Budget Execution of Documents (BED 1) Financial Performance and Budget Execution Documents BED 3) Monthly Disbursement Program		2 minutes	Budget officer
	4.Forward for approval to the Office of the President		2 minutes	Budget officer
	5. Submit approved PS Differential to DBM		2 minutes	Budget officer
	TOTAL:	**N/A**	**2 hours and 7 minutes**	

3. Processing request for Free Higher Education billing				
Office of Division		Budget Office		
Classification		Simple		
Type of Transaction		G2G, G2C		
Who may Avail		Regular Employees, Job Orders and Other Personnel		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Special Budget Request 2. Budget Execution Documents (BED 1,2, 3) 3. Program of Receipts and Expenditures (PRE) based on actual number of enrollees and fees authorized 4. Governing Board resolution approving the Program of Receipts and Expenditures (PRE) 5. Certification of the amount covers Free Higher Education 6. Actual number of enrollees and fees		Accounting, Scholarship Coordinator and budget Officer		
CLIENT STEPS	**AGENCY ACTION**	**FEESTO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Request for Free Higher Education billing	1. Received complete supporting documents	None	1 minute	Budget officer
	2. Prepare Budget Execution of Documents (BEDs 1,2,3		2 minutes	Budget officer
	3.Forward for approval to the Office of the President		2 minutes	Budget officer
	4. Submit approved Locally Funded Projects request		2 minutes	Budget officer
	TOTAL:	**N/A**	**7 minutes**	

4. Processing request for Locally Funded Projects				
Office of Division		Budget Office		
Classification		Simple		
Type of Transaction		G2G, G2C		
Who may Avail		Regular Employees, Job Orders and Other Personnel		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Special Budget Request 2. Budget Execution Documents (BED 1,2, 3) 3. Board Resolution 4. Supporting documents 5. Budget and Financial Accountability Reports (BFARs)		Planning Office, Procurement section		
CLIENT STEPS	**AGENCY ACTION**	**FEESTO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Request for Locally Funded Projects	1. Received complete supporting documents	None	1 minute	Budget officer
	2. Prepare Budget Execution of Documents (BEDs 1, and 3		2 minutes	Budget officer
	3.Forward for approval to the Office of the President		2 minutes	Budget officer
	4. Submit approved Locally Funded Projects request		2 minutes	Budget officer
	TOTAL:	**N/A**	**7 minutes**	

Cashier Office

1. Processing Collection				
Office of Division		Cashier Office		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen, G2G		
Who may Avail		Students, Employees, Suppliers		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Assessment of Fees/Order of Payment/ Billing 1 valid ID		Accounting Office, BAC Office, Supply Office, Registrar's Office		
CLIENT STEPS	**AGENCY ACTION**	**FEESTO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present Assessment of Fees or Order of Payment/Billing Statement and 1 valid ID	1. The collecting officer will check the ledger of students in the MIS System, order of payment / billing.	Based on Assessed Fees	2 minutes	Collecting Officer
2. Pay in cash/check; or present validated deposit slip	2. Receive payment in cash/check or validated deposit slips.		1 minute	Collecting Officer
3. Receive Official Receipt as proof of payment	3. Issued Official Receipt as proof of payment		2 minutes	Collecting Officer
	TOTAL:	**N/A**	**5 minutes**	

2. Processing Disbursement				
Office of Division		Cashier Office		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen, G2G		
Who may Avail		Students, Employees, Suppliers		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1 valid Government issued ID SPA and 1 valid government issued ID of authorizer (in the official claimant's absence) Sales invoice of payment for supplies of goods and services/Official Receipt of payment for premiums, insurance and contributions		GSIS,PHIC, HDMF Suppliers of goods and services		
CLIENT STEPS	**AGENCY ACTION**	**FEESTO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present Assessment of Fees or Order of Payment/Billing Statement and 1 valid ID	1. The collecting officer will check the ledger of students in the MIS System, order of payment / billing.	Based on Assessed Fees	2 minutes	Collecting Officer
2. Pay in cash/check; or present validated deposit slip	2. Receive payment in cash/check or validated deposit slips.		1 minute	Collecting Officer
3. Receive Official Receipt as proof of payment	3. Issued Official Receipt as proof of payment		2 minutes	Collecting Officer
	TOTAL:	**N/A**	**5 minutes**	

3. Processing Disbursement of salaries, wages, other benefits and scholarship claims through LBP online banking platforms				
Office of Division		Cashier Office		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen, G2G		
Who may Avail		Permanent and Part-time Employees, Job Hires and Students		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. LBP bank account (must be active)		Land Bank of the Philippines		
CLIENT STEPS	**AGENCY ACTION**	**FEESTO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a validated copy of account in LBP	Verify bank account submitted.	None	4 days (for new payee only)	Cashier/Disbursing Officer
	TOTAL:	**N/A**	**4 days**	

4. Processing Payment to suppliers and GOCCs through LBP online banking platforms				
Office of Division		Cashier Office		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen, G2G		
Who may Avail		Suppliers and GOCCs		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. LBP bank account or Other bank accounts(must be active) 2. Invoice or Acknowledgement/ Collection Receipt		LBP and other banks, Suppliers and Remitted Agency		
CLIENT STEPS	**AGENCY ACTION**	**FEESTO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Submit a validated copy of account in LBP or other bank	Verify bank account submitted	None	3 days (for new payee only)	Cashier/Disbursing Officer
2. Issued invoice or collection/acknowledgement Receipt upon credit of payment.	Processing in LBP online banking	P15.00(below P50,000 payment with other bank account)	1 day	Cashier/Disbursing Officer
	Submit in LBP branch for processing LBP online banking	Based on other banks charge(above P50,000.00 payment with other bank	3 days	
	TOTAL:	**N/A**	**6 days**	

Disaster Risk Reduction Management Office

1. Processing Request for Disaster Preparedness Training				
Office of Division		DRRMO Office		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen, G2G		
Who may Avail		Faculty/Staff/Student/Community		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Letter (1 original, 1 Photocopy}		Office of the requesting Party		
CLIENT STEPS	**AGENCY ACTION**	**FEESTO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the logbook at DRRM office 2. Present the request letter	1. Give the Logbook to the client 2.Accept and read the request letter for approval 3. Request for use of facilities & equipment's and prepare topics for the event.	None	1 minute 1 day	DRRM Director DRRM Director
	TOTAL:	**N/A**	**1 day and 1 minute**	

2. Processing Request for DRRM services and equipment				
Office of Division		DRRMO Office		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen, G2G		
Who may Avail		Faculty/Staff/Student/Community		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Form(2 Copies)		DRRM OFFICE		
CLIENT STEPS	**AGENCY ACTION**	**FEESTO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. sign in the Logbook at DRRM office	1. Receive request form and review the intended request	None	2 minutes	DRRM Director/Staff
2. Fill-out request form	2. DRRM Director approve the request and Prepare the needed equipment/personnel		2 minutes	DRRM Director
3. Received the needed equipment/personnel	3. Endorse the needed equipment/personnel		5 minutes	DRRM Director/Staff
	TOTAL:	**N/A**	**1 day and 1 minute**	

Extension Services and Development Office

1. Processing Request for Technical advisory and Livelihood Training/s (External Service)

This procedure covers how Extension Services and Development accommodates requests of individuals, organizations, and institutions for technical and livelihood training/s

Office of Division	Extension Services and Development
Classification	Complex
Type of Transaction	G2G, G2C, G2B
Who may Avail	All Clients/Organizations/Institutions
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter of Request to be sent to the Office of the University President 2. Additional Details about the Training (Type of training, Participants, Number of Participants, Venue)	Personally written by All Clients/Organizations/Institutions Personally written by the Clients/Organizations/Institutions

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved letter to the Extension Services and Development Office (ESD)	1. Receive and review approved letter/proposal including additional details of the training	None	1 day	ESD Staff
2. Coordinate with the office regarding final schedule of Extension Activity	2. Communicate with the concerned offices and experts		3 days	ESD Staff
3. Conduct and documentation during the actual Extension Activity	3. Facilitate and document the training on the scheduled date.		Based on the approved project design	ESD Staff/Other Offices concerned and experts
4. Fill out and return the Stakeholders' Feedback form or Google Form	4. Evaluate and receive the stakeholders' Feedback Form or Google Form			
	TOTAL:	**N/A**	**4 days**	

Gender and Development Office

1. Processing Requests for Attribution/Funding of Gender Related Trainings/Seminars and Peer Consultation

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

Office of Division	GENDER AND DEVELOPMENT OFFICE
Classification	Simple
Type of Transaction	G2C, G2G
Who may Avail	Faculty, Staff, Students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
REQUEST LETTER (1 original, 1 Photocopy)	OFFICE OF THE REQUESTING PARTY

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and submit a project/program proposal	1. Review and Approval/Dis-approval of the proposed project/program or proposal.	None	1 hour	GAD DIRECTOR
	TOTAL:	**N/A**	**1 hour**	

General Services Office

1. Processing Request for University Vehicle				
Office of Division		General Services Office		
Classification		Simple		
Type of Transaction		G2G, G2C		
Who may Avail		Employees, Students		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Form (GSO-F-04-05/25-04) Trip Ticket (GSO-F- 01-05/25-04) Driver Travel Order		General Services Office, HRMO		
CLIENT STEPS	**AGENCY ACTION**	**FEESTO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill-out Request form for approval. 2. Received approved trip ticket	Receive and approve the request form Prepare Trip ticket.	None	5 minutes 5 minutes	Staff Staff
	TOTAL:	**N/A**	**10 minutes**	

2. Processing Request for minor repairs and maintenance of the university facilities, equipment, and vehicles				
Office of Division		General Services Office		
Classification		Simple		
Type of Transaction		G2G, G2C		
Who may Avail		Employees, Students		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request form Pre Post (GSO-F-03-05/25-04) Request form for personnel –(GSO - F-02-05/25-04)		General Services Office		
CLIENT STEPS	**AGENCY ACTION**	**FEESTO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill-out Request form for approval.	1. Receive and approve the request form 2. Assign personnel for the repair and maintenance as requested	None	3 minutes 3 minutes	Staff Staff
	TOTAL:	**N/A**	**6 minutes**	

