



ROMBLON STATE UNIVERSITY

CITIZEN'S CHARTER

2024



I. Mandate:

Provision of Higher Education Services in accordance with the legal bases of the establishment of Romblon State University (Batas Pambansa Blg. 393 and Republic Act No. 9721). The university shall primarily provide and offer advanced education, higher technological, professional instruction and training in relevant fields of study. It also promotes research and extension services, and provides progressive leadership in various areas of specialization.

II. Vision:

A research-based academic institution committed to excellence and service in nurturing a globally competitive workforce towards sustainable development.

III. Mission:

Romblon State University shall nurture an academic environment that provides advanced education, higher technological and professional instruction, and technical expertise in agriculture and fisheries, forestry, engineering and technology, education, humanities, sciences, and other relevant fields of study and collaborate with other institutions and communities through responsive, relevant, and research- based extension services.

IV. Service Pledge:

We, the Officials, Faculty and Non-Teaching Personnel of the Romblon State University in adherence to our Vision, Mission, Quality Policy, Quality Objectives, and Core Values are committed to provide quality services with the highest degree of professionalism to our clients and stakeholders.

We commit to pursue:

1. Relevant and quality tertiary education to help achieve sustainable development goals;
2. Higher education research and extension which aims to promote economic productivity and improve the lives of people;
3. Increased community engagement initiatives and active partnership with stakeholders for the common good;
4. Effective and efficient management of resources for honorable and excellent provision of services; and
5. Provide prompt, accurate, and courteous service, offer feedback mechanism, and prioritize client satisfaction towards continual improvement of our processes.



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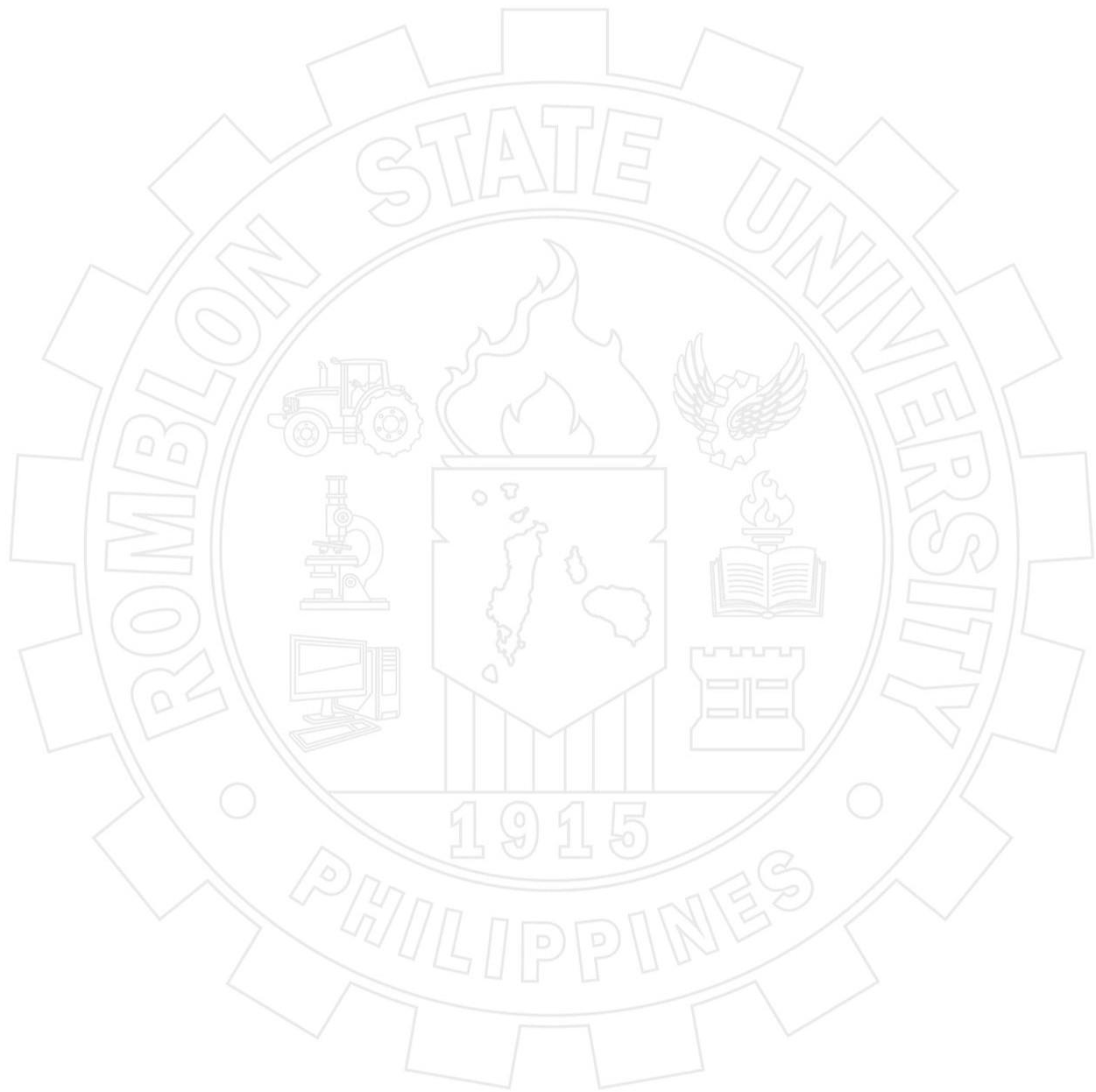
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1. Request to Allow Students to Enter the Campus Wearing Unprescribed Dress

Provision of Public Assistance and Security Office and Romblon State University Main Campus

Office or Division:	Public Assistance and Security Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may Avail:	RSU Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Letter approved by the Dean and Office of Student Affairs and Services	Dean of College and Office of Student Affairs and Services			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an approved request letter by the Office of the Student Affairs and Services	1. Check and receive the approved request letter	None	2 minutes	Vince Rosales (PASO Staff) PASO Personnel
2. Furnish a copy of the approved request letter by the Office of the Student Affairs and Services	2. Receive and file the furnished copy. Disseminate to the Security Personnel for strict monitoring	None	4 minutes	Vince Rosales (PASO Staff) For. Edgar V. Andalecio (PASO Director) PASO Personnel
3. Fill out the customer's feedback form	3. Receive the feedback form	None	3 minutes	Vince Rosales (PASO Staff)
TOTAL		None	9 minutes	

2. Entering Visitors Who Will Use a Facility of the University

Provision of Public Assistance and Security Office and Romblon State University Main Campus

Office or Division:	Public Assistance and Security Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may Avail:	RSU Students, Employees, and Visitors			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Letter and Application form approved by the Business Affairs and Income Generating Office	Letter and Application form approved by the Business Affairs and Income Generating Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an approved request letter by the Business and Income Generating Office Director to the Public Assistance and Security Office	1. Check and receive the approved letter	None	2 minutes	Vince Rosales (PASO Staff) For. Edgar V. Andalecio (PASO Director)
2. Sign the letter to the Director of PASO to allow the participants of the event to enter the campus.	2. Check and approve the request letter	None	3 minutes	For. Edgar V. Andalecio (PASO Director)



3. Furnish a copy of the approved letter from the BAIGO Director to the Public Assistance and Security Office staff	3. Receive and file the furnished copy. Disseminate to the Security Personnel for strict monitoring and compliance	None	4 minutes	Vince Rosales (PASO Staff)
4. Fill out the customer's feedback form	4. Receive the feedback form	None	3 minutes	Vince Rosales (PASO Staff)
TOTAL		None	12 minutes	

3. Request to Enter the Romblon State University Campus for Practice

Provision of Public Assistance and Security Office and Romblon State University Main Campus

Office or Division:	Public Assistance and Security Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may Avail:	RSU Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Request letter approved by the Dean and Office of the Student Affairs and Services	College Dean and Office of the Student Affairs and Services			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an approved request letter from any concerned office/unit and OSAS Director	1. Check and receive the approved letter	None	2 minutes	Vince Rosales (PASO Staff) For. Edgar V. Andalecio (PASO Director)
2. Furnish a copy of the approved request letter	2. Receive and file the furnished copy. 2.1 Disseminate to the Security Personnel for strict monitoring	None	4 minutes	Vince Rosales (PASO Staff)
3. Fill out the customer's feedback form	3. Receive the feedback form	None	3 minutes	Vince Rosales (PASO Staff)
TOTAL		None	9 minutes	

4. Visitor's Slip

Provision of Public Assistance and Security Office and Romblon State University Main Campus

Office or Division:	Public Assistance and Security Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may Avail:	Visitors (non-student and non-employee)			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Visitor's Slip	PASO Duty Security Guard			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Visitor's slip	1. Check the Visitor's slip	None	2 minutes	Security Personnel
2. Present an Identification card for verification	2. Verify the Identification card	None	1 minute	Security Personnel



2.1 Get a Visitor's ID in exchange of your valid ID	2.1 Give the visitor a copy of Visitor's ID in exchange of their valid ID			
3.1 Return the Visitor's ID	3.1 Return the Valid ID in exchange of the Visitor's ID			
3.2 Claim your valid ID to the guard on duty before exit				
Total		None	4 minutes	

5. Request for Security Assistance During Programs

Provision of Public Assistance and Security Office and Romblon State University Main Campus

Office or Division:	Public Assistance and Security Office
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may Avail:	Clients (Students, Employees, and Stakeholders)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter authorized/noted by the Dean/Unit Head/Director	Dean/Unit Head/Director

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter that has been approved/noted by the Director, Unit Head, or Dean. Indicate the event's inclusive time and date.	1. Check, receive, and approve the request letter	None	3 minutes	Vince Rosales (PASO Staff) For. Edgar V. Andalecio (PASO Director)
2. Furnish a copy of the request letter	2. File the furnished copy. Disseminate to the Security Personnel for strict monitoring and compliance	None	4 minutes	For. Edgar V. Andalecio (PASO Director) Vince Rosales (PASO Staff) PASO Security Personnel
3. Fill out the customer's feedback form	3. Receive the feedback form	None	3 minutes	Vince Rosales (PASO Staff)
TOTAL		None	10 minutes	

6. Vehicle Gate Pass Registration

Provision of Public Assistance and Security Office and Romblon State University Main Campus

Office or Division:	Public Assistance and Security Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may Avail:	RSU Officials, Employees, Students, Residents, and Public Utility Vehicles
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filled up Vehicle Gate Pass Registration Form	Public Assistance and Security Office



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Updated LTO Issued OR/CR		Driver/Owner of the Vehicle		
Updated LTO Driver's License		Driver/Owner of the Vehicle		
Official Receipt of RSU Cashier		Cashier Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.1 Submit a Photocopy of Valid Certificate of Registration (CR) and the Official Receipt (OR) of the vehicle/s in the name of the applicant.</p> <p>1.2 Those with newly purchased or second-hand vehicles waiting for the Land Transportation Office to release their OR/CR may submit a Certificate Purchase/Ownership from the motorcycle/car dealer or the Deed of Sale from the vendor in the name of applicant.</p> <p>1.3 Notarized Deed of Sale or company certification if the vehicle is not registered to the applicant. The company certificate must be issued to the applicant.</p>	1. Check and compile the documents	None	2 minutes	<p>Vince Rosales (PASO Staff)</p> <p>For. Edgar V. Andalecio (PASO Director)</p> <p>PASO Security Personnel</p>
2. Submit a photocopy of the Valid Driver's License of the applicant	2. Check and Compile the Documents	None	2 minutes	<p>For. Edgar V. Andalecio (PASO Director)</p> <p>Vince Rosales (PASO Staff)</p> <p>PASO Security Personnel</p>
3. Submit a photocopy of Official Receipt from the cashier's Office to confirm the payment of the registration fee.	3. Check and Compile the Documents	None	2 minutes	<p>For. Edgar V. Andalecio (PASO Director)</p> <p>Vince Rosales (PASO Staff)</p> <p>PASO Security Personnel</p>
4. Submit the completely filled registration form	4. Check and Compile the Documents	None	3 Minutes	For. Edgar V. Andalecio (PASO Director)



				Vince Rosales (PASO Staff) PASO Security Personnel
5. Receive the Sticker	5. Install the sticker on their Registered Vehicle	None	3 Minutes	Vince Rosales (PASO Staff) PASO Security Personnel
TOTAL		None	12 minutes	

7. Reception of External Services Communications & Visitors in the Office of the University President

Office or Division:	Office of the University President			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
None	N/A			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs name in the visitor's registry for external or walk-in clients	1. Hands over the logbook to the client	None	2 minutes	Roberta D. Luna
2. Presents or submits letter requests for: appointment, vehicle usage, facility or equipment access, document copies (e.g., certifications, endorsements, resolutions, memos, etc.), and other relevant requests.	2. Receives and records the requests, then forwards them to the Head of the Presidential Management Staff	None	5 minutes	Roberta D. Luna
3. Calls for a specific request, such as follow-up on letter requests or appointments with the University President, searching for a particular individual, verifying a transaction, sending emails, and other related tasks.	3. Evaluates/ assesses the completeness of the request and submits it to the University President for appropriate action. Receives calls, takes note of the details, and relays them to the University President or other concerned office/employees to seek the information/action requested by the clients.	None	15 minutes/ client	Sherryl M. Fetalvero
	3.1 Acts on the requests, indicating approval and/or requirements for further action by the concerned offices.		10 minutes/ client	Dr. Merian P. Catajay-Mani



	3.2 Retrieves documents from the President and takes note of the required action, such as preparing reply to letters or any other necessary actions.		10 minutes	Sherryl M. Fetalvero
	3.3 Forwards the duly acted upon request to the Releasing Clerk		3 minutes	Sherryl M. Fetalvero
4.Receives the document	4. Records the documents and releases them to the waiting clients or the concerned office. Secures copies of the documents for record-keeping purposes.	None	5 minutes	Roberta D. Luna
TOTAL		None	50 minutes	

8. Receiving of Application Letter and Supporting Credentials

Provision of Recruitment Services and Implementation of Recruitment, Selection, and Placement System

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Application Letter and Supporting Credentials	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of application and supporting credentials	1. Receive the application, stamp the letter with date, time, and signature	None	2 minutes	Marjorie Blanche M. Fabro
Wait while the HR personnel checks the completeness of supporting credentials	2. Check the completeness of the supporting credentials	None	5 minutes	Maribel G. Ferrera
	3. Advice the applicant to wait for an update from the office	None	2 minutes	Maribel G. Ferrera
TOTAL		None	9 minutes	

9. Issuance of Service Record and Other Certifications

Provision of Recruitment Services and Implementation of Recruitment, Selection, and Placement System

Office or Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Romblon State University Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form	HRMO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request Form	1. Receive Request and check if properly filled out	None	2 minutes	Marjorie Blanche M. Fabro
	2. Prepare and print the Service Record Certification	None	15 minutes	Mary Grace Fajanilan/ Ilyn M. Tacasa
	3. Check and Sign the Service Record/ Certification	None	3 minutes	Maricar G. Falogme
	4. Inform the client on the availability of the Service Record/ Certification	None	1 minute	Marjorie Blanche M. Fabro
	5. Release the Service Record/ Certificate and ask the client to sign in the receiving copy or logbook	None	2 minutes	Marjorie Blanche M. Fabro
	TOTAL	None	23 minutes	

10. Application for Leave

Provision of Recruitment Services and Implementation of Recruitment, Selection, and Placement System

Office or Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Romblon State University Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Leave Application Form;	HRMO
Medical Certificate in case of Sick Leave of more than five days;	HRMO
Clearance for Vacation Leave in excess of 30 calendar days;	HRMO
Travel Authority in case Vacation Leave will be spent abroad;	HRMO
Clearance for travel abroad	HRMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Leave Form (CSC Form No. 6)	1. Receive accomplished Leave Form (CSC Form No. 6) with attachment/s (if applicable) duly endorsed and signed by the recommending official or office/ department head	None	2 minutes	Marjorie Blanche M. Fabro
	2. Post, record, and update leave balances	None	10 minutes	Olivia M. Casinto
	3. Forward Application for Leave form to the concerned signatories for approval	None	3 minutes	Marjorie Blanche M. Fabro
	TOTAL	None	23 minutes	



11. Application for Scholarship (Institutional and External)

Office or Division:	HUMAN RESOURCE DEVELOPMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may Avail:	Qualified and Interested Employees			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Letter of Intent	Client/Customer			
Notice of Admission	Client/Customer			
Curriculum Vitae	Client/Customer			
Study Plan	Client/Customer			
Permit of Study Form	Human Resource Development Office			
Research Plan	Client/Customer			
Re-Entry Plan	Human Resource Development Office			
Contract Agreement	Client/Customer			
Certificate of Funding	Client/Customer			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent	1. Accept and verify the letter of qualified and interested employee	None	5 minutes	Ms. Sarah Jane D. Balato
Provide the needed requirements for scholarship	2. Check and review the letter of intent and provide the requirements needed: <ul style="list-style-type: none"> • Notice of Admission • Curriculum Vitae • Study Plan • Permit to Study Form • Research Plan • Re-entry Plan • Contract Agreement Certificate of Funding (external grantees)	None	5 days	Ms. Sarah Jane D. Balato
	3. Forward the endorsed documents of scholar for Academic/Administrative Council	None	10 minutes	Ms. Sarah Jane D. Balato Ms. Charito M. Gascon
	TOTAL	None	5 days, 15 minutes	

12. Endorsement of Thesis Assistance, Official Time, and Subject Deloading

Office or Division:	HUMAN RESOURCE DEVELOPMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may Avail:	Qualified and Interested Employees			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Thesis Assistance - Letter of Intent, Hardbound Thesis/ Approved Thesis Proposal	Client/Customer			
Official Time - Letter of Intent and Registration Form	Client/Customer			
Subject Deloading - Letter of Intent and Registration Form and Form e0	Client/Customer			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent of	1. Accept and verify the letter of intent of qualified and interested employee	None	5 minutes	Ms. Sarah Jane D. Balato
2. Provide the needed requirements	2. Check and review the letter of intent and check the requirements needed for the request: <ul style="list-style-type: none"> • Hardbound Thesis/ Approved Thesis Proposal • Registration Form Form e0 	None	5 minutes	Ms. Sarah Jane D. Balato
	3. Draft a letter of endorsement, signed by the head of office and forwarded to the Budget Office, VPAA/CAO and Office of the President for signature	None	20 minutes	Ms. Sarah Jane D. Balato Ms. Charito M. Gascon
	4. Forwarded the approved endorsement to Accounting Office for Funding	None	5 minutes	Ms. Sarah Jane D. Balato
	TOTAL	None	35 minutes	

13. Collecting of IPCR of Employees

Office or Division:	HUMAN RESOURCE DEVELOPMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may Avail:	All Employees			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
IPCR	Client/Customer			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the IPCR within the prescribed period	1. Receive the IPCR (with date and time stamp) and check the completeness of data and signatures	None	5 minutes	Ms. Sarah Jane D. Balato
	2. Record information in the excel file	None	5 minutes	Ms. Sarah Jane D. Balato
	3. Put in the filebox for endorsement to Performance Management Team	None	5 minutes	Ms. Sarah Jane D. Balato
	TOTAL	None	15 minutes	



14. Application for Admission Test (Incoming Junior High School/ Grade 7 Students)

Provisions of RSU Admission Test for Incoming Junior High School/ Grade 7 Students

Office or Division:	Admission Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Elementary (Form 138) Card/ SF9 with complete grades; at least 85% general average for the semester	Client			
Recent 2"x2" ID Picture in white background, business attire, without glasses and with name tag and signature	Client			
Official Receipt of Admission Test Fee	Cashier's Office			
Admission Application Form	Admission Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access and register thru the link provided by the Admission Office. Fill out all the necessary information.	2. Provide the link to the applicants.	None	5 minutes	Admission Office Staff
2. Please wait for the official announcement of short-listed names of applicants and schedule of Admission Test. <i>*Applicant must meet the general average of at least 85% on their previous grade to proceed with the Admission Test.</i>	2. Consolidate and check the generated list of applicants who registered for the Admission Test for duplicate entries/ registration and if they met the required general average. 2.1 Publish the list of qualified applicants in the bulletin board and social media account of the office for information dissemination.	None	5 working days	Admission Office Staff
Conduct of the Admission Test (Batch Examination)				
3. Fill out the application form provided before the start of the Admission Test.	3. Orient the applicants regarding the conduct of Admission Test, application form and requirements. 3.1 Provide the application form to the examinees and check the completeness of the filled-out form.	Admission Test Fee - ₱ 100.00	20 minutes	Admission Office Staff



4. Submit all the requirements to the assigned personnel.	4. Check all the submitted requirements of the applicants.	None	40 minutes	Admission Office Staff
5. N/A	5. Facilitate the conduct of Admission Test.	None	3 hours	Admission Office Staff
Total		Admission Test Fee – ₱ 100.00	4 hours & 5 minutes	

15. Application for Admission Test (Incoming College Students, Transferee and Second Degree Takers)

Provisions of RSU Admission Test and Qualification of Incoming College Students, Transferee and Second Degree Takers

Office or Division:	Admission Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may Avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Graduating K-12 - Senior High School (Form 138) Card/ SF9 with complete grades of First Semester - Recent 2"x2" ID Picture in white background, business attire, without glasses and with name tag and signature	Client
For BEC (Non-K12) and K-12 Graduate - High School (Form 138) Card with complete grades - Recent 2"x2" ID Picture in white background, business attire, without glasses and with name tag and signature	Client
For College Transferee - Transcript of Records or Certificate of Grades - Recent 2"x2" ID Picture in white background, business attire, without glasses and with name tag and signature	Client
For Second Degree Taker - Transcript of Records or Certificate of Grades - Recent 2"x2" ID Picture in white background, business attire, without glasses and with name tag and signature	Client
Admission Application Form	Admission Office
For Second Degree Taker - Official Receipt for Admission Test Fee	Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access and register thru the link provided by the Admission Office. Fill out all the necessary information.	1. Provide the link to the applicants.	None	5 minutes	Admission Office Staff



2. Please await for the official announcement of short-listed names of applicants and schedule of Admission Test.	2. Consolidate and check the generated list of applicants who registered for the Admission Test for duplicate entries/ registration. 2.1 Publish the list of qualified applicants in the bulletin board and social media account of the office for information dissemination.	None	5 working days	Admission Office Staff
Conduct of the Admission Test (Batch Examination)				
3. Fill out the application form provided before the start of the Admission Test.	3. Provide the application form to the examinees and check the completeness of the filled out form. 3.1 Orient the applicants regarding the conduct of Admission Test, application form and requirements.	For Graduating K-12/ BEC (Non-K12) and K-12 Graduate/ College Transferee: – None For Second Degree Taker: ₱ 100.00	20 minutes	Admission Office Staff
4. Submit all the requirements to the assigned personnel.	4. Check all the submitted requirements of the applicants.		40 minutes	Admission Office Staff
	4.1 Facilitate the conduct of Admission Test.		3 hours	Admission Office Staff
	Total	None	4 hours & 5 minutes	

16. Application for Admission Test (Walk-in Applicants)

Provisions of RSU Admission Test for Walk-in Applicants

Office or Division:	Admission Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may Avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Graduating K-12 - Senior High School (Form 138) Card/ SF9 with complete grades of First Semester - Recent 2"x2" ID Picture in white background, business attire, without glasses and with name tag and signature - Notarized Formal Letter of Intent (Outlining reasons for inability to comply with the scheduled date)	Client



For BEC (Non-K12) and K-12 Graduate - High School (Form 138) Card with complete grades - Recent 2"x2" ID Picture in white background, business attire, without glasses and with name tag and signature - Notarized Formal Letter of Intent (Outlining reasons for inability to comply with the scheduled date)	Client
For College Transferee - Transcript of Records or Certificate of Grades - Recent 2"x2" ID Picture in white background, business attire, without glasses and with name tag and signature	Client
For Second Degree Taker - Transcript of Records or Certificate of Grades - Recent 2"x2" ID Picture in white background, business attire, without glasses and with name tag and signature	Client
Admission Application Form	Admission Office
For Second Degree Taker - Official Receipt for Admission Test Fee	Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements to the assigned personnel.	1. Check and receive all the submitted requirements of the applicants.	<u>For Graduating K-12/ BEC (Non-K12) and K-12 Graduate/ College Transferee:</u> - None <u>For Second Degree Taker:</u> ₱ 100.00	5 minutes	Admission Office Staff
2. Fill out the application form provided before the start of the Admission Test.	2. Provide the application form to the examinees.		2 minutes	Admission Office Staff
	2.1 Orient the applicants regarding the conduct of Admission Test and application form		5 minutes	Admission Office Staff
	2.2 Check the completeness of the filled-out form		5 minutes	Admission Office Staff
	2.3 Facilitate the conduct of Admission Test.		3 hours	Admission Office Staff
	TOTAL	None	3 hours & 17 minutes	



17. Enrollment of New Student/Freshmen

Provisions of Enrollment for New Student/ Incoming Freshmen

Office or Division:	Admission Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	Freshmen Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form 138 Card/ SF9	Client			
Certificate of Good Moral Character	Client			
Authenticated Birth Certificate (photocopy)	Client			
Authenticated PSA Marriage Certificate (for female applicant, if applicable)	Client			
Four (4) pieces of 2"x2" colored ID Picture in white background	Client			
One (1) piece brown envelope: Long Size	Client			
Admission Application Form	Admission Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and Fill out the Enrollment Route Form and Admission Application Form.	1. Provide the Enrollment Route Form and Admission Application Form to the enrollee.	None	5 minutes	Admission Office Staff
2. Submit the admission documents/credentials to the assigned personnel.	2. Check the submitted application form and documents/ credentials of the applicant.	None	5 minutes	Admission Office Staff
	2.1 Prepare a filing envelope for the enrollee to compile and store their submitted documents/ credentials.		2 minutes	Admission Office Staff
	2.2 Create the account of the enrollee in the RSU Web Academic Management System following the submitted Admission Application Form. <i>*Under Student List Module, Click on New button and input the student's Personal Information, Contact Information and Educational Background.</i>		5 minutes	Admission Office Staff
3. Proceed to the University Health Unit for the submission of your medical documents. 3.1. Proceed to the Office of the Student Affairs for enlistment on the list of scholars/ grantees.	3. Instruct the enrollee to proceed to the following offices to comply with their requirements: University Health Unit, Office of the Student Affairs, and Guidance and Counseling Services Unit.	None	2 minutes	Admission Office Staff



