

ILOILO STATE UNIVERSITY OF FISHERIES SCIENCE AND TECHNOLOGY

Tiwi, Barotac Nuevo, Iloilo



CITIZEN'S CHARTER



**ILOILO STATE UNIVERSITY
OF FISHERIES SCIENCE AND
TECHNOLOGY
Tiwi, Barotac Nuevo, Iloilo**

CITIZEN'S CHARTER

I. Mandate:

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

II. Vision:

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

Vision Statement: The Iloilo State University of Fisheries Science and Technology (ISUFST) as the lead academic institution for sustainable Science, Fisheries, Agricultural, Industrial, Entrepreneurship, 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: The 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. Service Pledge:

We, the Officials and Employees of the Iloilo State University of Fisheries Science and Technology, 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.

LIST OF SERVICES

Accounting Office	7
Cash Advance/Reimbursement/Liquidation for Travel And Other Activities	8
Processing of Disbursement Voucher	10
Assessment of Fees	12
 Budget Office	 13
Processing of Obligation Request and Status (ORS)-FUND 101	14
Processing of Budget Utilization Request and Status (BURS)-FUND 164, 161 & 121	15
 Cash and Disbursing Office	 16
Collection	17
Disbursement	18
 Disaster Risk and Reduction Management Office	 19
Request for Disaster Preparedness Training	20
Request for DRRM services and equipment	
 Extension Services and Development	 23
Request for Technical advisory and Livelihood Trainings	24
 Gender and Development	 26
Requests for Gender Related Trainings/Seminars, Peer Consultation	27
 General Services Office	 28
Request for College Vehicles	29
Request for minor repairs and maintenance Of the college	30
 Human Resource Management Office	 31
Application for Leave of Absence	32
Issuance of Appointment, Oathtaking and Orientation Program	33
Submission of Daily Time Record for Computation of Salaries	34
 Library	 35
Library orientation/instruction (Regular Transaction)	36
Virtual Library Orientation/Instruction	37
Issuance and Replacement of Library ID card (Regular Transaction)	38
Checking- Out (Lending) of Books (Regular transaction)	43
Checking-Out (Lending) Books (Modified-less personal contact transaction)	44
Checking-In (Returning) of Book/s (Regular transaction)	45
	47

Checking-in (Returning) of Book/s through Drop Box	49
Off-Campus Virtual Research & Assistance	51
On-Campus or P2P Information and Research Assistance	52
Medical and Dental	54
Medical consultation	55
Physical examination	56
First-aid treatment	57
Referral	58
Medical certificate issuance	59
Dental examination	60
Oral prophylaxis	61
Tooth extraction	62
Dental restoration	63
Dental certificate issuance	64
MIS Office	65
Releasing of ID card	66
Planning and Development	67
Repair and Maintenance of Buildings and Facilities	68
Preparation of Plans and Program of works for proposed Infrastructure projects	69
Preparation/valuation of request for extension of contractors	70
Processing of payments for 15% Mobilization	71
Processing of payment for Progress billing	72
Processing of payment for Final billing	73
Procurement	74
Procurement of Goods and Services	75
Registrar's Office	77
Enrollment	78
Changing, Adding & Dropping of Subjects	80
Completion of incomplete grades	81
Submission and encoding of faculty grade sheets	82
Application for Graduation (Graduating Students)	84
Release of Credentials	86
Student Records Authentication	89

Research and Development	91
Request for Funding for Presentations/Training/ Seminars/workshops	92
Request for Use of Facilities	94
Request for Technical Services	95
Special Projects/Programs	96
Request for Funding for Special Programs, Projects, Trainings/Seminars/Workshops	97
Students Affairs Office	98
Application for University Entrance Examination	99
Admissions/ Enrolment of Students	100
Accreditation of Student Organization	102
Student Grievance	103
Student Activity Permit	104
Supply Office	105
Inspection and Acceptance of Delivered Supplies Materials and Equipment	106
Storing and Issuance of Supplies, Materials and Equipment	108
Inventory of Supplies, Materials, Property, Plant and Equipment	110
Surrender of Property and Equipment	112
Transfer of Accountability of Property	114
Disposal and Appraisal of Unserviceable Property and Waste Materials	116
Requisition for the Use of University Facilities and Equipment	118
Supplies Post Evaluation	120
Supplies Re-Evaluation	122
Feedback and Redress Mechanism	124

ACCOUNTING OFFICE

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

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

Office/Division:	Accounting Office
Classification:	Simple
Type of Transaction	G2G, G2C
Who may avail:	Employees/Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Purchase Request 2. Purchase Order 3. Request for Quotation 4. Abstract of Bids 5. Report of Inspection 6. BAC Resolution 7. Certificate of Availability of Funds 8. Travel Request 9. Travel Order 10. Itinerary of Travel 11. Invitation to attend Seminars/Trainings or Letter Request Approved by Head of Agency 12. Certificate of Travel Completed 13. Official Receipts/Tickets/Boarding Pass 	Procurement Office, BAC Office, Accounting Office

CLIENT STEPS	AGENCY ACTION	FEES TO 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 the amount reflected in the Itinerary of Travel is accurate.	None	15 minutes	Bookkeeper
2. Forward documents to the Budget Office.	2. Accounting Office personnel will forward the documents to the Budget Office for preparation of ORS/BURS.		2 minutes	Bookkeeper
TOTAL:		N/A	17 minutes	

2. Processing of Disbursement Voucher

Disbursement Vouchers are prepared for payment of various expenses.

Office or Division:	Accounting Office
Classification:	Simple
Type of Transaction	G2G,G2C
Who may avail:	Employees, Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Purchase Request 2.Purchase Order 3.Request for Quotation 4.Abstract of Bids 5.Report of Inspection 6.BAC Resolution 7.Certificate of Availability of Funds 8.Travel Request 9.Travel Order 10.Itineray of Travel 11.Invitation to attend Seminars/Trainings or Letter Request Approved by Head of Agency 12.Certificate of Travel Completed 13.Official Receipts/Tickets/Boarding Pass	Procurement Office, BAC Office, Accounting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit pertinent papers/documents to the office. 2. For Approval of Authorized Signatory for Box A of DV. 3. For approval of the Accountant 4. For approval of Head of Agency. 5. For preparation of Check.	1. Person in-charge will review/check if the documents submitted are complete and will generate voucher.	None	15 minutes	Accounting Staff
	2. Accounting personnel will submit the documents at the office of person authorized for signature.		10 minutes	Authorized Signatory
	3. Accountant will check the attached documents. If found complete and accurate, the Accountant will sign Box B of the Disbursement Voucher.		10 minutes	Accountant
	4. Accounting personnel will forward the documents at the Office of the President for approval of DV.		20 minutes	Head of Office
	5. Accounting personnel will forward the DV and supporting documents to Cashier for preparation of check.		5 minutes	Accounting Staff
TOTAL:		N/A	1 hour	

3. Assessment of Fees

Processing of students' assessment of fees during enrolment

Office/Division:	Accounting Office			
Classification:	Simple			
Type of Transaction	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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits approval of subjects and route slip.	1. Accounting personnel will encode assessment of fees and print student's Registration Form. 2. Accounting personnel will sign the printed Registration Form, return to student and require him/her to sign above his/her name. 3. Accounting personnel will instruct the students to proceed to cashier's office for payment of fees.	None	5 minutes	Accounting Staff
2. Student receives the Printed Registration form and Route Slip.			3 minutes	Accounting Staff
3. Student proceeds to the Cashier's Office for payment.			2 minutes	Accounting Staff
TOTAL:		N/A	10 minutes	

BUDGET OFFICE

1. Processing of Obligation Request and Status (ORS)-FUND 101

Office or Division:		Budget Office		
Classification:		Simple		
Type of Transaction		G2G, G2C		
Who may avail:		Regular Employees, Job Orders, Suppliers, External Campuses, Contractors, Other Agencies & Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Payroll for Salaries 2. Computation of Services Rendered 3. Purchase Order/ Letter Order 4. Contracts/Request for Payment 5. Billing (Remittances) 6. Billing/Statement of Account (Utilities) 7. Travel Request/ Itinerary of Travel 8. Request for Cash Advance with Approved Budgetary Requirements 9. Authority to Cash Advance/ Travel Abroad 10. Request to transfer Free Higher Education Subsidy 		<p>Accounting Office Accounting Office Procurement Office Contractors/Planning Office Accounting Office (GSIS, HDMF, PHIC) ILECO, Globe, Innove, Water District</p> <p>Concerned Employees</p> <p>Requesting Official/Employee Office of the President</p> <p>Scholarship Liaison Officer</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Payment/Obligation	Signs/Certifies Boxes A and B of ORS	None	3 days	Budget Officer
TOTAL:		N/A	5 to 10 mins	