Human Resource Management Office

1. Processing Application for Leave of Absence

Office of Division	Human Resource Management Office
Classification	Simple
Type of Transaction	G2C-Government to Citizen
Who may Avail	Faculty and Non-Teaching Staff

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Form 6 (Application for Leave) duly signed/approved by Head of Agency	Human Resource Management Office
2. Medical Certificate for sick leave of more than five (5) days, and for less than five (5) days, as needed	Attending Physician
3. Clearance for leave of more than 30 days	Human Resource Management Office
4. Birth Certificate of child for maternity leave	Philippine Statistics Authority (PSA)
5. Medical Certificate (Fit to work) for reinstatement after maternity/sick leave	Attending Physician
6. Application for reinstatement after leave of absence of more than 1 month	Employee
7. DSWD identification card for single parenthood	MSWDO/DSWD
8. Approved request in case of monetization	Employee

CLIENT STEPS	**AGENCY ACTION**	**FEESTO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure, fill-out, and submit all required documents (original or certified true copy).	1. Record and certify the availability of leave credits	None	10 Minutes	HRMO Staff

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive and process for approval. 3. Submit the approved leave form	2. Return the leave form to client 3. Receive copy for file	None	1 Minute 1 Minute	HRMO Staff HRMO Staff
	TOTAL	**N/A**	**12 minutes**	

2. Processing Issuance of Appointment, Oath Taking, and Orientation Program	
Office of Division	Human Resource Management Office
Classification	Simple
Type of Transaction	G2C
Who may Avail	Faculty and Non-Teaching Staff
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Personal Data Sheet (PDS) 2. Original copy of the Authenticated Transcript of Records and Diploma 3. Certificate of Eligibility/Rating/License 4. Certificates of Trainings and Seminars Attended 5. NBI Clearance 6. Medical Certificate 7. Birth Certificate (PSA) 8. Marriage Contract PSA, (if applicable) 9. Position Description Form (PDF) 10. Oath of Office 11. Certificate of Assumption of Duty 12. Statement of Assets, Liabilities and Networth (SALN) 13. Board Resolution 14. Panunumpa sa Katungkulan	Human Resource Management Office School they Graduated Civil Service Commission (CSC)/Professional Regulation Commission (PRC) Sponsored/Host Agency NBI Government Hospital Philippine Statistics Authority (PSA)

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure and submit all required documents (original and authenticated copies)	1. Review the completeness of the documents	None	20 minutes	HRMO Staff
	2. Issue the Appointment		5 minutes	HRMO Staff
	3. Conduct Oath Taking and Orientation Program		1 day	HRMO
	TOTAL:	**N/A**	**6 minutes**	

3. Processing Submission of Daily Time Record for Computation of Salaries	
Office of Division	Human Resource Management Office
Classification	Simple
Type of Transaction	G2C
Who may Avail	Faculty and Non-Teaching Staff
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Print Out (DTR) 2. Daily Time Record (Form 48) duly filled up 3. Application for Leave (duly accomplished for absences incurred) 4. Travel Request/Order with Certificates of travels incurred 5. Notice of Salary Adjustment for changes in salary or rank 6. Appointment of Newly Hired or Promoted/reclassified employees	Human Resource Management Office
7. Medical Certificate for sick leave of more than five (5) days, and for less than five (5) days	Attending Physician
8. Birth Certificate of child for maternity leave	Philippine Statistics Authority (PSA)
9. Medical Certificate (Fit to work) for reinstatement on maternity/sick leave 10. Application for reinstatement after leave of absence of more than 1 month	
11. DSWD identification card for single parenthood (for absences incurred)	DSWD Office

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure and submit all required documents (original and authenticated copies)	1. Check, consolidate and record submitted documents 2. Forward documents to the accounting office for processing of salaries	None	1 day 5 minutes	HRMO Staff HRMO Staff
TOTAL:		**None**	**1 day and 5 minutes**	

Library

1. Processing Library Orientation/Instruction				
Office of Division		Library		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen, G2G		
Who may Avail		Dean, Faculty, Students, other clienteles		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Request library orientation or instruction from the faculty (LF-07-05/25-04) 2.Client Survey Form (QUAM) 3.Attendance sheet (LF-11-05/25-04)		Library		
CLIENT STEPS	**AGENCY ACTION**	**FEESTO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill-out request form.	1. Receive, verify and approve request	None	3 minutes	Library Staff
2. Wait for the confirmation of the request	2. Record and assign the orientation schedule		1 minute	Library Staff
3. Receive copy of the approved request.	3. Provide a copy of the approved request		1 minute	Librarians
4. Students fill out attendance sheet and participate in the orientation	4. Conduct library orientation and/or instruction.		1 hour	Librarians
5. Accomplish and submit the Client Satisfaction survey/feedback form	5. Provide Client Satisfaction Survey/feedback form.		5 minutes	Library Staff
	TOTAL:	**N/A**	**1 hour and 10 minutes**	

2. Processing Virtual Library Orientation/Instruction				
Office of Division		Library		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen, G2G		
Who may Avail		Dean, Faculty, Students, other clienteles		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1.Request by faculty for virtual library orientation/instruction (Google form) 2.Library Survey Form (Google form) 3.Attendance Sheet (Google form)		Library email: mainlibrary@isufst.edu.ph Facebook: @isufstmain.lib		
CLIENT STEPS	**AGENCY ACTION**	**FEESTO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Inquire thru official facebook page/email	1. Verify the availability of services and send request forms/link	None	5 minutes	Library Staff
2. Fill-out and Send request via email & FB Messenger	2. Confirms Receipt of request thru email/ Facebook messenger		4 minutes	Library Staff
3. Wait confirmation of request.	3. Record and assign schedule of orientation		5 minutes	Library Staff
4. Receive notice of confirmation and schedule with link	4. Send schedule of virtual orientation with link via email, FB Messenger, SMS		5 minutes	Library Staff
5. Students fill out attendance sheet and participate in the orientation 6. Accomplish and submit the Client Satisfaction survey/feedback form	5. Conduct library orientation and/or instruction.		1 hour and 15 minutes	Librarians
	TOTAL:	**N/A**	**1 hour and 34 minutes**	

3. Processing Issuance and Replacement of Library Card				
Office of Division		Library		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may Avail		Dean, Faculty, Students, staff, alumnis		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Duly accomplished application form (LF-01-05/25-04) 2.Registration Form 3.Valid library ID card for old students (LF-02-07/24-03) 4. Employer's ID for faculty/staff 5. 1"x 1" ID pictures (2 copies) 6.Official Receipt (for Replacement)		1. Library Form 2. Registrar's office 3. MIS Office for Employer's ID Request 4. Cashier		
CLIENT STEPS	**AGENCY ACTION**	**FEESTO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Log in and fill out the application form (LF-01-05/25-04), and submit the required documents. (For Replacement) Pay the appropriate fee at the cashier office 2. Wait for the release of the Library card	1. a.Provide and receive application form (LF-01-05/25-04) b.Check the submitted documents/requirements (for Replacement) Furnish replacement form for payment to cashier Verify the applicant's documents/requirements 2. Processing and Printing Library Card	None P100.00 to pay to Cashier None none	3 minutes 5 minutes 20 minutes	Library Staff Library Staff Library Staff

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive the Library card	3. Release Library card	None	5 minutes	Library Staff
4. Accomplish and submit the Client Satisfaction survey/feedback form	4. Provide Client Satisfaction Survey/feedback form.		3 minutes	Library Staff
	TOTAL:	**N/A**	**36 minutes**	

4. Processing Borrow of Books				
Office of Division		Library		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen, G2G		
Who may Avail		Faculty, Staff, Students, other clienteles		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Books to be borrowed 2. Library Borrower's Card (LF-02-07/24-03)		Library		
CLIENT STEPS	**AGENCY ACTION**	**FEESTO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Swipe library card barcode or log in the logbook (in case of power failure)		None		
2. Present valid library card and book/s at the check-out counter	Check book/s to be borrowed		2 minutes	Library Staff
3. Sign book Cards	Present the book card/s to the borrower for signature		1 minute	Library Staff

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Wait for the release of book/s	a.Scan the borrower's barcoded library card	None	3 minutes	Library Staff
	b.Scan the book/s barcode			Library Staff
	c.Update the status of the book and borrower in the database			Library Staff
	d.Record the book/s to be lent out in the logbook			Library Staff
5. Receive book/s	Release book/s		1 minute	
6. Accomplish and submit the Client Satisfaction survey/feedback form	Provide Client Satisfaction survey/ feedback form		5 minutes	
	TOTAL:	**N/A**	**12 minutes**	

5. Processing Borrow of Books (Modified-less personal contact transaction)

Office of Division	Library
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	Students, faculty, and staff
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Library Identification Cards (LF-02-07/24-03) 2. Duly accomplished online reservation form	Library Library email: mainlibrary@isufst.edu.ph Facebook: @isufstmain.lib Online reservation form (Google forms)

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the library page linked to the University website (https://isufst.edu.ph/)		None		
2. Search the OPAC (By author, title or Subject keywords).				
3. Send request through: a. FB Messenger b. e-mail c. text message d. Google form	Acknowledge request thru FB Messenger, text message or e-mail		15 minutesa	Library Staff
4. Wait for notification on the availability of requested book/s	Confirm the availability of requested book/s		30 minutes	Library Staff

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Negotiate the schedule to collect the book/s	Notify and coordinate the book collection schedule	None	15 minutes	Library Staff
6. Check-out reserved book/s	Approve the check-out of book/s		5 minutes	Library Staff
9. Accomplish and submit the Client Satisfaction survey/feedback form	Receive Client Satisfaction survey/ feedback form		3 minutes	Library Staff
	TOTAL:	**N/A**	**1 hour and 5 minutes**	

6. Processing Return of Book/s

Office of Division	Library
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	Students, faculty, and Staff
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Borrowed book/s or other library materials. Library Card (LF-02-07/24-03)	