3.2. Proceed to the Guidance and Counseling Services Unit for student profiling.				
4. Proceed to your chosen College/ Institute for the College Assessment Form (Trial Form), Academic Advising and System Enrollment. 4.1 Secure the four (4) copies of the Registration Form from your College/ Institute 4.2 Proceed to Cashier's Office for stamping of the Registration Forms.	4. Instruct the enrollee to proceed to their chosen College/ Institute for their College Assessment Form, Academic Advising, System Enrollment and Printing of Registration Form.	None	5 minutes	Admission Office Staff
5. Submit a copy of the Registration Form to the following: Cashier's Office, Registrar's Office, College/ Institute.	5. Instruct the student to submit a copy of their Registration Form to the following offices: Cashier's Office, Registrar's Office, College/ Institute.	None	2 minutes	Admission Office Staff
6. Submit the enrolment Route Form to the Admission Unit.	6. Receive the Enrolment Route Form. 6.1 File the Enrolment Route Form in the enrollee's folder.	None	4 minutes	Admission Office Staff
TOTAL		None	30 minutes	

18. Enrollment of Transferee and Second-Degree Taker Student

Provisions of Enrollment for Transferee and Second-Degree Taker Student

Office or Division:	Admission Office
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may Avail:	Transferee and Second Degree Taker Students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
College/Department Prospectus	College/ Institute
Certificate of Good Moral Character	Client
Authenticated Birth Certificate (photocopy)	Client
Authenticated PSA Marriage Certificate (for female applicant, if applicable)	Client
Four (4) pieces of 2"x2" colored ID Picture in white background	Client
One (1) piece brown envelope: Long Size	Client
Transcript of Records	Client
Honorable Dismissal	Client
RSUAT Result	Admission Office
Admission Application Form	Admission Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out the Enrollment Route Form and Admission Application Form.	1. Provide the Enrollment Route Form and Admission Application Form to the enrollee.	None	5 minutes	Admission Office Staff
2. Submit the admission documents/credentials to the assigned personnel.	2. Check the submitted application form and documents/ credentials of the applicant.	None	5 minutes	Admission Office Staff
	2.1 Prepare a filing envelope for the enrollee to compile and store their submitted documents/ credentials.	None	2 minutes	Admission Office Staff
	2.2 Create the account of the enrollee in the RSU Web Academic Management System following the submitted Admission Application Form. <i>*Under Student List Module, Click on New button and input the student's Personal Information, Contact Information and Educational Background.</i>	None	5 minutes	Admission Office Staff
3. Proceed to the Registrar's Office for evaluation of grades.	3. Instruct the enrollee to proceed to the Registrar's Office for evaluation of grades.	None	5 minutes	Admission Office Staff
4. Proceed to the University Health Unit for the submission of your medical documents. 4.1 Proceed to the Office of the Student Affairs for enlistment on the list of scholars/ grantees. 4.2 Proceed to the Guidance and Counseling Services Unit for student profiling.	4. Instruct the enrollee to proceed to the following offices to comply with their requirements: University Health Unit, Office of the Student Affairs, and Guidance and Counseling Services Unit.	None	5 minutes	Admission Office Staff
5. Proceed to your chosen College/ Institute for the College Assessment Form (Trial Form), Academic Advising and System Enrollment.	5. Instruct the enrollee to proceed to their chosen College/ Institute for their College Assessment Form, Academic Advising, System Enrollment and Printing of Registration Form.	None	5 minutes	Admission Office Staff



5.1 Secure the four (4) copies of the Registration Form from your College/ Institute. 5.2 Proceed to Cashier's Office for stamping of the Registration Forms.				
6. Submit a copy of the Registration Form to the following: Cashier's Office, Registrar's Office, College/ Institute.	6. Instruct the student to submit a copy of their Registration Form to the following offices: Cashier's Office, Registrar's Office, College/ Institute	None	2 minutes	Admission Office Staff
7. Submit the enrolment Route Form to the Admission Unit.	7. Receive the Enrolment Route Form.	None	2 minutes	Admission Office Staff
	7.1 File the Enrolment Route Form in the enrollee's folder.	None	2 minutes	Admission Office Staff
	TOTAL	None	38 minutes	

19. Enrollment of Shiftee Student

Provision of Enrollment for Shiftee Student

Office or Division:	Admission Office
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may Avail:	Shiftee Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Grades	Client
Endorsement Letter	College/ Institute
College/ Department Prospectus	College/ Institute
Shifting Application Form	Admission Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and Fill out the Enrollment Route Form and Shifting Application Form.	1. Provide the Enrollment Route Form and Shifting Application Form to the Shiftee.	None	5 minutes	Admission Office Staff
2. Submit the admission documents/credentials to the assigned personnel.	2. Check the submitted Shifting Application Form and documents/ credentials of the Shiftee.	None	5 minutes	Admission Office Staff
	2.1 Update the account of the Shiftee in the RSU Enrollment System. <i>Under the Student Info Module, Click on File and Open. Search for the Shiftee's ID Number or Name and Click Open to edit his/ her Program following the submitted Shifting Application Form.</i>	None	5 minutes	Admission Office Staff



3. Proceed to the Registrar's Office for evaluation of grades.	3. Instruct the Shiftee to proceed to the Registrar's Office for evaluation of grades.	None	2 minutes	Admission Office Staff
4. Proceed to the Guidance and Counseling Services Unit for their inventory updating.	4. Instruct the Shiftee to proceed to the Guidance and Counseling Services Unit for their inventory updating.	None	2 minutes	Admission Office Staff
5. Proceed to your chosen College/ Institute for the College Assessment Form (Trial Form), Academic Advising and System Enrollment. 5.1 Secure the four (4) copies of the Registration Form from your College/ Institute. 5.2 Proceed to the Cashier's Office for stamping of the Registration Forms.	5. Instruct the Shiftee to proceed to their chosen College/ Institute for their College Assessment Form, Academic Advising, System Enrollment and Printing of Registration Form.	None	5 minutes	Admission Office Staff
6. Submit a copy of the Registration Form to the following: Cashier's Office, Registrar's Office, College/ Institute.	6. Instruct the student to submit a copy of their Registration Form to the following offices: Cashier's Office, Registrar's Office, College/ Institute	None	2 minutes	Admission Office Staff
7. Submit the enrolment Route Form to the Admission Unit.	7. Receive the Enrolment Route Form.	None	2 minutes	Admission Office Staff
	7.1 Compile and endorse the Enrollment Route Form together with the Shifting Application Form and Other Requirements to the Registrar's Office for filing.	None	2 minutes	Admission Office Staff
	TOTAL	None	30 minutes	

20. Enrollment of Returnee Student

Provisions of Enrollment for Returnee Student

Office or Division:	Admission Office
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may Avail:	Returnee Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Grades	Client
Admission Application Form	Admission Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and Fill out the Enrollment Route Form and Admission Application Form.	1. Provide the Enrollment Route Form and Admission Application Form to the returnee.	None	5 minutes	Admission Office Staff
2. Submit the admission documents/credentials to the assigned personnel.	<p>2. Check the submitted Admission Application Form and documents/credentials of the returnee.</p> <p>2.1 Create/ Update the account of the returnee.</p> <p><i>*for Creation of the Account, access RSU Web Academic Management System. Under Student List Module, Click on New button and input the student's Personal Information, Contact Information and Educational Background following the submitted Admission Application Form.</i></p> <p><i>*for Updating of the Account, access the RSU Enrollment System. Under the Student Info Module, Click on File and Open. Search for the returnee's ID Number or Name and Click Open to update his/her information following the submitted Admission Application Form.</i></p>	None	5 minutes	Admission Office Staff
<p>3. Proceed to the University Health Unit for the submission of your medical documents.</p> <p>3.1 Proceed to the Office of the Student Affairs for enlistment on the list of scholars/ grantees.</p> <p>3.2 Proceed to the Guidance and Counseling Services Unit for student profiling.</p>	<p>3. Instruct the returnee to submit a copy of their Registration Form to the following offices: University Health Unit, Office of the Student Affairs, and Guidance and Counseling Services Unit.</p>	None	2 minutes	Admission Office Staff



<p>4. Proceed to your College/ Institute for the Evaluation of Grades, College Assessment Form (Trial Form), Academic Advising and System Enrollment.</p> <p>4.1 Secure the four (4) copies of the Registration Form from your College/ Institute.</p> <p>4.2 Proceed to Cashier's Office for stamping of the Registration Forms.</p>	<p>4. Instruct the returnee to proceed to their College/ Institute for the Evaluation of Grades, College Assessment Form, Academic Advising, System Enrollment and Printing of Registration Form.</p>	None	5 minutes	Admission Office Staff
<p>5. Submit a copy of the Registration Form to the following: Cashier's Office, Registrar's Office, College/ Institute</p>	<p>5. Instruct the returnee to submit a copy of their Registration Form to the following offices: Cashier's Office, Registrar's Office, College/ Institute</p>	None	2 minutes	Admission Office Staff
<p>6. Submit the enrolment Route Form to the Admission Unit.</p>	<p>6. Receive the Enrolment Route Form.</p> <p>6.1 Compile and endorse the Enrollment Route Form together with the Admission Application Form and Other Requirements to the Registrar's Office for filing.</p>	None	2 minutes 2 minutes	Admission Office Staff Admission Office Staff
TOTAL		None	28 minutes	

21. Filing of Leave of Absence of Students

Provisions on Filing of Leave of Absence (LOA) of Students

Office or Division:	Admission Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may Avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Medical Certificate (For Health Reasons)	Client
Dropping Form (For Enrolled Students)	Client
Leave of Absence Form (2 copies)	Admission Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out the Leave of Absence Form from the Admission Office.	1. Provide the Leave of Absence Form to the student.	None	5 minutes	Admission Office Staff
2. Submit the supporting documents to the Admission Office Staff for their checking.	2. Check if the supporting documents were complete and valid.	None	5 minutes	Admission Office Staff
3. Secure the signature of your parents/guardian.	3. Instruct the student to secure the signature of his/her guardian/ parent.	None	2 minutes	Admission Office Staff
4. Submit the form together with the supporting documents to the Admission Office Staff for the signature of the Admission Director.	4. Received the document once signed by the parent/guardian and endorse to the Admission Director for signature.	None	2 minutes	Admission Office Staff
5. Secure the signature of the University Registrar.	5. Release the signed form to the student and instruct him/her to secure the signature of the University Registrar.	None	2 minutes	Admission Office Staff
6. Submit a copy of the form to the Admission Office and College/ Institute.	6. Received a copy of the LOA Form.	None	2 minutes	Admission Office Staff
	6.1 Endorse the LOA form to the Registrar's Office for filling			
Total		None	20 minutes	

22. Issuance of Library Cards

Provision of Learning Resource Center of the Main Campus

Office or Division:	RSU Learning Resource Center
Classification:	Simple
Type of Transaction:	G2C - Government to Clients
Who may Avail:	RSU Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 x 1 ID Picture, Registration form and Filled-Out Application Form	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the needed requirements.	1. Receives and Validate the requirements submitted. 1.1 Issues the claim stub bearing the releasing date of the Library Card.	None	3 minutes	Donald J. Mantes LRC ODIMO
2. Wait for the issuance of Library Cards	2. Prepares the Library Card 2.1 Issues the Library Card as scheduled	None	24 hours	Donald J. Mantes LRC ODIMO
TOTAL		None	24 hours and 3 minutes	



23. Borrowing of Library Materials

Provision of Learning Resource Center of the Main Campus

Office or Division:	RSU Learning Resource Center			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may Avail:	RSU Students, Faculty and Employees			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Accomplished/Filled-up Book Card and Borrower's Slip Form	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiries about the library material needed	1. Accommodates clients 1.1 Asks for the library card, other documents, if necessary 1.2 Checks the availability of the requested library material	None	10 minutes	Imelda R. Bantola College Librarian III
2. Fills out the Book Card and Borrower's Slip Form	2. Releases the requested/borrowed library material subject to library policy	None	5 minutes	Imelda R. Bantola College Librarian III
	TOTAL	None	15 minutes	

24. Returning of Library Materials

Provision of Learning Resource Center of the Main Campus

Office or Division:	RSU Learning Resource Center			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may Avail:	RSU Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Accomplished Overdue Slip (If overdue)	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the borrowed book at the circulation counter.	1. Receives the borrowed library material and checks the due date. <i>*If overdue: compute the overdue fine and fill out the overdue slip.</i>	None	10 minutes	Erna G. Fabila Admin. Aide IV
	TOTAL	None	10 minutes	

25. Payment of Overdue Fines

Provision of Learning Resource Center of the Main Campus

Office or Division:	RSU Learning Resource Center			
Classification:	Simple			
Type of Transaction:	Government to Clients			



Who may Avail:	RSU Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Overdue Slip	Librarian/Library Staff			
Official Receipt	Cashier			
Official Receipt	Students			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book/s at the circulation counter.	1. If overdue: compute the overdue fine and fill out the overdue slip	None	2 minutes	Hazel Fampo LRC Staff
2. Pay overdue fine at the Cashier's Office	2. Receive the overdue slip and payment and issue O.R.	₱ 10.00/day per book	5 minutes	Mary Jean Balse Admin. Aide I Cashier
3. Present the O.R. to the Librarian/Library Staff	3. Receives and check the O.R. and return the client's Library Card	None	2 minutes	Hazel Fampo LRC Staff
4. Receive the Library Card	4. Give the Library Card	None	1 minute	Hazel Fampo LRC Staff
	TOTAL	₱ 10.00/day per book	10 minutes	

26. Procedure for Computer/Internet Services

Provision of Learning Resource Center of the Main Campus

Office or Division:	RSU Learning Resource Center			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may Avail:	RSU Students, Faculty and Employees			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Library Card	Students			
2. Accomplished/Filled-out Log Sheet form	Students			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the validated Library Card	1. Verify the Library Card	None	2 minutes	Hazel Fampo LRC Staff
2. Sign in the log sheet form	2. Issue computer number and write the time in started in the log sheet form	None	2 minutes	Hazel Fampo LRC Staff
3. Proceed to the designated computer.	3. Assist the client (if needed)	None	3 minutes	Hazel Fampo LRC Staff
4. Sign out in the log sheet form		None	1 minute	Hazel Fampo LRC Staff
	TOTAL	None	10 minutes	

27. Re-Issuance of Lost Library cards

Provision of Learning Resource Center of the Main Campus

Office or Division:	RSU Learning Resource Center			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	RSU Students			



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished/Filled-up charge slip		Students		
Official Receipt		Cashier		
Accomplished/Filled-up charge slip and O.R.		Students		
1x1 ID picture, Registration Form, and Accomplished/Filled-up Form		Students		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report Lost Library Cards and submit Affidavit of Lost	1. Checks the record of the clients 1.1 Receives the Affidavit of Lost	None	2 minutes	Lorena F. Servañez Admin Aide I
2. Sign in the log book for record purposes	2. Fill out the charge slip and indicate the amount to be paid for the replacement fee	None	5 minutes	Lorena F. Servañez Admin Aide I
3. Proceed to the Cashier's Office for the Payment and secure an Official Receipt	3. Receive payment and issue O.R.	Php 150.00 for Lost Library Card	5 minutes	Mary Jean Balse Admin. Aide I Cashier
4. Present charge slip and O.R. at the circulation counter	4. Check the Charge Slip and O.R. 4.1 Approve the Request	None	24 Hours	Lorena F. Servañez Admin Aide I
5. Submit the needed requirements	5. Receive the requirements needed for the re-issuance of the Library Card	None	3 minutes	Lorena F. Servañez Admin Aide I
6. Claim the Library card based on the scheduled date.	6. Prepare and Release the Library Card	None	3 minutes	Lorena F. Servañez Admin Aide I
TOTAL		Php 150.00	24 hours and 18 minutes	

28. Assistance of Outside Researcher

Provision of Learning Resource Center of the Main Campus

Office or Division:	RSU Learning Resource Center			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may Avail:	Outside Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Library Card		Students		
2. Accomplished/Filled-out Log Sheet form		Students		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the google form and make a reservation.	1. Receives the Referral Letter and schedule the reservation.	None	3 minutes	Nadie Joy F. Masangcay College Librarian I
2. Present Valid ID and Referral Letter on the Circulation Counter	2. Assist the Client	None	10 minutes	Nadie Joy F. Masangcay College Librarian I
TOTAL		None	13 minutes	



29. Signing of Clearances

Provision of Learning Resource Center of the Main Campus

Office or Division:	RSU Learning Resource Center			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may Avail:	RSU Students, Faculty and Employees			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Library Card	Students			
Accomplished/Filled-out Log Sheet form	Students			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the clearance for signature	1. Receives the clearance 1.1 Verify the necessary requirements	None	2 minutes	Imelda R. Bantola College Librarian III
	2. Signs the clearance	None	2 minutes	Imelda R. Bantola College Librarian III
	3. Return the clearance to the student/faculty	None	1 minute	Imelda R. Bantola College Librarian III
	TOTAL	None	10 minutes	

30. Request for Certificate of Completion

Office or Division:	National Service Training Program			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Registration form	Students			
NSTP 1 & 2 grades	Students			
Document request form	NSTP			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Document request form	1. Check/verify student's information	None	3 minutes	NSTP Staff
2. Receive the Certificate of Completion	2. Prepare & release the document to the client	None	5 minutes	NSTP Staff
3. Sign in the Certificate of Completion logbook and Visitor's logbook	3. Provide the logbook	None	1 minute	NSTP Staff
4. Fill out the customer feedback form	4. Receive the accomplished feedback form	None	1 minute	NSTP Staff
	TOTAL	None	10 minutes	



31. Request for Participation of NSTP Students to Civic Service Activities (In-campus activities)

Office or Division:	National Service Training Program			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client G2G- Government to Government			
Who may Avail:	Student Organization, University Officials			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Request letter addressed to NSTP Director prepared by the Organization President, noted by the Adviser and College Dean	Student Organization			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit a request letter	1. Receive and check the request letter	None	1 minute	NSTP Staff
2. Confirm for the availability of the students	2.1 Check/confirm the schedule of the activity	None	5 minutes	NSTP Staff
	2.2 Provide updates on the status of the request	None	1-2 minutes	NSTP Staff/Director/Coordinator
3. Sign in the visitor's logbook	3. Provide the visitor's logbook	None	1 minute	NSTP Staff
4. Fill out the customer feedback form	4. Receive the accomplished feedback form	None	1 minute	NSTP Staff
	TOTAL	None	9-10 minutes	

32. Request for Participation of NSTP Students to Civic Service Activities (Off-campus activities)

Office or Division:	National Service Training Program			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client G2G Government to Government			
Who may Avail:	Student Organization, Other Agencies			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Request letter addressed to NSTP Director prepared by the Organization President, noted by the Adviser and College Dean	Client/Agencies			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit a request letter	1. Receive and check the request letter	None	1 minute	NSTP Staff
2. Confirm for the availability of the students	2. Check and refer to the schedule of NSTP	None	4 minutes	NSTP Staff/Coordinator



	2.1 Check the list of students who have complied with the requirements of the OSA mandated by CMO 63 S. 2017 for participation to off-campus activities	None	10 minutes	NSTP Staff/Coordinator
	2.2 Prepare and submit letter of intent addressed to the President for approval prepared by the NSTP Director, Recommending approval by the OSAS & VPAA	None	5 minutes	NSTP Staff/Coordinator
	TOTAL	None	20 minutes	

33. Cross Enrollees (Enlistment to Cluster)

Office or Division:	Procurement Management Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may Avail:	RSU Head/Director of Units			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Approved Purchase Request	End-User			
Approved APP	Bids and Awards Committee			
BAC Minutes of Meeting	Bids and Awards Committee			
BAC Resolution	Bids and Awards Committee			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved Purchase Request, Minutes of Meeting, BAC Resolution	1. Receive and record the approved Purchase Request, Minutes of Meeting, BAC Resolution from the BAC Office.	None	3 minutes	PMO Staff
	2. Prepare the Request for Quotation (RFQ), indicating the specifications, quantity, ABC, and other terms and conditions of the contract and duly sign it with the PMO Head and BAC Chairperson.	None	45 minutes	PMO Staff Head, PMO BAC Chairperson
	3. Post RFQ with ABC above Fifty Thousand Pesos (₱50,000.00) for a period of three (3) calendar days on PhilGEPS Website, RSU Website, and Bulletin board	None	3 days and 15 minutes	PMO Staff
	4. Canvass/invite at least three (3) suppliers to submit quotations for the project.	None	1 day	PMO Staff
	5. Open the RFQ to review and evaluate supplier's quotations to determine which supplier is responsive and eligible and had the lowest calculated amount/price	None	15 minutes	BAC Chairperson Head PMO PMO Staff



	6. Prepare the Abstract of Quotation based on the submitted RFQ by the suppliers, and duly signed by BAC Members and HoPE.	None	30 minutes	Head PMO
	7. Prepare the Notice of Award and seek approval of the HoPE. Once approved, the NOA shall be issued to the winning supplier.	None	1 day	Head PMO
	8. Prepare the Purchase Order duly signed by the Budget Officer and Head of Accounting Unit and HoPE. The PO shall be issued to the winning supplier.	None	1 day	Head PMO
	9. Prepare the Notice of Proceed duly signed by the HoPE.	None	1 day	Head PMO
	10. Post the copy of NOA, PO, and NTP on the PhilGEPS Website, RSU Website and Bulletin Board.	None	45 minutes	PMO Staff
	11. Submit procurement documents to the Supply and Property Management Office and Commission on Audit (COA).	None	30 minutes	PMO Staff
	TOTAL	None	10 days and 5 minutes	

35. Accreditation and Re-Accreditation of Student Organizations

Provision of OSAS for Old and New Student Organization

Office or Division:	Office of Student Affairs and Services
Classification:	Complex
Type of Transaction:	G2C
Who may Avail:	Student Organizations
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NEW ORGANIZATION	OSAS
Accomplished the application form (Accreditation)	Student Organization
Letter of application stating the purpose of accreditation of organization filed at the Office of Student Affairs and Services.	Student Organization
Recommendation from the SSC President as to the acceptance of the application, organization, registration, and accreditation	Student Organization
List of officers and their respective positions and profile.	Student Organization
Letter of invitation to chosen faculty adviser.	Student Organization
Faculty adviser's acceptance letter of responsibility addressed to the University President through the Office of Student Affairs and Services.	Student Organization



Proposed activities and project for one (1) year (Action Plan).	Student Organization			
Constitution and By-laws (include Anti-Hazing).	Student Organization			
For Fraternity and Sorority, Parent's Consent is required.	Student Organization			
RENEWAL/RE-ACCREDITATION				
Accomplished the application form (Re-Accreditation)	OSAS			
Letter of application stating the purpose of accreditation of organization filed at the Office of Student Affairs and Services.	Student Organization			
Recommendation from the SSC President as to the acceptance of the application, organization, registration and accreditation	Student Organization			
List of officers and their respective positions and profile.	Student Organization			
Letter of invitation to chosen faculty adviser.	Student Organization			
Faculty adviser's letter of acceptance of responsibility addressed to the University President through the Office of Student Affairs and Services.	Student Organization			
Photocopy of Certificate of Recognition for the previous year	Student Organization			
Photo of certificate of attendance/ participation in Seminar of at least one (1) student officer.	Student Organization			
Financial statement for the previous semester/school Year;	Student Organization			
Proposed activities and project for one (1) year (Action Plan).	Student Organization			
Constitution and By-laws (include Anti-Hazing).	Student Organization			
For Fraternity and Sorority, Parent's Consent is required.	Student Organization			
Documents should be submitted in four copies (one for University President, One for the OSAS, one for SSC and one for file copy	Student Organization			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit the application form together with all other requirements and SSC's endorsement	1. Receive the submitted documents and verify that all necessary documents are included, and that the application form is accurately completed	None	20 minutes	Student Organization, SSC President, OSAS Staff, and Asst. OSAS Director
2. Seek Accreditation Status	2. Conduct necessary assessments, such as interviews to assess the organization's compliance with accreditation requirements	None	20 minutes	Student Organization, OSAS Staff, Asst. OSAS Director, and OSAS Director
3. Secure certificate of Accreditation/ Re-accreditation	3. Issue a certificate of accreditation or re-accreditation.	None	10 days	OSAS Director
	TOTAL	None	10 days and 40 minutes	



36. Approval of In-Campus Activities

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Student Organizations			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Letter of Intent addressed to the OSAS Director (Prepared by the Organization President, noted by the Adviser and SAS Coordinator, Endorsed by the SSC President and Dean or Campus Director and for approval of OSAS Director	Student Organization/Group of Students			
Risk Assessment Program	Student Organization/Group of Students			
Budget Proposal	Student Organization/Group of Students			
Resolution	Student Organization/Group of Students			
Minutes	Student Organization/Group of Students			
List of Participants	Student Organization/Group of Students			
If seminar or training, CV of speakers	Student Organization/Group of Students			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit a letter of intent along with any necessary documents to the Office of Student Affairs Services.	1. Receive and review the letter of intent and necessary documents submitted by the client. Process the request and ensure all required information is provided.	None	20 minutes	Student Organization, SSC President, OSAS Staff and Asst. OSAS Director
2. Inquire about the status of the activity proposal with the OSAS to ensure it is being processed.	2. Provide updates on the status of the activity proposal upon client inquiry. Communicate any necessary information or requirements to the client.	None	10 minutes	Student Organization, OSAS Staff, Asst. OSAS Director and OSAS Director
3. Work with the OSAS to obtain pre-approval for the activity proposal. This may involve revisions or adjustments to meet any requirements or guidelines.	3. Collaborate with the client to review and assess the activity proposal. Conduct a thorough evaluation to ensure the proposal aligns with the organization's objectives and standards and is reflected in the action plan submitted during the accreditation.	None	1 day	Student Organization, OSAS Staff, Asst. OSAS Director and OSAS Director
4. Secure the approval of the activity.	4. Approve the proposal once all necessary documents are complied.	None	5 minutes	OSAS Director



