

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:

To become a premier academic institution in Southeast Asia.

III. Mission:

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

IV. Service Pledge:

We, the Officials and Employees of the Iloilo State 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.

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ACCOUNTING OFFICE

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

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

Office/Division:	Accounting Office
Classification:	Simple
Type of Transaction	G2G, G2C
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.Trvel Request 9.Travel Order 10.Itineray of Travel 11.Invitation to attend Seminars/Trainings or Letter RequestApproved 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.Forward documents to Budget Office	1.Person in-charge will review /check if the documents submitted are complete and amount reflected in the Itinerary of Travel is accurate.	None	20 minutes	Bookkeeper
	2.Accounting Office personnel will forward the documents to Budget Office for preparation of ORS/BURS.		5 minutes	Bookkeeper
TOTAL:		N/A	25 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.Trvel Request 9.Travel Order 10.Itineray of Travel 11.Invitation to attend Seminars/Trainings or Letter	Procurement Office, BAC Office, Accounting Office

Request Approved by Head of Agency 12. Certificate of Travel Completed 13. Official Receipts/Tickets/Boarding Pass				
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 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. 2. Accounting personnel will submit the documents at the office of person authorized for signature. 3. Accountant will check attached documents. If found complete and accurate, the Accountant signed the Box B of Disbursement Voucher. 4. Accounting personnel will forward the	None	20 minutes	Accounting Staff
			10 minutes	Authorized Signatory
			10 minutes	Accountant
			20 minutes	Head of Office

	documents at the Office of the President for approval of DV. 5. Accounting personnel will forward the DV and supporting documents to Cashier for preparation of check.		10 minutes	Accounting Staff
TOTAL:		N/A	1 hour and 10 minutes	

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

BUDGET OFFICE

1. Processing of Obligation Request and Status

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 2. Computation of services rendered 3. Purchase Order/Letter Order 4. Contracts/Request for Payment 5. Billing/Remittances 6. Billing/Utilities 7. Travel Request/Itinerary of Travel 8. Monthly Transfer of Allocation		Accounting Office Accounting Office Procurement/Supply Office Contractors/Planning Office Accounting Office (GSIS, HDMF, Philhealth) ILECO, Globe and Water District Concerned Employees External Campuses		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Payment/Obligation	Signed/Certified Box A and B of ORS	None	3 days	Budget Officer
TOTAL:		N/A	3 days	

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

Office or Division:	Budget Office
Classification:	Simple
Type of Transaction	G2G.G2C
Who may avail:	Reg. Employees, Part-time Instructors, Students, Contractors and Suppliers

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payroll for Honoraria/Services rendered 2. Payroll for Refund of Fees/Scholarship Grant 3. Travel Request/Itinerary of Travel 4. Purchase Order/Letter Order 5. Contracts/Request for Payment		Accounting Office Accounting Office Concerned Employees/Students Procurement/Supply Office Contractors/Planning Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Payment/Obligation	Signed/Certified Box A and B of BURS	None	3 Days	Budget Officer
TOTAL:		N/A	3 Days	

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

Office or Division:	Budget Office
Classification:	Simple
Type of Transaction	G2C
Who may avail:	Suppliers and Laborers

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Contract of Services/Job Order 2. Purchase Request/Purchase Order		Procurement/Supply Office Procurement/Supply Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Payment/Obligation	Signed/Certified Box A and B of BURS	None	3 days	Budget Officer
TOTAL:		N/A	3 days	

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 Order of payment and 1 valid ID		Tuition and Miscellaneous Fees	4 minutes	Collection Officer
2.Receive Official Receipt as proof of payment		Other Fees		
		Refund		
		Rentals and Income from IGP projects		
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 Official Receipt of payment to suppliers of goods and services				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present 1 valid ID 2. Sign the payroll/disbursement vouchers. 3. Issue official receipt as proof of receive payment			5 minutes	Disbursing Officer
TOTAL:			5 minutes	

GENDER AND DEVELOPMENT OFFICE

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

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 2. Present the letter request	1. Give the logbook to the client 2. Accepts and read the letter request for approval	None	3 days	GAD DIRECTOR
TOTAL:		N/A	3 days	