2. Processing of Budget Utilization Request and Status (BURS)-FUND 164, 161 & 121

Office or Division:		Budget Office		
Classification:		Simple		
Type of Transaction		G2G, G2C		
Who may avail:		Regular Employees, Job Orders, Suppliers, External Campuses, Contractors & Other Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payroll for Salaries		Accounting Office		
2. Computation of Services Rendered		Accounting Office Procurement Office		
3. Purchase Order/ Letter Order		Contractors/Planning Office		
4. Contracts/Request for Payment		Accounting Office (GSIS, HDMF, PHIC)		
5. Billing (Remittances)		ILECO, Globe, Innove, Water District		
6. Billing/Statement of Account (Utilities)		Concerned Employees		
7. Travel Request/ Itinerary of Travel		Requesting Official/Employee		
8. Request for Cash Advance with Approved Budgetary Requirements		Office of the President		
9. Authority to Cash Advance/ Travel Abroad		Scholarship Liaison Officer		
10. Request to transfer fund to External Campuses (Scholarship)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Payment/Utilization	Signs/Certifies Boxes A and B of BURS	None	3 days	Budget Officer
TOTAL:		N/A	5 to 10 mins	

CASH AND DISBURSING OFFICE

1. Collection

Office or Division:	Cash and Disbursing Office			
Classification:	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail:	Students, Employees, Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment 1 valid ID		Accounting Office, BAC Office, Supply Office, Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Assessment of Fees or Order of Payment and 1 valid ID.	1. The collecting officer will check the ledger of student in the MIS System, order of payment, and billing for payment.	Tuition and Miscellaneous Fees Other Fees Refund Rentals and Income from IGP projects	4 minutes	Collecting Officer
2. Receive Official Receipt as proof of payment.	To Receive cash/check and issue official receipt			
TOTAL:			4 minutes	

2. Disbursement

Office or Division:	Cash and Disbursing Office
Classification:	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail:	Students, Employees, Suppliers

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 valid ID Special Power of Attorney for authorized claimant and 1 valid ID of authorizer (if the claimant is not available) Official Receipt or Sales Invoice				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present one (1) valid ID or/ and SPA for unauthorized representative.	1. Verification is done.		5 minutes	Disbursing Officer
2. Sign the payroll/disbursement vouchers.	2. The disbursing officer releases cash/check to the claimant.			
3. Issue official receipt as proof of receive payment				
TOTAL:			5 minutes	

DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

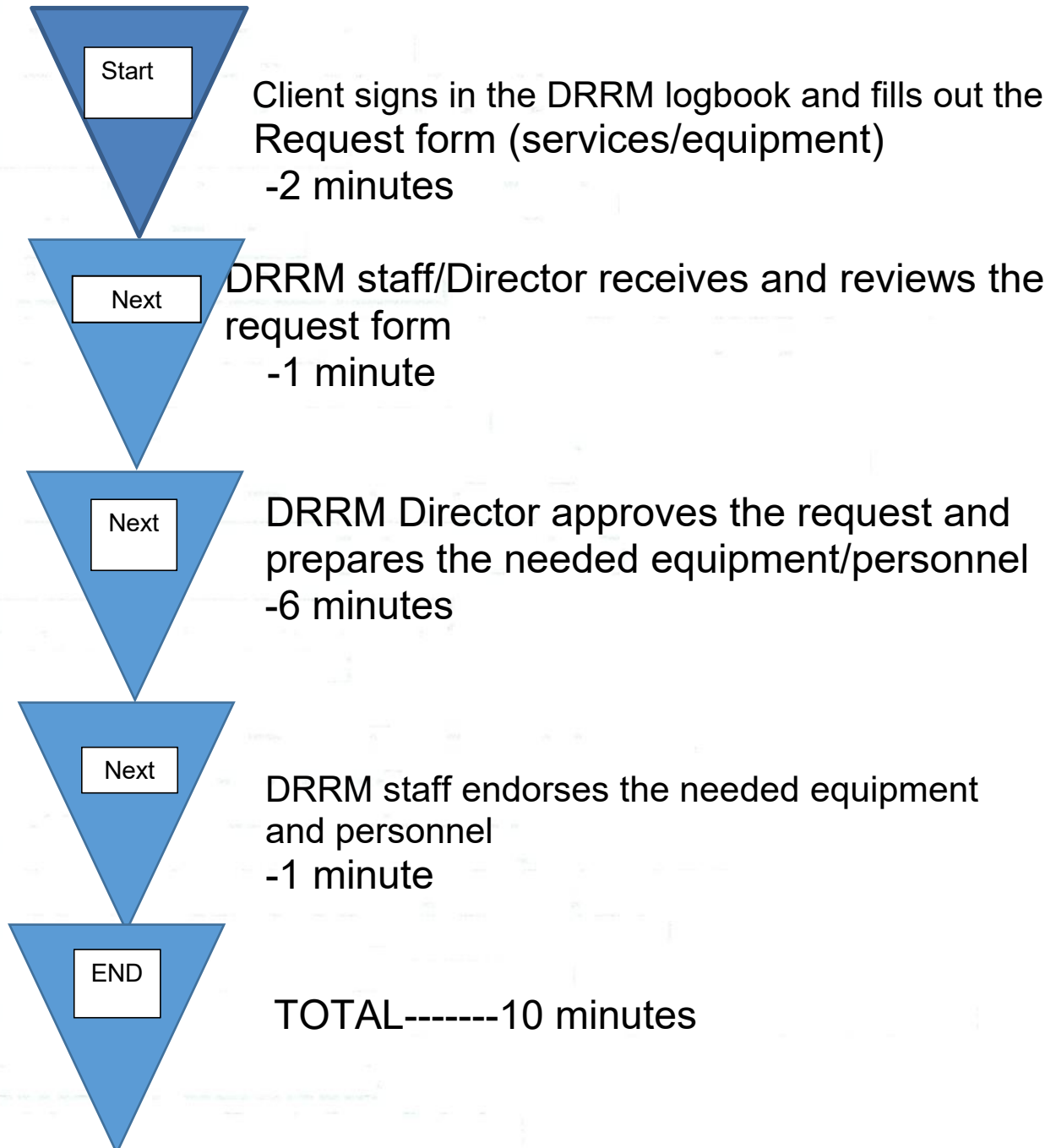
1. Request for Disaster Preparedness Training

OFFICE/DIVISION		DRRM		
CLASSIFICATION:		Simple		
Type of Transaction:		G2G/G2C		
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	Fees to be paid	Processing time	Person Responsible
1. Sign in the logbook at DRRM office.	1. Makes the client sign in the logbook.	None	3 Days	DRRM Director
2. Present the request letter.	2. Accepts and read the request letter for approval.			
TOTAL:		3 DAYS		

2. Request for DRRM services and equipment

OFFICE/DIVISION		DRRM		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2G/G2C		
WHO MAY AVAIL:		FACULTY/STAFF/STUDENTS/COMMUNITY		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE		
Request Form(2 Copies)		DRRM OFFICE		
Client steps:	Agency action:	Fees to be paid	Processing time	Person Responsible
1. Sign in the Logbook at DRRM office.	1. Receives request form and reviews the intended request.	None	10 minutes	DRRM staff/Director
2. Fill-out request form.	2. The DRRM Director approves the request.			
	3. DRRM Staff prepares and endorses the needed equipment/personnel			
TOTAL:		10 minutes		

ACTIVITY FLOW CHART DRRM OFFICE



EXTENSION SERVICES AND DEVELOPMENT

1. Request for Technical Advisory and Livelihood Trainings

This procedure covers how Extension Services and Development accommodates requests of individuals, organizations, and institutions for technical and livelihood trainings.

