

ROMBLON STATE UNIVERSITY

CITIZEN'S CHARTER

2025 (First Edition)

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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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	Dean of College and Office of Student Affairs and Services
Office of Student Affairs and	
Services	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit an approved request letter by the Office of the Student Affairs and Services	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

	TOTAL	None	12 minutes	
feedback form	form	NOTIC	o minutes	(PASO Staff)
4. Fill out the customer's	4. Receive the feedback	None 3 minutes		Vince Rosales
	compliance			
Security Office staff	strict monitoring and			
Public Assistance and	Security Personnel for	140110	1 mindles	(PASO Staff)
BAIGO Director to the	Disseminate to the	None	4 minutes	Vince Rosales
approved letter from the	furnished copy.			
3. Furnish a copy of the	3. Receive and file the			

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

Office or Division:	Public Assistance	Public Assistance and Security Office				
Classification:	Simple	Simple				
Type of Transaction:	Government to C	itizen				
Who may Avail:	RSU Students					
CHECKLIST OF REQUIREM	ENTS	WHERE TO SECURE				
Request letter approved by the Dean and Office of the Studen Affairs and Services		d Office of the	Student Affairs and	Services		
		FFFS TO	PROCESSING	PERSON		

Allairs and Services	///		(41/	// //	
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit an approved request letter from any	1. Check approved	and receive the letter		64 \ E	Vince Rosales (PASO Staff)
concerned office/unit and OSAS Director			None	2 minutes	For. Edgar V. Andalecio (PASO Director)
2. Furnish a copy of the approved request letter	N.A. III	ve and file the	7) [
approved request letter	furnished copy. 2.1 Disseminate to the Security Personnel for		None	4 minutes	Vince Rosales (PASO Staff)
Office or Division:	strict mor	niterible Assistance	e and Security	Office	
Classinette customer's		estinepfeedback	None	3 minutes	Vince Rosales
fegelbackrightbaction:	form	Government to C		J minutes	(PASO Staff)
Who may Avail:		TREAStudents, E	mplo yees , and	_{Vis} ¶փinutes	
CHECKLIST OF REQUIR	EMENTS		WHERE	TO SECURE	
Letter and Application form approved by the Business and Income Generating Of	Affairs	Letter and Applic Income Generati		roved by the Busir	ness Affairs and

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit an approved request letter by the Business and Income	Check and receive the approved letter			Vince Rosales (PASO Staff)
Generating Office Director to the Public Assistance and Security Office		None	2 minutes	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)

2.1 Get a Visitor's ID in	2.1 Give the visitor a			
exchange of your valid ID	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	

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

4. Visitor's Slip

2. Present an

verification

Identification card for

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

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	Public Assistance and Security Office			
Classification:		Simple				
Type of Transaction:		Government to C	Government to Citizen			
Who may Avail:		Visitors (non-student and non-employee)				
CHECKLIST OF REQUIR	EMENTS		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	

None

1 minute

Security

Personnel

2. Verify the Identification

card

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

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:		Government to Citizen				
Who may Avail:	Clients (Students, Employees, and Stakeholders)					
CHECKLIST OF REQUIR	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Request letter authorized/noted by the Dean/Unit Head/Director		Dean/Unit Head/	Director			
CLIENT STEPS	AGF	NCY ACTION	FEES TO	PROCESSING	PERSON	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit a request letter that has been approved/noted by the	1. Check, receive, and approve the request letter			Vince Rosales (PASO Staff)
Director, Unit Head, or Dean. Indicate the event's inclusive time and date.		None	3 minutes	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			For. Edgar V. Andalecio (PASO Director)
	strict monitoring and compliance	None	4 minutes	Vince Rosales (PASO Staff)
	> WILLIP	BIME		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	·

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

				Vince Rosales (PASO Staff)
		FFFO TO	DD00E00INO	PASO Security
CLIENT STEPS 5. Receive the Sticker	AGENCY ACTION 5. Install the sticker on	FEES TO	PROCESSING	PEBSONSIBLE
5. Receive the Sticker		BEREID	3 MMGes	RESEQUEBLE
1.1 Submit a Photocopy	their have been delicated the second of the	None	2 minutes	VPAS BOSTAMPS
of Valid Certificate of	documents			(PASO Staff)
Registration (CR) and the				PASO Security
Official Receipt (OR) of				Personnel
the vehicle/s in the name	TOTAL	None	12 minutes	
of the applicant.				
	\		/	For. Edgar V.
1.2 Those with newly	1 1 1 5			Andalecio
purchased or second-	27/14/1	115		(PASO Director)
hand vehicles waiting for	211111	15		
the Land Transportation			////	
Office to release their			////>.\\	
OR/CR may submit a	N.		Y//>.\\	
Certificate				
Purchase/Ownership)// W)	S		
from the motorcycle/car		Colle /		\
dealer or the Deed of		1 900		PASO Security
Sale from the vendor in	// Y@)={\@} \\ (\`		11111	Personnel
the name of applicant.		1 20	150	T GIGGIIIIGI
the name of applicant.	H 07	0	3 11	2
1.3 Notarized Deed of	20	1 4		
Sale or company				
certification if the vehicle				
is not registered to the	2			5
applicant. The company		Turn.		
				7 / /
certificate must be issued				/ /
to the applicant. 2. Submit a photocopy of	2 Check and Compile	None	2 minutes	For Edgar V
	2. Check and Compile	None	2 minutes	For. Edgar V.
the Valid Driver's License	the Documents			Andalecio
of the applicant	11,8)7	4 60)	_ /	(PASO Director)
\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	(0)		5/2	Minas Day 1
	147777	3/17/2		Vince Rosales
	7 44//// 110	D11/1/10		(PASO Staff)
	7 4 15 11 17	L III		D4000 0 "
				PASO Security
				Personnel
3. Submit a photocopy of	3. Check and Compile	None	2 minutes	For. Edgar V.
Official Receipt from the	the Documents			Andalecio
cashier's Office to				(PASO Director)
confirm the payment of				
the registration fee.				Vince Rosales
_				(PASO Staff)
				,
				PASO Security
				Personnel
4. Submit the completely	4. Check and Compile	None	3 Minutes	For. Edgar V.
filled registration form	the Documents			Andalecio
				(PASO Director)
				(11110 2 00101)
I.	I and the second	Î.	I .	

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

Office or Division:

Office of Division.		Circuite Childerth				
Classification:		Simple				
Type of Transaction:		G2C – Governmen	t to Citizen			
Who may Avail:	MENITO	All				
CHECKLIST OF REQUIRE	WENIS	NI/A	WHERE	TO SECURE		
None	//	N/A	FFFCTO	DDOCECCING	DEDCON	
CLIENT STEPS	AG	ENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Logs name in the visitor's registry for external or walk-in clients	1.Hand to the c	ls over the logbook 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.	the req forward of the F	ives and records uests, then Is them to the Head Presidential ement 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.	the con reques the Uni for app Receive of the content them to Preside concern office/e	uates/ assesses inpleteness of the it and submits it to versity President ropriate action. es calls, takes note details, and relays the University ent or other ined employees to seek formation/action ted by the clients.	None	15 minutes/ client	Sherryll M. Fetalvero	
	indicati require	s on the requests, ng approval and/or ments for further by the concerned		10 minutes/ client	Dr. Merian P. Catajay-Mani	

Office of the University President

	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
1/5	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

Orodoritidio				
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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request Form	Receive Request and check if properly filled out	None	2 minutes	Marjorie Blanche M. Fabro
	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

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)=I=(
Clearance for Vacation Leave in excess of 30 calendar days;	HRMO
Travel Authority in case Vacation Leave will be spent abroad;	HRMO1 9 1 5
Clearance for travel abroad	HRMO

1. Fill-out Leave Form (CSC Form No. 6) 1. Receive accomplished 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 2. Post, record, and update leave balances Office or Division: Classification: 1. Receive accomplished None 2 minutes Marjorie Blance None 10 minutes Olivia M. Casia Marjorie Blance M. Fabro	Clearance for travel abroac	Clearance for travel abroad PRIVIO							
(CSC Form No. 6) Leave Form (CSC Form No. 6) with attachment/s (if applicable) duly endorsed and signed by the recommending official or office/ department head 2. Post, record, and update leave balances Office or Division: 3. Forward Application force Management Office in inutes Marjorie Blance M. Fabro	CLIENT STEPS	AGENCY ACTION			PERSON RESPONSIBLE				
update leave balances Office or Division: Classification: Leave form to the Management Office Manag		Leave Form (CSC Form No. 6) with attachment/s (if applicable) duly endorsed and signed by the recommending official or office/ department	None	2 minutes	Marjorie Blanche M. Fabro				
Classification: Leave form to the M. Fabro			None	10 minutes	Olivia M. Casinto				
Classification: Type of Transaction: Leave form to the concerned signatories for concerned sig	Office or Division:	3. Forward Application force	e Management	Offigeminutes	Marjorie Blanche				
Type of Transaction: concerned Signatures for Concerned Signature for Concer	Classification:	Leave form to the			M. Fabro				
	Type of Transaction:	concerned Sydnatories form	ent to Citizen						
Who may Avail: Romblon State University Employees None-DE 123 minutes	Who may Avail:			yees .					
CHECKLIST OF REQUIREMENTS TO TAL NOTIFIER TO SECURES	CHECKLIST OF REQUIRE	EMENTS TOTAL	NWHERE	TO SECURES					
Request Form HRMO	Request Form	HRMO							

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

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					
	FFECTO DROCESSING DEDCON					

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent	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: 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	

11. Application for Scholarship (Institutional and External)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Letter of Intent of	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: 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	