5. If there is a request for a budget, submit a Budget Proposal and secure the approval of the University President thru the recommendation of the VPAA endorsed by the OSAS Director with the consent and approval of the budget officer and accountant	5. Review the proposal to determine its feasibility, alignment with institutional goals, and compliance with policies. Grant final approval for the activity proposal if deemed appropriate. If a budget is requested, the budget officer and accountant will review the proposed budget accompanying the activity proposal. Provide approval for the budget if it aligns with financial guidelines and constraints.	None	1 hour	OSAS Director Budget Officer Accountant OVPA OP
6. Submit a copy of the approved budget proposal to OSAS.	6. Receive a copy of the approved budget proposal and File the approved activity and budget proposal in the designated storage system or physical filing system maintained by the Document Control Center.	None	20 minutes	Student Org
	TOTAL	None	1 day, 1 hour, and 55 minutes	

37. Approval of Off-Campus Activities

Provision of OSAS for Accredited Student Organizations and Enrolled Students

Office or Division:	Office of Student Affairs and Services
Classification:	Complex
Type of Transaction:	G2C
Who may Avail:	Student Organizations
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accredited College/Department Organizations/SSC - Letter of intent addressed to the President for Approval, prepared by the Organization President, noted by the Adviser, SAS Coordinator, and Dean/Campus Director Endorsed by the OSAS Director, Recommending Approval by the VPAA.	Student Organization/Group of Students
Other Accredited Organizations/ Fraternities/ Sororities - Letter of intent addressed to the President for Approval, prepared by the Organization President, noted by the Adviser, endorsed by the OSAS Director, Recommending Approval by the VPAA.	Student Organization/Group of Students



Risk Assessment Program	Student Organization/Group of Students
Budget Proposal	
Resolution/ Minutes	
List of Participants	
If seminar or training, CV of speakers	
Required Documents mandated by CMO 63 S. 2017	Student Organization/Group of Students
<ul style="list-style-type: none"> - Notarized Parents' Consent - Medical Certificate signed by Government Physician - Designation or order from the Administration indicating personnel-in-charge's role and responsibilities before, during, and after the off-campus activities with relevant certificate on first-aid training. - Mobility of Students Requirements (RSU vehicle or Third-Party Subcontracting) - Copy of the letter sent to the LGUs - Copy of acknowledgment letter from the LGUs - Minutes and attendance of the briefing and consultation conducted to concerned students, faculty and stakeholders 	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit a letter of intent along with any necessary documents.	1. Receive and review the letter of intent and necessary documents submitted by the client.	None	20 minutes	OSAS Staff, Asst. OSAS Director and OSAS Director
2. Inquire about the status of the activity proposal with the OSAS.	2. Provide updates on the status of the activity proposal upon client inquiry. Communicate any necessary information or requirements to the client.	None	10 minutes	OSAS Staff, Asst. OSAS Director and OSAS Director
3. Submit the activity proposal to both the Office of the Vice President for Academic Affairs and the Office of the President for final approval. If there is a request for a budget, submit a Budget Proposal and secure the approval of the University	3. Review the proposal to determine its feasibility, alignment with institutional goals, and compliance with policies. Grant final approval for the activity proposal if deemed appropriate. If a budget is requested, the budget officer and accountant will review the	None	1 day	OSAS Director Budget Officer Accountant OVPA OP



President thru the recommendation of the VPAA endorsed by the OSAS Director with the consent and approval of the budget officer and accountant	proposed budget accompanying the activity proposal. Provide approval for the budget if it aligns with financial guidelines and constraints.			
4. Submit the approved activity proposal to OSAS.	4. Receive a copy of the approved activity proposal and require the client/s to submit all necessary documents mandated by CMO 63 S. 2017	None	5 min	OSAS Staff, Asst. OSAS Director and OSAS Director
5. Prepare and submit necessary documents mandated by the CMO 63 S. 2017 to the Office of Student Affairs Services.	5. Verify that all required documents specified in CMO 63 S. 2017 are included and properly prepared. Cross-reference the submitted documents with the checklist provided by CMO 63 S. 2017 to ensure completeness. If any discrepancies or missing documents are found, communicate with the client to address and rectify the issues promptly.	None	3 -5 days	SSC President, OSAS Staff and Asst. OSAS Director
6. Inquire about the status of the submitted documents.	6. Provide updates on the status of the completion of the documents.	None	10 minutes	OSAS Staff, Asst. OSAS Director and OSAS Director
7. Secure the Certificate of Compliance signed by the OSAS, VPAA, and University President and have it notarized	7. Issue Certificate of Compliance signed by the OSAS Director endorsed to VPAA and University President.	None	20 minutes	OSAS Director OVPAA OP
	TOTAL	None	1 day, 1 hour, and 55 minutes	

38. Student Assistantship

Provision of OSAS for Accredited Qualified Enrolled Students

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C
Who may Avail:	All Qualified Enrolled Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Form	OSAS
Certified True Copy of Registration Form of Current Semester	Student/Applicant
Certification of Grades or Grade Slip of the Previous Semester	Student/Applicant



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out application form, and present class schedule	1. Evaluate application form as to the adequacy of documents; check possible vacancies for SA services	None	5 minutes	OSAS Staff
2. Seeks the Department/unit head's recommendation indicating the nature of the work assignment	2. Evaluate recommendations from the Department/unit head having vacancies	None	5 minutes	OSAS Staff, Asst. OSAS Director
3. Submits all requirements	3. Approves the application upon meritorious evaluation results. Submits list to the VPAA	None	10 minutes	OSAS Director
4. Submits payroll and DTR every end of the month at OSAS	4. Receives payroll and DTR. Submits to accounting department for payment.	None	10 min	OSAS Staff
TOTAL		None	30 minutes	

39. Signing of Clearance

Provision of OSAS for all enrolled students

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C
Who may Avail:	All Enrolled Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Aaccomplishmet Report for the Student Organization	Student Organization

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents filled-out Clearance Slip	1. Receives the clearance slip. Check records as to any accountability	None	3 minutes	Students, OSAS Staff
2. Settles accountability (if applicable)	2. Signs the slip if no accountability, otherwise advises the applicant to settle accountability	None	5 minutes	OSAS Director
TOTAL		None	30 minutes	

40. Processing of Scholarship/Grant Application

Provision of OSAS for all Enrolled Students

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C
Who may Avail:	All Enrolled Students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		OSAS		
Original Certificate of Indigency		Barangay		
Certified Copy of Registration		Registrar		
Photocopy of Valid Student ID with 3 signatures		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a properly filled-out Application Form together with other requirements	1. Receive and assess the completeness and accuracy of the documents submitted.	None	10 minutes	Students, OSAS Staff
2. Follow up on the Status of the Application for the Scholarship/Grant	2. Provide a clear and accurate update to the client regarding the status of their application.	None	5 minutes	OSAS Director
TOTAL		None	30 minutes	

41. Processing of Claims of Suppliers/Contractors for Approval

Office or Division:	Accounting Unit			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursements Voucher		Supply and Property Management Office		
Obligation Request (OR) for Charge to General Fund; Fund164; IGP164; SBO/SO; Trust Fund/Budget Utilization Request (BUR).		Supply and Property Management Office		
Purchase Requisition (PR)		Supply and Property Management Office		
Purchase Order		Supply and Property Management Office		
Original copy of Dealers/Suppliers' Invoices		Supply and Property Management Office		
Abstract of Quotation		Supply and Property Management Office		
Delivery receipt duly received		Supply and Property Management Office		
Inspection and Acceptance Report		Supply and Property Management Office		
Property Acknowledgement Receipt (PAR), for equipment		Supply and Property Management Office		
Warranty Security		Supply and Property Management Office		
Authority to purchase, in case of motor vehicles		Supply and Property Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Supply and Property Office submits above documents to Accounting Office	1. Checks completeness of documents. If found to be complete, Record the received documents in the Incoming Logbook	None	10 minutes	Nelhanie Tulio, Andrew Zuela
2. N/A	2. Prepares BIR forms 2307 in three copies	None	5 minutes	Joan Kristine F. de Castro



3. N/A	3. Reviews all the supporting documents and signs the disbursements voucher (DV)	None	10 minutes	Shiela Buen F. Servañez, Lotlot A. Sabigan
4. N/A	4. Assigns Disbursement Voucher Number and record to assigned logbook per fund cluster	None	5 minutes	Nelhanie Tulio
5. N/A	5. Forwards signed DV to Office of Internal Audit.	None	5 minutes	Nelhanie Tulio
TOTAL		None	35 minutes	

42. Processing of Approved Claims for Payment

Office or Division:	Accounting Unit			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	Concerned Staff of the Office of the Approving Authority			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Approved Disbursement Vouchers	Office of the Approving Authority			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The concerned staff of the approving authority submits the approved disbursement voucher with complete supporting documents to the Accounting Office	1. Checks completeness and receive the approved disbursement voucher for payment	None	5 minutes	Nelhanie Tulio
2. N/A	2. Records the approved disbursement voucher to the assigned transmittal	None	5 minutes	Nelhanie Tulio
3. N/A	3. Forwards approved Disbursement Vouchers to Cashiering Office	None	5 minutes	Nelhanie Tulio
TOTAL		None	15 minutes	

43. Releasing of Document Requests (Certifications, Fund Status Reports, and Copy of Documents Retained by the Office)

Office or Division:	Accounting Unit			
Classification:	Simple			
Type of Transaction:	G2G/G2B/G2C			
Who may Avail:	Employees, Other Government Agencies, Business Entities, and other Stakeholders			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Duly accomplished document request form	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client accomplishes the document request form (DRF)	1. Checks the document request form and identify the needed document by the client	None	5 minutes	Joan Kristine de Castro



2. N/A	2.If only a copy of retained document is needed, reproduce the document and proceed to action 4 otherwise, proceed to action 3.	None	15 minutes	Joan Kristine de Castro
3. N/A	3.Prepare the certification and fund status report.	None	30 minutes	Joan Kristine de Castro
4. N/A	4.Reviews and signs the reports and certifications prepared	None	5 minutes	Shiela Buen F. Servañez, Lotlot Sabigan
5. Signs the receiving portion of the document request form	5. Release the requested documents.	None	5 minutes	Joan Kristine de Castro
TOTAL		None	60 minutes	

44. Confirmation of Student Enrollment

Provision of Cashiering Services to University Students

Office or Division:	Cashiering Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students currently enrolled or the Authorized Representative			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Registration form in four (4) copies signed by the Director of the Registrar Office	Client – Students / Authorized Representative			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Registration Form	1. Receive and verify four (4) copies of the system Registration Form	None	1 minute	Mary Jean D. Balse and Jenley F. Foja, Collecting Officers
2. Receive the three (3) verified copies of Registration Form	2. File a copy of the verified Registration Form	None	1 minute	Mary Jean D. Balse and Jenley F. Foja, Collecting Officers
TOTAL		None	2 minutes	

45. Signing of Student Clearance

Provision of Cashiering Services to University students

Office or Division:	Cashiering Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students currently enrolled or the Authorized Representative			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Clearance Form	Client – Students / Authorized Representative			
Proof of Payment (if graduating students)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present clearance form and the proof of payment (if graduating students)	1. Verify student's account status based on the record of the unit	None	45 seconds	Mary Jean D. Balse and Jenley F. Foja, Collecting Officers



2. If without balance	2. Sign the clearance form	None	10 seconds	Mary Jean D. Balse and Jenley F. Foja, Collecting Officers
2.1 If with balance, pay the balance	Issue Official Receipt (OR) and sign the clearance form	Balance as per record	1 minute	
3. Receive the signed clearance form	3. Release the signed clearance form	None	5 seconds	Mary Jean D. Balse and Jenley F. Foja, Collecting Officers
TOTAL		Balance as per record (if applicable)	1 minute and 50 seconds	

46. Signing of Faculty Member's Clearance

Provision of Cashiering Services to University Faculty Members

Office or Division:	Cashiering Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government Employee(s)
Who may Avail:	RSU Faculty Members / Authorized Representative
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Clearance Form	Client – Faculty Members / Authorized Representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Clearance Form	1. Verify faculty member's account status based on the record of the collecting officers	None	45 seconds	Mary Jean D. Balse and Jenley F. Foja, Collecting Officers
2. If without balance, sign the clearance form; <i>*If with balance, pay the balance</i>	2. Sign the clearance form 2.1 Issue Official Receipt (OR) and sign the clearance form	None Balance as per record	10 seconds 1 minute	Dana Faith R. Marasigan, OIC, Cashiering Unit; Mary Jean D. Balse and Jenley F. Foja, Collecting Officers
3. Receive the signed clearance form	3. Release the signed clearance form	None	5 seconds	Dana Faith R. Marasigan, OIC, Cashiering Unit
TOTAL		Balance as per record (if applicable)	1 minute and 50 seconds	

47. Collection of Fees and Charges

Provision of Cashiering services to University Students, Faculty and Employees, Authorized Representatives, Lessees, Alumni, Bidders, and Other Government Agencies

Office or Division:	Cashiering Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business Entity; G2G – Government to Government Employee(s) or Another Government Agency
Who may Avail:	Students, Faculty and Employees, Authorized Representatives, Lessees, Alumni, Bidders, Other Government Agencies, Prospective Enrollees



Office or Division:	Cashiering Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business Entity; G2G – Government to Government Employee(s) or Another Government Agency			
Who may Avail:	Students, Faculty and Employees, Authorized Representatives, Lessees, Alumni, Bidders, Other Government Agencies, Prospective Enrollees			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Statement of Account (SOA) or Registration Form or Identification Card or Completion Form or Request Form or Certifications or Sales Invoice	Client – Students, Faculty and Employees, Authorized Representatives, Lessees, Alumni, Bidders, Other Government Agencies, Prospective Enrollees			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Statement of Account (SOA) or Registration Form or Identification Card or Completion Form or Request Form or Certifications or Sales Invoice	1. Check the presented requirement and verified the amount to be paid	None	2 minutes	Mary Jean D. Balse and Jenley F. Foja, Collecting Officers
2. Pay the corresponding amount indicated in the Statement of Account or Registration Form or Completion Form or Request Form or Certifications or Sales Invoice	2. Receive the payment and issue Official Receipt (OR)	Balance indicated in any of the presented requirement	7 minutes	Mary Jean D. Balse and Jenley F. Foja, Collecting Officers
3. Receive the Official Receipt (OR); Receive, count, and confirm the change before leaving.	3. Handover the client's copy of OR and the corresponding change. Segregate the duplicate and triplicate copy of the OR for filing and COA's copy.	None	1 minute	Mary Jean D. Balse and Jenley F. Foja, Collecting Officers
	TOTAL	None	10 minutes	

48. Cash Disbursement of Wages and Other Claims

Provision of Cashiering services to University Faculty and Employees, Students, Scholars, Laborers, Part-Time Lecturers; Parents or Authorized Representative

Office or Division:	Cashiering Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government Employee(s) or Another Government Agency
Who may Avail:	University Faculty and Employees, Students, Scholars, Laborers, Part-Time Lecturers; Parents or Authorized Representative



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Identification Card <i>*Authorization letter is required if claims will be claimed by an authorized representative</i> <i>*Special Power of Attorney (SPA) is required for CHED Financial Assistance disbursement</i>		1. Client – University Faculty and Employees, Students, Scholars, Laborers, Part-Time Lecturers; Parents or Authorized Representative Client - Parents, Authorized Representative		
Payroll		Disbursing Officer in-charge		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Notify the Disbursing Officer on the nature of claims and present Identification Card	1. Verify the availability of the claims	None	2 minutes	Dana Faith R. Marasigan, Allen A. Gaa, and Mary Jean D. Balse, Disbursing Officers
2. If claims are not yet available, the transaction ends. <i>*If the claims are available, sign the "Signature (remarks)" portion of the payroll presented by the Disbursing Officer</i>	2. Verify the signature of the client on the payroll as against the signature on the ID presented	None	4 minutes	Dana Faith R. Marasigan, Allen A. Gaa, and Mary Jean D. Balse, Disbursing Officers
3. Receive the cash and count the bills and coins to check accuracy before leaving the Cashier's Office	3. Release the corresponding amount indicated in the payroll	None	4 minutes	Dana Faith R. Marasigan, Allen A. Gaa, and Mary Jean D. Balse, Disbursing Officers
TOTAL		None	10 minutes	

49. Check Disbursement of Wages and Other Claims

Provision of Cashiering services to University Faculty and Employees, Students, Scholars, Laborers, Part-Time Lecturers; Parents or Authorized Representative; Suppliers; and Other Government Agencies

Office or Division:	Cashiering Unit		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business Entity; G2G – Government to Government Employee(s) or Another Government Agency		
Who may Avail:	Romblon State University Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Identification Card <i>*Authorization letter is required if claims will be claimed by an authorized representative</i>		Client – University Faculty and Employees, Students, Scholars, Laborers, Part-Time Lecturers; Parents or Authorized Representative; Suppliers; and Other Government Agencies	
Voucher to be signed		Cashier / Cashiering Staff	
Check Released Logbook		Cashier / Cashiering Staff	
Official Receipt (OR)		Supplier; Other Government Agencies	
Check Signed BIR 2307 Form		Cashier / Cashiering Staff	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Notify the Cashier on the nature of claims and present Identification Card (ID); <i>*for authorized representative, present ID plus the authorization letter.</i>	1. Verify the availability of the claims	None	2 minutes	Dana Faith R. Marasigan, OIC, Cashiering Unit
2. If check is available, sign the "Signature" portion on the disbursement voucher as well as in Check Released Logbook and indicate date of receipt. <i>*Suppliers and Other Government Agency (ies) are required to issue Official Receipt (OR) corresponding to the amount of check.</i> <i>*If the check is not yet available, the transaction ends.</i>	2. Verify the signature of the client on the disbursement voucher as against the signature on the Identification Card presented; and check the accuracy of the OR issued by the suppliers and Other Government Agency(ies)	None	6 minutes	Dana Faith R. Marasigan, OIC, Cashiering Unit; Victorina B. Fajarito and Mary Jo F. Fronza, Cashiering Staff
3. Receive the check; For suppliers, receive the check plus the BIR 2307 form (signed by them), generated for the corresponding transaction, before leaving the Cashier's Office	3. Release the check to the claimants; and for supplier include a signed copy of the BIR 2307 form; Attach the OR to the corresponding signed voucher	None	2 minutes	Dana Faith R. Marasigan, OIC, Cashiering Unit; Victorina B. Fajarito and Mary Jo F. Fronza, Cashiering Staff
	TOTAL	None	10 minutes	

50. Issuance of Certification of Grades

Office or Division:	Office of the University Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Registration Form and Grade Slip	University Registrar's Office *Window 1

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Student Application Form	1. Issues the Student Application Form and Feedback Form	None	2 minutes	Ms. Ma. Nelda R. Bullos
2. Submits requirements	2. Encode the information as stated on the Student and Records Application form on the Student Records Application Monitoring Information	None	3 minutes	Ms. Ma. Nelda R. Bullos
3. N/A	3. Verify the grades, encode Certification of Grades for Scholars, and forward Certification of Grades to the Office of the University Registrar for signature	None	1 hour	Ms. Ma. Rhona Martinez



4. N/A	4. Signs the Certification of Grades	None	3 seconds	Ms. Annabelle F. Ida
5. Receives Certification of Grades and signs in the logbook	5. Affix documentary stamps and stamp the University Dry Seal and release Certification of Grades to the client	None	2 minutes	Ms. Ma. Rhona Martinez
	TOTAL	None	1 hour, 7 minutes, and 3 seconds	

51. Request for Transcript of Records

Office or Division:	Office of the University Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students/ Alumni
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Clearance	College Concerned
Book-Bounded Thesis	Student Concerned
Documentary Stamp	Window 1
Receipt of Payment	Student Concerned

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Student Application Form	1. Issues the Student Application Form and Feedback Form and verifies student's information	None	1 minute	Ms. Ma. Nelda R. Bullos
2. Submits requirements and Request for TOR	2. Encodes the information as stated on the Student Records Application form on the Student Records Application Monitoring Information	None	2 minutes	Ms. Ma. Nelda R. Bullos
3. Proceed to Cashier for payment	3. Issues Official Receipt	₱ 40.00/ page	2 minutes	Cashier's Staff
4. Returns to the Office of the Registrar and submit the completed Student Records Application, Official Receipt and Documentary Stamps	4. Receives Students Records Application and Official Receipt of Payment and inform the student to wait for the release update online	None	3 minutes	Ms. Ma. Nelda R. Bullos
5. N/A	5. Forward the student's Application Form and Official Receipt to the Records Section	None	1 minute	Ms. Ma. Nelda R. Bullos
	TOTAL	₱ 40.00/ page	9 minutes	



52. Issuance of Adding/Dropping Form

Office or Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Adding/ Dropping Form	Registrar's Office Counter			
Official Receipt	Student			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for Adding/Dropping Form	1. Give the Student Applicant an Adding/ Dropping Form	None	1 minute	Ms. Ma. Rhona S. Martinez
2. Fill out the Adding/Dropping Form and proceed to the Dean's Office for signature	2. Sign the Adding/ Dropping Form	None	10 minutes	College Secretary Dean
3. Proceed to the Cashier's Office for payment	3. Issues Official Receipt of payment	P 20.00/ Adding/ Dropping Form	20 minutes	Cashier Staff
4. Submits the Adding/Dropping Form to the Office of the University Registrar for signature	4. Signs the Adding/ Dropping Form	None	1 minute	Ms. Annabelle F. Ida
5. Receives the signed Adding/ Dropping Form	5. Releases the Adding/ Dropping Form copy for the student	None	1 minute	Ms. Ma. Rhona S. Martinez
	TOTAL	P 20.00/ Adding/ Dropping Form	33 minutes	

53. Issuance of Completion of Grade Form

Office or Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Completion Form	Registrar's Office Counter			
Official Receipt	College			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for the Completion Form and fill out the form	1. Issues the Student Completion Form	None	1 minute	Ms. Ma. Rhona S. Martinez
2. Proceed to the Faculty Room and Dean's Office	2. Signs the Completion Form	None	10 minutes	Faculty Concerned Dean
3. Proceed to the Cashier's Office for payment	3. Issues official receipt for payment	P 30.00/ Completion Form	5 minutes	Cashier Staff



4. Submits the Completion Form to the Office of the University Registrar for Signature	4. Signs the Completion Form	None	1 minute	Ms. Annabelle F. Ida
5. Receives the copy of Completion Form	5. Releases the Completion Grade Form copy of the student	None	1 minute	Ms. Ma. Rhona S. Martinez
TOTAL		P 30.00/ Completion Form	18 minutes	

54. Issuance of Diploma

Office or Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Alumni			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Clearance/Transcript of Records, Documentary Stamps	Alumni			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits clearance and documentary stamps	1. Receives the Clearance Form and Documentary Stamps	None	1 minute	Mr. Angelo Q. Maulion
2. N/A	2. Affix documentary stamps, stamp the University Dry Seal, and Scan the Diploma	None	8 minutes	Ms. Ma. Rhona S. Martinez
3. Receives the Diploma and Signs in the Logbook	3. Release the Diploma and Give Feedback Form	None	1 minute	Ms. Ma. Rhona S. Martinez
TOTAL		None	10 minutes	

55. Determination of Method of Procurement

Office or Division:	Bids and Awards Committee			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	End-Users			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Purchase Request four (4) copies certified by the Budget Officer and Approved by the Head of the Procuring Entity	Bids and Awards Committee Office			
Project Procurement Management Plan	End-Users, Suppliers			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive the PR/TOR/POW from End-User	2. Verify if it has a certification from the certifying bodies	None	3 minutes	Ms. Carren F. Mores



2. Consolidate all the submitted PR's	2. Categorize the PR's according to their purpose (e.g. Goods and Services, Infrastructure Projects or Consulting Services)	None	3 minutes	Ms. Carren F. Mores
3. Determination of Method of Procurement	3. Conducts a meeting to discuss the proposed consolidated PRs, and determine the method of procurement, as follows: <ul style="list-style-type: none"> • Public-Bidding; • Negotiated Procurement (Two-Failed Biddings); • SVP (Small-Value Procurement/ Shopping with Philgeps (52.1b); • Shopping without Philgeps (52.1a); & Direct Contracting 	None	5 minutes	BAC Members
4. Referral of Procurement Projects to the Support Units	4. The BAC refers the procurement to the BAC Secretariat if the determined method of Procurement is Public Bidding or Negotiated Procurement (Two-Failed Biddings). However, if other methods of Procurement have been determined, the BAC would refer to the procurement project to the Procurement Management Office	None	3 minutes	BAC Members BAC Secretariat Staff PMO
TOTAL		None	14 minutes	

56. Pre-enrollment Medical Examination

Office or Division:	Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Incoming First Year Students (including transferees, returnees, shifters and unit earners)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished/filled-up Student Medical Record Form	Health Services Unit
Results of the following medical laboratory requirements: <ul style="list-style-type: none"> • Chest x-ray with official reading • Urinalysis • Complete Blood Count • Drug Test 	Laboratory request Form - Health Services Unit Laboratory and Diagnostic Procedures done at any medical laboratory clinic of their choice