Office or 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		
Letter of Request to be sent to the Office of the University President		Personally written by All Clients/Organizations/Institutions		
Additional Details about the Training (Type of training, Participants, Number of Participants, Venue)		Personally written by the Clients/Organizations/Institutions		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the Office of the President (OP) and furnish a copy the Office of Extension Services and Development (ESD).	Checks and receives letter of request including additional details of the training, and sends an acknowledgement of the receipt of letter.	None	2 days	OP/ESD Staff
2. Coordinate with the Extension Services regarding final schedule of training.	Communicates with the concerned offices and experts.	None	3 days	ESD Staff
3. Coordinate with the Extension Services and Development Staff during the training.	Facilitates the training on the scheduled date.	None	1 Day	ESD Staff/Other Offices concerned and experts
4. Coordinate the documentation during the training.	Documents the training with other offices concerned.	None	1 Day	ESD Staff/Other offices concerned

5. Facilitate the evaluation of the training.	Evaluates the training. Provides client with stakeholders' Feedback Form or Google Form	24 None	1 Day	ESD Staff
6. Fill out and return the Stakeholders' Feedback form or Google Form	Receives the Stakeholders' Feedback Form or Acknowledge receipt of Google Form	None		ESD Staff
TOTAL:		None	8 Days	

GENDER AND DEVELOPMENT OFFICE

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

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

Office/Division:		GENDER AND DEVELOPMENT		
Classification:		Simple		
Type of Transaction		G2G		
Who may avail:		FACULTY, STAFF, STUDENTS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
REQUEST LETTER (1 original, 1 Xerox)		OFFICE OF THE REQUESTING PARTY		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook at the GAD office.	1. Gives the logbook to the client.	None	3 days	GAD DIRECTOR
2. Present the letter request.	2. Accepts and reads the letter request for approval			
TOTAL:		N/A	3 days	

GENERAL SERVICES OFFICE

1. Request for College Vehicles

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction	G2G, G2C			
Who may avail:	Employees, Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form Trip Ticket		General Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Request form for approval.	1. Encodes the trip tickets and prints the forms.	None	3 minutes	Staff
2. Wait for the signing of the VP for Administrative Affairs.	2. Forward forms for signing of the Vice President for Administrative Affairs.		5minutes	
TOTAL:		N/A	8 minutes	

2. Request for minor repairs and maintenance of the college

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction	G2G, G2C			
Who may avail:	Employees, Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		General Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-up request form for approval.	GSO Head approves and signs the request form.	None	4 minutes	Staff
TOTAL:		N/A	4 minutes	

HUMAN RESOURCE MANAGEMENT OFFICE

1. Application for Leave of Absence

Office or 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	
Form 6 (Application for Leave) duly signed/approved by Head of Agency			Human Resource Management Office	
Medical Certificate for sick leave of more than five (5) days, and for less than five (5) days, as needed			Attending Physician HRM Office	
Clearance for leave of more than 30 days			Phil. Statistics Authority Attending Physician Employee	
Birth Certificate of child for maternity leave			DSWD employee	
Medical Certificate (Fit to work) for reinstatement on maternity leave				
Application for reinstatement after leave of absence of more than 1 month				
DSWD Identification card for single parenthood				
Approved request in case of monetization				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure, fill-out, and submit all required documents (original)	Records and forwards the payment for leave with pay to the Accounting Office	None	30 minutes	HRMO Staff
TOTAL:		None	30 minutes	

2. Issuance of appointment, oath taking and orientation program

Office or 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		
Personal Data Sheet Original copy of the Authenticated Transcript of Records and Diploma Certificate of Eligibility/Rating/License Certificates for Trainings and Seminars Attended NBI Clearance Medical Certificate Birth Certificate Marriage Contract, If any Position Description Form Oath of Office Certificate of Assumption of Duty Statement of Assets and Liabilities Board Resolution Panunumpa sa Katungkulan		HRM Office School They Graduated CSC or PRC Sponsored/Host Agency NBI Government Hospital PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and submit all required documents, (original and authenticated copies)	1. Issues the Appointment 2. Conducts Oath taking and Orientation Program	None	1 day	HRMO Staff
TOTAL:		None	1 day	

3. Submission of Daily Time Record for Computation of Salaries

Office or 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		
Daily Time Record (Form 48) duly filled up Print out Application for Leave (duly accomplished for absences incurred) Travel Request/order with Certificates for travels incurred Notice of Salary Adjustment for changes in salary or rank Appointment of Newly hired or promoted/reclassified employees Medical Certificate for sick leave of more than five (5) days, and for less than five (5) days Birth Certificate of child for maternity leave Medical Certificate (fit to work) for reinstatement on maternity leave Application for reinstatement after leave of absence of more than 1 month DSWD Identification card for single parenthood leave incurred Approved request in case of monetization		HRM Office Employee Attending Physician PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and submit all required documents (original and authenticated copies)	1. Checks, consolidates, and records submitted documents 2. Forwards documents to the Accounting Office for payment	None	1 day	HRMO Staff
TOTAL:		None	1 day	

LIBRARY

Library Orientation/Instruction (Regular transaction)

Office or Division:	Library			
Classification:	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail:	Faculty and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request of faculty for library orientation/instruction. Library survey form Attendance Sheet		Request for orientation, survey form; and attendance sheet are available from the library.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File request. (Dean/English Faculty)	Receives, verifies and approves request.	none	3 minutes after filing of request	Library Aide
2. Wait for the confirmation of the request	Records request and assigns transaction control number	none	1 minute	
3. Receive copy of the approved request.	Sets the schedule (date and time)	none	1 minute	Librarians
	Gives copy of the approved request			
4. Fill out attendance sheet (for students)	Conducts library orientation and/or instruction	none	At least one hour and forty five minutes (1:45) per session.	
5. Accomplish and submit the Library Satisfaction survey/feedback form	Receives Library Satisfaction Survey forms	none	5 minutes	
6. Request copy of the attendance sheet/s after the orientation (for a regular client)	Provides copy of the attendance sheet/s.	none	5-6 minutes	Library Aide
	TOTAL	N/A	2 hours	

Virtual Library Orientation/Instruction

Office or Division:	Library			
Classification:	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail:	Faculty and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request by faculty for virtual library orientation/instruction (Google form) Library survey form (Google form) Attendance Sheet (Google form)		Online Request for Orientation Attendance Sheet and Survey Form (Google forms)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request via email, FB Messenger or Google form. (Dean/English Faculty)	Confirms receipt of request thru text message, email or Google form	none	4 minutes After receipt of request	Library Aide
2. Wait confirmation of request.	Logs request and provides control or transaction number	none	1 minute	
2. Receive notice of confirmation and schedule with link.	Sends schedule of virtual orientation with link via email, FB Messenger, SMS or Google form	none	10 minutes	
3. Accomplish and submit online attendance (Google form)	Conducts the virtual library orientation	none	2 hours and 15 minutes	Librarians
3. Accomplish and submit the online Library Satisfactory Survey/feedback (Google form)		none		
	TOTAL	N/A	2 hours and 30 minutes	

Issuance and Replacement of Library ID card (Regular Transaction)

Office or Division:	Library			
Classification:	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail:	Students, faculty, staff, and alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form 2. Valid library ID card for old students 3. Employer's ID for faculty/staff 4. Valid ID for alumni 5. Employment contracts/appointment (faculty and staff) 6. 1"x 1" ID pictures		1. Library form 2. Library ID cards are issued to new students/transferees, faculty, staff, and alumni 3. Human Resource Management Office 4. Employer's ID 5. Human Resource Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log upon entry.		none		
2. Request application form for issuance of library ID card.	Acknowledges request	none	1 minute	Library Staff
3. Submit student ID.	Verify the applicant's name from the official list of enrolment	none	1 minute	
4. Receive the application form.	Issue application form		30 seconds	
5. Fill out the application form.	Guide the applicant in filling out of forms	None		
6. Submit application form together with other requirements.				