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

13. Collecting of IPCR of Employees

HUMAN RESOURCE DEVELOPMENT OFFICE
Simple
G2C – Government to Client
Qualified and Interested Employees
WHERE TO SECURE
Client/Customer
Client/Customer
Client/Customer

Office or Division:		Admission Offi	се			
Classification:		Simple				
Type of Transaction:		G2C - Governr	nen	nt to Citizen		
Who may Avail:		All				
CHECKLIST OF REQUI	REMENTS			WHERE	TO SECURE	
Elementary (Form 138) Ca		Client				
with complete grades; at le						
general average for the se	mester					
Recent 2"x2" ID Picture in	white	Client				
background, business attir						
glasses and with name tag	g and	D97/17				
signature		SILAI		4 /		
Official Receipt of Admission		Cashier's Offic		- //		
Admission Application For	n	Admission Offi	се			
CLIENT STEPS	AGEI	NCY 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.	2. Consolidate and check the generated list of applicants who registered for the Admission Test for duplicate entries/ registration and if					
Office or Division:	they met the	PURAHUREESPOR	RCE	DEVELOR	PMENT OFFICE	Admission
Chaplineatimust meet the		Simple		None	5 working days	Office Staff
TOPPER THE THE TENT OF THE TEN	2.1 Publish	G2C – Governme The list of qualifi	ent t ed	o Client)/ \/	J. J
CHECKLIST OF REQUIR	Finaliga nts	in the bulletin		WHERE	TO SECURE	
proceed with the	board and	nedia filent/Customer the office for	LA	0		>
Admission Test.			F	EES TO	PROCESSING	PERSON
CLIENT STEPS		Yis As Thio Nation.	E	E PAID	TIME	RESPONSIBLE
Conduct of the CR within Admission Test (Batch Examination)		the IPCR (with	P	None	5 minutes	Ms. Sarah Jane D. Balato
	date and time stamp) and check the completeness of data and signatures					D. Baiato
3. Fill out the application	3 Orient th	e applicants				
form provided before the	regarding the conduct of 2. Record information in			None	5 minutes	Ms. Sarah Jane
start of the Admission	Admission Test, application he exceptile			Admission		D. Balato
-Test.	torm and redilirements			Nïœst eFee ₱ 100.00	5 minutes	Ms. Astarratssikanne Diffatalastraff
	the filled at	Officereness of		None	15 minutes	
	 trie iiliea-ot	at 101111.				

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

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	

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

15. Application for Admission Test (Incoming College Students, Transferee and

Office or Division:	Admissi	on Office	15 /	701			
Classification:	Simple						
Type of Transaction:	G2C - G	overnme	ent to Citizen	2/11/2			
Who may Avail:	All	N					
CHECKLIST OF REQ	UIREMENTS		WH	ERE TO SECURE			
 For Graduating K-12 Senior High School (For SF9 with complete grad Semester Recent 2"x2" ID Picture background, business a glasses and with name 	es of First in white attire, without tag and signature	Client					
 For BEC (Non-K12) and K High School (Form 138) complete grades Recent 2"x2" ID Picture background, business a glasses and with name) Card with in white ittire, without	Client					
 For College Transferee Transcript of Records of Grades Recent 2"x2" ID Picture background, business a glasses and with name 	Client						
 For Second Degree Taker Transcript of Records of Grades Recent 2"x2" ID Picture background, business a glasses and with name 	r Certificate of in white ittire, without	Client					
Admission Application Forn		Admiss	ion Office				
For Second Degree Taker - Official Receipt for Admission Test Fee			r's Office				
CLIENT STEPS	AGENCY ACT	FEES TO DEDCESSING DEDSON					

Second Degree Takers)

1. Access and register

thru the link provided by

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

None

5 minutes

Admission Office

Staff

1. Provide the link to the

applicants.

2. Please await for the the Admission Office Fill official announcement of out all the necessary short-listed names of information 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	on 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. 4.1 Facilitate the conduct		40 minutes 3 hours	Admission Office Staff Admission Office
	of Admission Test.		Jiouis	Staff
	Total	None	4 hours & 5 minutes	

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

Office or Division:	Admission	on Office		
Classification:	Simple		1	
Type of Transaction:	G2C - G	overnmen	t to Citize	en
Who may Avail:	All			
CHECKLIST OF REQUIREMEN	ITS			WHERE TO SECURE
For Graduating K-12 - Senior High School (Form 138) Conserved SF9 with complete grades of First Semester - Recent 2"x2" ID Picture in white background, business attire, with glasses and with name tag and single Notarized Formal Letter of Intent (Outlining reasons for inability to consider with the scheduled date)	out gnature	Client		

For BEC (Non-K12) and - High School (Form 138 complete grades - Recent 2"x2" ID Picture background, business glasses and with name - Notarized Formal Letter (Outlining reasons for with the scheduled date	B) Card with e in white attire, without tag and signature er of Intent inability to comply			Client		
For College Transferee	,					
- Transcript of Records	_		Client			
Grades						
- Recent 2"x2" ID Picture	e in white					
background, business						
glasses and with name	e tag and signature	1/1/1				
For Second Degree Take	er (<					
- Transcript of Records	or Certificate of			Client		
Grades						
- Recent 2"x2" ID Picture	e in white))			_	
background, business	attire, without	(//				
glasses and with name			N 10		\	
Admission Application For	Admiss	ion Office	1	\		
For Second Degree Take	1			1/1		
 Official Receipt for Adr 	Cashier	's Office		- 11		
CLIENT STEPS	AGENCY ACT	ION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit all the	1. Check and rece	ive all	For	5 minutes	Admission 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.	For Graduating K-12/ BEC (Non-K12) and K-12 Graduate/ College Transferee: - None For Second Degree Taker: 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.2.1 Orient the applicants regarding the conduct of Admission Test and application form		2 minutes 5 minutes	Admission Office Staff Admission Office Staff
		2.2 Check the completeness of the filled-out form2.3 Facilitate the conduct of Admission Test.		5 minutes 3 hours	Admission Office Staff Admission Office Staff