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

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
Fill-up Request form for approval.	Encode Trip tickets and printing and be signed by VP Admin.	None	8 minutes	Staff
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.	Approved and signed by GSO Head.	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 5 days, and for less than 5 days, as needed			Attending Physician	
Clearance for leave of more than 30 days			HRM Office	
Birth Certificate of child for maternity leave			Phil. Statistics Authority	
Medical Certificate (Fit to work) for reinstatement on maternity leave			Attending Physician	
Application for reinstatement after leave of absence of more than 1 month			Employee	
DSWD Identification card for single parenthood			DSWD	
Approved request in case of monetization			employee	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure, fill up and Submit all required documents (original)	Record and forward to Accounting Office the payment for leave with pay	None	1 day	HRMO Staff
TOTAL:		None	1 day	

2. Issuance of appointment, oath taking and orientation program

Office or Division:	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	Issue Appointment Conduct 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		HRM Office		
Application for Leave (duly accomplished for absences incurred)		Employee		
Travel Request/order with Certificates for travels incurred		Attending Physician		
Notice of Salary Adjustment for changes in salary or rank		PSA		
Appointment of Newly hired or promoted/reclassified employees				
Medical Certificate for sick leave of more than 5 days, and for less than 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				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and Submit all required documents, original and authenticated	Check, consolidate and Record Forward to Accounting Office for payment	None	7 days 1 day	HRMO Staff
TOTAL:		None	8 days	

LIBRARY

1. Library Orientation/Instruction

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		
Approved request of faculty for library orientation/instruction. Library survey form Attendance Sheet		Request for orientation, survey form; and attendance sheet could be secured from the library.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client files request.	Librarian verifies and approves schedule to avoid conflict. Sets schedule and selects topics to be included in the lecture. Conducts library orientation and/or instruction.	None	3 minutes after filing of request.	Library staff
2. Students fill out Attendance Sheet.		None	At least one (1) hour per session or may be extended depending on the topics to be included in the lecture.	Librarians
3. Students accomplish the Library survey/feedback forms.		None		
4. Client may request a copy of the attendance sheet after the orientation.				
TOTAL:		N/A	1 hour and 3 minutes	

2. Borrowing/Lending Books

Office or Division:	Library
Classification:	Complex

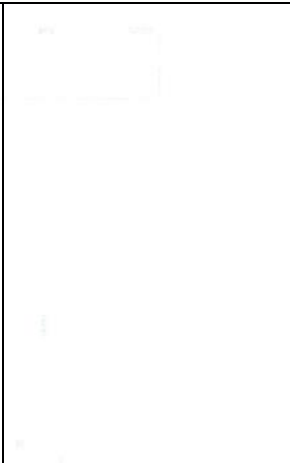
Type of Transaction		G2C – Government to Citizen		
Who may avail:		Students, faculty, residents of the community and other researchers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Valid library cards for students 2. Institution I.D. for staff and faculty members.		1. Library cards are issued to new students/ transferees. 2. Library cards of continuing students are validated every semester, after the enrolment.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Borrower logs upon entry or swipes library card barcode.	Library staff assists clients in finding a book or other alternative sources.	None	5 minutes after presentation of book/s to be borrowed.	Library staff
2.Searches the card catalog or OPAC (By author, title or Subject keywords)	Proper documentation is done before releasing the materials to be loaned out.	None		
3. Requests assistance from library staff (optional).	Library staff changes the book status and borrower status in the database.	None		
4. Retrieves books from Reference, Filipiniana, circulation and Special Collections section.				
5. Presents book/s at the counter for documentation.				
6. Approval of transaction.				
7. Client signs book card/s:				

Date Due Slip is inserted in the book pocket; 8. Records title and author of book/s to be borrowed (back-up file). 9. Client could take the book/s outside of the library. 10. Outside researchers are allowed to borrow book/s for “library use only”.				
TOTAL:		N/A	5 Minutes	

3. Returning Borrowed Book/s

Office or Division:	Library
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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 to be returned.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Borrower logs or swipes library card barcode.	Library staff inspects book/s or other materials to be returned and determine fines (if applicable) and recommend payment at the Cashier's Office.	Applicable fees are charged for overdue book/s or other library materials.	3 minutes after presentation of each book) if there is no applicable penalty for overdue, damage or losses.	Library staff
2. Presents book/s or other library materials to be returned at the Circulation Counter.	Records payment of fines and files receipt of payment. Indicates "returned" in the Date Due Card; changes the status of books and of the borrower in the database.			
3. Borrower pays the applicable fines, if there is any.				
4. Borrower waits for the issuance of print receipt for returned books.	Library staff changes the book status and borrower status in the database.			
	Returns the Library Card (optional when			

	using the automated library system) Issues print receipt for returned book/s or other library materials.			
TOTAL:			3 minutes	