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Borrower log or swipe library card barcode.		None		
2. Present the book/s and Library Card	a. Receive and inspect book/s		2 minutes (per book transaction)	Library Staff
	b.Scan the barcoded Library Identification Card			Library Staff
	c.Scan the book/s barcode			Library Staff
	d.Print receipt for returned book/s (electronic transaction)			Library Staff

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Settle fines at the Cashier's Office, if there are any	a.Issue a payment slip b.Verify the official receipt c.Record payment of fines	None	3 minutes	Library Staff Library Staff Library Staff
4. Claim the Library card and receipt of returned books	a.Return the Library Card b.Pull out the book card and insert it into the book.		1 minute	
5. Accomplish and submit the Client Satisfaction survey/feedback form	Provide Client Satisfaction Survey/feedback form.		5 minutes	
	TOTAL:	**N/A**	**11 minutes**	

7. Processing Off-Campus Virtual Information and Research Assistance				
Office of Division		Library		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may Avail		Students, faculty, and Staff		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Registration (Google form) Evaluation (Google form)		Library web page (Google forms)		
CLIENT STEPS	**AGENCY ACTION**	**FEESTO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Visit the library page linked to the University website (https://isufst.edu.ph/)				
2. Send request through: a. FB Messenger b. Email c. Text message d.Google Form	Acknowledge request thru FB Messenger, Text message or Email	none	15 minutes	Library Staff
3. Accomplish and submit Google form				
4.Ask a librarian online for the information you need	Conduct online reference interview	none	15 minutes	Librarian
5.Search for Information Online	Provide access to eJournals and open-access online resources	none	15 minutes	Librarian
6. Wait for answer/s or identification of other sources of information	Provide answer/s to queries	none	24 hours	Librarian
7. Accomplish and submit Client Satisfaction Survey/ Feedback(Google Form)				
	TOTAL	**None**	**1 day and 45 minutes**	

8. Processing On-Campus Information and Research Assistance				
Office of Division		Library		
Classification		SImple		
Type of Transaction		G2C – Government to Citizen		
Who may Avail		Students, faculty, and Staff		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Library ID Card Evaluation		Library		
CLIENT STEPS	**AGENCY ACTION**	**FEESTO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Log-in (Logger or logbook) 2. Search OPAC and eBook titles 3. Ask assistance from Information desk on use online databases and other reference materials	Provide assistance and guidance to the client	None	10 minutes	
4. Go to computer workstation and search database	Assist the client in accessing the computer workstation	None	1 hour	Librarian
5. Ask the librarian for other sources of information (If needed)	Conduct reference interview	None	5	Librarian
6. Wait for answer/s or identification of other sources of information	Provide answer/s to queries	None	5	Librarian
7. Copy, download, or print articles 8. Log out	Alllow use of printer	Payments indicated in the Library Manual		
9. Accomplish client satisfactory survey/feedback form	Provide client satisfaction survey form	None	5 minutes	Library Staff
	TOTAL	**N/A**	**1 hour and 25 minutes**	

Health Services

1. Processing Medical Consultation

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

Office of Division	Health Services
Classification	Simple
Type of Transaction	G2C;G2G
Who may Avail	Students, Faculty, Staff and Community
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
School/Employee's ID (Students, Faculty & Staff) Barangay Certification (Community)	

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present School/Employee's ID/Brgy. Certification and fill up forms	Provide form	None	2 minutes	Medical Personnel
2. Undergo Vital Signs Taking/Assessment	Vital Signs Taking/Assess-ment	None	5 minutes	Medical Personnel
	Signs/Symptoms Consolidation Treatment (Dispense prescribed medicines)	None	3 minutes	Medical Personnel
	Update Individual Medical Record	None	2 minutes	Medical Personnel
	TOTAL	**N/A**	**12 minutes**	

2. Processing Physical Examination

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

Office of Division	Health Services
Classification	Simple
Type of Transaction	G2C
Who may Avail	Students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
School ID Letter Request from the Dean(OJT/Educ. Tour Requirement) Laboratory Results: Enrolment; CBC, Urinalysis, Fecalysis, ChestX-ray,(+Hepa-B for Cruise ship)OJT/Educ. Tour; c/o CMO's	Dean's Office Lab request c/o Clinic Enrolment Purpose: Route Slip from OSA

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present ID/Letter Request	Check requirements	None	2 minutes	Medical Personnel
2.Fill up information in the P.E. Monitoring Form	Provide form	None	2 minutes	Medical Personnel
3. Acquire P.E. Form from the Nurse	Provide form	None	2 minutes	Medical Personnel
4. Submit self for P.E.	Vital Signs taking	None	5 minutes	Medical Personnel
	Conduct thorough P.E./Interpret Laboratory results		5 minutes	Medical Personnel
5. Secure completely filled-up P.E. Form	Examiner will fill-up P.E. Form Sign and release filled-up P.E. Form (OJT/Educ. Tour)	None	2 minutes	Medical Personnel
	Sign Route Slip (Enrolment)		2 minutes	Medical Personnel
	TOTAL	**N/A**	**20 minutes**	

3. Processing FIRST-AID Treatment

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

Office of Division	Health Services
Classification	Simple
Type of Transaction	G2C;G2G
Who may Avail	Students, Faculty, Staff and Community
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Emergency call	

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform Medical Personnel about incident	Medical Personnel will proceed to patient/incident	None	2 minutes	Medical Personnel
	Vital Signs Taking/Assessment	None	3 minutes	Medical Personnel
	Treatment/First-aid	None	3 minutes	
	Make referrals(as needed)	None	2 minutes	Medical Personnel
	Documentation	None	2 minutes	Medical Personnel
	TOTAL	**N/A**	**12 minutes**	

4. Processing Referral Referring someone or something for consultation, review, or further action.				
Office of Division		Health Services		
Classification		Simple		
Type of Transaction		G2C;G2G		
Who may Avail		Students, Faculty, Staff and Community		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
School/Employee's ID (Students, Faculty & Staff) Barangay Clearance(Community)		Barangay Hall		
CLIENT STEPS	**AGENCY ACTION**	**FEESTO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present I.D. / Brgy. Clearance	Retrieve Individual Medical Record	None	2 minutes	Medical Personnel
2.Inform Medical Personnel of chief complaint/s	Health History Taking Vital Signs taking/Assessment Treatment Referral(fill-up form & refer to nearest health facility) Documentation		5 minutes	Medical Personnel
	TOTAL	**N/A**	**7 minutes**	

5. Processing 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 of Division	Health Services
Classification	Simple
Type of Transaction	G2C;G2G
Who may Avail	Students, Faculty, Staff
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
School/Employee's ID	

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID 2. Submit self for Consultation 3. Signonthe log sheet	Vital Signs taking/Assessment Release Medical Certificate	None None	5 minutes 3 minutes	Medical Personnel Medical Personnel
TOTAL		**N/A**	**8 minutes**	

6. Processing Dental Examination

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

Office of Division	Health Services
Classification	Simple
Type of Transaction	G2C;G2G
Who may Avail	Students, Faculty, Staff , Community
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
School/Employee's ID	

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID	Provide/retrieve Individual Dental Record form	None	2 minutes	Medical Personnel
2. Fill up Individual Dental Record form and Record of Daily treatment	Interview client of past medical and dental history	None	3 minutes	Medical Personnel
	Examine client's Oral cavity	None	5 minutes	Medical Personnel
	Inform client if any dental treatment is needed	None	3 minutes	Medical Personnel
3. Fill up dental appointment/permis-sion slip	Schedule client for dental treatment and provide appointment slip	None	2 minutes	Medical Personnel
	TOTAL	**N/A**	**15 minutes**	

7. Processing 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 of Division	Health Services
Classification	Simple
Type of Transaction	G2C;G2G
Who may Avail	Students, Faculty, Staff , Community
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
School/Employee's ID Dental Appointments/Permission slip	

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and appointment or permission slip	Check ID and appointment/permission slip	None	2 minutes	Medical Personnel
	Provide/Retrieve Individual Dental Record form	None	5 minutes	Medical Personnel
2. Fill up Individual Dental Record form and Record of Daily treatment	Interview client of past medical and dental history	Community will provide supplies needed for the dental procedure	5 minutes	Medical Personnel
	Examine client's Oral Cavity		2 minutes	Medical Personnel
	Perform Oral prophylaxis		45 minutes	Medical Personnel
	Oral hygiene instructions		3 minutes	
	TOTAL	**N/A**	**1 hour and 2 minutes**	

8. Processing Tooth Extraction

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

Office of Division	Health Services
Classification	Simple
Type of Transaction	G2C;G2G
Who may Avail	Students, Faculty, Staff
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
School/Employee's ID Dental Appointment/Permission	

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and appointment or permission slip	Check ID and appointment/permission slip	None	2 minutes	Medical Personnel
	Provide/Retrieve Individual Dental Record form	None	5 minutes	Medical Personnel
	Interview client of past medical and dental history	Community will provide supplies needed for the dental procedure	5 minutes	Medical Personnel
2. Fill up Individual Dental Record form and Record of Daily treatment	Examine client's vital signs		5 minutes	Medical Personnel
	Examine the tooth to be extracted		5 minutes	Medical Personnel
	Perform tooth extraction		1 hour	Medical Personnel
	Provide post-operative Instructions to client		3 minutes	Medical Personnel
	TOTAL	**N/A**	**1 hour and 25 minutes**	

9. Processing Dental Restoration

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

Office of Division	Health Services
Classification	Simple
Type of Transaction	G2C;G2G
Who may Avail	Students, Faculty, Staff
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
School/Employee's ID Dental Appointment/Permission	

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and appointment or permission slip	Check ID and appointment/permission slip	None	2 minutes	Medical Personnel
	Provide/Retrieve Individual Dental Record form	None	5 minutes	Medical Personnel
2. Fill up Individual Dental Record form and Record of Daily treatment	Interview client of past medical and dental history		5 minutes	Medical Personnel
	Examine client's vital signs		5 minutes	Medical Personnel
	Examine the tooth to be restored		5 minutes	Medical Personnel
	Perform dental restoration		1 hour	Medical Personnel
	Provide post-operative Instructions to client		3 minutes	Medical Personnel
	TOTAL	**N/A**	**1 hour and 25 minutes**	