Provisions of RSU Admission Test for Walk-in Applicants



TOTAL	None	3 hours & 17	
		minutes	

17. Enrollment of New Student/Freshmen

Provisions of Enrollment for New Student/ Incoming Freshmen



100 D 11 H					
3.2. Proceed to the					
Guidance and					
Counseling Services					
Office for student Office or Division:	Δdmis	ssion Office			
proliting. Division.		_			
Classification: your	4. Instruct the	hollee to	None None	5 minutes	Admission Office
TMBe of Transactionstitute	proceed to their	chosen III e	iii io Cilizeii		Staff
When energy legal:	College/ Inst the	ENEW PARISE	าเร	E TO SECUE	
Assette CKL IST OF REQU			WHER	RE TO SECURE	
Form),128 Gergli (SF9	Form, Academic	Client			
Rentisinatant Good Moral (িস্কারিজিলিg, Systei	_Y Client			
Authent នៃខ្មៅed Birth Certific					
Authenticated PSA Marriag		-@inlent		7	
(for Seroale theolican (A) app				/	
Eoplie (4) places egistination	ored ID Picture	Client			
Frowhitechas/kg/noCottege/	/ (~	\\\ <u>\\</u> \\			
Mstatute piece brown envel		Client			
Admission Application Form		Admission	Office	1/11	
4.2 Proceed to Cashier's		ACTION	FEES TO	PROCESSING	PERSON
4.2 Proceed to Cashier's Office for stamping of the	AGENCY	ACTION	BE PAID	TIME	RESPONSIBLE
Regietration Edith out the	1. Provide the E	nrollment	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	11//	\
Enfollomeina Ropte of the	Roluntet neot rith earth	/ - /	None None	2 minutes 5 minutes	Adm/Astrigins@ffice
Regilatinission orm to the	Audomitation Fyro	377	None	5 minutes	Officte f5 taff
Application Form.	Exergoistereation For			1/1/17	\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\
Lashier ist Reflect nission	tollowing affices		None	5 minutes	Admission
Registratisto Office tials to	Sasilverica Office		Trono 6	o mindroo	Office Staff
Gellegegriestitertennel.	Registeats Off		he C	D 1157	Omoo otan
the asygnatipelosimion.	Sollege Institu	The second secon		F 11(0)	
6. Submit the enrolment	6. Receive the E		None	4 minutes	Admission Office
Route Form to the	Roluffere Former a fil	2)		2 minutes	Achtassion
Admission Unit.	for the enrollee			2 minutes	Office Staff
/ turnission orne.	Store ite thres Elomo	C 20 75	and	2 // 4	Office Gtair
1 1(0=	Rocuten Enter in the				
	CONTRICTION MICH				/
	enrollee's folder				
	enrollee's folder		no None	30 minutes	
	2.2 Create OTEA	ccount of the	ne None	30 minutes	Admission
	2.2 Create OTEA	ccount of the	ne None	30 minutes 5 minutes	Admission
	2.2 Create That enrollee in the F Academic Mana	ccount of the RSU Web ngement	ne None		Admission Office Staff
	2.2 Create of Academic Mana System following	ccount of the SU Web agement gether	ne None		
	2.2 Create the Control of the Facademic Mana System following submitted Admissipations of the Control of the Co	ccount of the RSU Web agement generates the generates the second control of the second c	ne None		
	2.2 Create of Academic Mana System following	ccount of the RSU Web agement generates the generates the second control of the second c	ne None		
	2.2 Create that enrollee in the F Academic Mana System following submitted Admis Application Form	account of the RSU Web agement generates gener	PINE		
	2.2 Create that enrollee in the Facademic Mana System following submitted Admis Application Form	account of the RSU Web agement g the ssion m. List Module	PINIE		
	2.2 Create of A	account of the RSU Web agement generates gener	PINIE		
	2.2 Create that enrollee in the F Academic Mana System following submitted Admis Application Form *Under Student Click on New but the student's Pe	account of the RSU Web agement g the ssion m. List Module atton and in personal	PINIE		
	2.2 Create that enrollee in the F Academic Mana System following submitted Admis Application Form *Under Student Click on New but the student's Per Information, Con	account of the RSU Web agement g the ssion m. List Module atton and injects on all and attact	s, out		
	2.2 Create of A	account of the RSU Web agement g the ssion m. List Module atton and injects on all and attact	s, out		
	2.2 Create that enrollee in the Facademic Mana System following submitted Admis Application Form *Under Student Click on New but the student's Performation, Collinformation and Background.	account of the RSU Web agement g the ssion m. List Module atton and in personal entact Educations	pout	5 minutes	Office Staff
3. Proceed to the	2.2 Create the Control of the Facademic Mana System following submitted Admis Application Form *Under Student Click on New but the student's Performation, Control of Information and Background. 3. Instruct the entire of the Student of the Stude	account of the RSU Web agement g the ssion m. List Module atton and injurtant ersonal material module attornation and injurtant ersonal module attornation and injurtant ersonal module to module to module to the second errolle ersonal errolle err	out None		Office Staff Admission
University Health Unit for	2.2 Create that enrollee in the Facademic Mana System following submitted Admis Application Form *Under Student Click on New but the student's Performation, Conformation and Background. 3. Instruct the engroceed to the fi	account of the RSU Web agement go the ssion m. List Module atton and injurted the Education and injuries the Education and Injur	out None	5 minutes	Office Staff
University Health Unit for the submission of your	2.2 Create the senrollee in the Facademic Mana System following submitted Admis Application Form *Under Student* Click on New but the student's Performation, Conformation and Background. 3. Instruct the end proceed to the facomply with the surrollee in the student of the facomply with the surrollee in the surrollee in the facomply with the surrollee in the su	account of the RSU Web agement go the sistem of the sistem	out None	5 minutes	Office Staff Admission
University Health Unit for	2.2 Create the senrollee in the Facademic Mana System following submitted Admis Application Form *Under Student Click on New but the student's Performation, Conformation and Background. 3. Instruct the exproceed to the fit to comply with the requirements: United Students: United Students of the Student	account of the RSU Web agement g the ssion m. List Module atton and injuract act act act act act act act act act	out None	5 minutes	Office Staff Admission
University Health Unit for the submission of your medical documents.	2.2 Create That enrollee in the Facademic Mana System following submitted Admis Application Form *Under Student Click on New but the student's Performation, Conformation and Background. 3. Instruct the engroceed to the facet to comply with the requirements: Under the Background.	account of the RSU Web agement go the sision m. List Module atton and injurted arrollee to collowing officies of the RSU Web agement arrollee to collowing office of the RSU Web arrollee to collowin	out None	5 minutes	Office Staff Admission
University Health Unit for the submission of your medical documents. 3.1. Proceed to the Office	2.2 Create the senrollee in the Facademic Mana System following submitted Admis Application Form *Under Student* Click on New but the student's Performation, Conformation and Background. 3. Instruct the endered proceed to the face to comply with the requirements: Under Affairs	account of the RSU Web agement go the assion m. List Module atton and injurtant art act arrollee to collowing off their arrollers of the standard and arrollers of the standard arrollers of the standard arrollers of the standard arrollers are arrollers.	e, put al	5 minutes	Office Staff Admission
University Health Unit for the submission of your medical documents. 3.1. Proceed to the Office of the Student Affairs for	2.2 Create The annual enrollee in the Facademic Mana System following submitted Admis Application Form *Under Student Click on New but the student's Performation, Conformation and Background. 3. Instruct the engroceed to the fing to comply with the requirements: Under Affairs Guidance and	account of the RSU Web agement g the sision m. List Module atton and injuract act act act act act act act act act	e, put al	5 minutes	Office Staff Admission
University Health Unit for the submission of your medical documents. 3.1. Proceed to the Office	2.2 Create the senrollee in the Facademic Mana System following submitted Admis Application Form *Under Student* Click on New but the student's Performation, Conformation and Background. 3. Instruct the endered proceed to the face to comply with the requirements: Under Affairs	account of the RSU Web agement g the sision m. List Module atton and injuract act act act act act act act act act	e, put al	5 minutes	Office Staff Admission
University Health Unit for the submission of your medical documents. 3.1. Proceed to the Office of the Student Affairs for	2.2 Create The annual enrollee in the Facademic Mana System following submitted Admis Application Form *Under Student Click on New but the student's Performation, Conformation and Background. 3. Instruct the engroceed to the fing to comply with the requirements: Under Affairs Guidance and	account of the RSU Web agement g the sision m. List Module atton and injuract act act act act act act act act act	e, put al	5 minutes	Office Staff Admission

18. Enrollment of Transferee and Second-Degree Taker Student Provisions of Enrollment for Transferee and Second-Degree Taker Student



	12/1			
Office or Division:	Admi	ission Office		
Classification:	Com	plex		
Type of Transaction:	G2C	- Government to Citizen		
Who may Avail:	Trans	sferee and Second Degree Taker Students		
CHECKLIST OF REQUIREMENT	S	WHERE TO SECURE		
College/Department Prospectus		College/ Institute		
Certificate of Good Moral Character		Client		
Authenticated Birth Certificate		Client		
(photocopy)				
Authenticated PSA Marriage Certificate		Client		
(for female applicant, if applicable)				
Four (4) pieces of 2"x2" colored ID		Client		
Picture in white background				
One (1) piece brown envelope: Long Size		Client		
Transcript of Records		Client		
Honorable Dismissal		Client		
RSUAT Result		Admission Office		
Admission Application Form		Admission Office		

OLIENT OTEDO	1051101/1051011	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTION	BE PAID	TIME	RESPONSIBLE
Secure and fill out the Enrollment Route Form and Admission Application Form.	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.	None	5 minutes	Admission Office Staff
	*Under Student List Module, Click on New button and input the student's Personal Information, Contact Information and Educational Background.			
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 Office for student profiling. 	4. Instruct the enrollee to proceed to the following offices to comply with their requirements: <i>University Health Unit, Office of the Student Affairs, and Guidance and Counseling Services Office.</i>	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	6. Instruct the student to submit a copy of their Registration Form to the following offices:	None	2 minutes	Admission Office Staff
Office, Registrar's	Cashier's Office, Registrar's			
Office, College/ Institute.	Office, College/ Institute	7		
7. Submit the enrolment	7. Receive the Enrolment	None	2 minutes	Admission Office
Route Form to the Admission Unit.	Route Form.	(()		Staff
, tarribolori ornic.	7.1 File the Enrolment Route	None	2 minutes	Admission Office
/ 7/6	Form in the enrollee's folder.			Staff
/ / \	TOTAL	None	38 minutes	\

Admission Office

Complex

19. Enrollment of Shiftee Student

Office or Division:

Classification:

Olassincation.		Complex			
Type of Transaction:	G2C - Government to		Citizen		
Who may Avail:		Shiftee Students			
CHECKLIST OF REQUIR	EMENTS		WHERE T	O SECURE	
Certificate of Grades	\\	Client		2 // 4	
Endorsement Letter		College/ Institute			/
College/ Department Prosp	pectus	College/ Institute			
Shifting Application Form	_ //	Admission Office		// _ //	
CLIENT STEPS	AC	GENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and Fill out the Enrollment Route Form and Shifting Application Form.	Route Fo	de the Enrollment orm and Shifting on Form to the	None	5 minutes	Admission Office Staff
2. Submit the admission documents/credentials to the assigned personnel.	Shifting A documer	the submitted Application Form and nts/ credentials of the	None	5 minutes	Admission Office Staff
		ate the account of the n the RSU Enrollment	None	5 minutes	Admission Office Staff
	Module, Open. So ID Numb Open to following	ne Student Info Click on File and earch for the Shiftee's per or Name and Click edit his/ her Program of the submitted Application Form.			