<p><u>New Library ID card:</u></p> <p><u>A. Students</u></p> <p>A.1. Registration form</p> <p>A.2. 2 pcs. 1"x1" ID pictures</p> <p><u>B. Faculty and Staff</u></p> <p>1. Institutional ID</p> <p>2. Employment Contract or Appointment</p> <p>3. 2 pcs. 1"x1" ID pictures</p> <p><u>Alumni</u></p> <p>1. Valid ID</p> <p>2. 2 pcs. 1"x1" ID pictures</p> <p><u>Replacement of lost Library ID Card:</u></p> <p>1. Registration form</p> <p>2. 1 pc. 1"x1" ID picture</p>				<p>Library Staff</p>	
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6. Submit application form together with other requirements.		P 100.00	1 minute	
7. Wait for the release of the borrower's card	Assigns Library ID Card number.	none	3 minutes	
	Encodes data in the database of the integrated Library System.			
	Prints the library ID card.			
	Check the completeness of the entries and the requirements		Library Staff	
	Approves the issuance of borrower's card.	none	30 seconds	Librarian
8. Claim the new	Releases			

borrower's card.	borrower's card.	none	30 seconds	Library Staff
9. Affix signature over printed name.				
10. Sign logbook for receipt of ID.				
11. Claim registration form (RF).	Returns the RF of client.		30 seconds	Library Staff
12. Accomplish and submit the Library Satisfaction Survey/Feedback Form.	Receives Library Satisfactory survey/ feedback form	none	1 minute 1 minute	Library Staff
TOTAL		P100.00	10-12 minutes	

Checking- Out (Lending) of Books (Regular transaction)

Office or Division:	Library			
Classification:	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail:	Students, staff, and faculty members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Books to be borrowed 2. Valid library cards for students, faculty, and staff		Library Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Swipe library card barcode or log in the logbook. 2. Search the card catalog or OPAC (By author, title or Subject keywords)		none		
3. Request assistance from library staff.(optional)	Assists in finding needed references	none		Library Staff
4. Retrieve book/s from Reference, Filipiniana, circulation section.				
5. Present valid library card and book/s at the check-out counter.	1. Receives book/s and Library ID card (manual transaction)	none	1-2 minutes after presentation of book/s to be borrowed (per book transaction)	Library staff
	2. Inspects book/s for lending.			

	3. Verifies borrower's status in the database.			
6. Sign book card/s.	Gives book card/s to the borrower for signature.	none		
7. Return signed book card/s to the staff and wait.	Changes book and borrower's status in the database.	none	2-3 minutes per book transaction (depending on the number of books to be lent out)	Library staff
	Indicates due date in Date Due Slip (DDS).			
	Stamps due date DDS and inserts in book pocket/s .			
	Clips borrower's ID with book card/s.			
	Keeps borrower's ID and book card/s in a labeled tray in alphabetical order.			
8. Receive book/s.	Releases book/s	none	1 minute	
TOTAL:		N/A	6-8 Minutes	

Checking-Out (Lending) Books (Modified-less personal contact transaction)

Office or Division:	Library			
Classification:	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail:	Students, faculty, and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid library cards for students, faculty, and staff 2. Duly accomplished online reservation form		Library ID Online reservation form (Google forms)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the library page linked to the College website .		none		
2. Search the OPAC (By author, title or Subject keywords).		none		
3. Send request through: a. FB Messenger b. e-mail c. text message d. Google form	Acknowledges request thru FB Messenger, text message or e-mail.		1 minute after receipt of request	
4. Wait for notification on the availability of requested book/s	Records transaction number, date and time of receipt.	none	5-8 minutes	Library staff
	Compiles request.			
	Searches the OPAC.			
	Confirms the availability of requested			

	books.			
5. Confirm the availability of the book/s.	Retrieves book/s wearing hand gloves (Making sure not to touch the book/s with bare hands.)	None	5 minutes	Library Staff
	Inserts the Reservation Slip.			
	Places book/s in the "Reserved Area."			
6. Negotiate the schedule to collect the reserved books at the "Reserved Area."	Supervises the lending processes done by the borrower.	none	3 minutes	Library staff
7. Sign book card/s.				
8. Indicate the due date on the Date Due Slip.				
9. Clip book card/s and Library ID card.				
10. Place the book card/s and borrower's card in a designated tray.				
11. Check-out reserved book/s	Approves the check-out of book/s.	none	1 minute	
12. Accomplish and submit the Library Satisfaction Survey/Feedback Form	Receives Library Satisfaction Survey/ Feedback Form.	none	1 minute	
TOTAL:		N/A	15-20 minutes	

Checking-In (Returning) of Book/s (Regular transaction)

Office or 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.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log or swipe library card barcode.				
2. Present book/s or other library materials to be returned at the Check-in Counter.	Receives and inspects book/s		2 minutes (transaction per book)	
3. Wait for the update of transaction in the Integrated Library System.	Determines applicable fines and/or penalty, if there is any	Applicable fines are charged on overdue book/s indicated in the Library Manual	1-2 minutes	Library Staff
4. Pay fines at the Cashier's Office.	Issues payment slip.		1 minute	Library Staff
5. Present the receipt of payment.	Swipes book/s barcode to change the book/s and borrower's status in the database.	none	1 minute transaction per book	Library staff
	Records payment of Fines.		1 minute	
	Indicates "returned" in the Date Due Card.		30 seconds	

6. Wait for the completion of the transaction	Prints receipt for returned book/s (electronic transaction)	None 47	1 minute	
7. Claim the Borrower's card and original copy of the receipt.	Returns borrower's card (manual transaction)	none	30 seconds	Library Staff
8. Accomplish and submit the Library Satisfactory survey/feedback form.	Receives Library Satisfaction Survey/ Feedback Form	None	1 minute	Library Staff
	Inserts DDS Re-shelves book/s.		30 seconds	
TOTAL:			10-12 minutes	

Checking-in (Returning) of Book/s through Drop Box

Office or 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. Duly accomplished Book Return Slip		Online Book Return Slip or Google form Book Return Slip form from the library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Book Return Slip available beside the book drop box near the main entrance of the library building.		none		Client
2. Insert the Book Return Slip (one for each book).		none		Client
3. Place the book/s inside the drop box.		none		Client
	Collects designated book drop box daily	None	2 minutes	Library Staff
	Opens the book drop box after 4 days		2 minutes	
	Inspects returned book/s		2 minutes/ book	
	Indicates "Returned" and date in the Date Due Card		1 minute	
	Changes the status of book/s and borrower/s in the database		1 minute	

	Determines the applicable fine or penalty, if any	Compute fines on overdue book/s		Library Staff
	Prints transaction receipt		1 minute	Library staff
	Notifies borrower to settle penalty by phone, message, FB messenger, or email		1 minute	
	Places Library ID Card/s and receipt/s in the outgoing tray		1 minute	
4. Pay penalty or fines.	Receives and record receipt for payment of penalty			
5. Receive borrower's card and/ or Transaction Receipt generated by the automated library system.	Release borrower's card and/ or transaction receipt		1 minute (approximately 3-5 days after receipt of the returned book/s)	
TOTAL			10-12 minutes	

8(a). Off-Campus Virtual Research & Assistance

Office or Division:	Library
Classification:	Complex
Type of Transaction	G2C – Government to Citizen
Who may avail:	Faculty and Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration (Google form) Evaluation (Google form)		Library web page (Google forms)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Off-campus				
1. Log-in via remote access.				
2. Accomplish and submit Google form.				
3. Access Remote Subscription Online Databases of the library.				
4. Search online (Journals and open access sources suggested by the librarians.				
5. Access, download, print, or save the information.				
7. Fill-out the Evaluation Form.				
8. Log-out.				

8. May visit the Library web page and send follow-up or specific queries to the librarians via FB messenger, text, or e-mail.	Acknowledges receipt of query.	none	2 minutes after receipt of query	Librarian
9. Accomplish and submit survey/ feedback Google form.		51		
10. Log-out.				
11. Wait for the follow-up data or document delivery, as requested.	Sends reply to query by email or FB messenger		Within 8-24 hours after receipt of query.	Librarian
	TOTAL	None	8-24 hours	

8(b). On-Campus or P2P Information and Research Assistance

Office or Division:	Library			
Classification:	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail:	Faculty and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library ID Card Evaluation		Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
On-Campus				
1. Log-in (Logger or logbook).				
2. Search OPAC and eBook titles.				
3. Ask assistance from the Information desk on use of online databases and other reference materials.	Assists researcher	none	1-2 minutes	
4. Go to computer workstation and search database.		none	1 hour (may be extended to another hour)	Librarian
5. Ask the librarian for other sources of information.	Conducts reference interview	none	1 minute	
6. Wait for answer/s or identification of other sources of information.	Provides answer/s to queries	none		
7. Access Online Subscription databases.	Assists client in the Internet workstation	None 52		Staff
8. Copy, download, save, or print articles.	Allows use of printer	P5.00 per page		
9. Log out.				
9. Accomplish printed Survey Form to be	Provides the client with			

dropped in the designated "Suggestion Box."	printed Survey Form			
	TOTAL		1-2 hours	