MEDICAL/DENTAL OFFICE

1. Medical Consultation

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

Office or Division:		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	Fill-up forms	None	2 min	Client
	Vital Signs Taking/Assessment	None	5 min	Medical Personnel
2.Undergo Vital Signs Taking/Assessment	Signs/Symptoms Consolidation Treatment (Dispense prescribed medicines)	None	3 min	
	Update Individual Medical Record	None	2 min	
TOTAL:		None	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 Letter Request from the Dean (OJT/Educ. Tour Requirement) Laboratory Results: Enrolment; CBC, Urinalysis, Fecalalysis, Chest X-ray, (+Hepa- B for Cruise ship) OJT/Educ. Tour; c/o CMO's			Dean's Office Lab request c/o Clinic Enrolment Purpose: Route Slip from OSA	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present ID/Letter Request	Check requirements	None	2 min	Client/Dean
2.Fill up information in the P.E. Monitoring Form	Provide form		2 min	Medical Personnel
	Provide form		2 min	
3.Acquire P.E. Form from the Nurse	Vital Signs taking		5 min	
			5 min	
4. Submit self for P.E.	Conduct thorough P.E./Interpret Laboratory results		2 min	
5. Secure completely filled-up P.E. Form	Examiner will fill-up P.E. Form		2 min	
	Sign and release filled-up P.E. Form (OJT/Educ. Tour)			
	Sign Route Slip (Enrolment)			
TOTAL:		None	20 min	

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 incident	Medical Personnel will proceed to patient/incident	None	2 min	Caller/Medical Personnel
	Vital Signs Taking/Assessment		3 min	Medical Personnel
	Treatment/First-aid		3 min	
	Make referrals (as needed)		2 min	
			2 min	
	Documentation			
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	Retrieve Individual Medical Record	None	2 min	Client/Medical Personnel
2. Inform Medical Personnel of chief complaint/s	Health History Taking Vital Signs taking/Assessment Treatment Referral (fill-up form & refer to nearest health facility) Documentation		5 min	Medical Personnel
TOTAL:		None	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	Vital Signs taking/assessment Release Medical Certificate	None	2 min	Client
2.Submit self for Consultation			3 min	Medical Personnel
3.Sign on the log sheet			3 min	Client/Medical Personnel
TOTAL:		None	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	Provide/retrieve Individual Dental Record form	None	2 min 3 min	Clinic personnel
2.Fill up Individual Dental Record form and Record of Daily treatment	Interview client of past medical and dental history		5 min 3min	School Dentist
3.Fill up dental appointment/permission slip	Examine client's Oral cavity Inform client if any dental treatment is needed Schedule client for dental treatment and provide appointment slip		2min	
TOTAL:		None	15min	

7. Oral Prophylaxis

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

Office or 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	Check ID and appointment/permission slip	None (Students, Faculty and Staff)	2min	Clinic personnel
	Provide/Retrieve Individual Dental Record form		5min	Clinic personnel
2. Fill up Individual Dental Record form and Record of Daily treatment	Interview client of past medical and dental history	Community will provide supplies needed for the dental procedure	5min	School Dentist
	Examine client's Oral Cavity		2min	
	Perform Oral prophylaxis		45min	
	Oral hygiene instructions		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	Check ID and appointment/permission slip	None (Students, Faculty and Staff) Community will provide supplies needed for the dental procedure	2min	Clinic personnel
	Provide/Retrieve Individual Dental Record form and Record of Daily treatment		5min	Clinic personnel
			5 min	School Dentist
			3 min	Clinic personnel
2. Fill up Individual Dental Record form and Record of Daily treatment	Interview client of past medical and dental history		2min	
	Check vital signs Examine the tooth to be extracted Perform tooth extraction Provide post-operative instructions to client		1 hour	School Dentist
			3min	
TOTAL:		None	1 hour & 20min	