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 Office for their inventory updating.	4. Instruct the Shiftee to proceed to the <i>Guidance</i> and <i>Counseling</i> Services Office 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
Admission offic.	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	

Provision of Enrollment for Shiftee Student

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
	1	None	5 minutes	Admission Office Staff
	*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.			
 3. Proceed to the University Health Unit for the submission of your medical documents. 3.1Proceed to the Office of the Student Affairs for enlistment on the list of scholars/ grantees. 3.2 Proceed to the Guidance and Counseling Services Office for student profiling. 	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 Office.	None	2 minutes	Admission Office Staff

CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
EvelutionanicGrades the Colore Assessmentorm from the radinas man office.	Institute the Leave of Exalentier of Grades stude College Assessment	ent.	None	5 minutes	Admission Office Staff
Academic Advising and System Enrollment.	Form, Academic Advising, System Enrollment and Printing				
4.1 Secure the four (4) copies of the Registration Form from your College/Institute.	of Registration Form.				
4.2 Proceed to Cashier's Office for stamping of the Registration Forms.	QT/AS				
5. Submit a copy of the Registration Form to the following: Cashier's Office, Registrar's Office, College/ Institute	5. Instruct the returnee to submit a copy of their Registration Form to the following offices: Cashier's Office, Registrar's Office, College/ Institute	5	None	2 minutes	Admission Office Staff
6. Submit the enrolment Route Form to the Admission Unit.	6. Receive the Enrolment Route Form.	5	None	2 minutes	Admission Office Staff
	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.	5		2 minutes	Admission Office Staff
	TOTAL		None	28 minutes	

21. Filling of Leave of Absence of Students

Provisions on Filling 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	Client	
Students)		

	// Total	None	20 minutes	\\
6. Submit a copy of the form to the Admission Office and College/Institute.	6. Received a copy of the LOA Form.6.1 Endorse the LOA form to the Registrar's Office for filling	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
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
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
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

22. Issuance of Library Cards

Provision of Learning Resource Center of the Main Campus

23. Borrowing of Library Materials

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	Client
Who may Avail: CHECKLIST OF REQUIREMENTS	RSU Students WHERE TO SECURE

and i med-out/application i offi				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the needed requirements.	 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 Card2.1 Issues the Library Card as scheduled	None	24 hours	Donald J. Mantes LRC ODIMO
	TOTAL	None	24 hours and 3 minutes	

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	Client
and Borrower's Slip Form	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Client
overdue)	9777

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents the borrowed book at the circulation counter.	Receives the borrowed library material and checks the due date. *If overdue: compute the overdue fine and fill out the overdue slip.	None	10 minutes	Erna G. Fabila Admin. Aide IV
	TOTAL	None	10 minutes	

25. Payment of Overdue Fines

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

RSU Students			
WHERE TO SECURE			
Librarian/Library	Staff		
Cashier			
Students			
	Librarian/Library Cashier	WHERE Librarian/Library Staff Cashier	WHERE TO SECURE Librarian/Library Staff Cashier

Official Receipt Students				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
/ / (c	TOTAL	₱ 10.00/day per book	10 minutes	

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

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the validated Library Card	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	

26. Procedure for Computer/Internet Services

Provision of Learning Resource Center of the Main Campus

27. Re-Issuance of Lost Library cards

Provision of Learning Resource Center of the Main Campus

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

and Accomplished/i lileu-u	PTOITI			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Report Lost Library Cards and submit Affidavit of Lost	1. Checks the record of the clients1.1 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

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

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	Students		
form			

IOIII				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the clearance for signature	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 S	None	10 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:	Outside Researchers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Library Card	Students
2. Accomplished/Filled-out Log	Students
Sheet form	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the google form	1. Receives the Referral	None	3 minutes	Nadie Joy F.
and make a reservation.	Letter and schedule the			Masangcay
	reservation.			College Librarian I
2. Present Valid ID and	2. Assist the Client	None	10 minutes	Nadie Joy F.
Referral Letter on the				Masangcay
Circulation Counter				College Librarian I
	TOTAL	None	13 minutes	

30. Request for Certificate of Completion

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	WHERE TO SECURE
REQUIREMENTS	
Request letter addressed to	Student Organization
NSTP Director prepared by the	
Organization President, noted by	

CLIENT STEPS	CLIENT STEPS AGENCY		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Prepare and submit	1. Receive	and		(///^		
a request letter	check the r	e request None		1 minute	NSTP Staff	
Confirm for the availability of the students	2.1 Check/confirm the schedule of the activity		None	5 minutes	NSTP Staff	
	2.2 Provide on the statu request		None	1-2 minutes	NSTP Staff/Director/Coordinator	
3. Sign in the visitor's logbook	3. Provide logbook	3. Provide the visitor's		1 minute	NSTP Staff	
4. Fill out the customer	4. Receive	the	13 11	NETEN		
feedback form	accomplish	nplished None 1 r		1 minute	NSTP Staff	
Office or Division:	feedback fo	rիկational Se	rvice Training	g Program		
Classification:		Si mple	None	9-10 minutes		
Type of Transaction:		G2C- Gove	rnment to Cit			
Who may Avail: Students				72/- /		
CHECKLIST OF REQUIREMENTS			V	VHERE TO SECU	JRE	
Registration form	0 //	Students				
NSTP 1 & 2 grades		Students	0) 1 5			
Document request form		NSTP		// 0	/ /	

Document request form	INON		100	/
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out the Document request form	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	

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	

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

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

33. Cross Enrollees (Enlistment to Cluster)

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	Client/Agencies
Director prepared by the	
Organization President, noted by	
the Adviser and College Dean	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepare and submit a request letter	Receive and check the request letter	None	1 minute	NSTP Staff
2. Confirm for the	2. Check and refer to the	None	4 minutes	NSTP Staff/
availability of the students	schedule of NSTP			Coordinator

34. Processing of Purchase Request under Small Value Procurement

Office or Division:		National Se	ervice Traini	ng Program	2//	
Classification:		Simple				
Type of Transaction:		G2C - Gove	rnment to (Client	(Inn)	
Who may Avail:		Students cu	urrently enr	olled in NSTP1 o	r NSTP2	
CHECKLIST OF REQU	IREMENTS		V	VHERE TO SECU	RE	
Registration Form	4	Client	- 3 a 2		(dp)	
CLIENT STEPS	AGENCY	ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present the Registration Form marked officially enrolled bearing the subject NSTP 1 or NSTP 2		ne validity of ation Form	None	2 minutes	NSTP Staff/Coordinator	
2. Confirm the assignment of the Cluster	2. Assign the student in his/her cluster		None	2 minutes	NSTP Staff/Coordinator	
3. Sign in the visitor's logbook	logbook	3. Provide the visitor's logbook		1 minute	NSTP Staff	
4. Fill out the customer feedback form	4. Receive the accomplished feedback form		None	1 minute	NSTP Staff	
	TO	TAL		6 minutes		

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

CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. Submit approved Purchase Request, Minutes of Meeting, BAC Resolution	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 thee (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 At	ffairs and Services			
Classification:	Complex				
Type of Transaction:	G2C				
Who may Avail:	Student Organizations				
CHECKLIST OF REQUIR		WHERE TO SECURE			
NEW ORGANIZATION		OSAS			
Accomplished the application form (A	Accreditation)	Student Organization			
Letter of application stating the purpo		Student Organization			
of organization filed at the Office of S					
Services.					
Recommendation from the SSC Pres	sident as to the	Student Organization			
acceptance of the application, organi	zation, registration,	5 72			
and accreditation	2) 4				
List of officers and their respective po		Student Organization			
Letter of invitation to chosen faculty a	adviser.	Student Organization			
Faculty adviser's acceptance letter o		Student Organization			
addressed to the University Presiden	t through the Office				
of Student Affairs and Services.					
Proposed activities and project for or	ne (1) year (Action	Student Organization			
Plan).					
Constitution and By-laws (include An		Student Organization			
For Fraternity and Sorority, Parent's	Consent is	Student Organization			
required.		4 意 ((())			
RENEWAL/RE-ACCREDITATION	3/8				
Accomplished the application form (F		OSAS			
Letter of application stating the purpo		Student Organization			
of organization filed at the Office of S	Student Affairs and				
Services.					
Recommendation from the SSC Pres		Student Organization			
acceptance of the application, organi	zation, registration				
and accreditation	1.0.0	0. 1. 10			
List of officers and their respective po		Student Organization			
Letter of invitation to chosen faculty a		Student Organization			
Faculty adviser's letter of acceptance	/ / . / . / . / . /	Student Organization			
addressed to the University Presiden	t through the Oπice	011181			
of Student Affairs and Services.	on for the president	Student Organization			
Photocopy of Certificate of Recogniti	on for the previous	Student Organization			
year Photo of certificate of attendance/ pa	rticipation in	Student Organization			
Seminar of at least one (1) student of		Student Organization			
Financial statement for the previous		Student Organization			
Year;	3011103131/3011001	Otagoni Organization			
Proposed activities and project for or	ne (1) year (Action	Student Organization			
Plan).	ic (1) year (Aelien	Otadoni Organization			
Constitution and By-laws (include An	ti-Hazing)	Student Organization			
For Fraternity and Sorority, Parent's		Student Organization			
required.		- Classic Organization			
Documents should be submitted in fo	our copies (one for	Student Organization			
University President, One for the OS					
and one for file copy	,				
		1			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and	Receive the submitted	None	20 minutes	SSC President,
submit the application	documents and verify that all			OSAS Staff, and
form together with all	necessary documents are			Asst. OSAS
other requirements and	included, and that the application			Director
SSC's endorsement	form is accurately completed			
2. Seek Accreditation	2. Conduct necessary	None	20 minutes	OSAS Staff,
Status	assessments, such as interviews			Asst. OSAS
	to assess the organization's			Director, and
	compliance with accreditation			OSAS Director
	requirements			
3. Secure certificate of	3. Issue a certificate of	None	7 10 days	OSAS Director
Accreditation/ Re-	accreditation or re-accreditation.		/	
accreditation	057/17/5	7		

36. Approval of In-Campus Activities

• •					
Office or Division:	Office of Student Affairs and Serv	rices		1/1///	1
Classification:	Simple				
Type of Transaction:	G2C	Λ			
Who may Avail:	Student Organizations		M -~	1	
CHECKLI	ST OF REQUIREMENTS			WHERE TO	SECURE
(Prepared by the Orgar and SAS Coordinator, E	ed to the OSAS Director nization President, noted by the Ad Endorsed by the SSC President an tor and for approval of OSAS Direc	d	Stude	ent Organization/C	Group of Students
Risk Assessment Progr	am 💨 🗼		Stude	ent Organization/C	Froup of Students
Budget Proposal		~	Stude	ent Organization/C	Froup of Students
Resolution		U			Group of Students
Minutes			Student Organization/Group of Students		
List of Participants			Student Organization/Group of Students		
If seminar or training, C	V of speakers		Student Organization/Group of Students		
CLIENT STEPS	AGENCY ACTION		S TO 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.	No.	one	20 minutes	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.	No	one	10 minutes	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 OVPAA 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
	TOTALLS	None	1 day, 1 hour, and 55 minutes	