MEDICAL/DENTAL OFFICE

1. Medical Consultation

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

Office or Division:	MEDICAL- DENTAL CLINIC			
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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present School/Employee's ID/Brgy. Certification	Fills out the necessary forms	None	1-2 min	Client
2. Undergo Vital Signs Taking/ Assessment	Takes/Assesses Vital Signs	None	3-5 min	Medical Personnel
	Consolidates Signs/ Symptoms	None	2-3 min	
	Dispenses prescribed medicines for treatment	None	1-2 min	
	Updates Individual Medical Record			
TOTAL:		None	7-12 min	

2. Physical Examination

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

Office or Division:		MEDICAL- DENTAL CLINIC		
Classification:		Simple		
Type of Transaction:		G2C		
Who may Avail:		Students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
School ID			Dean's Office	
Letter Request from the Dean (OJT/Educ. Tour Requirement)			Lab request c/o Clinic Enrolment Purpose: Route Slip from OSA	
Laboratory Results: Enrolment; CBC, Urinalysis, Fecalysis, Chest X-ray, (+Hepa- B for Cruise ship) OJT/Educ. Tour; c/o CMO's				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID/Letter Request.	Checks requirements	None	1-2 min	Client/Dean
2. Fill out information in the Physical Examination (P.E.) Monitoring Form.	Provides form		1-2 min	Medical Personnel
3. Acquire P.E. Form from the Nurse.	Takes Vital Signs		3-5 min	
4. Submit self for P.E.	Conducts thorough P.E./Interpret Laboratory results		1-2 min	
5. Secure completely filled-up P.E. Form.	Fills out P.E. Form (Examiner)		1-2 min	
	Signs and releases completed P.E. Form (OJT/Educ. Tour) Sign Route Slip (Enrolment)			

TOTAL:	None	10 -20 min	
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3. FIRST-AID Treatment

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

Office or Division:		MEDICAL- DENTAL CLINIC		
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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform Medical Personnel about the incident	Medical Personnel proceeds to patient/incident.	None	2 min	Caller/Medical Personnel
	Takes/Assesses Vital Signs		3 min	
	Treatment/First-aid		3 min	
	Makes referrals (as needed)		2 min	
	Notes documentation		2 min	
TOTAL:		None	12 min	

4. Referral

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

Office or Division:		MEDICAL- DENTAL CLINIC		
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 Hall	
Barangay Clearance (Community)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present I.D. / Brgy. Clearance	Retrieves Individual Medical Record	None	1-2 min	Client/Medical Personnel
2. Inform Medical Personnel of chief complaint/s.	Takes Health History		3-5 min	Medical Personnel
	Takes/Assesses Vital Signs			
	Prescribes Treatment			
	Makes Referral (fill-up form & refer to nearest health facility)			
	Makes documentation			
TOTAL:		None	4-7 min	

5. Medical Certificate Issuance

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

Office or Division:		MEDICAL- DENTAL CLINIC		
Classification:		Simple		
Type of Transaction:		G2C; G2G		
Who may Avail:		Students, Faculty and Staff		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
School/Employee's ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present ID.	Takes/Assesses Vital Signs	None	1-2 min	Client
2.Submit self for Consultation.			2-3 min	Medical Personnel
3.Sign on the log sheet.	Releases Medical Certificate		2-3 min	Client/Medical Personnel
TOTAL:		None	5-8 min	

6. Dental Examination

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

Office or Division:		MEDICAL- DENTAL CLINIC		
Classification:		Simple		
Type of Transaction:		G2C; G2G		
Who may Avail:		Students, Faculty and Staff, Community		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
School/Employee's ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID.	Provides/retrieves Individual Dental Record form	None	1-2 min 2-3 min	Clinic personnel School Dentist
2. Fill up Individual Dental Record form and Record of Daily treatment.	Interviews client of past medical and dental history		3-5 min	
3. Fill out dental appointment/ permission slip.	Examines client's Oral cavity		1-2min	
	Informs client if any dental treatment is needed Schedules client for dental treatment and provide appointment slip			
TOTAL:		None	9-15min	

7. Oral Prophylaxis

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

Office or Division:		MEDICAL- DENTAL CLINIC		
Classification:		Simple		
Type of Transaction:		G2C; G2G		
Who may Avail:		Students, Faculty and Staff, Community		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
School/Employee's ID				
Dental Appointment slip/ Permission slip				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and appointment or permission slip.	Checks ID and appointment/ permission slip	None (Students, Faculty and Staff)	1-2min	Clinic personnel
	Provides/retrieves Individual Dental Record form		3-5min	School Dentist
2. Fill out Individual Dental Record form and Record of Daily treatment.	Interviews client of past medical and dental history	Community will provide supplies needed for the dental procedure	3-5min	
	Examines client's Oral Cavity		1-2min	
	Performs Oral prophylaxis Oral hygiene instructions		30-45 min	
			1-3min	
TOTAL:		None	40min to 1 hour	

8. Tooth Extraction

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

Office or Division:		MEDICAL- DENTAL CLINIC		
Classification:		Simple		
Type of Transaction:		G2C; G2G		
Who may Avail:		Students, Faculty and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School/Employee's ID				
Dental Appointment slip/ Permission slip				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and appointment or permission slip.	Checks ID and appointment/permission slip	None (Students, Faculty and Staff) Community will provide supplies needed for the dental procedure	1-2min 3-5min	Clinic personnel
	Provides/retrieves Individual Dental Record form and Record of Daily treatment		3-5 min	Clinic personnel
2. Fill out Individual Dental Record form and Record of Daily treatment.	Interviews client of past medical and dental history		2-3 min 1-2min	School Dentist
	Checks vital signs		1 hour to	Clinic personnel
	Examines the tooth to be extracted		1 hour and	School Dentist
	Perform tooth extraction		30 min	
	Provide post-operative instructions to client		1- 3min	
TOTAL:		None	40min to 1 hour and 20 min	

9. Dental Restoration

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

Office or Division:		MEDICAL- DENTAL CLINIC		
Classification:		Simple		
Type of Transaction:		G2C; G2G		
Who may Avail:		Students, Faculty and Staff		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
School/Employee's ID				
Dental Appointment slip/ Permission slip				
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and appointment or permission slip.	Checks ID and appointment/permission slip	None	1-2min	Clinic personnel
	Provides/retrieves Individual Dental Record form and Record of Daily treatment		3-5min 3-5min 2-3 min 1-2min 1 hour to 1 hour and 30 min	Clinic personnel School Dentist Clinic personnel
2. Fill up Individual Dental Record form and Record of Daily treatment	Interviews client of past medical and dental history Checks vital signs Examines the tooth to be restored Performs dental restoration Provides post-operative instructions to client		1-3min	School Dentist
TOTAL:		None	1 hour and 10min to 1 hour & 50min	

10. Dental Certificate Issuance

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

Office or Division:		MEDICAL- DENTAL CLINIC		
Classification:		Simple		
Type of Transaction:		G2C; G2G		
Who may Avail:		Students, Faculty and Staff		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
School/Employee's ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present School ID.	Examines and assesses client's oral health condition and dental concerns	None	1-2 min	Client
2. Submit for Dental examination			2-3 min	School Dentist
3. Fill out Record of Daily treatment.	Issues Dental Certificate		1-3 min	
TOTAL:		None	5-8 min	

MIS OFFICE

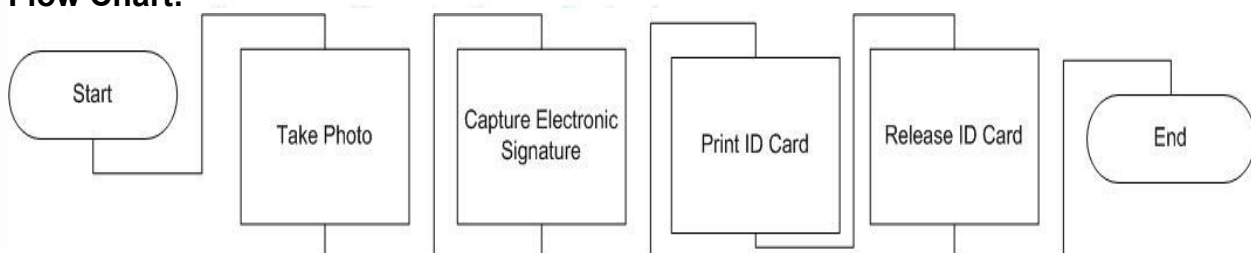
1. Releasing of ID Card

Office or Division:		Management Information System		
Classification:		Simple		
Type of Transaction:		G2C; G2G		
Who may Avail:		Students, Faculty and Staff		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
ID Claim Stub			Office of Student Affairs	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the form for ID processing	Issues ID processing form and waits for submission	None	1 min	MIS Staff
2. Follow instruction from staff for photo and e-signature capture	Facilitates capturing of picture and e-signature and encodes information.		3 mins	
3. Wait for the printing and release of ID card	Processes ID card		1 min	
TOTAL:		None	5 mins	