Note: Shifters are not required to submit new laboratory requirements				
1pc. Long Brown envelope		Incoming Student		
1pc. 2x2 picture (white background) with full name written at the back		Incoming Student		
Enrollment Routing Slip		Admission Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. New Student (Including unit earners and transferees)				
A.1 Obtain Student medical Record form to be filled-up and attach 2x2 picture.	A. 1 Provide the necessary medical form and guide the client in filing the form.	None	2 minutes	Nurse on Duty/ Student Assistant
A.2 Accomplish student medical record form together with the medical laboratory requirements and enrollment routing form/slip.	A.2 Check the necessary details for completeness of the data and note alterations in laboratory results.	None	2 minutes	Nurse on Duty
B. Old Student (Returnees and shifters)				
B.1 Provide full name and year of enrollment to the nurse-on duty/student assistant.	B.1 Locate client's medical record from the file cabinet using the E-Data Medical Record.	None	2 minutes	Nurse on Duty/ Student Assistant
B.2 Update student medical record data then submit it with the medical laboratory requirements and enrollment routing form/slip.	B.2 Check the necessary data for updates and completeness and note alterations in laboratory results.	None	2 minutes	Nurse on Duty/ Student Assistant
Note: Shifters are not required to submit new laboratory requirements				
3. Height, Weight and Vital Signs Taking	3. Get and record the initial vital signs of the client (temperature, blood pressure, heart/pulse rate, respiratory rate, oxygen saturation, height and weight)	None	5 minutes	Nurse on Duty/ Student Assistant
4. Medical History Taking	4. Obtain clients past medical and surgical history, family history, personal/social history, immunization history and for females Obstetric/Gynecologic history. 4.1 Ask the client relevant questions as to the visit	None	5 minutes	Nurse on Duty
5. Physical Assessment	5. Ask the client relevant questions pertaining to present health history	None	Simple Cases: 5 minutes, Complicated Cases: 15mins	Physician on Duty/ Nurse on Duty



	5.1 Head to toe assessment		*Depending on the availability of the retainer physician as scheduled by nurse on duty	
6. Referral: for those with significant findings or altered laboratory results	6. Follow the steps/ process for consultation and referrals	None	3 minutes	Nurse on Duty
7. Wait for signed Routing slip to be returned.	7. Encode needed data on E-Data Medical Record and sign routing slip afterwards.	None	3 minutes	Nurse on Duty
8. Sign in the Logbook for Pre-enrollment Medical Exam.	8. Secure completeness of data in the Logbook.	None	2 minutes	Nurse on Duty/ Student Assistant
	TOTAL	None	Simple Cases: 30 minutes Complicated Cases: 40 minutes	

57. Annual Medical Examination

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Accomplished/Filled-up Employee Medical Record	Health Services Unit			
Consultation Form	Health Services Unit			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pre-Examination Phase	1. Locate client's medical record from the file cabinet 1.1 Ask the client relevant health information as to the purpose of visit 1.2 Take and record the following vital signs of the client: <ul style="list-style-type: none"> • Temperature • Blood pressure • Heart rate • Respiratory Rate • Oxygen Saturation • Height and • Weight 1.3 File and record laboratory results submitted by the client 1.4 Refer to the retainer physician laboratory results with abnormal findings	None	5 minutes	Nurse on Duty Retainer Physician



2. Medical Examination Phase	2. Consult with the retainer physician 2.1 Carry out other interventions needed <i>*For client with alterations in the laboratory requests submitted</i> 2.2 The nurse on duty shall provide clear and adequate instruction related to home medications, health practices and schedule of follow up visit as ordered by the physician	None	5 minutes	Nurse on Duty
3. Post consultation	3. Document all the procedures done in the client medical record	None	3 minutes	Nurse on Duty
4. Sign in the Logbook	4. Secure completeness of the data in the logbook provided by the HSU	None	1 minute	Nurse on Duty
	TOTAL	None	17 minutes	

58. Medical Consultation

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Faculty, and Staff			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Student/Employee Medical Record	Health Services Unit			
Consultation Form	Health Services Unit			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pre-Consultation Phase	1. Locate client's medical record from the file cabinet	None	2 minutes	Nurse on Duty/ Student Assistant
2. Consultation Phase	2. Obtain vital signs of the client (temperature, blood pressure, heart rate, respiratory rate, oxygen saturation, height and weight) and indicate on the Consultation Form Ask the client relevant health information as to the purpose of visit	None	5 minutes	Nurse on Duty
3. Referral Phase	3. If retainer physician is available, refer the client by relaying information through telephone call or messaging app. for further evaluation and management.	None	5 minutes Depending on availability of retainer physician	Nurse on Duty Retainer Physician Health Facility Personnel



	3.1 If not, refer client by contacting nearby health facility or any physician of choice by the client.			
4. Treatment Phase/Medicine distribution and administration	4. Administer medicine as needed or as per doctor's order. 4.1 Give instructions as to take home medications. 4.2 Record medical intervention /management administered to the client on the consultation form	None	5 minutes	Nurse on Duty
5. Sign in the logbook provided	5. Secure completeness of the data in the medicine logbook	None	1 minute	Nurse on Duty/ Student Assistant
	TOTAL	None	13 minutes	

59. Dispensing and Administration of Medicines/Medical Supplies

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Faculty, and Staff			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Student/Employee Medical Record	Health Services Unit			
Consultation Form	Health Services Unit			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pre-Consultation Phase	Locate client's medical record from the file cabinet	None	2 minutes	Nurse on Duty/Student Assistant
2. Consultation Phase	2. Obtain vital signs of the client (temperature, blood pressure, heart rate, respiratory rate, oxygen saturation, height and weight) and indicate on the Consultation Form Ask the client relevant health information as to the purpose of visit	None	5 minutes	Nurse on Duty



3. Treatment Phase/Medicine distribution and administration	3. Administer medicine as needed or as per doctor's order. Give instructions as to take home medications. Record medical intervention /management administered to the client on the consultation form	None	5 minutes	Nurse on Duty
4. Sign in the logbook provided	4. Secure completeness of the data in the medicine logbook	None	1 minute	Nurse on Duty /Student Assistant
TOTAL		None	13 minutes	

60. Request for Referral

Office or Division:	Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students, Faculty, and Staff
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Referral Form	Health Services Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the nurse-on-duty with personal details such as full name, age, sex, year and course. <i>*Referral steps shall only be done after undergoing consultation or assessment by the nurse/physician-on-duty.</i>	1. Write details on the referral form.	None	2 minutes	Nurse on Duty
2. Assessment	2. Indicate vital signs of the client (temperature, blood pressure, heart rate, respiratory rate, oxygen saturation, height and weight) on the referral form. Obtain relevant information about the visit such as: a. Chief complaint b. Brief history of illness c. Medications taken and management done d. Reason for referral	None	5 minutes	Nurse on Duty
3. Referral Phase	3. Refer the client by contacting other health care facility or clinic of choice and relaying needed information to them.	None	2 minutes	Nurse on Duty



	3.1 Secure completeness of data in the referral form provided.			
4. Issuance Referral Form	4. Give referral form to the client and instruct the client to return the referral slip provided by the HSU	None	2 minutes	Nurse on Duty
5. Sign in the logbook provided	5. Secure completeness of the data in the referral logbook	None	1 minute	Nurse on Duty/ Student Assistant
	TOTAL	None	12 minutes	

61. Treatment of Minor Injury and Dressing of Wounds

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Faculty, and Staff			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Student/Employee Medical Record	Health Services Unit			
2. Consultation Form	Health Services Unit			
3. Referral Form	Health Services Unit			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pre-Treatment Phase	1. Locate client's medical record from the file cabinet 1.1 Obtain vital signs of the client (temperature, blood pressure, heart rate, respiratory rate, oxygen saturation, height and weight) and indicate on the Consultation Form 1.2 Ask the client relevant information about the injury.	None	2 minutes	Nurse on Duty
2. Application/ Administration of Basic First Aid	2. Perform the following nursing intervention if needed: - Wound dressing Bandaging and splinting techniques	None	5 minutes	Nurse on Duty
3. Referral Phase	3. If needed, refer the client to other health care facility or clinic of choice for further evaluation and management following the steps for Referral .	None	2 minutes	Nurse on Duty
4. Sign in the logbook provided	4. Secure completeness of the data in the logbook	None	1 minute	Nurse on duty Client
	TOTAL	None	12 minutes	



62. Medical Examination (OJT, Off Campus Activities, Scholarships, Employment)

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students for Internship, OJT and Out-of-Campus Activities, Athletes for Sports Olympics and Cultural Competitions			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Accomplished/filled-up Student Medical Record Form	Health Services Unit			
Photocopy of results of the following medical laboratory requirements: <ul style="list-style-type: none"> • Chest x-ray with official reading • Urinalysis • Complete Blood Count • Pregnancy Test for Females Note: Additional laboratory and diagnostic tests may be added or changed depending on or as required by the physician who will sign the medical certificate.	Laboratory Request Form - Health Services Unit Laboratory and Diagnostic Procedure done at any medical laboratory clinic of their choice			
Form 3 – for Athletes and SCAO participants	Office/Unit/Department Concerned			
Medical Certificate Form - for Internship, OJT and Other out-of-campus activities	Office/Unit/Department Concerned			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide your full name and year of enrollment to the nurse-on duty/student assistant.	1. Locate client's medical record from the file cabinet using the E-Data Medical Record.	None	3 minutes	Nurse on Duty/ Student Assistant
2. Obtain Student medical Record form to be filled up.	2. Provide the necessary medical form and guide the client in filing the form.	None	2 minutes	Nurse on Duty/ Student Assistant
3. Height, Weight and Vital Signs Taking	3. Get and record the initial vital signs of the client (temperature, blood pressure, heart/pulse rate, respiratory rate, oxygen saturation, height, and weight)	None	3 minutes	Nurse on Duty/ Student Assistant
4. Submit accomplished student medical record form together with the medical laboratory requirements and Form 3 or Medical Certificate Form.	4. Check the necessary details for completeness of the data and note alterations in laboratory results.	None	2 minutes	Nurse on Duty



5. Medical History Taking	5. Obtain client's past medical and surgical history, family history, personal/social history, immunization history and for females Obstetric/Gynecologic history. 5.1 Ask the client relevant questions as to the visit	None	3 minutes	Nurse on Duty
6. Physical Assessment	6. Ask the client relevant questions pertaining to present health history and indicate it on the form <i>*Head to toe assessment</i>	None	Simple Cases: 5 minutes Complicated Cases: 10 minutes <i>*Depending on the availability of the retainer physician as scheduled by nurse on duty</i>	Physician on Duty/ Nurse on Duty
7. Referral: for those with significant findings or altered laboratory results	7. Note: Follow the steps/ process for consultation and referrals	None	2 minutes	Nurse on Duty
8. Signing of Form3 or Medical Certificate form	8. If retainer physician is available, relay results of physical assessment done and refer for further assessment and signing of medical certificates. If not, proceed with step #9 then coordinate with physicians from nearby health facilities or clinics for scheduling. Note: <i>Only licensed government physicians may sign medical certificates for sports olympics, cultural competitions and other any out-of-campus activities except for OJT and Internship.</i>	None	Simple Cases: 5 minutes Complicated Cases: 10 minutes <i>*Depending on the availability of the retainer physician as scheduled by nurse-on-duty</i>	Retainer Physician/Physician from nearby health facilities/clinics
9. Sign in the Logbook for Medical Examination	10. Secure completeness of data in the Logbook.	None	2 minutes	Nurse on Duty/ Student Assistant
	TOTAL	None	Simple Cases: 27 minutes Complicated Cases: 36 minutes	



63. Counseling Services

Office or Division:	Guidance and Counseling Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may Avail:	Students & Employees			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Referral Slip (RS)	Guidance and Counseling Services Unit			
Call Slip (CS)	Guidance and Counseling Services Unit			
Anecdotal Record (AR)	Guidance and Counseling Services Unit			
Intake Interview Form (IIF)	Guidance and Counseling Services Unit			
Confidentiality Agreement (CA)	Guidance and Counseling Services Unit			
Intervention Plan	Guidance and Counseling Services Unit			
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out Request Slip/ Present Call Slip	1. Provides the Request Slip to the client and/or receives Call Slip	None	3 minutes	Ms. Christine Lee M. Fuentes
	1.1 Gathers necessary data/information from the client	None	5 minutes	Ms. Christine Lee M. Fuentes
	1.2 Prepares Intervention Plan	None	5 minutes	Dr. Jun P. Dalisay/ Dr. Jacquelyn Rose A. Fajilagutan
2. Reads and signs Confidentiality Agreement	2. Provides the Confidentiality Agreement	None	5 minutes	Dr. Jun P. Dalisay/ Dr. Jacquelyn Rose A. Fajilagutan
	2.1 Explains the content of Confidentiality Agreement			
3. Cooperates with the Counselor	3. Provides counseling service to the client	None	30 minutes	Dr. Jun P. Dalisay/ Dr. Jacquelyn Rose A. Fajilagutan
4. Signs Visitor's Logbook	4. Provides the Visitor's Logbook	None	minutes	Dr. Jun P. Dalisay/ Dr. Jacquelyn Rose A. Fajilagutan
5. Listens to the Summary of the proceeding	5. Summarizes/ Reviews the contents of Anecdotal Record.	None	5 minutes	Dr. Jun P. Dalisay/ Dr. Jacquelyn Rose A. Fajilagutan
	5.1 Schedule follow-up	None		
	TOTAL	None	55 minutes	



64. Issuance of Certificate of Good Moral Character

Provision of Guidance and Counseling Services to Clients

Office or Division:	Guidance and Counseling Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students/ Alumni			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Request Slip (RS)	Guidance and Counseling Services Unit			
Transcript of Record (TOR)/ Student Clearance/ID	Guidance and Counseling Services Unit			
Authorization Letter (Representative)	Guidance and Counseling Services Unit			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out Request Slip	1. Provides the Request Slip to the client	None	2 minutes	Attending Guidance Advocate
2. Presents the requirements (Clearance/TOR/ Authorization Letter- Representative)	2. Verifies authenticity of the requirements presented	None	2 minutes	Attending Guidance Advocate
	2.1 Prepares and signs the Certificate		4 minutes	Attending Guidance Advocate/Dr. Jun P. Dalisay
3. Signs in the Visitors Logbook	3. Provides the Visitor's Logbook and the	None	2 minutes	Attending Guidance Advocate
4. Receives certificate and proceeds to Cahier's Office for payment and seal	4. Instructs client to pay the document at the Cashier's Office	None	1 minute	Attending Guidance Advocate
	TOTAL	None	11 minutes	

65. Handling Inside Referrals

Provision of Guidance and Counseling Services to Clients

Office or Division:	Guidance and Counseling Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Employees and Parents/ Guardians			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Referral Slip (RS)	Guidance and Counseling Services Unit			
Call Slip (CS)	Guidance and Counseling Services Unit			
Intake Interview (II)	Guidance and Counseling Services Unit			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out Referral Slip	1. Provides and accepts Referral Slip	None	3 minutes	Ms. Rowelyn D. Galicia



	1.1 Checks/ Confirms the information in the Referral Slip	None	1 minute	Head, Referral Service
	1.2 Sends Call slip to the client	None	4 minutes	
2. Signs in the Visitor's Logbook	2. Provides the Logbook	None	2 minutes	Ms. Rowelyn D. Galicia Head, Referral Service
3. Presents Call slip to attending Guidance Advocate	3. Accepts Call Slip from the client and verifies it with the GCS copy	None	2 minutes	Ms. Rowelyn D. Galicia Head, Referral Service
	3.1 Conducts Intake Interview	None	15 minutes	
	3.2 Refer the client for counseling session	None	1 minute	
	*If the case is beyond the expertise of the Guidance Counselor, the client shall be referred to external experts			
4. Receives call slip	4. Sends call slip to parents/ guardians		1 minute	Ms. Rowelyn D. Galicia Head, Referral Service
	TOTAL	None	29 minutes	

66. Request for Disaster Emergency Response

Provision of Disaster Risk Reduction and Management Office of the Romblon State University –Main Campus

Office or Division:	Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	University Officials, Employees, Students and Visitors			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Information Data of the requesting client: Name, Age, Unit/ College/ Department, and Contact Number	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call on the University DRRM cellphone number	1. Answer call and ask the following;	None	1 minute	RSU-DRRMO Staff/Incident Management Team
	<ul style="list-style-type: none"> • Nature of Emergency • Type of Incident • Caller's Information • Location of the Incident- Individuals affected and status incident report. 			
	1.1 Record all the information from the caller/ client.	None	3 minutes	



2. Wait for action of the request	2.1. Verify the availability of driver, vehicle, organize the rescuers and preparation of rescue equipment and medical kits.	None	3 minutes	RSU-DRRMO Staff/Incident Management Team
	2.2. Mobilization of the assigned Emergency Response team towards the identified location of the incident		5 minutes	RSU-DRRMO Response Team and University Health Services Unit
3. Depending on the situation: Wait, assist or answer relevant queries from the emergency response team	3.1. Arrival at the scene of the incident with each member of the emergency response team performing specific task (First Aiders, Documentation, Traffic Management, Crowd Control, etc.)	None	5 minutes	RSU-DRRMO Response Team and University Health Services Unit
	3.2. If required, Patient loading to ambulance or rescue vehicle; If Patient refuses transfer to nearest hospital, signing of waiver indicating refusal to be transferred.	None	1 minute	RSU-DRRMO Response Team and University Health Services Unit
4. If eligible, accompany patient	4.1. Patient transport to the nearest hospital	None	15 minutes	RSU-DRRMO Response Team and University Health Services Unit
TOTAL		None	33 minutes	

67. Requisition of Supplies and Materials

Provision of Supply and Property Management Office Service for Clients and Employees of the University

Office or Division:	Supply and Property Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	RSU Employees			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Accomplished/Filled-up Form	Supply and Property Management Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Requisition and Issue Slip (RIS) Form	1. Issues Requisition and Issue Slip Form	None	1 Minute	Charlie F. Faa Mae Angelica M. Galanga Phelan F. Foja
2. Fill-up Requisition and Issue Slip in Triplicate Copy and secure the signature of the Requisitioning Officer and the Vice President for Administration and Finance	2. Accepts the Requisition and Issue Slip	None	2 Minutes	Charlie F. Faa Mae Angelica M. Galanga Phelan F. Foja Requisitioning Officers Dr. Tomas T. Faminial



3. N/A	3. Checks the availability of the supplies and materials	None	10 Minutes	Charlie F. Faa Mae Angelica M. Galanga Phelan F. Foja Cheryl M. Maulion
4. N/A	4. Issues the requested supplies and materials to various requisitioning officers and signs the issued portion in the RIS Form	None	5 Minutes	Charlie F. Faa Mae Angelica M. Galanga Phelan F. Foja Cheryl M. Maulion
5. Checks and verifies the supplies and materials issued and signs the received portion of the RIS Form	5. N/A	None	5 Minutes	Requisitioning Officer
TOTAL		None	23 minutes	

68. Job Orientation/Pre-Employment Service

Office or Division:	CARES			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Clients - Graduating Students/Alumni			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Registration Form	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the visitor's logbook for walk-in or external clients.	1. Provide the logbook to the client.	None	2 minutes	Lelibeth G. Feller
2. Schedule the pre-employment seminars with the Alumni Office	2. Approve schedules for pre-employment seminars.	None	2 minutes	Lelibeth G. Feller
3. Complete the Registration form available at the Alumni Office	3. Provide the Registration Form to the client	None	5 minutes	Lelibeth G. Feller
4. Participate in the Activity	4. Secure Attendance of the Clients/ Attendees	None	4 Hours	Lelibeth G. Feller /Collaborating Agency
5. Fill up the Customer Feedback Form	5. Provide the Customer Feedback Form	None	2minutes	Lelibeth G. Feller
6. N/A	6. Release Certificate of Attendance	None	1 day	Lelibeth G. Feller
TOTAL		None	1 day, 4 hours and 11 minutes	

69. Hiring of GIP/SPES and TUPAD

Office or Division:	CARES
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Fresh Graduates/ Alumni



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application form		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the visitor's logbook for walk-in or external clients.	1. Provide the logbook to the client.	None	2 minutes	Lelibeth G. Feller
2. Schedule the pre-employment seminars with the Alumni Office	2. Approve schedules for pre-employment seminars.	None	2 minutes	Lelibeth G. Feller
3. Complete the Registration form available at the Alumni Office	3. Provide the Registration Form to the client	None	5 minutes	Lelibeth G. Feller
4. Participate in the Activity	4. Secure Attendance of the Clients/ Attendees	None	4 Hours	Lelibeth G. Feller /Collaborating Agency
5. Fill up the Customer Feedback Form	5. Provide the Customer Feedback Form	None	2minutes	Lelibeth G. Feller
6. N/A	6. Release Certificate of Attendance	None	1 day	Lelibeth G. Feller
TOTAL		None	1 day, 4 hours and 11 minutes	

70. Enrollment of New Student (Grade 7 & 11)

Office or Division:	Laboratory Science High School
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Clients/ Applicants for Admission

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Enrollment Form	LSHS' Admin Office
Receipts	LSHS' Admin Office
Report card (Form 138)- Original	LSHS' Admin Office
Birth Certificate- Photocopy	LSHS' Admin Office
Diploma- Photocopy	LSHS' Admin Office
Two (2) copies of 2'x'2 pictures	LSHS' Admin Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				
1. Online Registration and pay Admission Test Fee	1. Review submitted registration form.	₱ 100.00	5 minutes	Admission Office Cashier Staff
2. Get updates for the schedule of Admission Test	2. Provide schedule of Admission Test	None	N/A	Facebook Page Admin
3. Take the Admission Test at the Admission Office (Transferee)	3. Take the LSHS Admission Test Administered by the LSHS office. (transferee)	None	45 minutes	LSHS Admin and Faculty
4. Get update for the list of Admission Test passers from LSHS Facebook Page	5. Release the result of the Admission Test	None	N/A	Facebook page Admin



5. One-on-one interview	5. Interview applicants who passed the Admission Test	None	15 minutes	LSHS Admin and Faculty
6. Undergoes five-day Orientation Program	6. Completes the five-day Orientation Program designed for Grade 7 students with at least satisfactory rating.	None	20 hours	LSHS Admin and Faculty
	TOTAL	P 100.00	21 hours & 5 minutes	
B. Enrollment				
1. Get and fill up enrollment form at the LSHS' Admin Office	1. Provide enrolment form	None	2 minutes	LSHS' Personnel
2. Pay miscellaneous and other fees to the Cashier	2. Accept the payments and releases the receipts	₱ 1,425.00 /year ₱ 524.00 /month	5 minutes	Cashier Staff
3. Submits credentials to LSHS' Admin Office	3. Review submitted credentials	None	5 minutes	LSHS Secretary
4. Pay the Voluntary Fee to the enrolment committee	4. Accept the fee and release the receipts	None	5 minutes	Cashier Staff
5. Get updates from LSHS Facebook page	5. Post updates	None	N/A	Facebook Page Admin
	TOTAL	P1,949.00 (with 1 month voluntary fee)	17 minutes	

71. Enrollment of Old Student (Grade 8, 9, 10, & 12)

Office or Division:	Laboratory Science High School			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students/ Clients			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Report Card	LSHS' Admin Office			
Enrolment Form	LSHS' Admin Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				
1. Submits Completed Clearance Form	1. Review submitted form	None	2 minutes	LSHS' Secretary
2. Present report card	2. Evaluates grades in the report card	None	5 minutes	Adviser
	TOTAL	None	7 minutes	
B. Enrollment				
3. Go to cashier and pay the miscellaneous and voluntary fee	3. Accept the fee and release receipt	₱ 1325.00 + ₱ 524.00/ month	2 minutes	Cashier Staff
4. Pay the Alumni Fee (Grade 12)	4. Accept the fee and release receipt	Grade 12: ₱150.00	2 minutes	Cashier Staff



5. Pay Organization Fee	5. Accept the fee	Grade 8-10: ₱275.00 Grade 12: ₱200.00	2 minutes	Adviser
6. Get Enrolment Route Slip	6. Provide route slip	None	1 minute	LSHS' Secretary
7. Go back to LSHS Admin Office and submit fully signed enrolment route slip	7. Keep students' photocopy of enrolment route slip	None	1 minute	LSHS' Secretary
8. Get updates from LSHS Facebook Page	8. LSHS Admin Office	None	N/A	Facebook Page Admin
	TOTAL	₱2,199.00 for Grade 12 with 1 month voluntary fee) ₱2,124.00 for Grade 8-10 with 1 month voluntary fee	8 minutes	

72. Enrollment of Transferee (Grade 8, 9, 10, &12)

Office or Division:	Laboratory Science High School			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Clients/ Applicants for Re-Admission			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Report Card (Form 138)	LSHS' Admin Office			
Good Moral Character	LSHS' Admin Office			
2x2 ID Picture	LSHS' Admin Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pre-Enrollment				
1. Present necessary documents	1. Review submitted documents	None	2 minutes	LSHS' Secretary
Enrollment Proper				
2. Get Enrolment form	2. Provide enrolment form	None	1 minute	LSHS' Secretary
3. Fill out the Enrolment form	3. Request clients to Fill out the Completion form	None	2 minutes	LSHS' Secretary
4. Go to cashier and pay the miscellaneous and voluntary fee	4. Accept the fee and releases receipt	₱1325.00 + ₱524.00/ month	2 minutes	Cashier Staff
5. Go back to LSHS Admin Office submitting official receipts and fully signed enrolment form	5. Keep students' photocopy of enrolment form and official receipts	None	5 minutes	LSHS' Secretary
	TOTAL	₱1,849.00 (with 1 month voluntary fee)	minutes	