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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present ID and appointment or permission slip	Check ID and appointment/permission slip	None	2min	Clinic personnel
	Provide/Retrieve Individual Dental Record form and Record of Daily treatment		5min	Clinic personnel
			5min	School Dentist
2.Fill up Individual Dental Record form and Record of Daily treatment	Interview client of past medical and dental history		3 min	Clinic personnel
	Check vital signs		2min	
	Examine the tooth to be restored		1 hour 30min	School Dentist
	Perform dental restoration		3min	
TOTAL:		None	1 hour & 50min	

10. Dental Certificate Issuance

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

Office or Division:		MEDICAL- DENTAL CLINIC		
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		None	2 min	Client
2.Submit for Dental examination	Examine and assess client's oral health condition and dental concerns		3 min	School Dentist
3.Fill up Record of Daily treatment	Issue Dental Certificate		3 min	
TOTAL:		None	8 min	

MIS OFFICE

1. Releasing of ID Card

Office or Division:		Management Information System		
Classification:		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
Taking Picture and Signature		None	5 min	MIS Staff
TOTAL:		None	5 min	

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	Received and logged	None	15 minutes	President's Office Staff
2.Received by Planning Office	Site Inspection and preparation of programs of work and detailed estimates		5 days	Planning Office Staff
3.Office of VP for Administrative Affairs for recommendation	Recommended for approval of the President		15 minutes	VP for Administrative Affairs
4.President's Office for approval	Approved by the President		15 minutes	Head of Agency
TOTAL:		N/A	5 days and 15 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	Received and logged	None	15 minutes	President's Office Staff
2.Received by Planning Office	Site Inspection and preparation of programs of work and detailed estimates		5 days	Planning Office Staff
3.Office of VP for Administrative Affairs for recommendation	Recommended for approval of the President		15 minutes	VP for Administrative Affairs
4.President's Office for approval	Approved by the President		15 minutes	Head of Agency
TOTAL:		N/A	5 days and 15 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 for time extension	Received and logged	None	15 minutes	President's Office Staff
2.Received by Planning Office	Evaluation/recom mendation		1 hour	Planning Office Staff
3.Office of VP for Administrative Affairs for recommendation	Recommended for approval of the President		15 minutes	VP for Administrative Affairs
4.President's Office for approval	Approved by the President		15 minutes	Head of Agency
TOTAL:		N/A	1 hour and 45 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	Received and logged	None	15 minutes	President's Office Staff
2.Received by Planning Office	Evaluation of attachments		20 minutes	Planning Office Staff
3.Office of VP for Administrative Affairs for recommendation	Recommended for approval of the President		15 minutes	
4.President's Office for approval	Approved by the President		15 minutes	VP for Administrative Affairs
TOTAL:		N/A	1 hour and 5 minutes	Head of Agency

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 for progress billing 2.Received by Planning Office 3.Office of VP for Administrative Affairs for recommendation 4.President's Office for approval	Received and logged Evaluation of attachments, site inspection and preparation of Statement of work Accomplished Recommended for approval of the President Approved by the President	None	15 minutes 1 day 15 minutes 15 minutes	President's Office Staff Planning Office Staff VP for Administrative Affairs Head of Agency
TOTAL:		N/A	1 day and 45 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 Surely 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 for final billing	Received and logged	None	15 minutes	President's Office Staff
2.Received by Planning Office	Evaluation of attachments, site inspection and preparation of Statement of work Accomplished		1 day	Planning Office Staff
3.Office of VP for Administrative Affairs for recommendation	Recommended for approval of the President		15 minutes	VP for Administrative Affairs
4.President's Office for approval	Approved by the President		15 minutes	Head of Agency
TOTAL:		N/A	1 day and 45 minutes	

REGISTRAR'S OFFICE

1. Enrollment

Approval of subject loading during enrolment period

Office or Division:	Office of the Registrar
Classification:	Simple
Type of Transaction	Enrolment
Who may avail:	Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(For old students) Copy of grades Assignment of subjects (Form 2) (For new students) Form 138 Transcript of Records Honorable Dismissal Photocopy of NSO Birth Certificate Certificate of Good Moral 2 pcs 2x2 ID picture	Deans' 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) 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	Old Students: Review subjects enrolled & completeness of requirements for enrollment	None	10 minutes	Registrar / Staff
	Confirms enrollment Review subjects enrolled and completeness of requirement for enrollment. Collates student's credentials and confirms enrollment	None	10 minutes	Registrar / Staff
TOTAL:		N/A	20 minutes	