10. Processing 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 of Division	Health Services
Classification	Simple
Type of Transaction	G2C;G2G
Who may Avail	Students, Faculty, Staff
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
School/Employee's ID	

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present School ID	Receive ID and give dental examination form	None	1 minute	Medical Personnel
2. Submit for Dental examination	Examine and assess client's oral health condition and dental concerns	None	5 minutes	Medical Personnel
3. Fill out Record of Daily treatment	Issue Dental Certificate	None	3 minutes	Medical Personnel
	TOTAL	**N/A**	**9 minutes**	

Management Information System Office

1. Processing Release of ID Card				
Office of Division		MIS Office		
Classification		Simple		
Type of Transaction		G2C;G2G		
Who may Avail		Students, Faculty, Staff		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
ID Claim Stub		Student Support Center		
CLIENT STEPS	**AGENCY ACTION**	**FEESTO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit ID Claim Stub	Taking Picture and Signature	None	5 minutes	MIS Staff
2. Receive ID	Release ID	None	5 minutes	MIS Staff
	TOTAL	**N/A**	**10 minutes**	

Planning and Development Office

1. Processing Request Repair and Maintenance of Buildings and Facilities

A process that ensures the continued functionality, safety, and efficiency of facilities. It involves a systematic approach to identifying, addressing, and resolving issues that may arise

Office of Division	Planning and Development Office
Classification	Complex
Type of Transaction	G2G, G2C
Who may Avail	Faculty and Staff
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Annual Procurement Plan (APP) • Request letter approved by University President • Certificate of Availability of Funds (CAF)	• Procurement office • Client / Office of the President • Accounting Office

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create a requisition letter for the proposed project and attach the approved Annual Procurement Plan (APP) or Certificate of Availability of Funds (CAF).	- University President Approval	None		Office of the President Staff
2. Submit documents to the Office of the Planning & Development.	- Prepare draft plans, a program of works, and detailed plan drawings.	None	14 Days Depends on the scope of work	Planning & Development Staff
3. Endorse the documents to the Office of the VP for Administration & Finance.	- Counter checking and Recommending Approval	None	5 Min.	VP for Administration & Finance
4. Endorse to the President's Office.	-Final Approval	None	5 Min.	University President
	TOTAL	**N/A**	**14 days and 10 minutes**	

2. Processing Preparation of Plans and Program of Work

This process outlines the procedure for requesting, preparing, and approving detailed architectural plans, program of work, and project estimates for campus development

Office of Division	Planning and Development Office
Classification	Simple to Highly Technical
Type of Transaction	G2G, G2C
Who may Avail	Faculty and Staff
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Request letter approved by University President • Endorsement Letter	• Client / Office of the President • Office of the President

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter and Endorsement.	-President Approval	None	5 Minutes	Office of the President Staff
2. Wait for the preparation of plans and estimates.	-Prepare detailed drawings, a program of work, and detailed estimates based on the approved request.	None	5 Days Depends on the scope of work	PDAS Staff
3. Await for approval from the Office of the VP for Administration & Finance.	-Conduct a thorough counter-checking of plans and recommend for approval.	None	5 Minutes	VP for Administration & Finance
4. Await for final approval from the President's Office.	-Provide final approval of the plans and program of work.	None	5 Minutes	University President
	TOTAL	**N/A**	**5 days and 15 minutes**	

3. Processing Evaluate Request For Extension Of Contractors

This process outlines the procedure for a contractor to formally request a contract extension and the subsequent evaluation and approval process.

Office of Division	Planning and Development Office
Classification	Simple to Highly Technical
Type of Transaction	G2G, G2C
Who may Avail	Contractor
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Request letter • Proof / Supporting Documents (e.g., proof of delays, unforeseen circumstances)	• Contractor

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter Request and all required documents to the Office of the President.	-- **Step A: Receive and Route.** The Office of the President receives the request and forwards it to the Planning and Development Office for evaluation	None	5 Minutes	Office of the President Staff
2. Wait for processing.	- **Step B: Evaluate and Endorse**. The Planning and Development Office evaluates the documents for completeness and validity, then endorses them to the Accounting Office.	None	3 Days Depends on the scope of work	PDAS Staff

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Claim the advance payment from the Cashier's Office	- **Step C: Process Payment**. The Accounting Office computes the amount and prepares the voucher and supporting documents for payment. - **Step D: Final Approval.** The prepared payment documents are forwarded to the VP for Administration & Finance and then the President for final approval. **Step E: Release Payment**. The Cashier's Office releases the advance payment to the contractor.	None None None	2 days 2 days 5 minutes	Accounting Staff VP for Administrative and Finance, University President Cashier
	TOTAL	**N/A**	**7 days and 10 minutes**	

4. Processing Advance Payment /15% Mobilization				
Office of Division		Planning and Development Office		
Classification		Simple to Highly Technical		
Type of Transaction		G2G, G2C		
Who may Avail		Contractor		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Letter Request • **Irrevocable Standby Letter of Credit/Security Bond/Bank Guarantee** (equivalent to the amount of the advance payment) • Construction Schedule, S-curve, manpower schedule, construction methods, equipment utilization schedule, and health and safety program		• Contractor		
CLIENT STEPS	**AGENCY ACTION**	**FEESTO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the Letter Request and all required documents to the Planning and Development Office. 2. Await for processing. 3. Endorse to the Accounting office	President Approval For Computation	None None None	5 Min. 15 Min.	-Office of the President Staff -Planning and Development Staff Accounting Staff
	TOTAL	**N/A**	**20 minutes**	

5. Processing Progress Billing

Office of Division	Planning and Development Office
Classification	Simple to Highly Technical
Type of Transaction	G2G, G2C
Who may Avail	Contractor
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Request letter • Statement of Work Accomplished (SWA) • Monthly Certificate of Payment • Contractor's Affidavit on payment of laborers and materials –Duly Notarized • Result of Test Analysis, if Applicable • Pictures, before, during and after construction of items of work especially the embedded items • Photocopy of vouchers of all previous payments for the project.	• Client / Contractor

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a requisition letter to the Office of the President.	President Approval	None	5 Min.	-Office of the President Staff
2. Planning Office	Inspection, Evaluation & Validation	None	3 days	-Planning and Development Staff
3. Office of the VP for Administration & Finance	For Counter checking and Counter checking and Counter checking and Counter checking and Recommending Approval	None	5 Min.	-VP for Administration & Finance
4. Office of the President	Final approval	None	5 Min.	-University President
5. Endorse to the Accounting office	For computation	None		-Accounting Staff
	TOTAL	**N/A**	**3 days and 15 minutes**	

5. Processing Final Billing				
Office of Division	Planning and Development Office			
Classification	Simple to Highly Technical			
Type of Transaction	G2G, G2C			
Who may Avail	Contractor			
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**			
• Request letter • Statement of Work Accomplished (SWA) • Monthly Certificate of Payment • Contractor's Affidavit on payment of laborers and materials – duly notarized • Result of Test Analysis, if Applicable • Pictures, **BEFORE**, **DURING** and **AFTER** construction of items of work especially the embedded items • As-Built Plans sign by the Contractor and Agency Officials • Surety Bond / Retention 10% CP, if not delay • Copy of turn over documents / transfer of project and facilities such as motor vehicle, laptops, other equipment and furniture included in the contract to concerned government agency	• Client / Contractor			
CLIENT STEPS	**AGENCY ACTION**	**FEESTO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a requisition letter to the Office of the President. 2. Planning & Development Office	-University President approval -Inspection, Evaluation & Validation	None None	5 Min. 1 Day	-Office of the President Staff -Planning and Development Staff

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Office of the VP for Administration & Finance	-Counter checking and Recommending Approval	None	5 Min.	-VP for Administration & Finance
4. Office of the President	For Approval	None	5 Min.	-University President
5. Endorse to the Accounting office	For Computation	None	15 Min.	-Accounting Staff
	TOTAL	**N/A**	**1 day and 30 minutes**	

Procurement Office

1. Procurement of Goods and Services				
Office of Division		Procurement Office		
Classification		Complex		
Type of Transaction		G2G		
Who may Avail		Employees		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Proposal for Seminars/Trainings or Letter Request/Approved by Head of Agency 2. PPMP/APP 3. Market Survey 4. Purchase Request/Job Order 5. PhilGEPS Posting(if ABC above 50k) 6. Request for Quotation 7. Abstract of Bids 8. BAC Resolution 9. Notice of Award 10. Purchase Order/Letter Order 11. Notice to Proceed 12. Delivery of Goods		Procurement Office, University President, Accounting, End-users, Suppliers		
CLIENT STEPS	**AGENCY ACTION**	**FEESTO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Submit Purchase Request with Attached Proposals, PPMP/APP, and Market Survey to the Office.	1. Director of Procurement will review/check if the documents submitted are compliant and according to plan for approval of University President.	None	30 mins.	Director, Procurement
2.Three (3) Requests for Quotation	2. Requests for Quotation to Eligible Suppliers		3 days	Canvasser
3. Purchase Order/ Contract / Letter Order	3. Office will prepare P.O/contract/Letter Order to be signed by Agency authorities and Supplier		1 day	Procurement, Accounting, University President, Supplier

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Noticed to Proceed 5. Copies forwarded to COA for Auditing	4. Office will prepare Notice to Proceed to be signed by Agency authorities and supplier 5. Reproduce copies and forward to COA	None	1 day 1 day	Procurement, Accounting, University President, Supplier Procurement Office
TOTAL		**N/A**	**6 days and 30 mins**	