73. Request for Copy of Form 137/ Form 138

Office or Division:	Laboratory Science High School			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students/ Clients			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Request Form	LSHS' Admin Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit LSHS' Admin Office	1. Accommodate Clients	None	2 minutes	LSHS Secretary/ Faculty
2. Present Request Form	2. Review the Request Form and provide the form requested	None	3 minutes	LSHS Secretary
	TOTAL	None	minutes	

74. Request for Copy of Transfer

Office or Division:	Laboratory Science High School			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students/ Clients			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
None	N/A			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit LSHS' Admin Office	1. Accommodate clients' concerns	None	1 minute	LSHS' Secretary
2. Present Clearance	2. Request the Copy of Clearance from the client	None	1 minute	LSHS' Secretary
3. Proceed to LSHS Director's Office	3. Provide Endorsement Letter	None	3 minutes	LSHS Director
	TOTAL	None	5 minutes	

75. Enrollment of New Student

Office or Division:	Graduate Education and Professional Studies			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students/ Clients			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Endorsement Letter from the Admission Office	Client/Applicant for Admission			
Long Folder	Client/Applicant for Admission			
2 pcs (2x2) Picture	Client/Applicant for Admission			
Trial Form	GEPS			
Registration Form	GEPS			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pre-Enrollment				
1. Secure endorsement slip from the Office of the Admission	1. Accept endorsement letter from the Admission Office	None	1 minute	GEPS Personnel interface w/ Office of the Admission



	1.1 Require the student to provide long folder (student record purpose) and 2-piece 2x2 picture.			
2. Present the following documents: <ul style="list-style-type: none"> • Endorsement Slip; • TOR in the Undergraduate Program; • Two letters of recommendation from former or current employer; • Birth Certificate; • Marriage Certificate (for married female, 2 copies); • 2"x2" Photo (2 copies); • Permit to Study if current employed; and 1-page essay stating the reasons taking masteral program. 	2. Evaluate all the submitted documents	None	10 minutes	GEPS Personnel
Enrollment Proper				
1. Fill out Trial Form and pay the tuition & SGO fee through online using the link provided. *Must screenshot proof of payment to proceed to step 4 <i>*Payment for Tuition Fee must be strictly deposited to RSU-Cashier Land Bank Account only.</i>	1. Assist student with the enrollment process 1.1 Provide student with a trial form 1.2 Assess the enrollment form	Tuition & SGO Fees	3 minutes	GEPS /SGO/ Cashier
2. Proceed to Online Registration using the link provided (Upload screenshot of payment)	2. Provide online registration link and assess the student. 2.1 Monitor the registration	None	3 minutes	GEPS
3 Secure the Official Registration/ Enrollment Form from the GEPS	3. Provide registration form to the student 3.1 Assign student to Google Class	None	5 minutes	GEPS Staff / Faculty
4 Get the final schedules of the classes. <i>*This will be sent through email 3-5 days before classes start.</i>	4. Email the schedule to the student	None	5 minutes	Registrar - GEPS / Faculty
	TOTAL	Tuition & SGO Fees	27 minutes	



76. Enrollment of Old Student

Office or Division:	Graduate Education and Professional Studies
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students/ Clients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Enrollment Slip	GEPS
Trial Form	GEPS
Registration Form	GEPS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				
1. Secure Clearance from the Cashier and GEPS	1. Collect the Clearance	None	15 minutes	Cashier and GEPS
2. Request an Evaluation form to the GEPS	2. Assess the Evaluation Form	None	15 minutes	GEPS Personnel
B. Enrollment Proper				
1. Fill out Trial Form and pay the tuition & SGO fee through online using the link provided. <i>*Must screenshot proof of payment to proceed to step 4</i> <i>*Payment for Tuition Fee must be strictly deposited to RSU-Cashier Land Bank Account only</i>	1. Assist student with the enrollment process 1.1 Provide student with a trial form 1.2 Assess the enrollment form	Tuition & SGO Fees	3 minutes	GEPS /SGO/Cashier
2. Proceed to Online Registration using the link provided <i>*Upload Screenshot of payment</i>	2. Provide online Registration Link and asses the student. 2.1 Monitor the registration	None	3 minutes	GEPS Staff
3. Secure the Official Registration/Enrollment Form from the GEPS	3. Provide registration form to the student 3.1 Assign student to Google Class	None	5 minutes	GEPS Staff / Faculty
4. Get the final schedules of the classes. This will be sent through email 3-5 days before classes start.	4. Email the schedule to the students	None	5 minutes	Registrar - GEPS / Faculty
	TOTAL	Tuition & SGO Fees	46 minutes	

77. Enrollment of Shiftee

Office or Division:	Graduate Education and Professional Studies
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students/ Clients



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement from the previous College		Student/Client		
Trial Form		GEPS		
Registration Form		GEPS		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				
1. Present the Evaluation form.	1. Accept and check the Evaluation Form	None	2 minutes	Dean
B. Enrollment Proper				
1. Fill out Trial Form and pay the tuition & SGO fee through online using the link provided. <i>*Must screenshot proof of payment to proceed to step 4</i> <i>*Payment for Tuition Fee must be strictly deposited to RSU-Cashier Land Bank Account only.</i>	1. Assist student with the enrollment process 1.1 Provide student with a trial form 1.2 Assess the enrollment form	Tuition & SGO Fees	3 minutes	GEPS /SGO/Cashier
2. Proceed to Online Registration using the link provided <i>*Upload Screenshot of payment</i>	2. Provide online Registration Link and Asses the student. 2.1 Monitor the Registration	None	3 minutes	GEPS Staff
3. Secure the Official Registration/ Enrollment Form from the GEPS	3. Provide Registration Form to the student 3.1 Assign student to Google Class	None	5 minutes	GEPS Staff/Faculty
4. Get the final schedules of the classes. This will be sent through email 3-5 days before classes start.	4. Email the schedule to the student	None	5 minutes	Registrar - GEPS/Faculty
	TOTAL	Tuition & SGO Fees	18 minutes	

78. Enrollment of Transferee

Office or Division:	Graduate Education and Professional Studies		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may Avail:	Clients/ Applicants for Re-Admission		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Endorsement Letter from Admission Office		Client/ Applicant for Re-Admission	
Trial Form		GEPS	
Registration Form		GEPS	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				
1. Present endorsement letter from the Admission Office	1. Accept and check endorsement letter	None	2 minutes	GEPS Staff
2. Undergo admittance interview	2. Endorse to Department/ Program Chairperson for interview	None	10 minutes	Dean
3. Undergo grade evaluation	3. Evaluate grade in the prospectus based on the previous semester registration and applies retention policy if applicable.	None	5 minutes	Dean
B. Enrollment Proper				
1. Present the following documents: <ul style="list-style-type: none"> • Endorsement Slip • TOR in the Undergraduate Program, • Two letters of recommendation from former or current employer, • Birth Certificate, • Marriage Certificate (for married female, (2 copies), • 2"x2" Photo (2 copies), • Permit to Study if Current Employed, and 1-page Essay Stating the reasons taking Masteral Program.	1. Evaluate all the submitted documents	None	1 minute	GEPS Personnel
2. Fill out Trial Form and pay the tuition & SGO fee through online using the link provided. <i>*Must screenshot proof of payment to proceed to step 4</i> <i>*Payment for Tuition Fee must be strictly deposited to RSU-Cashier Land Bank Account only.</i>	2. Assist student with the enrollment process 2.1 Provide student with a trial form 2.2 Assess the enrollment form	Tuition & SGO Fees	3 minutes	GEPS /SGO/ Cashier
3. Proceed to Online Registration using the link provided <i>*Upload screenshot of payment</i>	3. Provide online Registration Link and assess the students. 3.1 Monitor the Registration	None	3 minutes	GEPS
4. Secure the Official Registration/Enrollment Form from the GEPS	4. Provide registration form to the student 4.1 Assign student to Google Class	None	5 minutes	GEPS Staff/ Faculty



	TOTAL	Tuition & SGO Fees	18 minutes	
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79. Request for Adding/Dropping of Subject/s

Office or Division:		Graduate Education and Professional Studies		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may Avail:		Students/ Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Adding/Dropping Form		Students/ Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the form to the Dean for signature	1. Checks and Sign the form	None	2 minutes	Dean
2. Proceed to the cashiering office for payment	2. Receive payment from the student and keep 1 copy for filing	P 20.00/ form Subject fee depends on the assessment	5 minutes	Cashier Staff
3. Submit a copy of the adding/dropping form/s on the concerned subject/s to the GEPS	3. Receive the form for filing as part of the student's record in the office and advise the student to have a copy	None	2 minutes	GEPS Staff
4. Submit a copy of the adding/dropping form/s on the concerned subject/s to the Registrar's Office	4. Receive the form for recording and filing as part of the student's record in the office	None	3 minutes	GEPS Staff
	TOTAL	P 20.00/ form Subject fee depends on the assessment	12 minutes	

80. Signing of Completion Form for Incomplete Grades

Office or Division:		Graduate Education and Professional Studies		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may Avail:		Students/ Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completion Form		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the completion form signed by the faculty to the Dean for signature	1. Check and sign the form	None	2 minutes	(Dean)
2. Bring the signed completion form to the Registrar's Office	2. Check and sign the form	None	5 minutes	Registrar Staff
3. Proceed to the Cashier's Office for payment	3. Receive payment from the student	P 30.00/ subject	5 minutes	Cashier Staff



4. Submit an official copy of the completion form/s to the College	4. Receive the copy for filing as part of the student's record in the office and advise the student to have a copy	None	1 minute	GEPS Staff
5. Submit a copy of the completion form/s to the Registrar's Office	5. Receive the form for recording and filing as part of the student's record in the office	None	3 minutes	GEPS Staff
TOTAL		P 30.00/ subject	16 minutes	

81. Request for Copy of Registration Form

Office or Division:	Graduate Education and Professional Studies			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students/ Clients			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
None	N/A			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the GEPS and request for a copy of the Registration Form	1. Provide the copy to the student and record the request	None	5 minutes	GEPS Staff
TOTAL		None	5 minutes	

82. Comprehensive Application

Office or Division:	Graduate Education and Professional Studies			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Alumni/Agency Partner/Other Clientele			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
TOR	Registrar			
Application Form	GEPS			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Clearance from the Cashier and GEPS	1. Collect the Clearance	None	2 minutes	GEPS Personnel
2. Request Evaluation form	2. Provide Evaluation Form and Evaluate Student Assess the Students Evaluation form.	None	1 minutes	GEPS Personnel
3. Request an Application Letter from the GEPS Office	3. Provide Application form	None	2 minutes	GEPS Personnel
4. Proceed to online payment	4. Provide a receipt for the Comprehensive fee	Comprehensive Exam Fee	5 minutes	GEPS Office
<i>*students may opt to go to the GEPS Office to register</i>				



5. Get Confirmation of Registration	5. Email students the Schedule	None	3 minutes	GEPS Office
TOTAL		Comprehensive Exam Fee	13 minutes	

83. Certificate of Grades

Office or Division:		Graduate Education and Professional Studies		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may Avail:		Alumni/Agency Partner/Other Clientele		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance		Cashier		
Evaluation Form		GEPS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request the Evaluation form (Online or Direct to the GEPS Office)	1. Assist the student with the evaluation form, which needs the cashier's signature.	None	15 minutes	GEPS/Cashier
2. Submit the Evaluation Form with the cashier's signature	2. Assess the Evaluation form	None	15 minutes	GEPS
3. Submit the Original TOR and Honorable Dismissal for the Transferee students.	3. Provide the Certificate of Grades to the Student.	₱100	5 minutes	GEPS
TOTAL		None	33 minutes	

84. Internal Services

Office or Division:		Graduate Education and Professional Studies		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may Avail:		Alumni/Agency Partner/Other Clientele		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter and other relevant documents		External Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Logbook	1. Advise the client to sign in the logbook.	None	1 minute	Rosario Balanza (College Secretary)
2. Present/ Submit the letter of request.	2. Request the client to fill out the document request form or have them log the services request.	None	5 minutes	Rosario Balanza (College Secretary)
3. Undergo a review of the requested service	3. Facilitate the request of the client	None	7 minutes	Ms. Mary Jane Fadri (Dean) or Department/ Program Chairperson
TOTAL		None	13 minutes	



COLLEGE OF ARTS AND SCIENCES

85. Enrollment of New Student

Office or Division:	College of Arts and Sciences
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Clients/ Applicants for Admission
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Endorsement Letter from the Admission Office	Client/Applicant for Admission
Long Folder	Client/Applicant for Admission
2 pcs (2x2) Picture	Client/Applicant for Admission
Trial Form	College
Registration Form	College

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				
1. Present Endorsement letter provided by the Admission Office	1. Accept endorsement letter from the Admission Office	None	1 minute	Rosario Balanza (College Secretary)
2. None	2. Check the name of the student from the list of qualifiers provided by the Admission Office	None	1 minute	Rosario Balanza (College Secretary)
3. Present the long folder and 2 pcs. picture	3. Require student to provide long folder (student record purpose) and 2 pcs. 2x2 picture	None	1 minute	Rosario Balanza (College Secretary)
B. Enrollment				
1. Request for a Trial Form from the Year/Block Adviser	1. Provide student with a Trial Form and advise the student to copy the posted schedule	None	3 minutes	Year/ Block Adviser
2. Present the Trial Form with schedule	2. Accept the Trial Form and enroll the student in the system	None	5 minutes	Rosario Balanza (College Secretary)
3. Request for a Registration Form from the College	3. Provide Registration Form to the student and introduce to the assigned adviser	None	1 minute	Rosario Balanza (College Secretary)
	TOTAL	None	12 minutes	

86. Enrollment of Old Student

Office or Division:	College of Arts and Sciences
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students/ Clients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Enrollment Slip	College
Trial Form	College
Registration Form	College



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				
1. Acquire Enrollment Slip	1. Provide Enrollment Slip to the student	None	1 minute	Rosario Balanza (College Secretary)
2. Undergo grade evaluation	2. Evaluate grade in the prospectus based on the previous semester registration and applies retention policy if applicable.	None	5 minutes	Year/ Block Adviser
B. Enrollment				
1. Request for a Trial Form from the Year/Block Adviser	1. Provide student with a Trial Form and advise the student to copy the posted schedule	None	3 minutes	Year/ Block Adviser
2. Present the Trial Form with schedule	2. Accept the Trial Form and enroll the student in the system	None	5 minutes	Rosario Balanza (College Secretary)
3. Request for a Registration Form from the College	3. Provide Registration Form to the student and introduce to the assigned adviser	None	1 minute	Rosario Balanza (College Secretary)
TOTAL		None	15 minutes	

87. Enrollment of Shiftee

Office or Division:	College of Arts and Sciences			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students/ Clients			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Endorsement from the previous College	Student/Client			
Trial Form	College			
Registration Form	College			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				
1. Present endorsement from the previous College	1. Accept and check endorsement	None	2 minutes	Ms. Mary Jane A. Fadri (Dean)
2. Undergo admittance interview	2. Endorse to Department/ Program Chairperson for interview	None	10 minutes	Department/ Program Chairperson
3. Undergo grade evaluation	3. Evaluate grade in the prospectus based on the previous semester registration and applies retention policy if applicable.	None	5 minutes	Year/ Block Adviser
B. Enrollment				
1. Request for a Trial Form from the Year/ Block Adviser	1. Provide student with a Trial Form and advise the student to copy the posted schedule	None	3 minutes	Year/ Block Adviser



2. Present the Trial Form with schedule	2. Accept the Trial Form and enroll the student in the system	None	5 minutes	Rosario Balanza (College Secretary)
3. Request for a Registration Form from the College	3. Provide Registration Form to the student and introduce to the assigned adviser	None	1 minute	Rosario Balanza (College Secretary)
	TOTAL	None	26 minutes	

88. Enrollment of Transferee

Office or Division:	College of Arts and Sciences
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Clients/ Applicants for Re-Admission
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Endorsement Letter from Admission Office	Client/ Applicant for Re-Admission
Trial Form	College
Registration Form	College

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				
1. Present endorsement letter from the Admission Office	1. Accept and check endorsement letter	None	2 minutes	Rosario Balanza (College Secretary)
2. Undergo admittance interview	2. Endorse to Department/ Program Chairperson for interview	None	10 minutes	Department/ Program Chairperson
3. Undergo grade evaluation	3. Evaluate grade in the prospectus based on the previous semester registration and applies retention policy if applicable.	None	5 minutes	Year/ Block Adviser
B. Enrollment				
1. Request for a Trial Form from the Year/Block Adviser	1. Provide student with a Trial Form and advise the student to copy the posted schedule	None	3 minutes	Year/ Block Adviser
2. Present the Trial Form with schedule	2. Accept the Trial Form and enroll the student in the system	None	5 minutes	Rosario Balanza (College Secretary)
3. Request for a Registration Form from the College	3. Provide Registration Form to the student and introduce to the assigned adviser	None	1 minute	Rosario Balanza (College Secretary)
	TOTAL	None	26 minutes	



89. Request for Adding/Dropping of Subject/s

Office or Division:		College of Arts and Sciences		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may Avail:		Students/ Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Adding/Dropping Form		Students/ Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the form to the Dean for signature	1. Checks and Sign the form	None	2 minutes	Ms. Mary Jane A. Fadri (Dean)
2. Proceed to the cashiering office for payment	2. Receive payment from the student and keep 1 copy for filing	P 20.00/ form Subject fee depends on the assessment	5 minutes	Cashier Staff
3. Submit a copy of the adding/dropping form/s on the concerned subject/s to the College	3. Receive the form for filing as part of the student's record in the office and advise the student to have a copy	None	2 minutes	Rosario Balanza (College Secretary)
4. Submit a copy of the adding/dropping form/s on the concerned subject/s to the Registrar's Office	4. Receive the form for recording and filing as part of the student's record in the office	None	3 minutes	Rosario Balanza (College Secretary)
	TOTAL	P 20.00/ form Subject fee depends on the assessment	12 minutes	

90. Signing of Completion Form for Incomplete Grades

Office or Division:		College of Arts and Sciences		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may Avail:		Students/ Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completion Form		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the completion form signed by the faculty to the Dean for signature	1. Check and sign the form	None	2 minutes	Ms. Mary Jane A. Fadri (Dean)
2. Bring the signed completion form to the Registrar's Office	2. Check and sign the form	None	5 minutes	Registrar Staff
3. Proceed to the Cashier's Office for payment	3. Receive payment from the student	P 30.00/ subject	5 minutes	Cashier Staff



4. Submit an official copy of the completion form/s to the College	4. Receive the copy for filing as part of the student's record in the office and advise the student to have a copy	None	1 minute	Rosario Balanza (College Secretary)
5. Submit a copy of the completion form/s to the Registrar's Office	5. Receive the form for recording and filing as part of the student's record in the office	None	3 minutes	Rosario Balanza (College Secretary)
TOTAL		P 30.00/ subject	16 minutes	

91. Request for Copy of Registration Form

Office or Division:	College of Arts and Sciences			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students/ Clients			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
None	N/A			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the College and request for a copy of the Registration Form	1. Provide the copy to the student and record the request	None	5 minutes	Rosario Balanza (College Secretary)
TOTAL		None	5 minutes	

92. External Services

Office or Division:	College of Arts and Sciences			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Alumni/Agency Partner/Other Clientele			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Request letter and other relevant documents	External Clients			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Logbook	1. Advise the client to sign in the logbook.	None	1 minute	Rosario Balanza (College Secretary)
2. Present/Submit the letter of request.	2. Request the client to fill out the document request form or have them log the services request.	None	5 minutes	Rosario Balanza (College Secretary)
3. Undergo a review of the requested service	3. Facilitate the request of the client	None	7 minutes	Ms. Mary Jane Fadri (Dean) or Department/ Program Chairperson
TOTAL		None	13 minutes	



COLLEGE OF BUSINESS AND ACCOUNTANCY

93. Enrollment of New Student

Office or Division:	College of Business and Accountancy			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Clients/ Applicants for Admission			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Endorsement Letter from the Admission Office	Client/Applicant for Admission			
Long Folder	Client/Applicant for Admission			
2 pcs (2x2) Picture	Client/Applicant for Admission			
Trial Form	College			
Registration Form	College			
Enrollment Routing Form	College			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				
1. Present Endorsement letter provided by the Admission Office	1. Accept endorsement letter from the Admission Office	None	1 minute	Angelique G. Elisan (College Secretary)
2. N/A	2. Check the name of the student from the list of qualifiers provided by the Admission Office	None	1 minute	Angelique G. Elisan (College Secretary)
3. Present the long folder and 2 pcs. picture	3. Require student to provide long folder (student record purpose) and 2 pcs. 2x2 picture	None	1 minute	Angelique G. Elisan (College Secretary)
B. Enrollment				
1. Request for a Trial Form from the Year/Block Adviser	1. Provide student with a Trial Form and advise the student to copy the posted schedule	None	3 minutes	Year/ Block Adviser/Evaluator
2. Present the Trial Form with schedule	2. Accept the Trial Form and enroll the student in the system	None	5 minutes	Angelique G. Elisan (College Secretary)
3. Request for a Registration Form from the College	3. Provide Registration Form to the student and introduce to the assigned adviser	None	1 minute	Angelique G. Elisan (College Secretary)
	TOTAL	None	12 minutes	

94. Enrollment of Old Student

Office or Division:	College of Business and Accountancy			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students/ Clients			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Enrollment Routing Form	College			
Summary of Grade Slip	College			
Trial Form	College			
Registration Form	College			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				
1. Acquire Enrollment Routing Form	1. Provide Enrollment Slip to the student	None	1 minute	Angelique G. Elisan (College Secretary)
2. Undergo grade evaluation	2. Evaluate grade in the prospectus based on the previous semester registration and applies retention policy if applicable.	None	5 minutes	Year/ Block Adviser/Evaluator
B. Enrollment				
1. Request for a Trial Form from the Year/Block Adviser	1. Provide student with a Trial Form and advise the student to copy the posted schedule	None	3 minutes	Year/ Block Adviser/Evaluator
2. Present the Trial Form with schedule	2. Accept the Trial Form and enroll the student in the system	None	5 minutes	Angelique G. Elisan (College Secretary)
3. Request for a Registration Form from the College	3. Provide Registration Form to the student and introduce to the assigned adviser	None	1 minute	Angelique G. Elisan (College Secretary)
TOTAL		None	15 minutes	

95. Enrollment of Shiftee

Office or Division:	College of Business and Accountancy
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students/ Clients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Endorsement from the previous College	Student/Client
Trial Form	College
Registration Form	College
Enrollment Routing Form	College

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				
1. Present endorsement from the previous College	1. Accept and check endorsement	None	2 minutes	Ray Joseph G. Inocencio (Dean)
2. Undergo admittance interview	2. Endorse to Department/ Program Chairperson for interview	None	10 minutes	Department/ Program Chairperson
3. Undergo grade evaluation	3. Evaluate grade in the prospectus based on the previous semester registration and applies retention policy if applicable.	None	5 minutes	Year/ Block Adviser/Evaluator



B. Enrollment				
4. Request for a Trial Form from the Year/Block Adviser	4. Provide student with a Trial Form and advise the student to copy the posted schedule	None	3 minutes	Year/ Block Adviser/Evaluator
5. Present the Trial Form with schedule	5. Accept the Trial Form and enroll the student in the system	None	5 minutes	Angelique G. Elisan
6. Request for a Registration Form from the College	6. Provide Registration Form to the student and introduce to the assigned adviser	None	1 minute	Angelique G. Elisan (College Secretary)
TOTAL		None	26 minutes	

96. Enrollment of Transferee

Office or Division:	College of Business and Accountancy
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Clients/ Applicants for Re-Admission

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Endorsement Letter from Admission Office	Client/ Applicant for Re-Admission
Trial Form	College
Registration Form	College
Enrollment Routing Form	College

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				
1. Present endorsement letter from the Admission Office	1. Accept and check endorsement letter	None	2 minutes	Angelique G. Elisan (College Secretary)
2. Undergo admittance interview	2. Endorse to Department/ Program Chairperson for interview	None	10 minutes	Department/ Program Chairperson
3. Undergo grade evaluation	3. Evaluate grade in the prospectus based on the previous semester registration and applies retention policy if applicable.	None	5 minutes	Year/ Block Adviser/Evaluator
B. Enrollment				
4. Request for a Trial Form from the Year/Block Adviser	4. Provide student with a Trial Form and advise the student to copy the posted schedule	None	3 minutes	Year/ Block Adviser/Evaluator
5. Present the Trial Form with schedule	5. Accept the Trial Form and enroll the student in the system	None	5 minutes	Angelique G. Elisan (College Secretary)
6. Request for a Registration Form from the College	6. Provide Registration Form to the student and introduce to the assigned adviser	None	1 minute	Angelique G. Elisan (College Secretary)
TOTAL		None	26 minutes	



97. Request for Adding/Dropping of Subject/s

Office or Division:	College of Business and Accountancy			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students/ Clients			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Adding/Dropping Form	Students/ Clients			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the form to the Dean for signature	1. Checks and Sign the form	None	2 minutes	Ray Joseph G. Inocencio (Dean)
2. Proceed to the cashiering office for payment	2. Receive payment from the student and keep 1 copy for filing	₱ 20.00/ form Subject fee depends on the assessment	5 minutes	Collection Staff Ms. Mary Jane Balse
3. Submit a copy of the adding/dropping form/s on the concerned subject/s to the College	3. Receive the form for filing as part of the student's record in the office and advise the student to have a copy	None	2 minutes	Angelique G. Elisan (College Secretary)
4. Submit a copy of the adding/dropping form/s on the concerned subject/s to the Registrar's Office	4. Receive the form for recording and filing as part of the student's record in the office	None	3 minutes	Registrar Staff
	TOTAL	₱ 20.00/ form Subject fee depends on the assessment	12 minutes	