2. Adding, Dropping and Changing of Subjects

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

Office or Division:		Office of the Registrar		
Classification:		Simple		
Type of Transaction		Adding, Dropping and Changing of Subjects		
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.Present accomplished form	Review form presented and confirm/approve subjects changed/added /dropped	None	10 minutes	Registrar / Staff
2.Submit Adding/changing/ dropping form	Assessment	None	10 minutes	Accounting
3.Submit Adding/changing/ dropping form	Receive Dean's copy of Adding/changing/ dropping form	None	5 minutes	Dean's Office Clerk
TOTAL:		N/A	25 minutes	

3. Completion of Incomplete Grades

Completion of Incomplete grades within 1 year after final examination

Office or Division:		Office of the Registrar		
Classification:		Simple		
Type of Transaction		Completion of Incomplete Grades		
Who may avail:		Students, Subject Teacher		
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
1. Secure completion form	Evaluate student's record	None	30 minutes	Staff
	Validate appropriate subject / subjects to be complied to include units earned and taken from other schools	None	20 minutes	Staff
	Sign forms validated and issue form to student for processing	None	5 minutes	Staff
	c/o Dean's Office: Professor concerned and Department Head	None	30 minutes	
	Receive/ encode completed grades, stamped completion form "encoded" and	None	10 minutes	Student / Staff

	retain registrar's file			
	c/o Dean's Office	None	10 minutes	
TOTAL:		N/A	1 Hour and 45 minutes	

4. Submission and encoding of faculty grade sheets

Submission and encoding of faculty grade sheets

Office or Division:		Office of the Registrar		
Classification:		Simple		
Type of Transaction		Submission and encoding of Faculty Grade Sheets		
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. Grade sheets noted by Deans and Department Heads	c/o Deans Office	None		Registrar / Staff
2. Accomplish grade sheets report form and submit the same including grade sheets to the Registrar's Office	Receive, check and record faculty grade sheets.	None	10 minutes	Registrar / Staff
	Retain registrar file of grade sheet report for filing.	None	5 minutes	Registrar / Staff
	Encode faculty grade sheets	None	1 hour	Registrar / Staff
3. Submit copy of grade sheets received by Registrar's Office to Dean's Office				
TOTAL:		N/A	1 Hour and 15 minutes	

5. Request and releasing of student's academic record

Request for Students Academic Record. (Minimum of 3 days and maximum of 5 days. Sometimes it depends on the availability of the signee)

Office or Division:	Office of the Registrar			
Classification:	Simple			
Type of Transaction	Request for Students Academic Record			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form for school records Complete Admission Requirements Student Clearance		Office of the Registrar Submitted by the students Office of the Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit request	Locate student record in the computer or in the filing room area	None	10 minutes	Student / Staff
	Check the subjects taken and total credits	None	10 minutes	Staff
	Check requirements, scheduled request and issue claim stub to client	None	10 minutes	Staff
2.Claimed requested document	Released academic record to student and record documents	None	5 minutes	Staff

	in the logbook with corresponding date and signature of students			
	a.OTR, Certification, certificate of good moral character	OTR – P100.00 / page with 1 pc documentary stamp needed		
	b.Diploma	Certification – P100.00 with 1 pc documentary stamp needed		
		certificate of good moral character – P100.00 with 1 pc documentary stamp needed		
		Diploma – P100.00		
		(All payments should		

		be made to the Cashier's Office)		
TOTAL:		N/A	35 minutes	

6. Appraisal of student academic records (Graduating Students)

Appraisal of Student Academic Records for graduating students

Office or Division:		Office of the Registrar		
Classification:		Simple		
Type of Transaction		Appraisal of Student Academic Records for graduating students		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Appraisal Form Application for Graduation Form			Dean's Office / Registrar's Office Registrar's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID for verification of name in the official list of candidates for graduation. If not included in the official list:	Check name in the official list of candidates for graduation	None	5 minutes	Staff