2. Reimbursement/ Cash Advance Liquidation of Procurement of Goods and Services				
Office of Division		Procurement Office		
Classification		Complex		
Type of Transaction		G2G		
Who may Avail		Employees		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Proposal for Seminars/Trainings or Letter Request/Approved by Head of Agency 2. PPMP/APP 3. Purchase Request/Job Order 4. Request for Quotation 5. Abstract of Bids 6. BAC Resolution 7. Purchase Order/Letter Order 8. Delivery of Goods		Procurement Office, University President, Accounting, End-users, Suppliers		
CLIENT STEPS	**AGENCY ACTION**	**FEESTO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Submit Purchase Request with Attached Proposals, PPMP/APP, and Market Survey to the Office.	1. Director of Procurement will review/check if the documents submitted are compliant and according to plan for approval of University President.	None	30 mins.	Director, Procurement
2.Three (3) Requests for Quotation	2. Requests for Quotation to Eligible Suppliers		3 days	Canvasser
3. Purchase Order/ Contract / Letter Order	3. Office will prepare P.O/contract/Letter Order to be signed by Agency authorities and Supplier		1 day	Procurement, Accounting, University President, Supplier
4. Notice to Proceed	Office will prepare Notice to Proceed to be signed by Agency authorities and Supplier.		1 day	Procurement Office
	TOTAL	**N/A**	**5 days and 30 mins**	

Admission and Student Records Office

1. Processing Enrollment Enrollment is the official registration of subjects for a specific academic term upon approval of subject load and submission of complete requirements	
Office of Division	Admissions and Student Records Office (ASRO)
Classification	Simple
Type of Transaction	G2C – Government to Citizens
Who may Avail	Students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
(For old students) 1. Copy of grades 2. Approved Subject Loading (Form 2) (For new students) 1. Form 138/SF 9 (Original) or 2. Transcript of Records 3. Original Copy of Honorable Dismissal 4. Photocopy of PSA Birth Certificate 5. Photocopy of PSA Marriage Contract (for married women) 6. Certificate of Good Moral Character 7. 2 pcs 2x2 ID picture	 ASRO Deans' Office 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) Secure a copy from Philippine Statistics Authority (PSA) From students' last school attended

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Approved Subject Loading (Form 2) and requirements	Review and verify completeness of documents	None	5 minutes	ASRO Staff
	Approve subject load	None	1 minute	ASRO Staff
2. Proceed to Accounting for assessment	Assess tuition and miscellaneous fees			Accounting Staff Cashier
3. Proceed to Cashier for payment	Approve assessed fees ang sign the Certificate of Registration form			ASRO Staff
4. Present Certificate of Registration form (control number) to ASRO	Validate and tag student as **Officially Enrolled**	None	3 minutes	ASRO Staff ASRO Staff
5. Fill out Client Satisfaction Survey Form	Provide CSS Form to client	None	1 minute	
6. Drop accomplished survey in designated box	Maintain designated drop box	None	-	
	TOTAL	**N/A**	**10 minutes**	

2. Processing Hanging, Adding and Dropping of Subjects

The changing, adding, and dropping of subjects is a dynamic process that allows students to modify their academic schedules during a specified period (a week after the last day of enrolment), typically at the beginning of each academic term. This process is facilitated by the Registrar's Office or a designated department and is subject to institutional policies.

These processes provide flexibility for students to tailor their academic plans based on evolving interests, requirements, or unforeseen circumstances. The specific timelines and procedures for changing, adding, and dropping subjects are determined by institutional policies and academic calendars.

Office of Division	Admissions and Student Records Office (ASRO)
Classification	Simple
Type of Transaction	G2C –Government to Citizens
Who may Avail	Currently Enrolled Students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Approved Changing/Adding/Dropping Form	Deans' Office

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit approved form (control number)	Verify and approve changes	None	5 minutes	ASRO Staff
2. Proceed to Accounting for fee adjustment				
3. Return form to ASRO	Receive form and issue admission slip	None	3 minutes	ASRO Staff
	File approved form in student record	None	2 minutes	ASRO Staff
4. Receive Client Satisfaction Survey Form	Provide CSS Form	None	2 minutes	ASRO Staff
5. Drop accomplished survey in designated box (optional)	Maintain designated drop box	None		
	TOTAL	**N/A**	**12 minutes**	

3. Processing Release of Credentials

The release of credentials is a formal procedure conducted by educational institutions or relevant authorities to provide official documentation and records to individuals or entities as requested. This process involves the issuance of various credentials, such as transcripts, diplomas, certificates, or letters of recommendation, to verify and authenticate a person's academic achievements or qualifications. The release of credentials is often initiated by a request from the individual or a third party, and the responsible office, typically the Registrar's Office, ensures that the documents are accurate, official, and securely delivered to the intended recipients. This process is crucial for various purposes, including job applications, further education, or professional certifications.

Office of Division	Admissions and Student Records Office (ASRO)
Classification	Simple
Type of Transaction	G2C – Government to Citizens
Who may Avail	Students and Alumni
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Accomplished Request Form (control number) Complete Admission Requirements Student Clearance	ASRO Submitted by the students ASRO

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out Request form (control number) for School Credentials	1. Locate student records in the MIS database or in the filing room area	None	10 minutes	ASRO Staff
	2. Check the subjects taken and total credits	None	5 minutes	ASRO Staff
	3. Check requirements, schedule request and issue claim stub to client.	None	10 minutes	ASRO Staff

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to the Cashier for payment of fees	OTR, Diploma, Transfer credentials/ Honorable Dismissal, Certification, Authentication and Verification (CAV), Certifications	OTR – P100.00 / page with 1 pc documentary stamp needed Diploma – P100.00 Transfer credentials / Honorable Dismissal – P100.00 with 1 pc documentary stamp needed Certification, Authentication and Verification (CAV) - P100.00 with 2 pcs documentary stamp needed Certifications – P100.00 with 1 pc documentary stamp needed		Cashier
3. Present official receipt of payment and claim requested document	Check receipt and release academic records to student and record documents in the logbook with corresponding Official Receipt number, date of release, and signature of students	None	5 minutes	ASRO Staff
	TOTAL	**See schedule fee**	**30 minutes**	

4. Processing Completion of Incomplete

The completion of incomplete grades is a formal process that allows students to fulfill the requirements for courses in which they received an "Incomplete" (I) grade. An Incomplete grade is typically assigned when a student is unable to complete the required coursework within the regular timeframe due to extenuating circumstances.

To complete an Incomplete grade, students work with their instructors to develop a plan for finishing the outstanding coursework. This may involve submitting missing assignments, taking a makeup exam, or fulfilling any other requirements specified by the instructor. Once the agreed-upon work is completed and evaluated, the Incomplete grade is replaced with the appropriate final grade.

This process ensures that students have the opportunity to demonstrate their understanding of the course material and meet the academic requirements for the respective courses. The completion of incomplete grades can be complied within 1 year after the final examination.

Office of Division	Admissions and Student Records Office (ASRO)
Classification	Simple
Type of Transaction	G2C –Government to Citizens
Who may Avail	Students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Completion form for incomplete grades	Registrar's Office

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure completion form from the Registrar's Office	1. Evaluate student's records	None	8 minutes	ASRO Staff
	2. Validate appropriate subject / subjects to be complied to include units earned and taken from other schools	None	8 minutes	ASRO Staff
	3. Sign forms validated and issue form to student for processing.	None	1 minute	ASRO Staff

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Secure grade/grades from Subject Professor	4. c/o Dean's Office: Professor concerned and Department Head (if applicable)	None		
4. Submit the accomplished completion form to the Registrar	5. Receive and encode completed grades to the MIS database, stamped completion form "encoded" and retain registrar's file	None	10 minutes	ASRO Staff
5. Drop the accomplished Client Satisfaction Survey Form in the designated box outside the office.	6. Provide Client Satisfaction Form	None	3 minutes	ASRO Staff
	TOTAL	**N/A**	**30 minutes**	

5. Processing Application for Graduation

The Application for Graduation is a formal process that graduating students must complete to signify their intent to receive a degree or diploma. It typically involves submitting necessary information, such as the student's personal details, academic program, and any additional requirements specified by the educational institution. This application serves as a crucial step in the graduation process, allowing institutions to verify students' eligibility, plan for commencement ceremonies, and issue official documents upon successful completion of academic requirements.

Office of Division	Admissions and Student Records Office (ASRO)
Classification	Simple
Type of Transaction	G2C –Government to Citizens
Who may Avail	Students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Appraisal Form Application for Graduation Form	Dean's Office / ASRO ASRO

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student will present ID for verification of name	Check records (MIS database) for the completeness of subjects taken and grades and issue an Application for Graduation Form.	None	5 minutes	Staff
2. Proceed to Dean's Office	Review and cross-examine the Appraisal Sheet with that of the Registrar's Office Appraisal Sheet for accuracy. Once complete, include the name in the Official List of Candidates for Graduation.			
3. Submit the signed Application for Graduation with the Appraisal Sheet from the Dean's Office as attachment to the Registrar's Office.	File and endorse the Application for Graduation to the Office of the President for approval.	None	10 minutes	Staff
4.Drop the accomplished Client Satisfaction Survey Form in the designated box outside the Registrar's office	Provide Client Satisfaction Survey Form	None	3 minutes	Staff
	TOTAL	**N/A**	**18 Minutes**	

6. Processing Student Records Authentication

The Authentication of Student Records is a formal procedure conducted by educational institutions to verify and validate the authenticity of academic records and documents belonging to students. This process ensures that the presented records, such as transcripts, diplomas, and certificates, are genuine and accurately reflect the student's academic achievements.

Office of Division	Admissions and Student Records Office (ASRO)
Classification	Simple
Type of Transaction	G2C –Government to Citizens
Who may Avail	Students and Alumni
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Photocopy of Student's School Records	Students

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present photocopy of school records	Receive photocopy of documents and check original copy	None	3 minutes	Staff
	Stamped certified copy with dry seal and process signing of documents	None	5 minutes	Registrar / Staff
2. Proceed to Cashier Office for Payment	Advise the student to pay the corresponding fees to the Cashier.	P20.00 / page	3 minutes	Staff / student
3. Present receipt and receive documents.	Records document in the logbook with client signature, OR number and date of release	None	5 minutes	Staff
4. Drop the accomplished Client Satisfaction Survey Form in the designated box outside the Registrar's office	Provide Client Satisfaction form	None	3 minutes	Staff
	TOTAL	**See schedule fee**	**19 minutes**	

7. Processing Submission and Encoding of Faculty Grade Sheets

The submission and encoding of faculty grade sheets is a systematic process carried out by educational institutions to collect and record the grades assigned by instructors to students for their coursework. Faculty members submit their grade sheets, which include individual student grades for specific courses, to a designated office, often the Registrar's Office. During this process, the grades are carefully encoded into the institution's academic database or information system.