98. Signing of Completion Form for Incomplete Grades

Office or Division:	College of Business and Accountancy			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students/ Clients			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Completion Form	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the completion form signed by the faculty to the Dean for signature	1. Check and sign the form	None	2 minutes	Ray Joseph G. Inocencio (Dean)
2. Bring the signed completion form to the Registrar's Office	2. Check and sign the form	None	5 minutes	Registrar Staff
3. Proceed to the Cashier's Office for payment	3. Receive payment from the student	₱ 30.00/ subject	5 minutes	Cashier Staff



4. Submit an official copy of the completion form/s to the College	4. Receive the copy for filing as part of the student's record in the office and advise the student to have a copy	None	1 minute	Angelique G. Elisan (College Secretary)
5. Submit a copy of the completion form/s to the Registrar's Office	5. Receive the form for recording and filing as part of the student's record in the office	None	3 minutes	Registrar Staff
TOTAL		₱ 30.00/subject	16 minutes	

99. Request for Copy of Registration Form

Office or Division:	College of Business and Accountancy			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students/ Clients			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
None	N/A			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the College and request for a copy of the Registration Form	1. Provide the copy to the student and record the request	None	5 minutes	Angelique G. Elisan (College Secretary)
TOTAL		None	5 minutes	

100. External Services

Office or Division:	College of Business and Accountancy			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Alumni/Agency Partner/Other Clientele			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Request letter and other relevant documents	External Clients			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Logbook	1. Advise the client to sign in the logbook.	None	1 minute	Angelique G. Elisan (College Secretary)
2. Present/ Submit the letter of request.	2. Request the client to fill out the document request form or have them log the services request.	None	5 minutes	Angelique G. Elisan (College Secretary)
3. Undergo a review of the requested service	3. Facilitate the request of the client	None	7 minutes	Ray Joseph G. Inocencio (Dean) or Department/ Program Chairperson
TOTAL		None	13 minutes	



COLLEGE OF EDUCATION

101. Enrollment of New Student

Office or Division:	College of Education
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Clients/ Applicants for Admission
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Endorsement Letter from the Admission Office	Client/Applicant for Admission
Long Folder	Client/Applicant for Admission
2 pcs (2x2) Picture	Client/Applicant for Admission
Trial Form	College
Registration Form	College

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				
1. Present Endorsement letter provided by the Admission Office	1. Accept endorsement letter from the Admission Office	None	1 minute	Ms. Vena D. Malunes (College Secretary)
Wait for the posting of Qualifiers in the bulletin and CED official social media platforms	2. Check the name of the student from the list of qualifiers provided by the Admission Office	None	1 minute	Ms. Vena D. Malunes (College Secretary)
3. Present the long folder and 2 pcs. picture	3. Require student to provide long folder (student record purpose) and 2 pcs. 2x2 picture	None	1 minute	Ms. Vena D. Malunes (College Secretary)
4. Take the CED Qualifying Exam	4. Conduct the qualifying test for in-coming first year by major/field of specialization	None	180 minutes (3 hours)	Qualifying Exam Committee/Proctor
B. Enrollment				
1. Request for a Trial Form from the Year/Block Adviser	1. Provide student with a Trial Form and advise the student to copy the posted schedule	None	3 minutes	Year/ Block Adviser
2. Present the Trial Form with schedule	2. Accept the Trial Form and enroll the student in the system	None	5 minutes	Ms. Vena D. Malunes (College Secretary)
3. Request for a Registration Form from the College	3. Provide Registration Form to the student and introduce to the assigned adviser	None	1 minute	Ms. Vena D. Malunes (College Secretary)
	TOTAL	None	3 hours and 12 minutes	

102. Enrollment of Old Student

Office or Division:	College of Education
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students/ Clients



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Enrollment Slip		College		
Trial Form		College		
Registration Form		College		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				
1. Acquire Enrollment Slip	1. Provide Enrollment Slip to the student	None	1 minute	Ms. Vena D. Malunes (College Secretary)
2. Undergo grade evaluation	2. Evaluate grade in the prospectus based on the previous semester registration and applies retention policy if applicable.	None	5 minutes	Year/ Block Adviser
3. Proceed to academic advising committee	3. Advise students on subjects to take and other related concerns.	None	10 minutes	Academic Advising committee
B. Enrollment				
1. Request for a Trial Form from the Year/Block Adviser	1. Provide student with a Trial Form and advise the student to copy the posted schedule	None	3 minutes	Year/ Block Adviser
2. Present the Trial Form with schedule	2. Accept the Trial Form and enroll the student in the system	None	5 minutes	Ms. Vena D. Malunes (College Secretary)
3. Request for a Registration Form from the College	3. Provide Registration Form to the student and introduce to the assigned adviser	None	1 minute	Ms. Vena D. Malunes (College Secretary)
TOTAL		None	25 minutes	

103. Enrollment of Shiftee

Office or Division:	College of Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students/ Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement from the previous College		Student/Client		
Trial Form		College		
Registration Form		College		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				
1. Present endorsement from the previous College	1. Accept and check endorsement	None	2 minutes	Ms. Donna Bel F. Sy (Dean)
2. Take the CED Qualifying Exam	2. Conduct the qualifying test for in-coming first year by major/field of specialization	None	180 minutes (3 hours)	Qualifying Exam Committee/ Proctor
3. Undergo admittance interview	3. Endorse to Department/ Program Chairperson for interview	None	10 minutes	Department/ Program Chairperson



104. Enrollment of Transferee

4. Undergo grade evaluation	4. Evaluate grade in the prospectus based on the previous semester registration and applies retention policy if applicable.	None	5 minutes	Year/ Block Adviser
5. Proceed to academic advising committee	5. Advise students on subjects to take and other related concerns.	None	10 minutes	Academic Advising committee
B. Enrollment				
1. Request for a Trial Form from the Year/Block Adviser	1. Provide student with a Trial Form and advise the student to copy the posted schedule	None	3 minutes	Year/ Block Adviser
2. Present the Trial Form with schedule	2. Accept the Trial Form and enroll the student in the system	None	5 minutes	Ms. Vena D. Malunes (College Secretary)
3. Request for a Registration Form from the College	3. Provide Registration Form to the student and introduce to the assigned adviser	None	1 minute	Ms. Vena D. Malunes (College Secretary)
	TOTAL	None	3 hours and 36 minutes	

105. Request for Adding/Dropping of Subject/s

Office or Division:	College of Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students/ Clients			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Adding/Dropping Form	Students/ Clients			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				
1. Present the form to the Dean for signature	1. Check and Sign the form	None	2 minutes	Ms. Donna Bel F. Sy (Dean)
2. Proceed to the cashiering office for payment	2. Receive payment from the student and keep 1 copy for filing	P 20.00/ form Subject fee depends on the assessment	5 minutes	Cashier Staff
3. Submit a copy of the adding/dropping form/s on the concerned subject/s to the College	3. Receive the form for filing as part of the student's record in the office and advise the student to have a copy	None	2 minutes	Ms. Vena D. Malunes (College Secretary)
4. Submit a copy of the adding/dropping form/s on the concerned subject/s to the Registrar's Office	4. Receive the form for recording and filing as part of the student's record in the office	None	3 minutes	Ms. Vena D. Malunes (College Secretary)



	TOTAL	P 20.00/ form Subject fee depends on the assessment	12 minutes	
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106. Signing of Completion Form for Incomplete Grades

Office or Division:	College of Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students/ Clients			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Completion Form	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				
1. Present the completion form signed by the faculty to the Dean for signature	1. Check and sign the form	None	2 minutes	Ms. Donna Bel F. Sy (Dean)
2. Bring the signed completion form to the Registrar's Office	2. Check and sign the form	None	5 minutes	Registrar Staff
3. Proceed to the Cashier's Office for payment	3. Receive payment from the student	P 30.00/ subject	5 minutes	Cashier Staff
4. Submit an official copy of the completion form/s to the College	4. Receive the copy for filing as part of the student's record in the office and advise the student to have a copy	None	1 minute	Ms. Vena D. Malunes (College Secretary)
5. Submit a copy of the completion form/s to the Registrar's Office	5. Receive the form for recording and filing as part of the student's record in the office	None	3 minutes	Ms. Vena D. Malunes (College Secretary)
	TOTAL	P 30.00/ subject	16 minutes	

107. Request for Copy of Registration Form

Office or Division:	College of Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students/ Clients			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
None	N/A			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the College and request for a copy of the Registration Form	1. Provide the copy to the student and record the request	None	5 minutes	Ms. Vena D. Malunes (College Secretary)
	TOTAL	None	minutes	



108. External Services

Office or Division:	College of Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Alumni/Agency Partner/Other Clientele			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Request letter and other relevant documents	External Clients			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Logbook	1. Advise the client to sign in the logbook.	None	1 minute	Ms. Vena D. Malunes (College Secretary)
2. Present/ Submit the letter of request.	2. Request the client to fill out the document request form or have them log the services request.	None	5 minutes	Ms. Vena D. Malunes (College Secretary)
3. Undergo a review of the requested service	3. Facilitate the request of the client	None	7 minutes	Ms. Donna Bel F. Sy (Dean) or Department/ Program Chairperson
	TOTAL	None	13 minutes	

COLLEGE OF ENGINEERING AND TECHNOLOGY

109. Enrollment of New Student/Freshman for 1st Semester

Office or Division:	College of Engineering and Technology			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Clients/ Applicants for Admission			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Endorsement Letter from the Admission Office	Client/Applicant for Admission			
Long Folder	Client/Applicant for Admission			
2 pcs (2x2) Picture	Client/Applicant for Admission			
Trial Form	College			
Registration Form	College			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				
1. Present Endorsement letter provided by the Admission Office	1. Accept endorsement letter from the Admission Office	None	1 minute	Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver
2. N/A	2. Check the name of the student from the list of qualifiers provided by the Admission Office	None	1 minute	Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver



3. Take Qualifying Exam	3. Administer qualifying exam to the new entrants	None	4 hours	CET Admission/Retention Committee
4. N/A	4. Posting names of CET qualifiers	None	2 minutes	Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver
5. Present the long folder and 2 pcs. picture	5. Require student to provide long folder (student record purpose) and 2 pcs. 2x2 picture	None	1 minute	Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver
B. Enrollment				
1. Request for a Trial Form from the Year/Block Adviser	1. Provide student with a Trial Form and advise the student to copy the posted schedule	None	3 minutes	Year/ Block Adviser
2. Present the Trial Form with schedule	2. Accept the Trial Form and enroll the student in the system	None	5 minutes	Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver
3. Request for a Registration Form from the College	3. Provide Registration Form to the student and introduce to the assigned adviser	None	1 minute	Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver
	TOTAL	None	4 hours & 14 minutes	

110. Enrollment of Freshman for 2nd Semester

Office or Division:	College of Engineering and Technology			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Clients/ Applicants for Admission			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Endorsement Letter from the Department Chairperson	Client/Applicant for Admission			
Enrollment Slip	College			
Trial Form	College			
Registration Form	College			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				
1. Take Battery Exam	1. Administer Battery exam to freshman	None	4 hours	CET Admission/Retention Committee
2. N/A	2. Posting names of department qualifiers	None	2 minutes	Engr. Elbert Garcia – ABE Engr. Jason F. Rufon – CE Engr. Junrey D. Garcia – EE Engr. Christian M. Mortel – ME



3. Present the Endorsement letter provided by the Department Chairperson	3. Accept an endorsement letter from the department chairperson	None	1 minute	Year/ Block Adviser
4. Acquire Enrollment Slip	4. Provide Enrollment Slip to the student	None	1 minute	Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver
5. Undergo grade evaluation	5. Evaluate grades in the prospectus based on the previous semester's registration and apply the retention policy if applicable.	None	5 minutes	Year/ Block Adviser
B. Enrollment				
1. Request for a Trial Form from the Year/Block Adviser	1. Provide the student with a Trial Form and advise the student to copy the posted schedule	None	3 minutes	Year/ Block Adviser
2. Present the Trial Form with schedule	2. Accept the Trial Form and enroll the student in the system	None	5 minutes	Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver
3. Request for a Registration Form from the College	3. Provide the Registration Form to the student and introduce them to the assigned adviser	None	1 minute	Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver
	TOTAL	None	4 hours & 18 minutes	

111. Enrollment of Old Student

Office or Division:	College of Engineering and Technology
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students/ Clients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Enrollment Slip	College
Trial Form	College
Registration Form	College

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				
1. Acquire Enrollment Slip	1. Provide Enrollment Slip to the student	None	1 minute	Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver
2. Undergo grade evaluation	2. Evaluate grade in the prospectus based on the previous semester registration and applies retention policy if applicable.	None	5 minutes	Year/ Block Adviser



3. Present the Endorsement letter provided by the Department Chairperson	3. Accept an endorsement letter from the department chairperson	None	1 minute	Year/ Block Adviser
4. Acquire Enrollment Slip	4. Provide Enrollment Slip to the student	None	1 minute	Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver
5. Undergo grade evaluation	5. Evaluate grades in the prospectus based on the previous semester's registration and apply the retention policy if applicable.	None	5 minutes	Year/ Block Adviser
B. Enrollment				
1. Request for a Trial Form from the Year/Block Adviser	1. Provide the student with a Trial Form and advise the student to copy the posted schedule	None	3 minutes	Year/ Block Adviser
2. Present the Trial Form with schedule	2. Accept the Trial Form and enroll the student in the system	None	5 minutes	Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver
3. Request for a Registration Form from the College	3. Provide the Registration Form to the student and introduce them to the assigned adviser	None	1 minute	Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver
	TOTAL	None	15 minutes	

112. Enrollment of Shiftee

Office or Division:	College of Engineering and Technology			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students/ Clients			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Endorsement from the previous College	Student/Client			
Trial Form	College			
Registration Form	College			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				
1. Present endorsement from the previous College	1. Accept and check endorsement	None	2 minutes	Engr. Orley G. Fadriquel
2. Undergo admittance interview	2. Endorse to Department/ Program Chairperson for interview	None	10 minutes	Engr. Elbert Garcia – ABE Engr. Jason F. Rufon – CE Engr. Junrey D. Garcia – EE Engr. Christian M. Mortel - ME



3. Undergo grade evaluation	3. Evaluate grade in the prospectus based on the previous semester registration and applies retention policy if applicable.	None	5 minutes	Year/ Block Adviser
B. Enrollment				
1. Request for a Trial Form from the Year/Block Adviser	1. Provide student with a Trial Form and advise the student to copy the posted schedule	None	3 minutes	Year/ Block Adviser
2. Present the Trial Form with schedule	2. Accept the Trial Form and enroll the student in the system	None	5 minutes	Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver
3. Request for a Registration Form from the College	3. Provide Registration Form to the student and introduce to the assigned adviser	None	1 minute	Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver
TOTAL		None	26 minutes	

113. Enrollment of Transferee

Office or Division:	College of Engineering and Technology			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Clients/ Applicants for Re-Admission			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Endorsement Letter from Admission Office	Student/Client			
Trial Form	College			
Registration Form	College			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				
1. Present endorsement letter from the Admission Office	1. Accept and check endorsement letter	None	2 minutes	Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver
2. Undergo admittance interview	2. Endorse to Department/ Program Chairperson for interview	None	10 minutes	Engr. Elbert Garcia – ABE Engr. Jason F. Rufon – CE Engr. Junrey D. Garcia – EE Engr. Christian M. Mortel - ME
3. Undergo grade evaluation	3. Evaluate grade in the prospectus based on the previous semester registration and applies retention policy if applicable.	None	5 minutes	Year/ Block Adviser
B. Enrollment				
1. Request for a Trial Form from the Year/Block Adviser	1. Provide student with a Trial Form and advise the student to copy the posted schedule	None	3 minutes	Year/ Block Adviser



2. Present the Trial Form with schedule	2. Accept the Trial Form and enroll the student in the system	None	5 minutes	Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver
3. Request for a Registration Form from the College	3. Provide Registration Form to the student and introduce to the assigned adviser	None	1 minute	Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver
	TOTAL	None	26 minutes	

114. Request for Adding/Dropping of Subject/s

Office or Division:	College of Engineering and Technology			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students/ Clients			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Adding/Dropping Form	Students/ Clients			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the form to the Dean for signature	1. Checks and Sign the form	None	2 minutes	Engr. Orley G. Fadriquel
2. Proceed to the cashiering office for payment	2. Receive payment from the student and keep 1 copy for filing	P 20.00/ form Subject fee depends on the assessment	5 minutes	Cashier Staff
3. Submit a copy of the adding/dropping form/s on the concerned subject/s to the College	3. Receive the form for filing as part of the student's record in the office and advise the student to have a copy	None	2 minutes	Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver
4. Submit a copy of the adding/dropping form/s on the concerned subject/s to the Registrar's Office	4. Receive the form for recording and filing as part of the student's record in the office	None	3 minutes	Registrars Staff
	TOTAL	P 20.00/ form Subject fee depends on the assessment	12 minutes	

115. Signing of Completion Form for Incomplete Grades

Office or Division:	College of Engineering and Technology
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students/ Clients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Completion Form	Clients



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the completion form signed by the faculty to the Dean for signature	1. Check and sign the form	None	2 minutes	Engr. Orley G. Fadriquel
2. Bring the signed completion form to the Registrar's Office	2. Check and sign the form	None	5 minutes	Registrars staff
3. Proceed to the Cashier's Office for payment	3. Receive payment from the student	₱ 30.00/ subject	5 minutes	Cashiers Staff
4. Submit an official copy of the completion form/s to the College	4. Receive the copy for filing as part of the student's record in the office and advise the student to have a copy	None	1 minute	Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver
5. Submit a copy of the completion form/s to the Registrar's Office	5. Receive the form for recording and filing as part of the student's record in the office	None	3 minutes	Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver
	TOTAL	₱ 30.00/ subject	16 minutes	

116. Request for Copy of Registration Form

Office or Division:	College of Engineering and Technology
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students/ Clients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	N/A

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the College and request for a copy of the Registration Form	1. Provide the copy to the student and record the request	None	5 minutes	Celenia M. Agas/ Charmaine F. Fetalver
	TOTAL	None	5 minutes	

117. External Services

Office or Division:	College of Engineering and Technology
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students/ Clients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter and other relevant documents	External Clients

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Logbook	1. Advise the client to sign in the logbook.	None	1 minute	Celenia M. Agas/ Charmaine F. Fetalver



2. Present/Submit the letter of request.	2. Request the client to fill out the document request form or have them log the services request.	None	5 minutes	Celenia M. Agas/ Charmaine F. Fetalver
3. Undergo a review of the requested service	3. Facilitate the request of the client	None	7 minutes	Engr. Orley G. Fadriquel Department/ Program Chairperson
TOTAL		None	13 minutes	

INSTITUTE OF INFORMATION TECHNOLOGY

118. Enrollment of New Student

Office or Division:	Institute of Information Technology
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Clients/ Applicants for Admission

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Endorsement Letter from the Admission Office	Client/Applicant for Admission
Long Folder	Client/Applicant for Admission
2 pcs (2x2) Picture	Client/Applicant for Admission
Photocopy of High School Report Card (Form 138)	Client/Applicant for Admission
Trial Form	Institute
Registration Form	Institute
Enrollment Routing Form	Institute

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				
1. Present the Endorsement letter provided by the Admission Office	1. Accept an endorsement letter from the Admission Office	None	1 minute	Lian Faalam (Institute Secretary)
2. N/A	2. Check the name of the student from the list of qualifiers provided by the Admission Office	None	1 minute	Lian Faalam (Institute Secretary)
2. Submit the required long folder, photocopy of Form 138, and 2 pcs. picture	3. Require students to provide long folders (for student record purposes), a photocopy of Form 138, and 2 pcs. 2x2 picture	None	1 minute	Lian Faalam (Institute Secretary)
B. Enrollment				
1. Request for a Trial Form from the Year/Block Adviser	1. Provide student with a Trial Form and advise the student to copy the posted schedule	None	3 minutes	Year/ Block Adviser
2. Present the Trial Form with schedule	2. Accept the Trial Form and enroll the student in the system	None	5 minutes	Lian Faalam (Institute Secretary)
3. Request for a Registration Form from the Institute	3. Provide the Registration Form to the student and introduce to the assigned adviser	None	1 minute	Lian Faalam (Institute Secretary)
TOTAL		None	12 minutes	



119. Enrollment of Old Student

Office or Division:	Institute of Information Technology			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Clients/ Applicants for Admission			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Enrollment Routing Form	Institute			
Summary of Grade Slip	Institute			
Trial Form	Institute			
Registration Form	Institute			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				
1. Acquire Enrollment Routing Form	1. Provide Enrollment Slip to the student	None	1 minute	Lian Faalam (Institute Secretary)
2. Present a copy of the Summary of Grades to Undergo grade evaluation	2. Evaluate grades in the prospectus based on the previous semester's registration and applies retention policy if applicable.	None	5 minutes	Year/ Block Adviser
B. Enrollment				
1. Request for a Trial Form from the Year/Block Adviser	1. Provide student with a Trial Form and advise the student to copy the posted schedule	None	3 minutes	Year/ Block Adviser
2. Present the Trial Form with schedule	2. Accept the Trial Form and enroll the student in the system	None	5 minutes	Lian Faalam (Institute Secretary)
3. Request for a Registration Form from the Institute	3. Provide Registration Form to the student and introduce to the assigned adviser	None	1 minute	Lian Faalam (Institute Secretary)
	TOTAL	None	15 minutes	

120. Enrollment of Shiftee

Office or Division:	Institute of Information Technology			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students/ Clients			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Endorsement from the previous Institute/College	Student/Client			
Trial Form	Institute			
Registration Form	Institute			
Enrolment Routing Form	Institute			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				
1. Present endorsement from the previous Institute	1. Accept and check endorsement	None	2 minutes	Catherine Bhel Aguila (Institute Director)



2. Undergo admittance interview	2. Endorse to Department/ Program Chairperson for interview	None	10 minutes	Department/ Program Chairperson
3. Undergo grade evaluation	3. Evaluate grade in the prospectus based on the previous semester registration and applies retention policy if applicable.	None	5 minutes	Year/ Block Adviser
B. Enrollment				
1. Request for a Trial Form from the Year/Block Adviser	1. Provide student with a Trial Form and advise the student to copy the posted schedule	None	3 minutes	Year/ Block Adviser
2. Present the Trial Form with schedule	2. Accept the Trial Form and enroll the student in the system	None	5 minutes	Lian Faalam (Institute Secretary)
3. Request for a Registration Form from the Institute	3. Provide Registration Form to the student and introduce to the assigned adviser	None	1 minute	Lian Faalam (Institute Secretary)
TOTAL		None	26 minutes	

121. Enrollment of Transferee

Office or Division:	Institute of Information Technology
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Clients/ Applicants for Re-Admission

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Endorsement Letter from the Admission Office	Client/ Applicant for Re-Admission
Trial Form	Institute
Registration Form	Institute
Enrolment Routing Form	Institute

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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A. Pre-Enrollment				
1. Present endorsement letter from the Admission Office	1. Accept and check endorsement letter	None	2 minutes	Lian Faalam (Institute Secretary)
2. Undergo admittance interview	2. Endorse to Department/ Program Chairperson for interview	None	10 minutes	Department/ Program Chairperson
3. Undergo grade evaluation	3. Evaluate grade in the prospectus based on the previous semester registration and applies retention policy if applicable.	None	5 minutes	Year/ Block Adviser
B. Enrollment				
1. Request for a Trial Form from the Year/Block Adviser	1. Provide student with a Trial Form and advise the student to copy the posted schedule	None	3 minutes	Year/ Block Adviser



2. Present the Trial Form with schedule	2. Accept the Trial Form and enroll the student in the system	None	5 minutes	Lian Faalam (Institute Secretary)
3. Request for a Registration Form from the Institute	3. Provide Registration Form to the student and introduce to the assigned adviser	None	1 minute	Lian Faalam (Institute Secretary)
TOTAL		None	26 minutes	

122. Request for Adding/Dropping of Subject/s

Office or Division:	Institute of Information Technology			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students/ Clients			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Adding/Dropping Form	Students/ Clients			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the form to the Dean for signature	1. Checks and Sign the form	None	2 minutes	Catherine Bhel Aguilá (Institute Director)
2. Proceed to the cashiering office for payment	2. Receive payment from the student and keep 1 copy for filing	₱ 20.00/ form Subject fee depends on the assessment	5 minutes	Collection Staff Ms. Mary Jane Balse
3. Submit a copy of the adding/dropping form/s on the concerned subject/s to the Institute	3. Receive the form for filing as part of the student's record in the office and advise the student to have a copy	None	2 minutes	Lian Faalam (Institute Secretary)
4. Submit a copy of the adding/dropping form/s on the concerned subject/s to the Registrar's Office	4. Receive the form for recording and filing as part of the student's record in the office	None	3 minutes	Registrar Staff
TOTAL		₱ 20.00/ form The subject fee depends on the assessment	minutes	

123. Signing of Completion Form for Incomplete Grades

Office or Division:	Institute of Information Technology			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students/ Clients			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Completion Form	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the completion form signed by the faculty to the Dean for signature	1. Check and sign the form	None	2 minutes	Catherine Bhel Aguilá (Institute Director)



2. Bring the signed completion form to the Registrar's Office	2. Check and sign the form	None	5 minutes	Registrar Staff
3. Proceed to the Cashier's Office for payment	3. Receive payment from the student	₱ 30.00/ subject	5 minutes	Lian Faalam (Institute Secretary)
4. Submit an official copy of the completion form/s to the Institute	4. Receive the copy for filing as part of the student's record in the office and advise the student to have a copy	None	1 minute	Lian Faalam (Institute Secretary)
5. Submit a copy of the completion form/s to the Registrar's Office	5. Receive the form for recording and filing as part of the student's record in the office	None	3 minutes	Registrar Staff
TOTAL		₱ 30.00/ subject	16 minutes	

124. Request for Copy of Registration Form

Office or Division:	Institute of Information Technology			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students/ Clients			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
None	N/A			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Institute and request for a copy of the Registration Form	1. Provide the copy to the student and record the request	None	5 minutes	Lian Faalam (Institute Secretary)
TOTAL		None	minutes	