Transaction Flow:

1. Taking of Photo
2. Capturing of Electronic Signature
3. Printing of ID Card
4. Release of ID Card

Flow Chart:



PLANNING AND DEVELOPMENT OFFICE

1. Repair and Maintenance of Buildings and Facilities

Office or Division:	Planning and Development			
Classification:	Complex			
Type of Transaction	G2G			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for SUC–President II Endorsement Letter		Client Office of the President		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter.	Receives and logs the request	None	5 minutes	President's Office Staff
2. Wait for the transaction flow to be explained by the staff (until the approval of the signatories)	Inspects site and prepares programs of work and details estimates		5 days	Planning Office Staff
	Recommends appropriate action to the President		15 minutes	VP for Administrative Affairs
	Gives feedback to the client		15 minutes	Head of Agency
TOTAL:		N/A	5 days and 35 minutes	

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

Office or Division:		Planning and Development Office		
Classification:		Complex		
Type of Transaction		G2G		
Who may avail:		Faculty and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for SUC–President II Endorsement Letter		Client Office of the President		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter.	Receives and logs the request	None	5 minutes	President's Office Staff
2. Wait for the transaction flow to be explained by the staff (until the approval of the signatories)	Inspects site and prepares programs of work and details estimates		5 days	Planning Office Staff
			15 minutes	VP for Administrative Affairs
			15 minutes	Head of Agency
TOTAL:		N/A	5 days and 35 minutes	

3. Preparation/valuation of request for extension of contractors

Office or Division:	Planning and Development				
Classification:	Complex				
Type of Transaction	G2B				
Who may avail:	Contractors				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Request Letter for extension Proof/Supporting documents		Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit request letter.	Receives and logs the request	None	5 minutes	President's Office Staff	
2. Wait for the transaction flow to be explained by the staff (until the approval of the signatories)	Inspects site and prepares programs of work and details estimates		1 hour	Planning Office Staff	
			15 minutes		VP for Administrative Affairs
			15 minutes		
	Recommends appropriate action to the President			Head of Agency	
TOTAL:		N/A	1 hour and 35 minutes		

4. Processing of payments for 15% Mobilization

Office or Division:	Planning and Development Office			
Classification:	Complex			
Type of Transaction	G2B			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter Notice of award Notice to proceed Contract and agreement Performance bond PERT CPM Surely Bond/Advance Payment Bond (15% of CP)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter.	Receives and logs the request	None	5 minutes	President's Office Staff
2. Wait for the transaction flow to be explained by the staff (until the approval of the signatories)	Inspects site and prepares programs of work and details estimates		20 minutes	Planning Office Staff
	Recommends appropriate action to the President		15 minutes	VP for Administrative Affairs
TOTAL:		N/A	55 minutes	

5. Processing of payment for Progress billing

Office or Division:	Planning and Development Office			
Classification:	Complex			
Type of Transaction	G2B			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter for progress billing Statement of Work Accomplished (SWA) Result of Test Analysis, if applicable Contractors Affidavit on payment of laborers and materials Pictures, before, during and after construction of items of work especially the embedded items		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter.	Receives and logs the request letter.	None	5 minutes	President's Office Staff
2. Wait for the transaction flow to be explained by the staff (until the approval of the signatories)	Evaluates attachments, inspects site, and prepares Statement of work		1 day	Planning Office Staff
			15 minutes	VP for Administrative Affairs
	15 minutes		Head of Agency	
TOTAL:		N/A	1 day and 35 minutes	

6. Processing of payment for Final billing

Office or Division:	Planning and Development Office			
Classification:	Complex			
Type of Transaction	G2B			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter for final billing Statement of Work Accomplished (SWA) Result of Test Analysis, if applicable Contractors Affidavit on payment of laborers and materials Pictures, before, during and after construction of items of work especially the embedded items Surety Bond/Retention 10% CP, If not delay As-Built Plans 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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter.	Receives and logs the request letter.	None	5 minutes	President's Office Staff
2. Wait for the transaction flow to be explained by the staff (until the approval of the signatories)	Evaluates attachments, inspects site, and prepares Statement of work		1 day	Planning Office Staff
			15 minutes	VP for Administrative Affairs
	15 minutes		Head of Agency	
TOTAL:		N/A	1 day and 35 minutes	

PROCUREMENT OFFICE

Office/Division:	Procurement Office	
Classification:	Complex	
Type of Transaction:	G2G	
Who may avail:	Employees	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<ol style="list-style-type: none"> 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	

1. Procurement of Goods and Services

CLIENT STEPS	AGENCY ACTION	FEES TO 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	1 Hour	Director, Procurement
2. Accomplish Three (3) Requests for Quotation.	2. Canvasser will distribute and retrieve three (3) Requests for Quotation to Eligible Suppliers		3 days	Canvasser
3. Secure 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. Secure Notice to Proceed.	4. Office will prepare Notice to Proceed to be signed by Agency authorities and Supplier.		1 day	Procurement, University President, Supplier
5. Forwarded copies to COA for Auditing.	5. Office reproduces copies and forward to COA		1 day	Procurement Office
Total			6 days and 1 hour	

REGISTRAR'S OFFICE

1. ENROLLMENT

New and old students seeking admission and enrolment in ISUFST and comply with the requirements for review, evaluation and assessment at the different offices prior to the approval of the registration of enrolment.

Office or Division:	Office of the Registrar
Classification:	Simple
Type of Transaction	G2C – Government to Citizens
Who may avail:	Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(For old students) <ul style="list-style-type: none"> • Copy of grades • Assignment of subjects (Form 2) (For new students) <ul style="list-style-type: none"> • Form 138 or • Transcript of Records • Honorable Dismissal • Photocopy of PSA Birth Certificate • Photocopy of PSA Marriage Contract (for married women) • Certificate of Good Moral • 2 pcs 2x2 ID picture 	Registrar's Office 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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Assignment of Subjects Form and requirements for enrolment.	New students: <ul style="list-style-type: none"> • Review and approve subject loading & check completeness of requirements for enrollment 	None	5 minutes	Registrar's Staff
	Old students: <ul style="list-style-type: none"> • Review and approve subject loading. Collates student's credentials and confirms enrolment 	None	5 minutes	Registrar's Staff

<p>2. Student will submit registration form for validation and drops the accomplished Client Satisfaction Survey Form in the designated box outside the office.</p>	<p>Give the student the Client Satisfaction Survey Form and instruct them to proceed to Accounting Office for assessment of fees.</p> <p>Registrar's Staff will validate the student's registration form and marked enrolled.</p>	<p>None</p>	<p>5 minutes</p>	<p>Registrar's Staff</p>
<p>TOTAL:</p>		<p>N/A</p>	<p>15 minutes</p>	

2. CHANGING, 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 or Division:		Office of the Registrar		
Classification:		Simple		
Type of Transaction		G2C –Government to Citizens		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Changing, Adding and Dropping Form		Deans' Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students submit the printed copy of changing, adding and dropping of subjects for approval	Approve printed copy of changing, adding and dropping of subjects and give the student the Client Satisfaction Survey Form. Registrar's Staff will instruct the students to proceed to the Accounting Office for the adjustment of tuition and miscellaneous fees	None	5 minutes	Registrar's Staff
2. Students submit a copy of the approved filled-out changing, adding and dropping form and drop the accomplished Client Satisfaction Survey Form in the designated box outside the office.	File the copy of the approved filled-out changing, adding and dropping form to the student's record jacket	None	5 minutes	Registrar's Staff
TOTAL:		N/A	10 minutes	

3. COMPLETION OF INCOMPLETE GRADES

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 completed within 1 year after the final examination.