This procedure is critical for maintaining accurate and official academic records. It ensures that student grades are correctly documented, contributing to transparency and accountability in the assessment of student performance. The submission and encoding of faculty grade sheets typically occur at the end of each academic term or semester, marking the conclusion of coursework and facilitating subsequent academic processes such as student transcripts and official record-keeping.

Office of Division	Admissions and Student Records Office (ASRO)
Classification	Simple
Type of Transaction	G2C –Government to Citizens
Who may Avail	Faculty
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Grade sheets	ASRO

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Grade sheets noted by Deans and Department Heads	Receive, check and record faculty grade sheets. Encode the Faculty grade sheets to the Management Information System (MIS).	None	30 minutes	Staff
2. Receive copy of grade sheet	Retain Registrar's file of grade sheet for filing and provide the client copy of grade sheets (Faculty copy and Dean's Copy).	None	5 minutes	Registrar / Staff

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Faculty drops the accomplished Client Satisfaction Survey Form in the designated box outside the office designated box outside the Registrar's office	Give the client the Client Satisfaction Survey Form.	None	3 minutes	Staff
	TOTAL	**N/A**	**38 Minutes**	

Research and Development Office

1. Processing Request for Funding for Presentations, Publications, Training, Seminars, and Workshops

The Research and Development Office supports the professional and research development of the University's faculty, staff, and students by providing funding assistance for participation in trainings, seminars, workshops, fora, conferences, and for research presentations and publications.

Office of Division	Research and Development Office
Classification	Simple
Type of Transaction	G2G, G2C
Who may Avail	Students, Faculty, and Staff
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Communication/Letter (2 copies)	Client
2. CHED Endorsement or Equivalent Document (2 copies)	Sponsoring Org/ Client
3. Letter of Acceptance (2 copies)	Sponsoring Org/ Client
4. Terminal Report (for paper presentations and publication, 2 copies)	Client
5. Proof of submission to the Research and Development (R&D) Office, such as a Notice to Proceed (NTP), Certificate of Completed Research, or other equivalent documents (for paper presentations and publication)	Client
6. Receipts and other documents (for reimbursement)	Sponsoring Org/ Client

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for assessment.	1.Receive the documents and check for completeness 1.1 Check availability of funds 1.2 Verify through the RMIS if the research has been submitted to the office(for paper publication/presentation) 1.3 Recommend request for approval	None	20 minutes	R&D Staff R&D Director
2. Accomplish the Client Satisfaction Survey and place it in the designated drop box.	2. Administer the Client Satisfaction Survey to the client	None	3 Minutes	R&D Staff
	TOTAL	**None**	**23 minutes**	

2. Processing Request for Use of Research Facilities and Equipment

To assist researchers, faculty and staff, and students in conducting research and other academic requirements, the Research and Development Office provides access to research facilities and equipment upon request.

Office of Division		Research and Development Office		
Classification		Simple		
Type of Transaction		G2G, G2C		
Who may Avail		Students, Faculty, and Staff		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request for Facilities (RD-09-11-09/24-05) Form (2 copies)		Research and Development Office		
CLIENT STEPS	**AGENCY ACTION**	**FEESTO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Accomplish the Request for use of the Facility Form.	1. Provide the Request for Facility Form to the client. 1.1 Check the availability of the requested facility/ies or equipment. 1.2 Forward the request to the Office of the Research Director for approval.	None	10 Minutes	R&D Staff R&D Director
2. Receive approved request for facilities/equipment	2. Release the approve request for facility/ies or equipment	None	3 minutes	R&D Staff
3. Accomplish the Client Satisfaction Survey and place it in the designated drop box.	3. Administer the Client Satisfaction Survey to the client	None	3 minutes	R&D Staff
	TOTAL	**None**	**16 minutes**	

3. Processing Request for Technical Services

To support researchers, faculty and staff, students, and other stakeholders in conducting research and fulfilling related requirements, the Research and Development Office provides access to the institution's experts, research specialists, and other qualified resource persons.

Office of Division	Research and Development Office
Classification	Simple
Type of Transaction	G2G, G2C
Who may Avail	Students, Faculty, and Staff
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request for Facilities (RD-09-11-09/24-05) Form (2 copies)	Research and Development Office

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Request for use of the Facility Form.	1. Provide the Request for Facility Form to the client. 1.1 Check the availability of the requested facility/ies or equipment. 1.2 Forward the request to the Office of the Research Director for approval.	None	10 Minutes	R&D Staff R&D Director
2. Receive approved request for facilities/equipment	2. Release the approve request for facility/ies or equipment	None	3 minutes	R&D Staff
3. Accomplish the Client Satisfaction Survey and place it in the designated drop box.	3. Administer the Client Satisfaction Survey to the client	None	3 minutes	R&D Staff
	TOTAL	**None**	**16 minutes**	

4. Processing Request for Technical Review of Research

To ensure the quality and rigor of research outputs, the Research and Development Office facilitates the technical review of research proposals and completed papers of faculty and students.

Office of Division	Research and Development Office
Classification	Highly Technical
Type of Transaction	G2G, G2C
Who may Avail	Faculty, and Staff
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Copy of the Research Proposal or Completed Research Paper (based on institutional format)	Client

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. R&D Coordinator/Chair endorses the pre-screened research proposal/paper	1. Receive and record the endorsed proposal/paper. 1.1 Conduct preliminary screening of the proposal/paper.	None	1 day	R&D Staff
2. Present the proposal/paper during the In-House Review (if applicable)	2.1 Forward the proposal/paper to the assigned technical reviewers (internal/external experts) for evaluation (for walk-in submissions).	None	1 day	R&D Staff / Technical Reviewers
	2.2 Technical reviewers evaluate the proposal/paper.	None	5 days	Technical Reviewers
	2.3 Facilitate the face-to-face presentation and evaluation of the proposal/paper with the technical reviewers/evaluators (during the In-House Presentation)	None	1 day	R&D Staff / Technical Reviewers

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive the summary of comments and revise the proposal/paper accordingly.	3.1. Consolidate the comments and recommendations of the technical reviewers.	None	4 hours	R&D Staff
	3.2 Forward the consolidated comments and suggestions to the client.	None	5 minutes	R&D Staff
4. Submit the revised proposal/paper to the R&D Office.	4. Receive and review the revised proposal/paper for compliance with reviewers' recommendations.	None	3 days	R&D Staff / Technical Reviewers
	4.1 If compliant, prepare the appropriate certification/approval document.	None	20 minutes	R&D Director
5. Receive the approved document.	5. Issue a Notice to Proceed (NTP) for approved research proposals or a Certificate of Completed Research for completed research papers.	None	2 minutes	R&D Staff
6. Accomplish the Client Satisfaction Survey and place it in the designated drop box.	6. Administer the Client Satisfaction Survey to the client.			
	TOTAL	**N/A**	**11 days, 4 hours and 27 minutes**	

5. Processing Request for Research Endorsement/Certification

This service applies when faculty, staff, or students request official certification or endorsement from the Research and Development (R&D) Office for purposes such as publication, presentation, funding applications, or other research-related requirements.

Office of Division	Research and Development Office
Classification	Complex
Type of Transaction	G2G, G2C
Who may Avail	Students, Faculty, and Staff
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1 Request/Communication Letter addressed to the Research Director (2 copies)	Client
2 Copy of the Research Proposal or Completed Research Paper	Client
3 Endorsement from the Research Coordinator/Department Chair	Department / College
4 Proof of Submission to the R&D Office (e.g., RMIS record, Notice to Proceed, Certificate of Completed Research, or equivalent document)	R&D Office / Client
5 Other supporting documents required for the specific purpose (e.g., conference invitation, journal acceptance letter, funding requirement)	Client / Concerned Organization

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter and required documents to the R&D Office	1. Receive and record the request letter and supporting documents.	None	10 Minutes	R&D Staff
	1.1 Review and verify the completeness and authenticity of the submitted documents.	None	4 hours	R&D Director
	1.2 Forward the request to the Research Director for evaluation and approval.	None	2 minutes	R&D Staff
2.Wait for notification from the R&D Office.	2. Evaluate and approve the request for endorsement/certification.	None	3 days	R&D Staff
3. Receive the endorsement/certification	3. Prepare and release the approved research endorsement/certification.	None	30 minutes	
	TOTAL	**None**	**3 days, 4 hours 42 minutes**	

6. Processing Request for Prior Art Search

The Research and Development Office, through the Intellectual Property Management, and Technology Transfer Unit, conducts prior art searches to help researchers, faculty, staff, and students establish the novelty of their research outputs by reviewing existing patents, publications, and related works.

Office of Division	Research and Development Office
Classification	Highly Technical
Type of Transaction	G2G, G2C
Who may Avail	Students, Faculty, and Staff
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Non-Disclosure Agreement Form (IPMO-04-06/25-00 IP Assessment Form (IPMO-10-06/25-00) Prior Art Search Report Form (IPMO-07-06/25-00) Payment Form	Research and Development Office - Intellectual Property Management and Technology Transfer Unit

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log/ Receive the requests in the logbook	1. Provide the logbook to the client for signing.	None	3 Minutes	R&D Staff
2. Sign Non-Disclosure Agreement	2. Provide Non-Disclosure Agreement Form	None	5 minutes	R&D Staff
3. Accomplish IP Assessment Form	3. Evaluate the research output	None	30 minutes	R&D Staff
4. Pay the Search Fee to the Cashier	4. Issue the Payment Form	P500.00 to be paid to cashier	2 minutes	R&D Staff
5. Present the Official Receipt	5. Conduct the Prior Art Search		1 day	ITSO Staff
6. Log in the logbook/Receive the Prior Art Search Report Form	6. Provide the logbook and release the Prior Art Search Report	None	5 minutes	R&D Staff
7. Fill-out the Client Satisfaction Survey Form	7. Provide the Client Satisfaction Survey Form	None	2 minutes	R&D Staff
	TOTAL	**None**	**1 day and 47 minutes**	

7. Processing Intellectual Property Protection Application Filing

The Research and Development Office, through the Intellectual Property Management, and Technology Transfer Unit, helps researchers, faculty, staff, and students file applications for intellectual property protection. The service ensures research outputs are documented, evaluated, and submitted to the proper agencies for registration, protecting creators' rights while promoting commercialization and facilitating technology transfer.