125. Conduct of Institute Pre-Qualifying Examination

Office or Division:	Institute of Information Technology			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students/ Clients (*For non-qualifiers only)			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Endorsement Slip	Admission Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Endorsement letter provided by the Admission Office	1. Accept an endorsement letter from the Admission Office	None	1 minute	Mr. Lian Faalam (Institute Secretary)
2. N/A	2. Check the name of the student from the list of qualifiers provided by the Admission Office	None	1 minute	Mr. Lian Faalam (Institute Secretary)



3. Attend the scheduled pre-qualifying examination, which may be administered in written form.	3. Conduct a thorough check of the exam papers to assess the student's performance.	None	2 hours	Testing administrator
	TOTAL	None	2 hours & 2 minutes	

126. Request of Document and other External Services

Office or Division:	Institute of Information Technology			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students/ Clients			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
None	N/A			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Logbook	1. Advise the client to sign in the logbook.	None	1 minute	Lian Faalam (Institute Secretary)
2. Present/ Submit the letter of request.	2. Request the client to fill out the document request form or have them log the services request.	None	5 minutes	Lian Faalam (Institute Secretary)
3. Undergo a review of the requested service	3. Facilitate the request of the client	None	7 minutes	Catherine Bhel Aguila Institute Director or Department/ Program Chairperson
	TOTAL	None	13 minutes	

CAMPUSES (Cajidiocan, Calatrava, Romblon, San Agustin, San Andres, San Fernando, Sta. Fe, and Sta. Maria)

CAMPUS ADMISSION AND REGISTRATION

127. Admission and Registration Enrolment

Office or Division:	Campus Registrar's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Clients - New/Continuing/Transferee/Shifter Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For New Students	
RSUAT Admission Examination	Campus Test Center
NSO/PSA Birth Certificate	Client
Form 138 (High School Card)	Client
Original Certificate of Good Moral Character	Client
2 copies of Passport Size photo ID	Client
For Transferee/Shifters Students	
Official Transcript of Records/Certification of Grades	Client
Certificate of Honorable Dismissal	Client
Certificate of Good Moral Character	Client
NSO Birth Certificate	Client



For Continuing Students		Department Chairperson's Office		
Approved Clearance		Department Chairperson's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For New Students				
1. Secure enrollment route form and fill out the form. Submit the requirements.	1. Receives and checks the completeness of required information and required documents of the students. Issues Enrolment Route Form and Trial Form	None	2 minutes	Registrar's Staff
2. Fill out the enrolment route form and proceed to the designated area to copy the subject and schedules	2. Check the availability of subjects and slots	None	5 minutes	Registrar's Staff
3. Proceed to Program Chair for approval.	3. Approve subject load	None	5 minutes	Program Chair
4. Proceed to Registrars' Office for encoding system	4. Encode the approved subject and print	None	5 minutes	Registrar's Staff
5. Sign the logbook	5. Release of Certificate of Registration (COR)	None	1 minute	Registrar's Staff
TOTAL		None	18 minues	
For Transferee/ Shifters Students				
1. Submit requirements.	1. Receive and check the completeness and integrity of the documents and Issue Enrolment Route Form and Trial Form	None	2 minutes	Registrar's Staff
2. N/A	Crediting the subjects	None	5 minutes	Registrar/ Program Chair
3. Fill out the enrolment route form and proceed to the designated area to copy the subject and schedules.	3. Check the availability of subject slot.	None	5 minutes	Registrar's Staff
4. Proceed to Program Chair for approval.	4. Approve subject load	None	5 minutes	Program Chair
5. Proceed to Registrars' Office for encoding system	5. Encode the approved subject and print	None	5 minutes	Registrar's Staff
6. Sign the logbook	6. Release of Certificate of Registration (COR)	None	1 minute	Registrar's Staff
TOTAL		None	18 minues	
For Old/ Continuing Students				
1. Secure and Fill out the Enrolment Route Form	1. Receive and check the completeness of required information and required documents of the students. Issues Enrolment Route Form and Trial Form	None	2 minutes	Registrar's Staff



2. Fill out the enrolment route form and proceed to the designated area to copy the subject and schedules.	2. Check the availability of subject slot.	None	5 minutes	Registrar's Staff
3. Proceed to Program Chair for approval.	3. Approve subject load	None	5 minutes	Program Chair
4. Proceed to Registrars' Office for encoding system	4. Encode the approved subject and print	None	5 minutes	Registrar's Staff
5. Sign the logbook	5. Release of Certificate of Registration (COR)	None	1 minute	Registrar's Staff
	TOTAL	None	18 minutes	

CAMPUS GUIDANCE AND COUNSELING SERVICES

128. Issuance of Certificate of Good Moral Character

Office or Division:	Campus Guidance Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students/Transferees and Shiftees/ Graduates			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Clearance	Office Secretary			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the visitor's logbook	1. Provide the logbook to the student.	None	2 minutes	Office Staff/ Guidance Coordinator
2. Wait for the printing of the document.	2. Prepare the requested document and signs it.	None	2 minutes	Office Staff/ Guidance Coordinator
3. Receive the document	3. Remind the student of the next step	None	1 minute	Office Staff/ Guidance Coordinator
4. Present the document to the registrar for the seal	4. Seal the CGMC and ask the student for the payment	P50.00	2 minutes	Campus Registrar
5. Forward the sealed document to the office of the campus Director	5. Receive the CGMC and signs it	None	1 minute	Campus Director
	TOTAL	P50.00	8 minutes	

129. Counseling Services

Office or Division:	Campus Guidance Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Faculty, and Staff			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Referral Slip	Office of the Student Affairs			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the referral slip	1. Receive the referral slip and assess the need of the students	None	2 minutes	Office Staff/ Guidance Coordinator



2. Receive and reads and signs the Confidentiality agreement	2. Keep the document and calls the Guidance Coordinator	None	1 minute	Office Staff/ Guidance Coordinator
3. Discuss the issue	3. Hear and discuss the issue and plans interventions and ask the student to write anecdotal	None	30 minutes	Guidance Coordinator
4. Sign the Visitor's logbook	4. Verify the logbook	None	2 minutes	Office Staff/ Guidance Coordinator
5. N/A	5. Summarize, review and file anecdotal record	None	7 minutes	Guidance Coordinator
TOTAL		None	42 minutes	

130. Handling Referrals

Office or Division:	Campus Guidance Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Referral Slip	Office of the Student Affairs			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request slip or presents referral slip from OSA	1. Accept the written complain /referral slip	None	2 minutes	Office Staff/ Guidance Coordinator
2. Wait for the evaluation	2. Evaluate the /referral	None	5 minutes	Office Staff/ Guidance Coordinator
3. Attend the interview and counseling	3. Interview and counsel the involved student	None	30 minutes	Office Staff/ Guidance Coordinator
4. N/A	4. Issue call slip to the involved student	None	1 minute	Guidance Coordinator
5. Attend interview and counseling Attend settlement	5. Conduct interviews, counseling plans and interventions. Meet with both parties for settlement	None	5 minutes	Guidance Coordinator
6. Present Call Slip	6. Facilitate settlement	None	30 minutes	Guidance Coordinator
7. N/A	Verify signatures in the logbook	None	20 minutes	Guidance Coordinator
8. Sign in to the Counseling Logbook. (Both parties)	8. Finalize the settlement for both parties	None	2 minutes	Guidance Coordinator
TOTAL		None	95 minutes	

CAMPUS CENTER FOR ALUMNI RELATIONS AND EMPLOYMENT SERVICES (CARES)

131. Career Guidance/Pre-Employment Service

Office or Division:	Campus CARES
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Clients - Graduating Students/Alumni



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the visitor's logbook for walk-in or external clients.	1. Provide the logbook to the client.	None	2 minutes	CARES Staff
2. Schedule the career guidance or pre-employment seminars through the Alumni Office	2. Schedule an appointment for career guidance or enroll in upcoming pre-employment seminars.	None	2 minutes	CARES Staff
3. Complete the Registration Form available at the Alumni Office	3. Provides the Registration Form to the client	None	5 minutes	CARES Staff
4. Participate in the Activity	4. Secure Attendance for the Client	None	4 Hours	CARES Staff/Collaborating Agency
5. Fill out the Customer Feedback form	5. Provide the Customer Feedback Form	None	2 minutes	CARES Staff
6. Receive the certificate	6. Release the Certificate of Attendance	None	1 day	CARES Staff
	TOTAL	None	1 day, 4 hours and 11 minutes	

132. Request for Yearbook

Office or Division:	Campus CARES			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Clients - Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transcript of Records		Client		
Official Receipt of payment		Client		
Clearance		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the visitor's logbook for walk-in or external clients.	1. Provide the logbook to the client	None	2 minutes	CARES Staff
2. Submit requirements	2. Release and issue year book form	Depends on the amount being charged by the school	2 minutes	CARES Staff
3. Fill out the Application Form	3. Release and Prepare the yearbook	Depends on the amount being charged by the school	1 minute	CARES Staff
4. Receive the yearbook	4. Release the yearbook	None	2 minutes	CARES Staff
	TOTAL	Depends on the amount being charged by the school	7 minutes	



CAMPUS CASHIERING UNIT

133. Confirmation of Student Enrollment

Office or Division:	Campus Cashiering Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students or Authorized Representatives			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Registration form in four (4) copies signed by the Director of the Registrar's Office	1. Client – Students / Authorized Representative			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Registration Form	1. Receive and verify four (4) copies of the system Registration Form.	None	1 minute	Collecting Officer
2. Receive the three (3) copies of the Registration Form	2. File a copy of the verified Registration Form	None	1 minute	Collecting Officer
	TOTAL	None	2 minutes	

134. Signing of Clearance

Office or Division:	Campus Cashiering Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students or Authorized Representatives			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Clearance Form	1. Client			
2. Proof of Payment <i>*if graduating students</i>	2. Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present clearance form and proof of payment (if graduating)	1. Verify student's account status based on the record of the unit	None	45 seconds	Collecting Officer
2. If without balance	2. Sign the clearance form	None	10 seconds	Collecting Officer
<i>*if with the balance, pay the balance</i>	2.1 Issue Official Receipt (OR) and sign the clearance form	Balance as per record	1 minute	
3. Receive the signed clearance form	3. Release the signed clearance form		5 seconds	Collecting Officer
	TOTAL	Balance as per record (if applicable)	1-2 minutes	

135. Collection of Fees and Charges

Office or Division:	Campus Cashiering Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students or Authorized Representatives			



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Statement of Account (SOA) or Registration Form or Identification Card or Completion Form or Request Form or Sales Invoice		1. Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Statement of Account (SOA) or Registration Form or Identification Card or Completion Form or Request Form or Sales Invoice	1. Check the presented Requirement and verified the amount to be paid	None	2 minutes	Collecting Officer
2. Pay the corresponding indicated in the Statement of Account or Registration Form or Completion Form or Request form or Certifications or Sales Invoice	2. Receive the payment and Issue Official Receipt (OR)	Balance Indicated in any of the presented requirement	7 minutes	Collecting Officer
3. Receive the Official Receipt; Receive, count, and confirm the change before leaving.	3. Handover the client's copy of OR and the corresponding change. Segregate the duplicate and triplicate copy for filing and COA's copy.	None	1 minute	Collecting Officer
	TOTAL	Balance Indicated in any of the presented requirement	10 minutes	

CAMPUS HEALTH SERVICES UNIT

136. Pre- Enrollment Medical Examination

Office or Division:	Campus Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Incoming First Year Students (including transferees, returnees, shifters and unit earners)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished/filled-up Student Medical Record Form	Health Services Unit
Results of the following medical laboratory requirements: <ul style="list-style-type: none"> • Chest x-ray with official reading • Urinalysis • Complete Blood Count • Drug Test *Note: Shifters are not required to submit new laboratory requirements	Laboratory request Form - Health Services Unit Laboratory and Diagnostic Procedures done at any medical laboratory clinic of their choice
1pc. Long Brown envelope	Incoming Student



1pc. 2x2 picture (white background) with full name written at the back		Incoming Student		
Enrollment Routing Slip		Admission Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. New Student (Including unit earners and transferees)				
A.1 Obtain Student medical Record form to be filled-up and attach 2x2 picture.	A. 1 Provide the necessary medical form and guide the client in filing the form.	None	2 minutes	Campus Nurse on Duty
A.2 Accomplish student medical record form together with the medical laboratory requirements and enrollment routing form/slip.	A.2 Check the necessary details for completeness of the data and note alterations in laboratory results.	None	2 minutes	Campus Nurse on Duty
B. Old Student (Returnees and shifters)				
B.1 Provide full name and year of enrollment to the nurse-on duty/student assistant.	B.1 Locate client's medical record from the file cabinet using the E-Data Medical Record.	None	2 minutes	Campus Nurse on Duty
B.2 Update student medical record data then submit it with the medical laboratory requirements and enrollment routing form/slip. <i>Note: Shifters are not required to submit new laboratory requirements</i>	B.2 Check the necessary data for updates and completeness and note alterations in laboratory results.	None	2 minutes	Campus Nurse on Duty
3. Height, Weight and Vital Signs Taking	3. Get and record the initial vital signs of the client (temperature, blood pressure, heart/pulse rate, respiratory rate, oxygen saturation, height and weight)	None	5 minutes	Campus Nurse on Duty
4. Medical History Taking	4. Obtain clients past medical and surgical history, family history, personal/social history, immunization history and for females Obstetric/Gynecologic history. 4.1 Ask the client relevant questions as to the visit	None	5 minutes	Campus Nurse on Duty
5. Physical Assessment	5. Ask the client relevant questions pertaining to present health history 5.1 Head to toe assessment	None	Simple Cases: 5 minutes Complicated Cases: 15mins <i>Depending on the availability of the retainer physician as scheduled by nurse-on-duty</i>	Physician on Duty



6. Referral: for those with significant findings or altered laboratory results	6. Follow the steps/ process for consultation and referrals	None	3 minutes	Campus Nurse on Duty
7. Wait for signed Routing slip to be returned.	7. Encode needed data on E-Data Medical Record and sign routing slip afterwards.	None	3 minutes	Campus Nurse on Duty
8. Sign in the Logbook for Pre-enrollment Medical Exam.	8. Secure completeness of data in the Logbook.	None	2 minutes	Campus Nurse on Duty
	TOTAL	None	Simple Cases: 30 minutes Complicated Cases: 40 minutes	

137. Annual Medical Examination

Office or Division:	Campus Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished/Filled-up Employee Medical Record	Health Services Unit
Consultation Form	Health Services Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pre-Examination Phase	1. Locate client's medical record from the file cabinet 1.1 Ask the client relevant health information as to the purpose of visit 1.2 Take and record vital signs of the client <ul style="list-style-type: none"> ● Temperature ● Blood pressure ● Heart rate ● Respiratory Rate ● Oxygen Saturation ● Height and ● Weight 1.3 File and record laboratory results submitted by the client 1.4 Refer to the retainer physician laboratory results with abnormal findings	None	5 minutes	Campus Nurse on Duty Retainer Physician



2. Medical Examination Phase	2. Consult with the retainer physician 2.1 Carry out other interventions needed <i>*For client with alterations in the laboratory requests submitted</i> 2.2 The nurse on duty shall provide clear and adequate instruction related to home medications, health practices and schedule of follow up visit as ordered by the physician	None	5 minutes	Campus Nurse on Duty
3. Post consultation	3. Document all the procedures done in the client medical record	None	3 minutes	Campus Nurse on Duty
4. Sign in the Logbook	4. Secure completeness of the data in the logbook provided by the HSU	None	1 minute	Campus Nurse on Duty
TOTAL		None	17 minutes	

138. Medical Consultation

Office or Division:	Campus Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students, Faculty, and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Student/Employee Medical Record	Health Services Unit
2. Consultation Form	Health Services Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pre-Consultation Phase	1. Locate client's medical record from the file cabinet	None	2 minutes	Campus Clerk on Duty
2. Consultation Phase	2. Obtain vital signs of the client (temperature, blood pressure, heart rate, respiratory rate, oxygen saturation, height and weight) and indicate on the Consultation Form 2.1 Ask the client relevant health information as to the purpose of visit	None	5 minutes	Campus Clerk on Duty
3. Referral Phase	3. If retainer physician is available, refer the client by relaying information through telephone call or messaging app. for further evaluation and management.	None	5 minutes <i>*Depending on availability of retainer physician</i>	Campus Director



3. Referral Phase	3. If retainer physician is available, refer the client by relaying information through telephone call or messaging app. for further evaluation and management. <i>*If not, refer client by contacting nearby health facility or any physician of choice by the client.</i>	None	5 minutes *Depending on availability of retainer physician	Campus Director
4. Treatment Phase/Medicine distribution and administration	4. Administer medicine as needed or as per doctor's order. 4.1 Give instructions as to take home medications 4.2 Record medical intervention/ management administered to the client on the consultation form	None	5 minutes	Campus Clerk on Duty
5. Sign in the logbook provided	5. Secure completeness of the data in the medicine logbook	None	1 minute	Campus clerk on Duty
	Total	None	13 minutes	

139. Dispensing and Administration of Medicines/Medical Supplies

Office or Division:	Campus Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Faculty, and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student/Employee Medical Record	Health Services Unit			
2. Consultation Form	Health Services Unit			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pre-Consultation Phase	Locate client's medical record from the file cabinet	None	2 minutes	Campus Nurse on Duty
2. Consultation Phase	2. Obtain vital signs of the client (temperature, blood pressure, heart rate, respiratory rate, oxygen saturation, height and weight) and indicate on the Consultation Form Ask the client relevant health information as to the purpose of visit	None	5 minutes	Campus Nurse on Duty
3. Treatment Phase/Medicine distribution and administration	3. Administer medicine as needed or as per doctor's order.	None	5 minutes	Campus Nurse on Duty



	3.1 Give instructions as to take home medications. 3.2 Record medical intervention /management administered to the client on the consultation form			
4. Sign in the logbook provided	4. Secure completeness of the data in the medicine logbook	None	1 minute	Campus Nurse on Duty
	TOTAL	None	13 minutes	

140. Request for Referral

Office or Division:	Campus Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students, Faculty, and Staff
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Referral Form	Health Services Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the nurse-on-duty with personal details such as full name, age, sex, year, and course. <i>*Referral steps shall only be done after undergoing consultation or assessment by the nurse/physician-on-duty.</i>	1. Write details on the referral form.	None	2 minutes	Campus Nurse on Duty
2. Assessment	2. Indicate vital signs of the client (temperature, blood pressure, heart rate, respiratory rate, oxygen saturation, height and weight) on the referral form. Obtain relevant information about the visit such as: <ul style="list-style-type: none"> ● Chief complaint ● Brief history of illness ● Medications taken and management done ● Reason for referral 	None	5 minutes	Campus Nurse on Duty
3. Referral Phase	3. Refer the client by contacting other health care facility or clinic of choice and relaying needed information to them. 3.1 Secure completeness of data in the referral form provided.	None	2 minutes	Campus Nurse on Duty



4. Issuance Referral Form	4. Give referral form to the client and instruct the client to return the referral slip provided by the HSU	None	2 minutes	Campus Nurse on Duty
5. Sign in the logbook provided	5. Secure completeness of the data in the referral logbook	None	1 minute	Campus Nurse on Duty
TOTAL		None	12 minutes	

141. Treatment of Minor Injury and Dressing of Wounds

Office or Division:	Campus Health Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students, Faculty, and Staff
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Student/Employee Medical Record	Health Services Unit
Consultation Form	Health Services Unit
Referral Form	Health Services Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pre-Treatment Phase	1. Locate client's medical record from the file cabinet 1.1 Obtain vital signs of the client (temperature, blood pressure, heart rate, respiratory rate, oxygen saturation, height and weight) and indicate on the Consultation Form 1.2 Ask the client relevant information about the injury.	None	2 minutes	Campus Nurse on Duty
2. Application/ Administration of Basic First Aid	2. Perform the following nursing intervention if needed <ul style="list-style-type: none"> ● Wound dressing ● Bandaging and splinting techniques 	None	5 minutes	Campus Nurse on Duty
3. Referral Phase	3. If needed, refer the client to other health care facility or clinic of choice for further evaluation and management following the steps for Referral .	None	2 minutes	Campus Nurse on Duty
4. Sign in the logbook provided	4. Secure completeness of the data in the logbook	None	1 minute	Campus Nurse on Duty
TOTAL		None	12 minutes	



CAMPUS LEARNING RESOURCE CENTER

142. Issuance of Library Card

Office or Division:	Campus Learning Resource Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1x1 ID Picture, Registration form and Filled-Out Application Form	Student/Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the needed requirements	1. Receive and validate the requirements submitted. 1.1. Issue the claim stub bearing the releasing date of the card.	None	3 minutes	LRC Coordinator/ Library Staff
2. Wait for the issuance of the Library Cards	2. Prepare the Library Card 2.1 Issue the Library Card as scheduled	None	24 hours	LRC Coordinator/ Library Staff
	TOTAL	None	24 hours and 3 minutes	

143. Borrowing Books

Office or Division:	Campus Learning Resource Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Faculty, and Employees			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Accomplished Slip	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the library material needed	1. Accommodate client 1.1 Ask for the library card, other documents, if necessary 1.2 Check the availability of the requested library material	None	10 minutes	LRC Coordinator/ Library Staff
2. Fill out the Book Card and Borrower's Slip Form	2. Release the requested/ borrowed library material subject to library policy		5 Minutes	LRC Coordinator/Library Staff
	TOTAL	None	15 minutes	



144. Returning of Library Materials

Office or Division:	Campus Learning Resource Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Accomplished Slip	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book at the circulation counter	1. Recieve the borrowed library material and checks the due date <i>*If overdue: compute the overdue fine and fill out the overdue slip.</i>	None Depends on the computation if overdue	10 Minutes	LRC Coordinator
	TOTAL	None (if not overdue)	10 minutes	

145. Payment of Overdue Fines

Office or Division:	Campus Learning Resource Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Overdue Slip	LRC Coordinator/ Library Staff			
Official Receipt	Client			
Official Receipt	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book/s at the circulation counter.	1. if overdue: compute the overdue fine and fill out the overdue slip	None	2 minutes	LRC Coordinator/ Library Staff
2. Pay overdue fine at the cashiers office	2. Receive the overdue slip and payment and issue O.R.	₱ 10.00/day per book	5 minutes	Cashier Staff
3. Present the O.R. to the LRC Coordinator/ Library Staff	3. Receive and check the O.R. and return the client's Library Card	None	2 minutes	LRC Coordinator/ Library Staff
4. Receive the Library Card	4. N/A	None	1 minute	LRC Coordinator/ Library Staff
	TOTAL	₱ 10.00/day per book	10 minutes	

146. Procedure for Computer/ Internet Services

Office or Division:	Campus Learning Resource Center		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may Avail:	Students, Faculty, and Employees		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
Library Card	Client		
Accomplished/Filled-out Log Sheet form	Client		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Validate Library Card	1. Verify the Library Card	None	2 minutes	LRC Coordinator/ Library Staff
2. Sign in the log sheet form	2. Issue computer number and write the time in started in the log sheet form	None	2 minutes	LRC Coordinator/ Library Staff
3. Proceed to the designated computer.	3. Assist the client (if needed)	None	3 minutes	LRC Coordinator/ Library Staff
4. Signs out in the log sheet form	4. N/A	None	1 minute	LRC Coordinator/ Library Staff
	TOTAL	None	8 minutes	

147. Re-Issuance of Lost Library Card

Office or Division:	Campus Learning Resource Center
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished/Filled-out charge slip	Client
Official Receipt	Client
Accomplished/Filled-out charge slip and O.R.	Client
1x1 ID picture, Registration Form, and Accomplished/Filled-up Form	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report Lost Library Cards and submit Affidavit of Lost	1. Check the record of the client's 1.1 Receives the Affidavit of lost	None	2 minutes	LRC Coordinator/ Library Staff
2. Sign in the logbook for record purposes	2. Fill out the charge slip and indicate the amount to be paid for the replacement fee	None	5 minutes	LRC Coordinator/ Library Staff
3. Proceed to the Cashier's Office for the Payment, and secures official Receipt	3. Receive payment and issue O.R.	₱ 150.00	5 minutes	Cashier Staff
4. Present charge slip and O.R. at the circulation counter	4. Check the Charge Slip and O.R. 4.1 Approve the Request	None	24 Hours	LRC Coordinator/ Library Staff
5. Submits the needed requirements	5. Receive the requirements needed for the re-issuance of the Library Card	None	3 minutes	LRC Coordinator/ Library Staff
6. Claim the Library card based on the scheduled date.	6. Prepare and Release the Library Card	None	3 minutes	LRC Coordinator/ Library Staff
	TOTAL	₱ 150.00	24 hours & 18 minutes	



148. Assistance to Outside Researchers

Office or Division:	Campus Learning Resource Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Outside Researchers			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Library Card	Client			
Accomplished/ Filled-out log Sheet form	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Google Form and make a reservation	1. Receive the Referral Letter and schedule the reservation.	None	3 minutes	LRC Coordinator/ Library Staff
2. Present Valid ID and Referral Letter on the Circulation Counter	2. Assist the Client	None	10 minutes	LRC Coordinator /Library Staff
	TOTAL	None	13 minutes	

149. Signing of Clearance

Office or Division:	Campus Learning Resource Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Faculty, and Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Library Card	Client			
Accomplished/ Filled-out log Sheet Form	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Clearance for Signature	1. Receive the Clearance 1.1 Verify the necessary requirements	None	2 minutes	LRC Coordinator/ Library Staff
2. N/A	2. Sign the Clearance	None	2 minutes	LRC Coordinator/ Library Staff
3. N/A	3. Return the Clearance to the students/ faculty	None	1 minute	LRC Coordinator/ Library Staff
	TOTAL	None	5 minutes	

OFFICE OF THE CAMPUS DIRECTOR

150. Signing of School-Related Documents

This includes requests for the signing of school-related documents by the Campus Director, which includes signing or authentication of clearance, TOR, good moral certifications, diploma, certification of grades, completion forms, registration forms, thesis, certificate of graduation, biometrics and other related certifications, forms, and documents.