Office or Division:		Office of the Registrar		
Classification:		Simple		
Type of Transaction		G2C – Government to Citizens		
Who may avail:		Students, Subject Professor		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completion form for incomplete grades		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL:		N/A	1 hour 5 minutes	

4. 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 or Division:		Office of the Registrar		
Classification:		Simple		
Type of Transaction		G2G – Government to Citizens		
Who may avail:		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Grade sheets		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty will submit Grade sheets noted by Deans and Department Heads	c/o Deans Office	None	10 minutes	Dean's Staff
			30 minutes	Registrar / Staff
2. Faculty will submit the grade sheets to the Registrar's Office	Receive, check and record faculty grade sheets. Encode the Faculty grade sheets to the Management Information System (MIS). Retain Registrar's file of grade sheet for filing and give the client the copy of grade sheets (Faculty copy and Dean's Copy). Give the client the Client Satisfaction Survey Form.	None		

<p>3. Faculty drops the accomplished Client Satisfaction Survey Form in the designated box outside the office and submit the copy of grade sheets received by Registrar's Office to Dean's Office</p>	<p style="text-align: center;">82 c/o Dean</p>	<p style="text-align: center;">None</p>	<p style="text-align: center;">5 minutes</p>	<p>Dean's Staff</p>
<p style="text-align: center;">TOTAL:</p>		<p style="text-align: center;">N/A</p>	<p style="text-align: center;">45 minutes</p>	

5. APPLICATION FOR GRADUATION (GRADUATING STUDENTS)

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 or Division:	Office of the Registrar
Classification:	Simple
Type of Transaction	G2C- Government to Citizens
Who may avail:	Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Appraisal Form	Dean's Office / Registrar's Office
Application for Graduation Form	Registrar's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student will present ID for verification of name	<p>Check records (MIS database) for the completeness of subjects taken and grades and issue an Application for Graduation Form. Give the client the Client Satisfaction Survey form.</p> <p>c/o Dean</p> <p>84</p>	None	5 minutes	Staff

2. Proceed to Dean's Office				
3. Submit the signed Application for Graduation with the Appraisal Sheet from the Dean's Office as attachment to the Registrar's Office. Drops the accomplished Client Satisfaction Survey Form in the designated box outside the Registrar's office	<p>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.</p> <p>File and endorse the Application for Graduation to the Office of the President for approval.</p>	None	10 minutes	Staff
TOTAL:		N/A	15 minutes	

6. 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 or Division:	Office of the Registrar			
Classification:	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Request form for school credentials	Office of the Registrar			
Complete Admission Requirements	Submitted by the students			
Student Clearance	Office of the Registrar			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student will submit filled-out Request form for School Credentials	<ul style="list-style-type: none"> Locate student records in the MIS database or in the filing room area 	None	10 minutes	Student / Staff
	<ul style="list-style-type: none"> Check the subjects taken and total credits 		10 minutes	Staff
	<ul style="list-style-type: none"> Check requirements, 	None		

	<p>scheduled request and issue claim stub to client.</p> <ul style="list-style-type: none"> Give the client the Client Satisfaction Survey Form. <p>c/o Cashier</p>	None	10 minutes	Staff
<p>2. Proceed to the Cashier for payment of fees and drops the accomplished Client Satisfaction Survey Form in the designated box outside the Registrar's office</p>	<p>OTR, Diploma, Transfer credentials/ Honorable Dismissal, Certification, Authentication and Verification (CAV), Certifications</p>	<p>OTR – P100.00 / page with 1 pc documentary stamp needed</p> <p>Diploma – P100.00</p> <p>Transfer credentials / Honorable Dismissal – P100.00 with 1 pc documentary stamp needed</p>	10 minutes	Cashier

<p>3. Present official receipt of payment and claim requested document</p>	<ul style="list-style-type: none"> • 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 	<p>Certification, Authentication and Verification (CAV) - P100.00 with 2 pcs documentary stamp needed</p> <p>Certifications – P100.00 with 1 pc documentary stamp needed</p> <p>None</p>	<p>5 minutes</p>	<p>Staff</p>
<p>TOTAL:</p>		<p>100.00</p>	<p>45 minutes</p>	

7. 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 or Division:		Office of the Registrar		
Classification:		Simple		
Type of Transaction		G2C- Government to Citizens		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Student's School Records		Students		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will 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
	Advise the student to pay the corresponding fees to the Cashier. Give the client the Client Satisfaction	P20.00 / page	10 minutes	Staff / student

<p>2. Present receipt and receive documents. Drops the accomplished Client Satisfaction Survey Form in the designated box outside the Registrar's office</p>	<p>Survey form.</p> <p>Records document in the logbook with client signature, OR number and date of release</p>	<p>None</p>	<p>5 minutes</p>	<p>Staff</p>
<p>TOTAL:</p>		<p>N/A</p>	<p>23 minutes</p>	

RESEARCH AND DEVELOPMENT

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

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

Office or Division:	Research and Development Unit			
Classification:	Simple			
Type of Transaction	G2G			
Who may avail:	Students, Faculty, and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication/Letter (2 copies)		Client		
CHED Endorsement or Equivalent Document (for paper presentations, 2 copies)		Sponsoring Org/ Client		
Letter of Acceptance (for paper presentations, 2 copies)		Sponsoring Org/ Client		
Abstract (for paper presentations, 2 copies)		Client		
Presented in Local In-house Review (for paper presentations)		RD Unit		
Receipts and other documents (for reimbursement)		Sponsoring Org/ Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Visitor's/ Client's Log book.	1. Gives the logbook to the client	None	3 Minutes	Research Staff
2. Submit the required documents for assessment.	2. Receives the documents and check for completeness 2.1 Checks availability of funds 2.2 Checks the RMIS to see if the research has been submitted for in-house review. 2.3 Research Director takes action for recommendin	None	15 Minutes	Research Staff Research and Development Director

	g approval			
3. Upon receiving the signed document, fill out the client satisfaction survey and place it in the drop box. Then, route the document for approval to the offices of the Vice Presidents and the President.	3. Issues the signed communication/letter and administer the client satisfaction survey.	None	30 Minutes	Research Staff
TOTAL:		None	48 minutes	

2. Request for Use of Facilities

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

Office or Division:		Research and Development Unit		
Classification:		Simple		
Type of Transaction		G2G		
Who may avail:		Students, Faculty and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Facilities (RD-16-09/13-00) Form (2 copies)		Research and Development Unit - Office of Research Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Visitor's/Client's Log book.	1. Gives the logbook to the client	None	3 Minutes	Research Staff
2. Fill in the request for facility form.	2. Gives the request for facility form 2.1 Checks for the availability of the facility/ies or equipment requested 2.2 Forwards the request to the office of the Research Director for approval.	None	15 Minutes	Research Staff Research and Development Director
3. Upon receiving and inspecting the given facility/ies or equipment, complete the client satisfaction survey and place it in the drop box.	3. Releases the requested facility/equipment and administer the client satisfaction survey.	None	30 Minutes	Research Staff
TOTAL:		None	48 minutes	

3. Request for Technical Services

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

Office or Division:		Research and Development Unit		
Classification:		Complex		
Type of Transaction		G2C		
Who may avail:		Students, Faculty and Staff, Stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication/Letter (2 copies)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Visitor's/Client's Log book.	1. Gives the logbook to the client.	None	3 Minutes	Research Staff
2. Proceed to the office of the Research Director and present the communication /letter.	2. Receives the communication/ letter. 2.1 Checks for the availability of the requested resource person. 2.2 Approves the request	None	15 Minutes	Research Staff Research and Development Director
3. Proceed to the requested resource person. Afterward, complete the client satisfaction survey and place it in the drop box.	3. Accommodates and assists the client. Then, administers the client satisfaction survey.	None	7 Days	Research Staff
TOTAL:		None	7 days and 18 minutes	

SPECIAL PROJECTS/PROGRAMS

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

Office or Division	Special Programs and Projects
Classification	Simple
Type of Transaction	G2C
Who may avail	Faculty, Staff and Students

CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Form 1 (Request for Funding Form)		Office of the Special Projects		
Communication/Letter (Triplicate)		Client		
Proposal (Triplicate)		Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client's log book.	1.Asks the client to log in. 2.Provides the client with the request for funding form & feedback form	None	2 minutes	Staff
2. Submit the required forms and documents for assessment.	2. Assesses the forms and documents for accuracy and completeness 2.1 Recommends approval of the Director of Special Programs and Projects. 2.2 Forwards the documents to the President for approval.	None	30 minutes	Director
			10 minutes	Director
3. Receive the approved documents.	3. Records the signed documents and release to the authorized person.	None	5 minutes	Staff
4.Fill out the feedback form and submit to the staff.	4. Receives and file the accomplished documented information	None	5 minutes	Staff
	Total	N/A	52 minutes	