Office of Division	Research and Development Office
Classification	Highly Technical
Type of Transaction	G2G, G2C
Who may Avail	Students, Faculty, and Staff
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Non-Disclosure Agreement Form (IPMO-04-06/25-00 IP Evaluation Acknowledgement Form(IPMO-11-06/25-00) Deed of Assignment Form (IPMO-06-06/25-00)	Research and Development Office - Intellectual Property Management and Technology Transfer Unit

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log/ Receive the requests in the logbook	1. Provide the logbook to the client for signing.	None	3 Minutes	R&D Staff
2. Sign Non-Disclosure Agreement	2. Provide Non-Disclosure Agreement Form	None	5 minutes	R&D Staff
3. Fill out IP evaluation Acknowledgement Form	3. Receive the documents and check for completeness	None	30 minutes	R&D Staff
4. Fill-out IP Application Form.	4. Evaluate the IP Application Form	None	30 minutes	R&D Staff
5. Disclose the technology information and claims.	5. Draft the application based on disclosure	None	4 hours	R&D Staff

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Execute Deed of Assignment	6. Provide the Deed of Assignment and notarize after signing	P200.00 (for notary)	5 days *(Depending on availability of signatories)*	R&D Staff, Univ. Pres., Client, Notarial Lawyer
7. Submit the IP Application Form, the notarized Deed of Assignment, and the Prior Art Search Report	7. File the application with IPOPHL	2,000 more or less *(depending on claims)*	1 hour	R&D Staff, IPOPHL Examiner
8. Follow up and wait for grant	8. Monitor application status and respond to examiner	None	3 months *(depending on examiner's response)*	R&D Staff
9. Fill-out the Client Satisfaction Survey Form	9. Provide the logbook and release the Prior Art Search Report	None	5 minutes	R&D Staff
	TOTAL	**None**	**1 day and 47 minutes**	

8. Processing Request for External Services

The Research and Development Office, through its Intellectual Property Management, and Technology Transfer Unit, helps researchers, faculty, staff, and students access external services for their projects and innovations. This service ensures proper coordination with external partners, improve research efficiency, and ensure compliance with institutional and regulatory requirements.

Office of Division	Research and Development Office
Classification	Complex
Type of Transaction	G2G, G2C
Who may Avail	Students, Faculty, Staff and students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request/Communication Letter addressed to the University President (2 copies) 2. Other supporting documents required for the specific purpose (e.g., conference invitation, journal acceptance letter, funding requirement)	Client Client/Concerned Organization

CLIENT STEPS	AGENCY ACTION	FEEST O BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E
1. Submit the request letter and required documents to the R&D Office.	1. Receive and record the request letter and supporting documents. 1.1 Review and verify completeness and authenticity of the documents. 1.2 Forward the request to the University President for evaluation and approval.	None	10 minutes 30 minutes 1 day	R&D Staff R&D Staff R&D Staff
2. Wait for notification from the R&D Office.	2. Evaluate and approve the request for endorsement/certificati on.	None	3 days	R&D Director
3. Receive the endorsement/certificati on.	3. Prepare and release the endorsement/certificati on	None	1 day	R&D Staff
4. Accomplish the Client Satisfaction Survey and place it in the designated drop box.	4. Administer the Client Satisfaction Survey to the client.	None	3 minutes	R&D Staff
	TOTAL	**None**	**1 day and 47 minutes**	

Student Support Center

1. Processing Enrollment of Students				
Office of Division	SSC			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Students			
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**			
1. Fill in Student Information Sheet, 2. Student Profile (Form 1) and 3. Enrolment Route Slip	Student Support Center			
CLIENT STEPS	**AGENCY ACTION**	**FEESTO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill in Student Information Sheet, FORM 1(Student Profile) and Enrolment Route Slip	Encodes and Issue Student No. (Stored in the Student's database)	None	2 min	SSC Staff
2. Submit Route Slip/ Student Information Sheet	Check/Accept/File Enrolment Route Slip/ Student Information Sheet	None	1 minute	SSC Staff
3. Accomplish Client Satisfaction Survey/Feedback form	3. Provide Client Satisfaction Survey/Feedback form	None	2 minutes	SSC Staff
	TOTAL	**N/A**	**5 minutes**	

2. Processing Accreditation of Student Organization

Office of Division	SSC
Classification	Simple
Type of Transaction	G2C
Who may Avail	Students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Constitution and By-Laws 2. List of Officers 3. Officer's Profile 4. Membership Form 5. Student Organization Performance Evaluation 6. List of Members 7. Invitation Letter for the designated adviser 8. Acceptance Letter of Organization's Adviser	Organization applying for accreditation

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete application forms with requirements	Checks forms and requirements; if lacking returns papers for completion	None	10 minutes	SSC Staff
2. Wait for approval	Reviews application	None	10 minutes	SSC Staff
3. Follow up status of application	Approves / Disapproves application		5 minutes	SSC Director
4. Get approved / disapproved application papers	File copy of the approved application paper		5 minutes	SCC Staff
5. Await issuance of certificate of accreditation	Facilitate signature of the College president			College CLerk
6. Receive the accreditation certificate	Issue the accreditation certificate		1 minute	SSC Staff
	TOTAL	**N/A**	**31 minutes**	

3. Processing Student Grievance				
Office of Division	SSC			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Students			
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**			
1. Accomplished Incident Report Form /complaint form. 2. Full name of the student complained of and full name of person complaining. 3. A narration of relevant facts that show the offense allegedly committed by the student complained of. 4. Evidence and testimonies of a witness/es	Student Support Center			
CLIENT STEPS	**AGENCY ACTION**	**FEESTO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Orally reports complaint to Office of Student Support Center (SSC)	Discusses complaint with complainant	None	15 Minutes	SSC Staff
2. Accomplishes and submits Incident Report Form	Receives accomplished Incident Report Form	None	10 minutes	SSC Staff
3. Confirms venue, date & time of fact-finding dialogue/ hearings to be conducted	Informs complainant on venue, date & time of dialogues/ hearings	None	15 minutes	Director/SSC Staff
	TOTAL:	**N/A**	**40 minutes**	

4. Processing Student Activity Permit				
Office of Division	SSC			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Students			
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**			
1. Approved copies of letter request to conduct activity 2. Activity Permit 3. Parental Consent Form in cases where activities are held outside the campus	1. Requesting organization 2. Office of Student Affairs			
CLIENT STEPS	**AGENCY ACTION**	**FEESTO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill up forms and secure the necessary signatories	Releases forms and facilitates the filling up of information	None	10 Minutes	Requesting organizations
2. Accomplished forms should be submitted for evaluation to the SSC at least 5 days before the activity	Checks and evaluates the documents and recommends for approval	None	10 minutes	SSC Director
3. Proceed to the Offices of the VPs to recommend approval of the activity by the President	Recommend approval of the activity	None	5 minutes	Director
	TOTAL	**N/A**	**25 Minutes**	

5. Processing Student Identification Card (Form 3)				
Office of Division	SSC			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Students			
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**			
1. Paid Receipt Copy from the Cashier 2. Accomplished Form 3	Cashier Office of Student Affairs			
CLIENT STEPS	**AGENCY ACTION**	**FEESTO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Pay at the Cashier the amount for ID	Encodes and issue receipt	P120.00 to be paid to cashier		Cashier
2. Present receipt for ID and Fill up Form 3	Encodes and Issue ID Slip	None	2 minutes	SSC Staff
3. Present ID Slip to the staff of Management of Information System (MIS)	Take Picture/and release student ID	None		MIS Staff
4. Present printed ID to the Registrar for Validation	Validates ID	None		Registrar Staff
5. Log Inn at the SSC log book and present validated ID	Check and release ID lace	None	1 minute	SSC Staff
	TOTAL:	**P 120.00 to be paid to cashier**	**3 minutes**	

6. Processing Excuse Slip				
Office of Division	SSC			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Students			
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**			
Excuse Slip Form Medical Certificate (if applicable)	SSC			
CLIENT STEPS	**AGENCY ACTION**	**FEESTO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Get Excuse Slip Form	Issue Excuse Slip Form	None	1 minute	SSC Staff
2. Accomplished form to be signed by Parents and Dean		None		Parents/Dean
3. Present to the SSC Office for signature	Signed and issue student copy	None	1 miinute	SSC Staff
	TOTAL	**N/A**	**2 minutes**	

7. Processing Parent Consent				
Office of Division	SSC			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Students			
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**			
Letter signed by the Dean and Chairperson of the said Activity	SSC			
CLIENT STEPS	**AGENCY ACTION**	**FEESTO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present approved letter of activity to the SSC staff 2. Accomplish Consent Form	Issue Parent's Consent Form-4 copies Check form/compile copies into 4 (Dean, Guard, SSC & student copy)	None None	1 minute 3 minutes	SSC Staff Student/Parents/ Adviser
	TOTAL	**N/A**	**4 Minutes**	

Supply Office

1. Processing Inspection and Acceptance of Delivered Supplies, Materials and Equipment

To provide guidelines to Inspection Committee, Supply Officer and end-users for proper inspection of delivered supplies, materials and equipment as to correct quantity and specification

Office of Division	Supply Office
Classification	Simple
Type of Transaction	G2C
Who may Avail	End-Users/Delivery Units
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Purchase Request 2. Purchase Order 3. Delivery Receipt 4. Inspection And Acceptance Report	Procurement Office, Supply Office, and Suppliers