Office or Division:	Office of the Campus Director
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students, Alumni, and Their Authorize Representative



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished records, forms, or documents signed by other signatories other than the Campus Director		From any Campus unit or office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client's logbook	1. Check the logbook if the client has signed in.	None	2 minutes	Clerk on Duty
2. Submit the document/s to the attending clerk	2. Receive the document/s, check for completeness, and hand in the documents to the Campus Director	None	5 minutes	Clerk on Duty
3. Wait for the document/s for signing	3. Sign the documents by the Campus Director	None	2 minutes	Campus Director
4. Receive the signed documents	4. Hand in the signed document/s to the client	None	1 minute	Clerk on Duty
5. Sign out in the client's logbook	5. Check the logbook if the client has signed out.	None	2minutes	Clerk on Duty
TOTAL		None	12 minutes	

151. Approval of School Documents and Requests

This includes requests for the approval of school-related documents by the Campus Director, which includes approval of Table of Specification, Leave Form, Pass Slip, Syllabi, EO, Requests, Project Proposals, Request for Travel, Summary of Faculty Observation, Summary of Classroom Monitoring, Summary of Attendance, etc.

Office or Division:	Office of the Campus Director			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Faculty and other Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished records, forms, or documents signed by other signatories other than the Campus Director		From any Campus unit or office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client's logbook	1. Provide the logbook to the client	None	2 minutes	Clerk on Duty
2. Submit the document/s to the attending clerk	2. Receive the document/s, check for completeness, set an appointment, and hand in the documents to the Campus Director	None	5 minutes	Clerk on Duty
3. Convene with the Campus Director for clarification, suggestions, etc.	3. Discuss and agree on the provisions or contents of the documents for approval	None	10 minutes	Campus Director
4. Receive the signed documents	4. Hand in the signed document/s to the requesting client	None	1 minute	Campus Director
5. Sign out in the client's logbook	5. Provide the logbook to the client	None	2 minutes	Clerk on Duty
TOTAL		None	20 minutes	



152. Review of Academic-Related Reports

This includes reviewing and approving school-related reports by the Campus Director, including the discussion, preparation, and approval of Faculty Loading, PPMP, IPCR, etc.

Office or Division:	Office of the Campus Director			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Unit Heads			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Duly accomplished records, forms, or documents signed by other signatories other than the Campus Director	From any Campus unit or office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client's logbook	1. Provide the logbook to the client	None	2 minutes	Clerk on Duty
2. Submit the document/s to the attending clerk	2. Receive the document/s, check for completeness, set an appointment, and hand in the documents to the Campus Director	None	5 minutes	Clerk on Duty
3. Convene with the Campus Director and other concerned personnel if necessary	3. Discuss and agree on the provisions or contents of the documents for approval	None	30 minutes	Campus Director
4. Finalize the report as agreed	4. Receive and check the finalized copy	None	5 minutes	Campus Director
5. Receive the signed documents	5. Hand in the signed document/s to the requesting client	None	1 minute	Clerk on Duty
6. Fill out the customer's feedback form	6. Give the client customer's feedback form and ask them to drop it into the suggestion box after filling it out.	None	3 minutes	Clerk on Duty
7. Sign out in the client's logbook	7. Provide the logbook to the client	None	2 minutes	Clerk on Duty
	TOTAL	None	48 minutes	

153. Request for a Courtesy Call, Meeting, Conference, etc.

This includes requests for a face-to-face meeting with the Campus Director to discuss any personal or school-related matters.

Office or Division:	Office of the Campus Director			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Alumni or Their Authorized Representative and Stakeholders			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
None	N/A			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. See or contact the attending clerk for the schedule of appointment	Check and verify the availability of the Campus Director's schedule	None	2 minutes	Clerk on Duty
2. Wait for the appointment schedule	Set schedule of meeting	None	3 minutes	Clerk on Duty



3. Prepare for the meeting as scheduled	Prepare the venue for the meeting	None	1 minute	Secretary of the Campus Director
TOTAL		None	6 minutes	

CAMPUS STUDENT AFFAIRS AND SERVICES

154. Endorsement of Off-Campus and On-the-Job/ Internship Student Activity

Office or Division:	Campus Student Affairs and Services Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	All Concerned
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter to President	Students / Personnel-In-Charge
Risk Assessment Program	Students / Personnel-In-Charge
Curriculum	Dean's/Chairperson's Office
Destination	Students / Personnel-In-Charge
Handbook or Manual	Dean's/Chairperson's Office
Consent of the Parents	Students
Medical Certificate	Students
Personnel-In-Charge	Dean's/Chairperson's Office
First Aid Kit	Campus Clinic
Fees	Students / Personnel-In-Charge
Insurance	Students
Mobility of students	Personnel-In-Charge
LGU/NGOs Approval	Students / Personnel-In-Charge
Activities	Students / Personnel-In-Charge

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the visitor's logbook for walk-in or external clients	1. Provide the logbook to the client.	None	1 minute	Office Staff
2. Submit proposal with all the necessary attachments /requirements.	2. Receive request letter and supporting documents for a student activity endorsed by the SSC or any accredited student organizations.	None	1 minute	Office Staff
3. N/A	3. Review the details of the proposal and evaluate the relevance/significance of the proposed activity.	None	20 minutes	SAS Coordinator
4. N/A	4. Check the completeness of the requirements.	None	5 minutes	Office Staff
5. N/A	5. Act appropriately said permit to conduct activity upon meritorious evaluation results.	None	1 minute	SAS Coordinator
6. N/A	6. Sign the request letter and proposal and endorse to the Dean /Campus director for appropriate action.	None	1 minute	SAS Coordinator



7. Fill out the release logbook.	7. Release the signed request letter and activity proposal.	None	1 minute	Office Staff
8. N/A	8. File all the documents generated in this procedure.	None	1 minute	Office Staff
TOTAL		None	31 minutes	

155. Endorsement for Accreditation of Student Organization (SO)

Office or Division:	Campus Student Affairs and Services Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	All Student Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. New Organization	
Accomplished application form (Accreditation)	Office Staff
Letter of application stating the purpose of accreditation of organization filed at the Office of Student Affairs and Services.	Students/Client
Recommendation from the SSC President as to the acceptance of the application, organization, registration and accreditation	Students/Client
List of officers and their respective positions and profile.	Students/Client
Letter of invitation to chosen faculty adviser.	Students/Client
Faculty adviser's letter of acceptance of responsibility addressed to the University President through the Office of Student Affairs and Services.	Students/Client
Proposed activities and project for one (1) year (Action Plan).	Students/Client
Constitution and By-laws (include Anti-Hazing).	Students/Client
For Fraternity and Sorority, Parent's Consent is required.	Students/Client
Documents should be submitted in four copies (one for University President, One for the OSAS, one for SSC and one for file copy.	Students/Client
B. RENEWAL/RE-ACCREDITATION	
Accomplish the application form (Re-Accreditation)	Office Staff
Letter of application stating the purpose of accreditation of organization filed at the Office of Student Affairs and Services.	Students/Client
Recommendation from the SSC President as to the acceptance of the application, organization, registration and accreditation	Students/Client
List of officers and their respective positions and profile.	Students/Client
Letter of invitation to chosen faculty adviser.	Students/Client
Faculty adviser's letter of acceptance of responsibility addressed to the University President through the Office of Student Affairs and Services.	Students/Client



Photocopy of Certificate of Recognition for the previous year	Students/Client
Photo of certificate of attendance/ participation in Seminar of at least one (1) student officer.	Students/Client
Financial statement for the previous semester/school Year;	Students/Client
Proposed activities and project for one (1) year (Action Plan).	Students/Client
Constitution and By-laws (include Anti-Hazing).	Students/Client
For Fraternity and Sorority, Parent's Consent is required.	Students/Client
Documents should be submitted in four copies (one for University President, One for the OSAS, one for SSC and one for file copy.	Students/Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the visitor's logbook for walk-in or external clients	1. Provide the logbook to the client.	None	1 minute	Office Staff
2. Request for Application form.	2. Provide application form and list of requirements to students.	None	1 minute	Office Staff
3. Submit Application letter, accomplished application form with all the necessary accreditation attachments /requirements.	3. Receive application letter and Checks/reviews the accreditation documents	None	10 minutes	Office Staff
4. N/A	4. Sign the application letter and endorse to the Dean /Campus director.	None	1 minute	SAS Coordinator
5. Fill up the release logbook.	5. Release the signed application letter and attachments	None	1 minute	Office Staff
6. N/A	6. File all the documents generated in this procedure.	None	1 minute	Office Staff
	TOTAL	None	15 minutes	

156. Processing of Scholarship Application

Office or Division:	Campus Student Affairs and Services Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	All Students Concerned
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Form	Office Staff
Registration Form	Student Applicant
Student ID	Student Applicant
Certificate of Indigency	Student Applicant
2x2 picture	Student Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the visitor's logbook for walk-in or external clients	1. Provide the logbook to the client.	None	1 minute	Office Staff



2. Request for Application form.	2. Provide application form and list of requirements to students.	None	1 minute	Office Staff
3. Fill out application form upon presentation of the requirements	3. Assist the applicant and evaluates completeness of presented documents	None	1 minute	Office Staff
4. N/A	4. Advise the applicant to wait for feedback and endorse the application to the Dean /Campus director for appropriate action/selection.	None	10 minutes	SAS Coordinator
5. N/A	5. Communicate the selected applicants and endorse the documents/requirements to OSAS Director	None	1 day	SAS Coordinator
6. N/A	6. File all the documents generated in this procedure.		1 minute	Office Staff
	TOTAL	None	1 day & 14 minutes	

157. Signing of Clearance

Office or Division:	Campus Student Affairs and Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Clearance Form	Office Staff			
Accomplishment and Financial Report for Student Organization Officers	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the visitor's logbook for walk-in or external clients	1. Provide the logbook to the client.	None	1 minute	Office Staff
2. Present filled-out Clearance Slip	2. Receive the clearance slip. 2.1 Checks records as to any accountability	None	3 minutes	Office Staff
3. Settle accountability <i>*if applicable</i>	3. Sign the slip if no accountability, otherwise advises applicant to settle accountability.	None	1 minute	SAS coordinator
	TOTAL	None	5 minutes	

158. Endorsement of Student Assistantship

Office or Division:	Campus Student Affairs and Services Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	All Students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter		Office Staff		
Recommendation		Deans/ Chairperson/Unit Head		
Personal Data Sheet		Student Applicant		
Photocopy of Registration Form		Student Applicant		
2x2 picture		Student Applicant		
Class Schedule		Student Applicant		
Summary of grades in previous semester/term		Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the visitor's logbook for walk-in or external clients	1. Provide the logbook to the client.	None	1 minute	Office Staff
2. Request for Application Forms	2. Evaluate application form as to adequacy of documents; checks possible vacancy for SA services	None	5 minutes	Office Staff
3. Seek Department/unit head 's recommendation indicating the nature of work assignment	3. Evaluate recommendation from Department/unit head having vacancies ³	None	3 Minutes	Office Staff
4. Submit all requirements	4. Evaluate completeness of presented documents	None	10 minutes	SAS Coordinator
5. N/A	5. Endorse the application to the Dean /Campus director for appropriate action	None	5 minutes	Office Staff
6. N/A	6. Retrieve the documents from the Dean /Campus director's office and facilitate the endorsement of the documents/ requirements to OSAS Director	None	1 day	SAS Coordinator
7. The approved applicant will submit payroll and DTR every end of the month at SAS Coordinators Office	7. Receive payroll and DTR. Submits to accounting department for payment	None	10 Minutes	Office Staff
8. N/A	8. File all the documents generated in this procedure.	None	1 minute	Office Staff
TOTAL		None	1 day & 35 minutes	

159. Handling Student Complaints

Office or Division:	Campus Student Affairs and Services Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	All Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Complaint	Student



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the visitor's logbook for walk-in or external clients	1. Provides the logbook to the client.	None	1 minute	Office Staff
2. Submit the Complaint Letter	2. Receive the letter of Complaint	None	1 minute	Office Staff
3. N/A	3. Coordinate the matter to the Dean / Campus director who may recommend to the President the creation of fact-finding committee, if necessary	None	5 Minutes	SAS Coordinator
3. N/A	4. File all the documents generated in this procedure.	None	1 minute	Office Staff
TOTAL		None	8 minutes	

160. Endorsement of In-Campus Activity

Office or Division:	Campus Student Affairs and Services Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	All Accredited Student Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter to President	Student / Client
Request Letter to Campus Director	Student / Client
Request Letter to OSAS Director	Student / Client
Request Letter to Dean/ Chairperson	Student / Client
Request Letter to SAS Coordinator	Student / Client
Activity Proposal (Budgetary Requirements, Program)	Student / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the visitor's logbook for walk-in or external clients	1. Provide the logbook to the client.	None	1 minute	Office Staff
2. President of SO prepares a request letter and Activity Proposal with program and budgetary requirements for permit for an activity noted by the adviser, Dean/Chairperson and SSC.	2. Receive the request letter and activity proposal	None	1 minute	Office Staff
3. N/A	3. Review the details of the proposal and evaluate the relevance/ significance of the proposed activity.	None	20 minutes	SAS Coordinator
4. N/A	4. Act appropriately said permit to conduct activity upon meritorious evaluation results.	None	1 minute	SAS Coordinator
5. N/A	5. Sign the request letter and proposal and endorse to the Dean /Campus director for appropriate action.	None	1 minute	SAS Coordinator



6. Fill up the release logbook.	6. Release the signed request letter and activity proposal.	None	1 minute	Office Staff
7. N/A	7. File all the documents generated in this procedure.	None	1 minute	Office Staff
	TOTAL	None	26 minutes	

OFFICE OF THE PROGRAM CHAIRPERSON (CAMPUS)

161. Request of Good Moral Character

Office or Division:	Office of the Program Chairperson
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	All Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Clearance	Student/ Client
Valid ID	Student/ Client
Request Form	Office Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the visitor's logbook for walk-in or external client	1. Provide the logbook to the client.	None	1 minute	Office Staff
2. Get and fill out the request form	2. Issue request form	None	1 minute	Office Staff
3. Submits Request Form and Clearance, show Valid ID	3. Check the completeness of the Data, Clearance, and Valid ID	None	1 minute	Office Staff
4. N/A	4. Prepares and release the Good Moral Character Certificate	None	4 minutes	Office Staff
5. Pays the corresponding fee at the Cashier	5. Receive payment and issue receipt	₱ 25.00	2 minutes	Cashier Staff
6. N/A	6. Dry seal the Good Moral Character Certificate	None	1 minute	Cashier Staff
7. Show the receipt and submit the Sealed Good Moral Character Certificate	7. Check the receipt and the seal	None	1 minute	Office Staff
8. N/A	8. Forward to the Dean/ Program Chairperson for signature	None	1 minute	Office Staff
9. N/A	9. Affix signature	None	1 minute	Dean, Program Chairperson
10. Fill up the release logbook	10. Release the Good Moral Certificate	None	1 minute	Office Staff
	TOTAL	₱25.00	14 minutes	



162. Request of Upper 25 Certificate

Office or Division:	Office of the Program Chairperson			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Clearance	Student/ Client			
Valid ID	Student/ Client			
Request Form	Office Staff			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the visitor's logbook for walk-in or external clients.	1. Provides the logbook to the client.	None	1 minute	Office Staff
2. Get and fill up a request form	2. Issue Request Form	None	1 minute	Office Staff
3. Submit Request Form and Clearance, show Valid ID	3. Check the completeness of the Data, Clearance, and Valid ID	None	1 minute	Office Staff
4. N/A	4. Prepare and release the Upper 25 Certificate	None	5 minutes	Office Staff
5. Pay the corresponding fee at the Cashier	5. Receive payment and issue receipt	₱ 25.00	2 minutes	Cashier
6. N/A	6. Dry seal the Upper 25 Certificate	None	1 minute	Office Staff
7. Show the receipt and submit the Sealed Upper 25 Certificate	7. Check the receipt and the seal	None	1 minute	Office Staff
8. N/A	8. Forward to the Dean/ Program Chairperson for signature	None	1 minute	Office Staff
9. N/A	9. Affix signature	None	1 minute	Dean, Program Chairperson
10. Fill up the release logbook	10. Release the Good Moral Certificate	None	1 minute	Office Staff
	TOTAL	₱25.00	15 minutes	

163. Signing of Clearance

Office or Division:	Office of the Program Chairperson			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Graduates			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Clearance	Student/ Client			
Valid ID	Student/ Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly filled-up clearance form	1. Check completeness of the entry in the clearance	None	1 minute	Office Staff



2. N/A	2. Checks record if there are any liabilities	None	1 minute	Office Staff
3. N/A	3. Forwards to the Dean/ Program Chairperson for signature	None	1 minute	Office Staff
4. N/A	4. Affix signature	None	1 minute	Dean, Program Chair
5. Fill up the release logbook	5. Release the Clearance	None	1 minute	Office Staff
TOTAL		None	5 minutes	

OFFICE OF THE CAMPUS REGISTRAR

164. Request for TOR/Diploma and Endorsement to University Registrar

Office or Division:	Campus Registrar's Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students/ Clients			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Clearance	Student/Client			
Application Form	Registrar's Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure & fill out the Request Application Form	1. Issue the application form	None	1 minute	Registrar's Staff
2. Submit the filled out application form and approved clearance.	2. Checks the data and verifies student's information. 2.1 Encode the information as stated on the student's records Application Form.	None	5 minutes	Registrar's Staff
3. N/A	3. Prepare the request transcript of records. 3.1 Forward the transcript of records to the University Registrar for signature	None	10 days	Registrar's Staff
TOTAL		None	10 days & 6 minutes	

165. Issuance of Certification of Grades

Office or Division:	Campus Registrar's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students/ Clients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certification of Registration	Registrar's Office
Application Form	Registrar's Office
Student Prospectus	Registrar's Office
School ID	Student/Client



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Request Application form	1. Issue the application form	None	1 minute	Registrar's Staff
2. Submits the filled out application form.	2. Checks the data and verifies student's information. Encode the information as stated on the student's records Application form.	None	5 minutes	Registrar's Staff
3. N/A	3. Prepare the certification of grades	None	5 minutes	Registrar's Staff
4. Proceed to the cashier for payment	4. Issues Official Receipt	P 25.00/ page	2 minutes	Cashier's Staff
5. Present Official Receipt, receive the Certification of grade, and sign in the logbook	5. Receives the Official Receipt and Release the Certification of Grades	None	2 minutes	Registrar's Staff
	TOTAL	P 25.00/ page	15 minutes	

166. Issuance of Adding/Dropping/Changing Form

Office or Division:	Campus Registrar's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Students/ Clients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certification of Registration	Registrar's Office
School ID	Student/Client

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure & Fill out the adding and dropping form	1. Issue ACD form	None	1 minute	Registrar's Staff
2. Submit the filled out application form and have it sign by the respective Dean of the College/ Institute for signature	2. Check the completeness of data and the total number of units enrolled by the students and sign the ACD form	None	2 minutes	Registrar's Staff
3. Proceed to the cashier for payment	3. Issue Official Receipt	₱ 30.00/ page	5 minutes	Cashier's Staff
4. Return to the Registrar's Office and furnish a copy of the ACD form and sign the logbook.	4. Receive the Official Receipt and Release the ACD form and get one copy for ACD form	None	2 minutes	Registrar's Staff
	TOTAL	₱ 30.00/ page	10 minutes	



167. Issuance of Completion Form

Office or Division:	Campus Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students/ Clients			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Certification of Registration	Student/Client			
School ID	Student/Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure & Fill out the completion form	1. Issue Completion Form	None	1 minute	Registrar's Staff
2. Submit the filled out application form and have it sign by the respective Dean of the College/Institute for signature	2. Receive and Check the completeness of data	None	2 minutes	Registrar's Staff
3. Proceed to the cashier for payment	3. Issue Official Receipt	₱ 30.00/ page	5 minutes	Cashier's Staff
4. Return to the Registrar's Office and furnish a copy of the completion form	4. Receive the Official Receipt and Release the completion form and get one copy for completion form and sign the logbook.	None	2 minutes	Registrar's Staff
	TOTAL	₱ 30.00/ page	10 minutes	

CAMPUS SECURITY OFFICE

168. Checking of Incoming and Outgoing Visitors, Personnel and Students

Office or Division:	Campus Security Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Valid ID	Client			
Accomplished Form	Guard on Duty			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the visitor's logbook for walk-in or external clients.	1. Provides the logbook to the client.	None	2 minutes	Guard on Duty
2. Provides Valid ID	2. Check the validity of the ID and Inspect Vehicle (if any)	None	2 minutes	Guard on Duty
3. N/A	3. Issue visitors/ vehicles pass and guide visitors to their destination office/person	None	1 minute	Guard on Duty
4. Proceed to their destination	4. N/A	None	N/A	Guard on Duty
5. Surrender the visitors/ vehicles pass upon to the guard on Duty upon Exit at the Gate	5. Receive the surrendered visitors/vehicles pass, check the vehicle, and return the visitors ID	None	1 minute	Guard on Duty
	TOTAL	None	6 minutes	



VI. Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	<p>Clients are encouraged to accomplish the Feedback Form in the respective office/unit and drop them in the suggestion box. Clients may also contact the concerned office/unit thru their email address listed in the contact information below.</p>
How feedback is processed?	<p>Feedback forms are collected and tabulated to measure client satisfaction and help the University to better serve clients and stakeholders towards continual improvement.</p>
How to file complaints?	<p>Complaints may be written in the Feedback Form. For immediate action, clients may also send their complaints or feedback thru the following email addresses: complaints@rsu.edu.ph or feedback@rsu.edu.ph.</p>
How complaints are processed?	<p>In case there will be complaints in the feedback forms collected or received thru email for complaints or feedback, the concerned office/unit will be notified immediately. The complaint information will be forwarded to their respective official email address and shall be resolved accordingly following the standard procedures and quality management system guidelines.</p>
Contact Information of CCB, PCC, CCB	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



VII. List of Offices

Office	Address	Contact Information
Office of the University President	RSU Main Campus, Liwanag, Odiongan, Romblon	rsupresident@rsu.edu.ph
Public Assistance and Security Office	RSU Main Campus, Liwanag, Odiongan, Romblon	rsupasoffice@gmail.com
Human Resource Management Office	RSU Main Campus, Liwanag, Odiongan, Romblon	hrmo@rsu.edu.ph
Human Resource Development Office	RSU Main Campus, Liwanag, Odiongan, Romblon	hrdorsu4@gmail.com
Admission Office	RSU Main Campus, Liwanag, Odiongan, Romblon	admission@rsu.edu.ph
Learning Resource Center	RSU Main Campus, Liwanag, Odiongan, Romblon	rsulrc2020@gmail.com
National Service Training Program	RSU Main Campus, Liwanag, Odiongan, Romblon	rsumainnstp@gmail.com
Procurement Management Office	RSU Main Campus, Liwanag, Odiongan, Romblon	procurement@rsu.edu.ph
Office of Student Affairs and Services	RSU Main Campus, Liwanag, Odiongan, Romblon	osas@rsu.edu.ph
Accounting Office	RSU Main Campus, Liwanag, Odiongan, Romblon	rsuacct@gmail.com
Cashier's Office	RSU Main Campus, Liwanag, Odiongan, Romblon	cashiering@rsu.edu.ph
Office of the University Registrar	RSU Main Campus, Liwanag, Odiongan, Romblon	registrar.main@rsu.edu.ph
Bids and Awards Committee	RSU Main Campus, Liwanag, Odiongan, Romblon	bacrsu2016@gmail.com
Health Services Unit	RSU Main Campus, Liwanag, Odiongan, Romblon	rsuclinicmaincampus@gmail.com
Guidance and Counseling Services Unit	RSU Main Campus, Liwanag, Odiongan, Romblon	gcs@rsu.edu.ph
Disaster Risk Reduction Management Office	RSU Main Campus, Liwanag, Odiongan, Romblon	drmo@rsu.edu.ph
Supply and Property Management Office	RSU Main Campus, Liwanag, Odiongan, Romblon	spmo@rsu.edu.ph



Center for Alumni Relations and Employment Services (CARES)	RSU Main Campus, Liwanag, Odiongan, Romblon	cares@rsu.edu.ph
Laboratory Science High School	RSU Main Campus, Liwanag, Odiongan, Romblon	rsulshs2021@gmail.com
Graduate Education and Professional Studies	RSU Main Campus, Liwanag, Odiongan, Romblon	geps@rsu.edu.ph
College of Arts and Sciences	RSU Main Campus, Liwanag, Odiongan, Romblon	maryjanefadri@gmail.com
College of Business and Accountancy	RSU Main Campus, Liwanag, Odiongan, Romblon	rjinocencio@rsu.edu.ph
College of Education	RSU Main Campus, Liwanag, Odiongan, Romblon	rsucollegeofeducation@gmail.com
College of Engineering and Technology	RSU Main Campus, Liwanag, Odiongan, Romblon	cet@rsu.edu.ph
Institute of Information Technology	RSU Main Campus, Liwanag, Odiongan, Romblon	iit@rsu.edu.ph
Cajidiocan Campus	Sugod, Cajidiocan, Romblon	cmjrsu57@gmail.com
Calatrava Campus	San Roque, Calatrava, Romblon	calatravacampus@rsu.edu.ph
Romblon Campus	Sawang, Romblon, Romblon	rombloncampus@rsu.edu.ph
San Agustin Campus	Cabolutan, San Agustin, Romblon	sanagustincampus@rsu.edu.ph
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