37. Approval of Off-Campus Activities

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	Student Organization/Group of Students
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	577/1/77/5
Director Endorsed by the OSAS	5/1/2015
Director, Recommending	
Approval by the VPAA.	
Other Accredited Organizations/	Student Organization/Group of Students
Fraternities/ Sororities	
- Letter of intent addressed to the	
President for Approval, prepared	
by the Organization President,)} ((A) & @ \\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\
noted by the Adviser, endorsed	15011
by the OSAS Director,	
Recommending Approval by the VPAA.	
Risk Assessment Program	Student Organization/Group of Students
Budget Proposal	
Resolution/ Minutes	The state of the s
List of Participants	
If seminar or training, CV of speakers	
Required Documents mandated by	Student Organization/Group of Students
CMO 63 S. 2017	
- Notarized Parents' Consent	1915
- Medical Certificate signed by	
Government Physician	17
- 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 the letter sent to the EGOs - Copy of acknowledgment letter	
from the LGUs	
Minutes and attendance of the briefing	
and consultation conducted to	
concerned students, faculty and	
stakeholders	
Provision of OSAS for Approximated Student	

Provision of OSAS for Accredited Student Organizations and Enrolled Students

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepare and submit a letter of intent along with any necessary documents.	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 President thru the recommendation of the VPAA endorsed by the OSAS Director with the consent and approval of the budget officer and accountant 4. Submit the approved	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 proposed budget accompanying the activity proposal. Provide approval for the budget if it aligns with financial guidelines and constraints. 4. Receive a copy of the	None	1 day	OSAS Director Budget Officer Accountant OVPAA OP
activity proposal to OSAS.	approved activity proposal and require the client/s to submit all necessary documents mandated by CMO 63 S. 2017	15	3	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	6. Provide updates on the	None	10 minutes	OSAS Staff, Asst.

status of the submitted documents.	status of the completion of the documents.			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	Student/Applicant
Form of Current Semester	G (20)
Certification of Grades or Grade	Student/Applicant
Slip of the Previous Semester	

Slip of the Previous Semester				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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

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
Acoomplishmet Report for the	Student Organization
Student Organization	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents filled-out Clearance Slip	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
7/0	TOTAL	None	30 minutes	

Provision of OSAS for all enrolled students

Office or Division:	Office of Student Affairs and Services		
Classification:	Simple		
Type of Transaction:	G2C programmed		
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		
	FFFS TO PROCESSING PERSON		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	

40. Processing of Scholarship/Grant Application

Provision of OSAS for all enrolled students

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	Supply and Property Management Office
Charge to General Fund; Fund164;	
IGP164; SBO/SO; Trust	
Fund/Budget Utilization Request	
(BUR).	
Purchase Requisition (PR)	Supply and Property Management Office
Purchase Order	Supply and Property Management Office
Original copy of Dealers/Suppliers'	Supply and Property Management Office
Invoices	
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	Supply and Property Management Office
(PAR), for equipment	
Warranty Security	Supply and Property Management Office
Authority to purchase, in case of motor vehicles	Supply and Property Management Office

motor verticles	444			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	

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 Dishursement 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	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	Forwards approved Disbursement Vouchers to Cashiering Office	None	5 minutes	Nelhanie Tulio
///00	TOTAL	None	15 minutes	1 \\

42. Processing of Approved Claims for Payment

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

Daily accomplished document request form Officing				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The client accomplishes the document request form	1.Checks the document request form and identify the needed document by	None	5 minutes	Joan Kristine de Castro
(DRF)	the client		1	
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	

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



44. Confirmation of Student Enrollment

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	Client – Students / Authorized Representative		
signed by the Director of the			
Registrar Office			

rtegistiai Onioc				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the Registration Form	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	

Provision of Cashiering Services to University Students

Classification: Type of Transaction:	Simple G2C – Government to Citizen		
Who may Avail:	Students currently enrolled or the Authorized Representative		
CHECKLIST OF REQUIREMENT	S 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
Present clearance form	Verify student's	None	45 seconds	Mary Jean D. Balse
and the proof of payment (if graduating students)	account status based on the record of the unit	MIG		and Jenley F. Foja, Collecting Officers
2. If without balance	2. Sign the clearance	None	10 seconds	Mary Jean D. Balse
2.1 If with balance, pay the	form			and Jenley F. Foja, Collecting Officers
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	1 minute and 50 seconds	-
45. Oissuiss a st Otrada at 4		applicable)		

45. Signing of Student Clearance

Provision of Cashiering Services to University students



46. Signing of Faculty Member's Clearance

Provision of Cashiering Services to University Faculty Members

3. Release the signed

TOTAL

clearance form

Office or Division:	Cashiering Unit		į		
Classification:	Classification: Simple				
Type of Transaction:		G2G – Governi	ment to Governm	nent Employee(s)	
Who may Avail:		RSU Faculty M	embers / Authori	zed Representati	ve
CHECKLIST OF REQ	UIREMENTS		WHERE	TO SECURE	
Clearance Form		Client – Faculty	/ Members / Aut	horized Represen	ntative
CLIENT STEPS	AGENCY ACTION		FEES TO BE	PROCESSING	PERSON
			PAID	TIME	RESPONSIBLE
1. Present Clearance	1. Verify faculty member's		None	45 seconds	Mary Jean D.
Form	account status based on			/ ^	Balse and Jenley
	the record of the collecting				F. Foja, Collecting
/	officers	(5)/A		7~/~	Officers
2. If without balance,	2. Sign the clearance form		None	10 seconds	Dana Faith R.
sign the clearance				2/1/2	Marasigan, OIC,
form;			/)	$\mathcal{S}(\mathcal{S})$	Cashiering Unit;
*If with balance, pay	2.1 Issue Official Receipt		Balance as	1 minute	Mary Jean D.
the balance	(OR) and sig	in the	per record		Balse and Jenley
	clearance fo	rm	coll) I	18 11	F. Foja, Collecting

Officers

Dana Faith R.

Marasigan, OIC, Cashiering Unit

5 seconds

1 minute and

50 seconds

47. Collection of Fees and Charges

3. Receive the signed

clearance form

Provision of Cashiering services to University Students, Faculty and Employees, Authorized Representatives,

None

Balance as

per record

(if applicable)

Office or Division:	Cashiering Unit	11 91 11 15	
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 Govern	nment 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 REQ	UIREMENTS	WHERE TO SECURE	
Statement of Account (SOA) or Registration		Client – Students, Faculty and Employees, Authorized	
Form or Identification Card or Completion		Representatives, Lessees, Alumni, Bidders, Other	
Form or Request Form or Certifications or		Government Agencies, Prospective Enrollees	
Sales Invoice			

Lessees, Alumni, Bidders, and Other Government Agencies

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	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
Identification Card	Client – University Faculty and Employees, Students, Scholars, Laborers, Part-Time Lecturers; Parents or Authorized
*Authorization letter is required if	Representative
claims will be claimed by an	
authorized representative	Client - Parents, Authorized Representative
*Special Power of Attorney (SPA) is required for CHED Financial Assistance disbursement	
	Client - Parents, Authorized Representative
Payroll	Disbursing Officer in-charge

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Notify the Disbursing Officer on the nature of claims and present Identification Card	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. *If the claims are available, sign the "Signature (remarks)" portion of the payroll presented by the Disbursing Officer	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
120	TOTAL	None	10 minutes	

49. Check Disbursement of Wages and Other Claims

plus the authorization letter.

Provision of Cashiering services to University Faculty and Employees, Students, Scholars, Laborers, Part-

Office or Division:	Cashiering Unit				
Classification:	Simple				
Type of Transaction:	G2C - Gov	G2C – Government to Citizen; G2B – Government to Business Entity;			
	G2G – Gov	ernment to Governr	nent Employe	e(s) or Another G	overnment Agency
Who may Avail:	Romblon S	tate University Empl	loyees		
CHECKLIST OF REQU	REMENTS		WHERE	TO SECURE	
Identification Card		Client – University	Faculty and E	Employees, Stude	nts, Scholars,
*Authorization letter is re	quired if	Laborers, Part-Tim	ne Lecturers; F	Parents or Authoria	zed
claims will be claimed by	⁄ an	Representative; Su	uppliers; and	Other Governmen	t Agencies
authorized representative					
Voucher to be signed		Cashier / Cashiering Staff			
Check Released Logboo	k	Cashier / Cashiering Staff			
Official Receipt (OR)		Supplier; Other Government Agencies			
Check Signed BIR 2307	Form	Cashier / Cashierii	ng Staff		
CLIENT STEPS	A	GENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Notify the Cashier on	the 1. Ve	erify the availability			
nature of claims and pre Identification Card (ID); *for authorized representative, present I	sent of th	e claims	None	2 minutes	Dana Faith R. Marasigan, OIC, Cashiering Unit

Time Lecturers; Parents or Authorized Representative; Suppliers; and Other Government Agencies



	TOTAL	None	10 minutes	1 \\
transaction, before leaving the Cashier's Office	the corresponding signed voucher			Jo F. Fronda, Cashiering Staff
for the corresponding	form; Attach the OR to	A 10		Fajarito and Mary
(signed by them), generated	copy of the BIR 2307			Victorina B.
plus the BIR 2307 form	supplier include a signed			Cashiering Unit;
suppliers, receive the check	the claimants; and for			Marasigan, OIC,
3. Receive the check; For	3. Release the check to	None	2 minutes	Dana Faith R.
ends.	(12 /		
available, the transaction	57/1/71			
*If the check is not yet				
to the amount of check.				
Receipt (OR) corresponding				
are required to issue Official	Government Agency(ies)			
Government Agency (ies)	suppliers and Other			
*Suppliers and Other	the OR issued by the			Cashieling Stall
indicate date of receipt.	Card presented; and check the accuracy of			Cashiering Staff
Released Logbook and indicate date of receipt.	on the Identification			Fajarito and Mary Jo F. Fronda,
as well as in Check	as against the signature			Victorina B.
the disbursement voucher	disbursement voucher			Cashiering Unit;
the "Signature" portion on	the client on the			Marasigan, OIC,
2. If check is available, sign	2. Verify the signature of	None	6 minutes	Dana Faith R.