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparation of Inspection and Acceptance Report of the delivered supplies, materials and equipment based on the delivery receipt	Preparation of the assigned personnel of the Inspection and Acceptance Report based on the Purchase Order and delivered supplies, materials or equipment	None	15 minutes	Supply Office personnel

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Inspection of the delivered supplies, materials, or equipment 3. Acceptance of the delivered supplies, materials, or equipment 4. Optional inspection of the delivered supplies, materials, or equipment	Conduct and signing of the IAR Form by the Inspection Committee and end-user Signing of the IAR Form of the Supply Officer Conduct of optional inspection by the COA personnel	None None None	1 hour *(depending on the quantity and specifications of items to be inspected)* 5 minutes 1 hour *(depending on the quantity and specifications of items to be inspected)*	Inspection Committee, End-User Supply Officer COA personnel
TOTAL		**N/A**	**2 hours and 20 Minutes**	

2. Processing Storing and Issuance of Supplies, materials and Equipment

To provide guidelines to end-users and Supply Office personnel for storing and issuance of supplies, materials and equipment as basis for accounting and monitoring of the university properties' whereabouts and conditions

Office of Division	Supply Office
Classification	Complex
Type of Transaction	G2C
Who may Avail	End-Users/Delivery Units
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

CLIENT STEPS	**AGENCY ACTION**	**FEESTO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Recording of the receipt of supplies, materials, or equipment	Updating of stock cards (for supplies and materials) and property cards for (semi-expendable and equipment)	None	4 hours	Supply Office personnel
2. Requisition of supplies, materials or equipment	Filling-up of Requisition Issue Slip (RIS) by the end-user	None	5 minutes	End-user
3. Preparation of ICS (for semi-expendable equipment) or PAR (for equipment)	Updating of inventory list of accountable officers and RPCPPE	None	5 minutes	Supply Office personnel
4. Receipt of RIS/ICS/PAR together with the supplies, materials. Semi-expendables or equipment	Issuance of supplies, materials, semi-expendables or equipment to end-user	None	3 minutes	Supply Office personnel End-user
	TOTAL	**N/A**	**4 hours and 13 minutes**	

3. Processing Inventory of Supplies, Materials, Property, Plant and Equipment

To provide guidelines of inventory to the Inventory Committee and Supply Officer to account the existing supplies, materials, property, plant and equipment

Office of Division	Supply Office
Classification	Complicated
Type of Transaction	G2C
Who may Avail	Accounting Office, Accountable Personnel
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Inventory List (RPCPPE, RPCI)	Supply Office

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide list of supplies and materials based on the stock card and list of property, plant and equipment based on the property card	Preparation of inventory list (RPCI and RPCPPE) as basis of the physical count of inventory	None	5 days	Supply Office personnel
2. Conduct of physical count of supplies and materials and PPE	Determine the shortage and overage of actual physical count of supplies, materials and PPE	None	10 days	Inventory Committee Supply Officer
3. Approval of the RPCI for the inventory of supplies and materials and RPCPPE for property, plant and equipment	Signing of the RPCI and RPCPPE by the Inventory Committee	None	1 day	Inventory Committee
4. Verification of the existence of supplies and materials based on the approved RCPI and PPE based on the approved RCPPE	Conduct of physical count of inventory by the COA personnel	None	5 days	COA personnel
	TOTAL	**N/A**	**21 days**	

4. Processing Surrender of Property and Equipment

To provide guidelines to the accountable officer and Supply Officer in the surrender of property and equipment

Office of Division	Supply Office
Classification	Simple
Type of Transaction	G2C
Who may Avail	Accountable Personnel
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Surrender semi-expendable or equipment along with its issued ICS or PAR	Accountable officer returns the semi-expendable or equipment along with its issued ICS or PAR to the Supply Office	None	3 minutes	Accountable Officer
2. Fill-in Return Slip (RS) Form	Accountable Officer fill-in the data needed in the RS Form and to be received by the Supply Officer	None	7 minutes	Accountable Officer Supply Officer
3.Cancellation of the ICS or PAR Note: Proceed to property transfer if property is serviceable and disposal if unserviceable	Updating of records and inventory list	None	10 minutes	Supply Office personnel
	TOTAL	**N/A**	**20 minutes**	

5. Processing Transfer of Accountability of Property

To provide guidelines to the accountable officer and Supply Officer in the transfer of accountability of property

Office of Division	Supply Office
Classification	Complex
Type of Transaction	G2C, G2G
Who may Avail	Accountable Personnel, Supply Office, other Government Agencies
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Approved Return Slip 2.Semi-Expendables or Equipment to be transferred 3.Inventory Custodian Slip (ICS) or Property Acknowledgement Receipt (PAR) 4. Property Transfer Report (PTR)	Supply Office

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparation of Property Transfer Report (PTR)	Transfer of accountability to new accountable officer	None	3 minutes	Supply Office personnel
2. Approval of PTR by the authorized officer	Approval of authorized officer as to transfer type and reason for transfer	None	1 day	SUC President
3. Preparation of the updated ICS/PAR for the new accountable officer	Updating of individual records and inventory list	None	10 minutes	Supply Office personnel
4. Issuance of PTR, PAR and property to the new accountable officer	Property is released to new accountable officer along with the updated PAR and PTR	None	5 minutes	Supply Officer
	TOTAL	**N/A**	**1 day and 18 minutes**	

6. Processing Disposal and Appraisal of Unserviceable Property and Waste Materials

To provide guidelines to the Disposal Committee, BAC on Disposal, Property Officer and HOPE on the disposal of unserviceable property and waste materials

Office of Division	Supply Office
Classification	Complex
Type of Transaction	G2C, G2G
Who may Avail	Accounting Office, Supply Office, IGP
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare detailed list of unserviceable properties / waste materials	Preparation of IIRUP and Waste Material Report	None	5 minjutes	Supply Office personnel
2. Provide details of property such as unit cost, total cost, accumulated depreciation and net book value	Accounting Office provides data of unserviceable property for IIRUP	None	5 minutes	Accounting Office personnel
3. Conduct the inspection and appraisal	The Appraisal Committee will conduct inspection of the unserviceable property	None	1 day	Appraisal Committee Disposal Committee
4. Submit disposal program and schedule the bidding	Result of the appraisal report will be submitted to Disposal Committee as basis for the disposal of unserviceable property and waste materials	None	5 minutes	BAC on Disposal
	TOTAL	**N/A**	**1 day and 15 minutes**	

7. Processing Requisition for the Use of University Facilities and Equipment

To provide guidelines to the requisitioning office/officer and Supply Officer for the use of university facilities

Office of Division	Supply Office
Classification	Complex
Type of Transaction	G2C, G2G
Who may Avail	Requisitioning Office/Officer
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Request Form for the Use of University Facility 2. Approved letter for the conduct of activities requiring the use of university facilities beyond 5:00 PM and weekdays and holidays	Supply Office Chief Administrative Office Requisitioning office

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-in necessary data needed for the use of university facilities	Present approved communication of the activity to be conducted	None	5 minutes	Requisitioning Office
2. Recommendation for the approval of the request form	Check the availability of the facilities to be used or borrowed	None	2 minutes	Supply Officer Chief
3. Approval of the Request Form for the Use of University Facilities and Equipment	Approve the request form base on the recommendation and approved communication	None	3 minutes	Administrative Officer
4. Furnish copy of the approved request form to the Security Unit or office concerned	Allow the requisitioning office for the use of university facilities	None	5 minutes	Requisitioning office Security Unit Facility In-charge
	TOTAL	**N/A**	**15 minutes**	

8. Processing Supplier's Post Evaluation

To provide feedback to the Supply Officer and end-users the capacity of the external service providers to meet the goods and services they are expected to deliver

Office of Division	Supply Office
Classification	Complex
Type of Transaction	G2C,
Who may Avail	Supply Officer, Procurement Office, BAC, and End-Users
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acceptance of delivered services, supplies, materials and equipment	1. Storing and inventory of delivered supplies, materials and equipment	None	1 day	Supply Officer
2. Evaluation of suppliers as to timeliness and completeness of delivery	2. Determine the liquidated damages of delayed deliveries	None	10 min	Supply Office personnel
3. Issuance of supplies, materials, and equipment to end-users	3. Acceptance of end-users of the issued supplies, materials and equipment	None	5 min	Supply Officer Supply Officer
4. Evaluation of suppliers as to quality of products (visual, size, and performance)	4. Product qualities such as visual, size and performance are evaluated by the end-users	None	15 min	End-Users
5. Evaluation of suppliers as to after sales/ purchase services	5. After sales services such as warranty are evaluated a month after issuance	None	10 min	End-Users Supply Officer
	TOTAL	**N/A**	**1 day and 40 minutes**	

9. Processing Supplier's Re-Evaluation

To provide feedback to the Supply Officer, the Bids and Awards Committee, the Procurement Office and end-users the capacity of the external service providers to meet the goods and services they are expected to deliver

Office of Division	Supply Office
Classification	Complicated
Type of Transaction	G2C, G2G
Who may Avail	Supply Officer, Procurement Office, BAC, and End-Users, other Government Agencies
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Completed Supplier's Post Evaluation Form	Supply Office Suppliers

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consolidation of Post Evaluation Form of Suppliers for the recent year	Evaluation of suppliers for all procurement transactions completed in a year	None	4 hrs	Supply Officer Supply Office personnel
2. Re-evaluation of suppliers	The Supply Officer will determine the capacity of the external service provider to deliver the goods and services they are expected to serve by conducting Supplier's Re-Evaluation Form	None	30 min	Supply Officer
3. Evaluation/ analysis of the result	Evaluate the services offered by the external service provider as basis for the BAC and Procurement Unit to identify the potential suppliers	None	30 min	Supply Officer Bids and Awards Committee Procurement Officer
	TOTAL	**N/A**	**5 hours**	

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 president@isufst.edu.ph o 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.

TITLE : DOCUMENT REVISON FORM
Revision Date : March 16, 2026 Revision Status :
Authorized By : QAMC Page No. :

DATE	REFERENCE	BRIEF DESCRIPTION OF AMENDMENT	REVISION STATUS	ISSUED BY
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