2.Fill up application for graduation / appraisal form	Receive / encode application form and checks subjects credited and taken to include subjects taken from other schools	None	10 minutes	Staff
3.Receive copy of appraisal form	Release student copy of subjects appraised with signature of staff concerned. Include name in the official list of graduation for graduation (if graduates)	None	5 minutes	Staff
4.Proceed to Dean's Office	c/o Dean	None	5 minutes	Staff
TOTAL:		N/A	25 minutes	

7. Student records authentication

Authentication of Students Records (Processing time depends on the availability of the Registrar)

Office or Division:	Office of the Registrar			
Classification:	Simple			
Type of Transaction	Student Records Authentication			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Student's Documents		Students		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present photocopy of school records	Receive photocopy of documents and check original copy	None	3 minutes	Staff
	Stamped certified copy with dry seal and process signing of documents	None	5 minutes	Registrar / Staff
	Advise the student to pay the corresponding fees to the Cashier	P20.00 / page	10 minutes	Staff / student
2. Present receipt and receive documents	Records document in the logbook with client signature, OR number and date of release	None	5 minutes	Staff
TOTAL:		N/A	23 minutes	

8. Issuance of transfer credentials

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

Office or Division:		Office of the Registrar		
Classification:		Simple		
Type of Transaction		Issuance of Transfer credentials		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Exit clearance Certificate of transfer credentials / honorable dismissal		Office of the Registrar Office of the Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present exit clearance	Receive and check exit clearance	None	5 minutes	Staff
2.Proceed to cashier for payment	c/o Cashier	P100.00 and 1 pc documentary stamp	10 minutes	Cashier
3.Present Official Receipt of payment to the Registrar's Office	Prepare Transfer credentials and process signing	None	10 minutes	Registrar / Staff
4.Receive transfer credentials	Log and release transfer credentials with OR no. and signature of student	None	5 minutes	Staff
TOTAL:		N/A	30 minutes	

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

Issuance of Certification, Verification and Authentication (CAV) (Releasing time depends on the availability of the Registrar and the bulk of request)

Office or Division:		Office of the Registrar		
Classification:		Simple		
Type of Transaction		Issuance of Certification, Verification and Authentication (CAV)		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Students school records Request form for CAV issuance Complete Admission requirements Student Clearance			Students Office of the Registrar Submitted by the students Office of the Registrar	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present photocopy of school records for authentication	Receive photocopy of school records and check completeness of requirements	None	5 minutes	Staff
2.Proceed to Cashier for payment of fees	c/o Cashier	P100.00 / page with 2 pcs. Documentary stamp per CAV	10 minutes	Cashier

3. Present official receipt of payment	Check receipt and prepare CAV	P20.00 / page of authenticated student school records None	30 minutes	Staff
	Process / signing of documents and log documents for release	None	10 minutes	Registrar / Staff
4. Claim documents	Release documents to client	None	5 minutes	Staff
TOTAL:		N/A	1 hour	

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

Preparation and Issuance of Certification (Releasing of documents depends on the availability of the Registrar and the bulk of request)

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

RESEARCH AND DEVELOPMENT

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

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

Office or 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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Visitor's/Client's Log book.	1. Provide log book and keep it next to the drop box.	None	1 Minute	Research Staff
2. Place all the required documents in the drop box for assessment.	2.Receive the documents and check for completeness 2.1 Check availability of funds 2.2 For recommending approval of the Research Director	None	1 day	Research Staff Research and Development Director
3. Receive the signed communication/letter and forward to the office of vice	3. Release the signed communication/letter.	None	30 Minutes	Research Staff

presidents and the president for approval.				
TOTAL:		None	1 day and 31 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. Provide log book and keep it next to the drop box.	None	1 Minute	Research Staff
2. Fill in the request for facility form.	2. Give the request for facility form. 2.1 Check for the availability of the facility/ies or equipment requested. 2.2 Forward the request to the office of the Research Director for approval.	None	30 Minutes	Research Staff Research and Development Director
3. Receive and check the given facility/ies or equipment.	3. Release the requested facility/ equipment.	None	30 Minutes	Research Staff
TOTAL:		None	1 hour and 1 minute	