50. Issuance of Certification of Grades

Office or Division:		Office of the Univer	sity Registra		
Classification:		Simple	3		
Type of Transaction:		G2C – Government	to Citizen		
Who may Avail:		Students			- /
CHECKLIST OF REQU	UIREMENTS		WHERE	TO SECURE	
Registration Form and	Grade Slip	University Registrar	's Office *W	indow 1	
CLIENT STEPS	AGE	NCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out Student Application Form	1. Issues the Application I Form	e Student Form and Feedback	None	2 minutes	Ms. Ma. Nelda R. Bullos
2. Submits requirements	stated on the Records App	ne information as e Student and olication form on the cords Application of the offermation	None	3 minutes	Ms. Ma. Nelda R. Bullos
3. N/A	3. Verify the Certification Scholars, ar Certification	grades, encode of Grades for of forward of Grades to the University Registrar	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 - Governmen	t to Citizen	1/1/0		
Who may Avail:		Students/ Alumni			_	
CHECKLIST OF REQUIR	EMENTS		WHERE	TO SECURE		
Clearance	2)//	College Concerned	LY M		\	
Book-Bounded Thesis	5// nº	Student Concerned	1 (Mass		\	
Documentary Stamp		Window 1	1 0100		\[
Receipt of Payment	// Y@)=	Student Concerned		* \\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\		
CLIENT STEPS	AGE	ENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Fill out the Student Application Form	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	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 REQUIREM	WHERE TO SECURE			
Adding/ Dropping Form	Registrar's Office Counter			
	Student			
Official Receipt	Student			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Ask for Adding/Dropping Form	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	

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			
CHECKLIST OF REQUIREMENTS Completion Form	WHERE TO SECURE Registrar's Office Counter			
•				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for the Completion	1. Issues the Student	None	1 minute	Ms. Ma. Rhona S.
Form and fill out the form	Completion Form			Martinez
2. Proceed to the Faculty	2. Signs the Completion	None	10 minutes	Faculty
Room and Dean's Office	Form			Concerned
				Dean
3. Proceed to the	3. Issues official receipt	P 30.00/	5 minutes	Cashier Staff

53. Issuance of Completion of Grade Form

4. Submits the Cashier of the payment of the University	4. Signs the Completion for payment Form	None Completion Form	1 minute	Ms. Annabelle F. Ida
Registrar for Signature				
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	

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,	Alumni
Documentary Stamps	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits clearance and documentary stamps	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
1 10=	TOTAL	None	10 minutes	7////

54. Issuance of Diploma

Office or Division:	Bids and Awards Committee						
Classification:	Simple						
Type of Transaction:	G2C – Government to Citizen						
Who may Avail:	End-Users						
CHECKLIST OF REQUIREMENTS	REMENTS 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						
	FEES TO DEDCESSING DEDCON						

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive the PR/TOR/POW from End-	Verify if it has a certification from the	None	3 minutes	Ms. Carren F. Mores
User	certifying bodies			

55. Determination of Method of Procurement

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: 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	Health Services Unit
Medical Record Form	
Results of the following medical	Laboratory request Form - Health Services Unit
laboratory requirements:	
Chest x-ray with official reading	Laboratory and Diagnostic Procedures done at any medical
Urinalysis	laboratory clinic of their choice
Complete Blood Count	
Drug Test	

Note: Shifters are not required to	
submit new laboratory requirements	
1pc. Long Brown envelope	Incoming Student
1pc. 2x2 picture (white background)	Incoming Student
with full name written at the back	
Enrollment Routing Slip	Admission Office

Enrollment Routing Slip Admission Office					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
A. New Student (Includin	g unit earners and transfe	rees)			
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 (Returnee	s and shifters)	1			
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. Note: Shifters are not required to submit new	B.2 Check the necessary data for updates and completeness and note alterations in laboratory results.	None	2 minutes	Nurse on Duty/ Student Assistant	
laboratory requirements 3. Height, Weight and	3. Get and record the	None	5 minutes	Nurse on Duty/	
Vital Signs Taking	initial vital signs of the client (temperature, blood pressure, heart/pulse rate, respiratory rate, oxygen saturation, height and weight)	PIM	35 /	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	Physician on Duty/ Nurse on Duty	

Office or Division:

Classification:

	5.1 Head to toe assessment		Cases: 15mins *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	

Health Services Unit

Simple

Type of Transa	Type of Transaction:		G2C – Government to Citizen				
Who may Avai	l:	Faculty and Staff			7		
CHECKLIST (OF REQUIREMENTS		WHERE TO SECURE				
Accomplished/ Medical Recor	/Filled-up Employee d	Health Services Unit					
Consultation F	orm	Health Services Unit	1000	=/ // //_	//		
CLIENT STEPS	AGENCY	ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Pre- Examination Phase	1. Locate client's me file cabinet 1.1 Ask the client rele information as to the 1.2 Take and record signs of the client: • Temperature • Blood pressure • Heart rate • Respiratory Rate • Oxygen Saturatio • Height and • Weight 1.3 File and record la submitted by the clie 1.4 Refer to the retail laboratory results with	purpose of visit the following vital on aboratory results nt ner physician	None	5 minutes	Nurse on Duty Retainer Physician		

2. Medical Examination Phase	2. Consult with the retainer physician	None	5 minutes	Nurse on Duty
	2.1 Carry out other interventions needed			
	*For client with alterations in the laboratory requests submitted			
	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		7	
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	

57. Annual Medical Examination

58. Medical Consultation

59. Dispensing and Administration of Medicines/Medical Supplies

Office or Division:		Health Services U	Jnit 🧷 🎏		1 \		
Classification:	assification: Simple			6 150			
Type of Transaction:		G2C – Governme	ent to Citizen	25			
Who may Avail:	Who may Avail: Students, Faculty,			, and Staff			
CHECKLIST OF REQUIR	EMENTS		WHERE	TO SECURE			
Student/Employee Medica	Record	Health Services	Jnit 💮		_		
Consultation Form		Health Services !	Jnit Citizon		11-		
CLIENT STEPS	AGE	NCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Student/Employee Medica Consultation Form	Record from	ient's medical Health Services U m the file Health Services U	Jnit None	2 minutes	Nurse on Duty/Student		
Consultation Form	cabinet	nealth Services (DDOCESSING	Assistant		
2. Cockleintos Terase		NCY ACTION	FEES TO BE PAID	PROCESSING 5 minutes TIME	RESPONSIBLE		
1. Pre-Consultation Phase	plood pre record fr	t (temperature client's medical essure, heart om the flee cabinet	None	2 minutes	Nurse on Duty/ Student Assistant		
2. Consultation Phase	respirato	rigidity fate, of the attiration, height his height height and the control of the	None	5 minutes	Nurse on Duty		
	health in						
3. Referral Phase	available relaying i through t		None	5 minutes Depending on availability of retainer physician	Nurse on Duty Retainer Physician Health Facility Personnel		

		THE RESERVE	COLUMN TO THE PARTY OF THE PART				
3. Treatment	3.a Atomor	ni ete rnoleolicione as		No	ne	5 minutes	Nurse on Duty
Phase/Medicine		ng aneantry docatotris d					
distribution and		facility or any physician of					
administration		ynnatéruchtéonns as to t	ake				
4. Treatment		₹ stie ₽tioeosicine as	Non	e	5	minutes	Nurse on Duty
Phase/Medicine	needed o	needed or as per doctor's				,	
distribution and	3rgeReco	3rgerecord medical intervention					
administration		management administered to the					
		the recombility tion for					
4. Sign in the logbook		െ ppp pleteness of		No	ne	1 minute	Nurse on Duty
provided		ალ smedicine logbo					/Student
							Assistant
	4.2 Reco	ord m &Ø&AL		No	ne	13 minute	S
	intervent	ion				'	-
/	/manage	ment			1		
		ered to the client					
Office or Division:		ndebatticoenvices !	Jnit		10))	
Classification:		: Somplæteness	Non	e ((111	1 minute	Nurse on Duty/
Type of Transaction:		aGathe Governme			1//	177	Student Assistant
Who may Avail:		16 gloopen ts, Faculty			XI		
CHECKLIST OF REQUIR	EMENTS	- Sgarasinto, i acart			TO S	SECURE	
Referral Form		Health Services I		M M	- Zh	SLOCKL	<u> </u>
			FEES	TO	DR	OCESSING	PERSON
CLIENT STEPS	AGE	NCY ACTION	BE PA	_	1 1	TIME	RESPONSIBLE
1. Provide the nurse-on-	1 Write	details on the	Non		2	2 minutes	Nurse on Duty
duty with personal details	referral f		11011		To	111111111111111111111111111111111111111) Italiaa ah Baty
such as full name, age,	Tororrain				12	11/5/	
sex, year and course.	-				7	. 11 (0)	
cox, your and course.	-						
*Referral steps shall only							
be done after undergoing	\\	- B					
consultation or	\\	- F 0°			_/	//	
assessment by the							
nurse/physician-on-duty.						// \	
2. Assessment	2 Indica	te vital signs of	Non	^	/6	minutes	Nurse on Duty
Z. Assessifient		t (temperature,	NOIT	<u> </u>	//	minutes	Nuise on Duty
		essure, heart					
	9.000				2		
		piratory rate,			(0)		
		saturation, height			7	/	
		ht) on the					
	referral f				\		
	Obtain re						
		on about the visit					
	such as:						
		complaint					
		nistory of illness					
		ations taken and					
		ment done					
0.0.0		on for referral	.		<u> </u>		N 5 '
3. Referral Phase		the client by	Non	е	2	2 minutes	Nurse on Duty
	contactir	ng other health					