STUDENT AFFAIRS OFFICE

1. Application for University Entrance Examination

Classification:		Simple		
Type of Transaction:		G2C		
Who May Avail:		Students		
Checklist of Requirements		Where to Secure		
1. For Admission and Registration: Freshman admission requirements are based on the guidelines set on a particular school year 2. Photocopy of report card for incoming freshman Students		Students' last school attended		
Client Step	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Get Admission application form.	Issues Admission application Form	None	1 min	OSAS Staff
Fill out form and submit requirements.	Checks entries and issues testing permit.	None	2 min	OSAS Staff
(Online) Click the link in the caption posted to apply online.	Checks entries and issues testing permit Confirmation Notification through email.	None	2 min	OSAS Staff
Proceed to designated examination center on the date indicated in the confirmation slip.	Administers examination to qualified applicants.	None		ULAC OSAS Guidance
TOTAL:		N/A	5 minutes	

2. Admission/ Enrolment of Students

Office or Division		OSAS		
Classification:		Simple		
Type of Transaction:		G2C		
Who May Avail:		Students		
Checklist of Requirements		Where to Secure		
For Admission and Registration: 1. UEE Result 2. Other requirements as maybe required by the Office of the Registrar		Guidance Office Students		
Client Step	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Fill out FORM 1(Student Profile)and Enrolment Route Slip.	Encodes and Issues Student No. (Stored in the Student's database)	None	2 min	OSAS Staff
Secure Checklist & comply requirements.	Administer Medical Examination	None	5 minutes/student	Nurse/Physician
Secure Form 2 for Interview.	Interviews students, assesses subjects & provides Form 2 for assignment of subjects	None	10 minutes/student	Dean/Staff
Go to the Registrar.	Reviews completeness of requirements/Assesses Subjects/Signatories signed	None	3 minutes/student	Registrar/Staff
Go to Accounting Office.	Encodes/Issues Registration Form	None	3 min	Staff
Present COR to the Cashier.	Encodes and stamps COR as officially enrolled and issues class admission slip	None	3 min	Staff
Submit Approved Enrolment Form/Submit I.D. for Validation.	Issues Admission Slip/ Validates I.D.	None	3 min	Registrar/Staff

Submit Dept. Head's Copy to the Dean.	Accepts/Files Dean's Copy	None	1 min	Dean/Staff
Submit Route Slip/ Student Information Sheet	Checks/Accepts/Files Enrolment Route Slip/ Student Information Sheet	None	1 min	OSAS Staff
TOTAL:		N/A	26 minutes	

3. Accreditation of Student Organization

Office or Division		OSAS		
Classification:		Simple		
Type of Transaction:		G2C		
Who May Avail:		Students		
Checklist of Requirements		Where to Secure		
1. Constitution and By-Laws 2. List of Officers 3. Officer's Profile 4. Membership Form 5. Student Organization Performance Evaluation 6. List of Members 8. Invitation Letter for the chosen adviser 9. Acceptance Letter of Organization's Adviser		Organization applying for accreditation		
Client Step	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Submit complete application forms with requirements.	Checks forms and requirements; if lacking returns papers for completion	None	10 Minutes	OSAS Staff
Wait for approval.	Reviews application	None	10 minutes	OSAS Staff
Follow up status of application.	Approves / Disapproves application	None	5 minutes	Director/OSAS Staff
Get approved / disapproved application papers.	Files copy of the approved application papers	None	5 minutes	Director/OSAS Staff
Wait issuance of certificate of accreditation.	Facilitates signature of the College president	None	4 min	College Clerk
Receive the accreditation certificate.	Issues the accreditation certificate	None	1 min	OSA Staff
TOTAL:		N/A	35 minutes	

4. Student Grievance

Office or Division		OSAS		
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		Office of Student Affairs		
Client Step	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Report complaint to Office of Student Affairs and Services (OSAS).	Discusses complaint with complainant	None	15 Minutes	OSAS Staff
Accomplish and submit Incident Report Form.	Receives accomplished Incident Report Form	None	10 minutes	OSAS Staff
Confirm venue, date & time of fact-finding dialogue/ hearings to be conducted.	Informs complainant on venue, date & time of dialogues/ hearings	None	15 minutes	Director/OSAS Staff
TOTAL:		N/A	40 minutes	

1. Student Activity Permit

Office or Division		OSAS		
Classification:		Simple		
Type of Transaction:		G2C		
Who May Avail:		Students		
Checklist of Requirements		Where to Secure		
<ol style="list-style-type: none"> 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 		<ol style="list-style-type: none"> 1. Requesting organization 2. Office of Student Affairs 		
Client Step	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Fill out forms and secure the necessary signatories.	Releases forms and facilitates the filling up of information	None	10 Minutes	Requesting organizations
Submit Accomplished forms should be for evaluation to the OSAS at least 5 days before the Activity.	Checks and evaluates the documents and recommends for approval	None	10 minutes	OSAS Director
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	

SUPPLY OFFICE

1. 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/Division:	Supply Office	
Classification:	Simple	
Type of Transaction	G2C	
Who may avail:	End-Users/Delivery Units	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Purchase Request 2. Purchase Order 3. Delivery Receipt 4. Inspection and Acceptance Report 	Procurement Office, Supply Office, and Suppliers	

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

2. 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/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	FEES TO 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 hrs	Supply Office personnel
2. Requisition of supplies, materials or equipment	Filling-out of Requisition Issue Slip (RIS) by the end-user	None	5 min	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 min	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 min	Supply Office personnel End-user
TOTAL:		N/A	4 hours and 13 minutes	

3. 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/Division:	Supply Office
Classification:	Complicated
Who may avail:	Accounting Office, Accountable Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Inventory List (RPCPPE, RPCI)	Supply Office

CLIENT STEPS	AGENCY ACTION	FEES TO 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	4days	COA personnel
TOTAL:		N/A	20 days	

4. Surrender of Property and Equipment

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

Office/Division:	Supply Office
Classification:	Simple
Type of Transaction	G2C
Who may avail:	Accountable Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

CLIENT STEPS	AGENCY ACTION	FEES TO 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 min	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 min	Accountable Officer Supply Officer
3. Cancellation of the ICS or PAR Note: <i>Proceed to property transfer if property is serviceable and disposal if unserviceable</i>	Updating of records and inventory list	None	10 min	Supply Office personnel
TOTAL:		N/A	20 minutes	

5. Transfer of Accountability of Property

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

Office/Division:	Supply Office	
Classification:	Complex	
Type of Transaction	G2G, G2C	
Who may avail:	Accountable Personnel, Supply Office, other Government Agencies	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<ol style="list-style-type: none"> 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	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparation of Property Transfer Report (PTR)	Transfer of accountability to new accountable officer	None	3 min	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 min	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 min	Supply Officer
TOTAL:		N/A	1 day and 18 minutes	

6. 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/Division:	Supply Office	
Classification:	Complex	
Type of Transaction	G2G, G2C	
Who may avail:	Accounting Office, Supply Office, IGP	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare detailed list of unserviceable properties / waste materials.	Preparation of IIRUP and Waste Material Report.	None	5 min	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 min	Accounting Office personnel
3. Conduct the inspection and appraisal.	The Appraisal Committee will conduct inspection of the unserviceable property.	None	1 day	Appraisal 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 min	Disposal Committee BAC on Disposal
TOTAL:		N/A	1 day and 15 minutes	

7. 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/Division:	Supply Office	
Classification:	Simple	
Type of Transaction	G2G, G2C	
Who may avail:	Requisitioning Office/Officer	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<ol style="list-style-type: none"> 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	FEES TO 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 min	Requisitioning Office
2. Recommendation for the approval of the request form	Check the availability of the facilities to be used or borrowed	None	2 min	Supply Officer
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 min	Chief 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 min	Requisitioning office Security Unit Facility In-charge
TOTAL:		N/A	15 minutes	

8. 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/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
Empty space for checklist requirements	Empty space for where to secure

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

9. 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/Division:	Supply Office
Classification:	Complicated
Type of Transaction	G2G, G2C
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	FEES TO 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 or calling us at hotline number 0917- 624-6100 or dial 8888 Citizen's Complaint Hotline;

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



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DATE	REFERENCE	BRIEF DISCRPTION OF AMENDMENT	REVISION STATUS	ISSUED BY