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. Provide log book and keep it next to the drop box.	None	1 Minute	Research Staff
2. Proceed to the office of the Research Director and present the communication/letter.	2. Receive the communication/letter. 2.1 Check for the availability of the requested resource person. 2.2 Approves the request	None	30 Minutes	Research Staff Research and Development Director
3. Proceed to the requested resource person	3. Accommodate and assist the client	None	7 Days (depending on the requested assistance)	Research Staff
TOTAL:		None	7 days and 31 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 OF REQUIREMENTS		WHERE TO SECURE		
Communication / Letter (3 copies)		Client		
Division/College/Section endorsement or equivalent document (for recording 2 copies)		Endorsing Division, College/Section		
Approved programs/projects		Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client's log book.	1. Ask the client to log in.	None	2 minutes	Staff
2. Submit the required documents for assessment.	2. Assess the documents and check for completeness.	None	30 minutes	Director
	2.1. Recommending approval of Director of Special Programs and Projects. 2.2. Forward the communication s/document to the President for approval	None	10 minutes	Director
3. Receive and record the approved programs.	3. Release the signed documents.	None	10 minutes	Staff
TOTAL:		N/A	52 minutes	

STUDENT AFFAIRS OFFICE

1. Admission/ Enrolment of Students

Office or Division		OSAS		
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
Fill in FORM 1(Student Profile)/Enrolment Route Slip	Encodes and Issue Student No.	None	3 min	OSAS Staff
Secure Checklist & comply requirements	Administer Medical Examination	None	15 minutes/student	Nurse/Physician
Interview, assessment of subjects & get Form 2	Interview students, assessed subjects & provide Form 2 for assignment of subjects	None	15 minutes/student	Dean/Staff
Go to the Registrar	Reviews completeness of requirements/Assessed Subjects/Signatories signed	None	3 minutes/student	Registrar/Staff
Go to Accounting Office	Encode/Issue Registration Form	None	3 min	Staff
Present COR to the Cashier	Encodes and stamp COR	None	3 min	Staff
TOTAL:		N/A	42 minutes	

2. Accreditation of Student Organization

Office or Division		OSAS		
Classification:		Simple		
Type of Transaction:		G2C		
Who May Avail:		Students		
Checklist of Requirements		Where to Secure		
1. Constitution and By-Laws 2. List of Officers 3. Officer's Profile 4. Membership Form 5. Student Organization Performance Evaluation 6. Membership List 8. Invitation Letter for the chosen adviser 9. Acceptance Letter of Organization's Adviser		Office of Student Affairs		
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	15 Minutes	OSAS Staff
Wait for approval	Reviews application	None	20 minutes	OSAS Staff
Follow up status of application	Approves / Disapproves application	None	20 minutes	Director/OSAS Staff
Get approved / disapproved application papers	File copy of the approved application papers	None	5 minutes	Director/OSAS Staff
Present designation of the adviser of the organization	Provide designation of the adviser	None	5 min	Adviser
Await issuance of designation paper Facilitate signature of the College President	Facilitate signature of the College president	None	4 min	College Clerk
Receive the designation paper	Issue the approved designation	None	4 min	OSA Staff
TOTAL:		N/A	1 hour and 13 minutes	

3. 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
Orally reports complaint to Office of Student Affairs and Services (OSAS)	Discusses complaint with complainant	None	15 Minutes	OSAS Staff
Accomplishes and submits Incident Report Form	Receives accomplished Incident Report Form	None	20 minutes	OSAS Staff
Confirms venue, date & time of fact-finding dialogue/ hearings to be conducted	Informs complainant on venue, date & time of dialogues/ hearings	None	15 minutes	Director/OSAS Staff
TOTAL:		N/A	50 minutes	

4. Student Activity Permit

Office or Division		OSAS		
Classification:		Simple		
Type of Transaction:		G2C		
Who May Avail:		Students		
Checklist of Requirements		Where to Secure		
1. Approved copies of request to conduct activity 2. Activity Permit 3. Waiver in cases where activities are held outside the campus		Requesting organization Office of Student Affairs		
Client Step	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Fill up forms and secure the necessary signatories	Releases forms and facilitates the filling up of information	None	15 Minutes	Requesting organizations
Accomplished forms should be submitted for evaluation to the OSAS at least 5 days before the activity	Checks and evaluates the documents and recommends for approval	None	20 minutes	OSAS Staff
Proceed to the Director of Student Affairs for approval	Approves permits	None	5 minutes	Director
TOTAL:		N/A	40 minutes	

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 feedbacks will be very beneficial for the improvement of our service.