	TOTAL	None	12 minutes	
provided	of the data in the referral logbook			Student Assistant
5. Sign in the logbook	5. Secure completeness	None	1 minute	Nurse on Duty/
	client to return the referral slip provided by the HSU			
Form	the client and instruct the			
4. Issuance Referral	4. Give referral form to	None	2 minutes	Nurse on Duty
	3.1 Secure completeness care facility or clinic of of data in the referral choice and relaying form provided			
i e e e e e e e e e e e e e e e e e e e	2.1 Socure completeness			

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
Student/Employee Medical	Health Services Unit
Record	
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	Locate client's medical record from the file cabinet	None	2 minutes	Nurse on Duty
	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	19	2/	>
	1.2 Ask the client relevant information about the injury.	PIME		
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			
Office or Division:	Health Services U	Health Services Unit				
Classification:	Simple	Simple				
Type of Transaction:	G2C – Governme	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 REQUIREMENT			TO SECURE			
Accomplished/filled-up Student Medical Record Form		Health Services Unit				
Photocopy of results of the following medical laboratory	Laboratory Reque	Laboratory Request Form - Health Services Unit				
requirements:		Laboratory and Diagnostic Procedure done at any medical				
 Chest x-ray with official reading Urinalysis Complete Blood Count Pregnancy Test for Females 	laboratory clinic of their choice					
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.						
Form 3 – for Athletes and SCAO participants	Office/Unit/Depar	Office/Unit/Department Concerned				
Medical Certificate Form - for Internship, OJT and Other out-of-campus activities	Office/Unit/Depar		ned DDOCESSING	DEDGON		

campus activities						
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.	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		

61. Treatment of Minor Injury and Dressing of Wounds

5. Medical History Taking	5. Obtain client's past medical and surgical	None	3 minutes	Nurse on Duty
	history, family history,			
	personal/social history, immunization history and			
	for females			
	Obstetric/Gynecologic			
	history.			
	5.1 Ask the client			
	relevant questions as to			
0.51	the visit		0: 1 0 5	DI D. / /
6. Physical Assessment	6. Ask the client relevant	None	Simple Cases: 5	Physician on Duty/
	questions pertaining to present health history		minutes Complicated	Nurse on Duty
	and indicate it on the		Complicated Cases: 10	
	form		minutes	>
>/			9/11/2	
///_	*Head to toe assessment		*Depending on	
/ 7/6		1	the availability	
	2)// _ ~	M C	of the retainer	
1/2		1923. / J	physician as	
		Y 1 80	scheduled by	7 //
7. Referral: for those	7. Note: Follow the	None	nurse on duty 2 minutes	Nurse on Duty
with significant findings	steps/ process for	146116	Z minutos	1 Taise on Baty
or altered laboratory	consultation and referrals	2		
results		8		RI I
8. Signing of Form3 or	8. If retainer physician is	None	Simple Cases: 5	Retainer
Medical Certificate form	available, relay results of	7	minutes	Physician/Physician
	physical assessment	1	Complicated Cases: 10	from nearby health
1 //0-	done and refer for further assessment and signing		minutes	facilities/clinics
	of medical certificates.		minutes	
			*Depending on	(/
	If not, proceed with step	1 5	the availability	
	#9 then coordinate with		of the retainer	
	physicians from nearby		physician as	
~	health facilities or clinics	MIMO	scheduled by	
	for scheduling.	The Man	nurse-on-duty	
	Note: 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.			
9. Sign in the Logbook	10. Secure completeness	None	2 minutes	Nurse on Duty/
for Medical Examination	of data in the Logbook.			Student Assistant

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

	-	TOTAL	None	Simple Cases: 27 minutes			
Office or Division:		Guidance and C	ounseling Se	Complicated ervices			
Classification:		Simple	<u> </u>				
Type of Transaction:		G2C - Governm	ent to Citizer	minutes			
Who may Avail:		Students & Emp					
CHECKLIST OF REQUIR							
Referral Slip (RS)		Guidance and C	Guidance and Counseling Services Office				
Call Slip (CS)		Guidance and C					
Anecdotal Record (AR)		Guidance and C					
Intake Interview Form (IIF)		Guidance and C					
Confidentiality Agreement	(CA)	Guidance and C					
Intervention Plan	\	Guidance and C					
CLIENT STEPS	AGE	NCY ACTION	FEES TO BE PAID	PROCESSING	PERSON RESPONSIBLE		
1. Sign in the Visitor's Logbook	Provide the visitor's logbook		None	2 minutes	Attending Guidance Advocate / Coordinator		
2. Signify request for a session / presents Call Slip	2.a Accommodate walk-in client /receive issued call slip 2.b Gather necessary data/information from the client		None	8 minutes	Attending Guidance Advocate / Coordinator		
3. Read and sign Confidentiality Agreement	2. Provide and explain the Confidentiality Agreement for first time clients		None	3 minutes	Attending Guidance Advocate / Coordinator		
4. Participate in the session	4.a Provide counseling/coaching/ consultation service to the client 4.b Schedule follow- up if necessary		None	63 minutes	Guidance Coordinator / Advocate / Counselor, Psychologist		
5. Sign out in the Visitor's Logbook Logbook		e the Visitor's	None	2 minutes	Attending Guidance Advocate		
		TOTAL	None	1 hour and 18 minutes			

63. Counseling / Coaching / Consultation Service

64. Student Profiling (Individual Inventory/Individual Inventory Update)

Office or Division:	Guidance and Counseling Services				
Classification:		Simple			
Type of Transaction:		G2C – Governme	ent to Citizens		
Who may Avail:		Students			
CHECKLIST OF REQUIRE	EMENTS	S WHERE TO SECURE			
Individual Inventory/ Individual Guidance and C Inventory Update			ance and Counseling Services Office		
Attendance Sheet		Guidance and Co	ounseling Serv	ices Office	
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Signs in the Visitor's Logbook	1.a. Provide the Visitor's Logbook		None	2 minutes	Attending Guidance Advocate /

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Signs in the Visitor's Logbook	1.a. Provide the Visitor's Logbook	None	2 minutes	Attending Guidance Advocate / Coordinator
2. Fill out the Individual Inventory/Individual Inventory Update form.	2.a. Distribute the Individual Inventory Form/Individual Inventory Update 2.b. Discuss the significance of administering Individual Inventory/Individual Inventory Update to clients.	None	15 minutes	Attending Guidance Advocate / Coordinator
	2.c. Inform the clients about the Data Policy Law and how the data will be collected and used.2.d. Instruct the clients on how to answer the form appropriately.			
3. Submit the accomplished Individual Inventory Form and Updates	3.a. Collect/Retrieve the accomplished Individual Inventory/ Individual Update form. 3.b. Check the appropriateness/ completeness of the filledout form.	None	2 minutes	Attending Guidance Advocate / Coordinator
4. Make further revisions/corrections on the filled-out form, if necessary.	4. Allow the clients to make further revisions/corrections on the filled-out forms, if necessary.	None	3 minutes	Attending Guidance Advocate / Coordinator
5. Signs out in the Visitor's Logbook	5. Provides the Visitor's Logbook	None	2 minutes	Attending Guidance Advocate / Coordinator
	TOTAL	None	24 minutes	

65. Request for Testing

Office or Division:	Guidance and C		Counseling Services			
Classification:		Highly Technical				
Type of Transaction:		G2C- Government to Clients				
Who may Avail:		Students				
CHECKLIST OF REQUIREMENTS			WHEF	RE TO SECURE		
Individual Inventory/ Individual Inventory Update	ual	Guidance and C	Counseling Se	rvices Office		
Attendance Sheet		Guidance and C				
CLIENT STEPS	AGEN	ICY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Sign in the Visitor's Logbook	1. Provide	visitor's logbook	None	2 minutes	Attending Guidance Advocate/Coordinator	
2. Receive and fill-out request slip for testing	2. Provide to clients	the request slip	None	2 minutes	Attending Guidance Advocate/Coordinator	
3. Submit request slip	request fo	he nature of r testing service client's records, ry.	None	5 minutes	Attending Guidance Advocate/Coordinator	
4. Take the test	4.a. Distributes and administer test 4.b. Coordinate schedule of conduct test interpretation and release of test result 4.c. Conducts the scoring of the test based on the test manual		None	5 business days, 47 minutes	Registered Psychometrician, Registered Psychologist, Registered Guidance Counselor Attending Guidance Advocate/Coordinator	
5. Participate in the test interpretation	5. Conduct of Test Interpretation		None	45 minutes	Registered Psychologist, Registered Guidance Counselor	
6. Receive test results	6. Release test result		None	1 minute	Attending Guidance Advocate/Coordinator	
7. Sign out in the Visitor's Logbook	7. Provide Visitor's Logbook		None	2 minutes	Attending Guidance Advocate/Coordinator	
	TOTAL		None	5 business days, 1 hour and 44 minutes		

Office or Division:	Guidance and Counseling Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may Avail:	Students, Employees & Parents/Guardians
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Referral Slip (RS)	Guidance and Counseling Services Office
Call Slip (CS)	Guidance and Counseling Services Office
Logbook (LB)	Guidance and Counseling Services Office
Intake Interview (II)	Guidance and Counseling Services Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Visitor's Logbook	Provide the Visitor's Logbook	None	2 minutes	Attending Guidance Advocate/Coordinator
2. Fill out Referral Slip	2.a. Provide and/or Accept Referral Slip2.b. Checks/Confirms the information in the Referral Slip2.c. Send Call slip to the client	None	10 minutes	Attending Guidance Advocate/Coordinator
3. Sign out in the Visitor's Logbook	3. Provide the Visitor's Logbook	None	2 minutes	Attending Guidance Advocate/Coordinator
	TOTAL	None	14 minutes	201

66. Internal Referral

67. External Referral

Office or Division:	Guidance and Counseling Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may Avail:	Students, Employees & Parents/Guardians
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Referral Slip (RS)	Guidance and Counseling Services Office
Call Slip (CS)	Guidance and Counseling Services Office
Logbook (LB)	Guidance and Counseling Services Office
Referral's Logbook (RLB)	Guidance and Counseling Services Office
	FFEC TO DECCESSING DEDCON

Releital's Logbook (RLB) Guidance and Counselling Services Office				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the Visitor's Logbook and accepts Call Slip	1.a. Provide Visitor's Logbook1. b. Accept call slip and verifies information	None	5 minutes	Attending Guidance Advocate / Coordinator
2. Cooperate in the orientation of external referral process	2.a. Assist and inform client about the external referral2.b. Inform parent of the referral, if necessary	None	10 minutes	Attending Guidance Advocate / Coordinator/Counselor, Psychologist
3. Prepare external referral slip and endorsement letter	Prepares external referral slip and endorsement letter	None	15 minutes	Attending Guidance Advocate / Coordinator/Counselor, Psychologist
4. Signs out in the Visitor's Logbook	4. Provides Visitor's Logbook	None	2 minutes	Attending Guidance Advocate / Coordinator
	TOTAL	None	14 minutes	

68. Follow-Up Service

Office or Division:	Guidance and Counseling Services
Classification:	Simple
Type of Transaction:	G2C- Government to Citizens
Who may Avail:	Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Call Slip	Guidance and Counseling Services Office
Call Slip	Guidance and Counseling Services Office

(Representative)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Visitor's Logbook	Provide the visitor's logbook	None	2 minutes	Attending Guidance Advocate / Coordinator
2. Signify request for a session / presents Call Slip	2.a. Accommodate request for a session / review Call Slip 2.b. Refer client to attending guidance personnel for follow-up session	None	3 minutes	Attending Guidance Advocate / Coordinator
3. Participate in the session	3. Conduct follow-up session	None	60 minutes	Guidance Coordinator / Advocate / Counselor, Psychologist
4. Sign out in the Visitor's Logbook	4.a. Provide the Visitor's Logbook	None	2 minutes	Attending Guidance Advocate / Coordinator
	TOTAL	None	67 minutes	>

69. Career and Placement Service

Office or Division:	Guidance and Counseling Services
Classification:	Simple
Type of Transaction:	G2C- Government to Citizens
Who may Avail:	Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS Logbook	WHERE TO SECURE Guidance and Counseling Services Office

Admission related form Client				
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
Sign in the Visitor's Logbook	Provide the visitor's logbook	None	1 minute	Attending Guidance Advocate/Coordinator
2. Signify request for service/ present referral slip	2.a. Receive request/referral for career and placement service2.b. Gather necessary data or information from the client	None	6 minutes	Attending Guidance Advocate/Coordinator
3. Participate in preliminary assessment	3. Conduct preliminary assessment to client based on essential documents	None	5 minutes	Registered Psychologist Registered Guidance Counselor Registered Psychometrician
4. Cooperate in the guidance and counseling action/intervention	4. Conduct career guidance and counseling actions / interventions	None	45 minutes	Attending Guidance Advocate/Coordinator Registered Psychologist Registered Guidance Counselor
5. Present the admission related form, if any	5. Sign the admission related form, if any	None	1 minute	Attending Guidance Advocate/Coordinator
6. Sign out in the Visitor's Logbook	6. Provide the visitor's logbook	None	1 minute	Attending Guidance Advocate/Coordinator
	TOTAL	None	59 minutes	

70. Information Service

Office or Division:	Guidance and Counseling Services Office (GCS)
Classification:	Simple
Type of Transaction:	G2C
Who may Avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	Client
Authorization Letter	Client
Valid ID	Client
Logbook	Guidance and Counseling Services Office
Request Form	Guidance and Counseling Services Office

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Sign in the visitor's logbook	Provide the logbook to the client	None	2 minutes	Attending Guidance Advocate / Coordinator	
2. Give the request/ communication letter regarding infographics	2. Receive request/ communication letter from the client	None	2 minutes	Attending Guidance Advocate / Coordinator	
3. Wait for the release of the requested information	3. Secure approval from the Director to release the requested information	None	5 minutes	Attending Guidance Advocate / Coordinator	
4. Receive the requested information	4. Release the copy/ies to the client	None	30 minutes	Attending Guidance Advocate / Coordinator	
5. Signs out the visitor's logbook	5. Provides the logbook to the client	None	2 minutes	Attending Guidance Advocate/Coordinator	
	TOTAL	None	41 minutes		

71. Clearance Signing

Office or Division:	Guidance and Counseling Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may Avail:	Students, Employees & Parents/Guardians
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Student's Clearance	Client
Logbook (LB)	Guidance and Counseling Services Office

Logbook (Lb)	Guidance and Couriseining Services Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the Visitor's Logbook	Provide the visitor's logbook	None	1 minute	Attending Guidance Advocate/Coordinator
2. Present the Clearance to the attending GCS staff	2.a. Accept the student's clearance2.b. Check/Verify compliance to requirements for clearance signing	None	30 seconds	Attending Guidance Advocate/Coordinator
3. Sign out in the Visitor's Logbook	3. Signs the clearance	None	30 seconds	Attending Guidance Advocate/Coordinator
	TOTAL	None	1 hour and 18 minutes	

72. Assistance to Students with Special Needs Service

Office or Division:		Guidance and Counseling Services						
Classification:		Highly Technical						
Type of Transaction:		G2C – Gover	nment to Citiz	ens				
Who may Avail:		Students & Employees						
CHECKLIST OF REQUI	REMENTS		WHERE TO SECURE					
Referral Slip (RS)		Guidance and	Guidance and Counseling Services Office					
Call Slip (CS)				Services Office				
Intake Interview Form (III	=)			Services Office				
Confidentiality Agreemen				Services Office				
Evaluation/Assessment F				Services Office				
Logbook (LB)	, , ,	Guidance and	d Counseling	Services Office				
CLIENT STEPS	AGENC	Y ACTION	FEES TO	PROCESSING	PERSON			
			BE PAID	TIME	RESPONSIBLE			
Sign in the Visitor's Logbook	1. Provide logbook	the visitor's	None	2 minutes	Attending Guidance Advocate/Coordinator			
2. Signify request for assistance / present Referral Slip	2. Accommodate request or review Referral Slip 2.b. Gather necessary data/information from the client		None	6 minutes	Attending Guidance Advocate/Coordinator			
Read and sign Confidentiality Agreement	3. Provide and explains the Confidentiality Agreement for first time clients		None	3 minutes	Attending Guidance Advocate/Coordinator			
4. Participate in the preliminary assessment	4. Conduct preliminary assessment to client based on essential documents		None	5 minutes	Registered Psychologist Registered Guidance Counselor			
5. Cooperate in the guidance and counseling actions/interventions	5. Conduct career guidance and counseling actions / interventions		None	60 minutes	Registered Psychologist Registered Guidance Counselor			
6. Sign out in the Visitor's Logbook	6. Provide the Visitor's Logbook		None	2 minutes	Registered Psychologist Registered Guidance Counselor			
	TO	OTAL	None	1 hour and 18 minutes				

73. Request for Disaster Emergency Response

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

<u> </u>	
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
client: Name, Age, Unit/ College/	
Department and Contact Number	

Department, and Contact				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call on the University DRRM cellphone number	 Answer call and ask the following; Nature of Emergency Type of Incident Caller's Information Location of the Incident-Individuals affected and status incident report. 	None	1 minute	RSU-DRRMO Staff/Incident Management Team
	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 RSU-DRRMO
[]	2.2. Mobilization of the assigned Emergency Response team towards the identified location of the incident		5 minutes	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	

74. Requisition of Supplies and MaterialsProvision of Supply and Property Management Office Service for Clients and Employees of the University

Office or Division:		Supply and Prop	erty Management Office			
Classification:		Simple				
Type of Transaction:		G2C – Government to Citizen				
Who may Avail:		RSU Employees				
CHECKLIST OF REQUIR			TO SECURE			
Accomplished/Filled-up Fo	rm	Supply and Prop	erty Managem	ent Office		
CLIENT STEPS	AGEN	ICY ACTION	FEES TO	PROCESSING	PERSON	
			BE PAID	TIME	RESPONSIBLE	
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		

75. 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 REQUIRE	MENTS		WHE	ERE	TO SECURE		
Registration Form		Client					
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	F	PROCESSING TIME	PERSON RESPONSIBLE	
Sign in the visitor's logbook for walk-in or external clients.		Provide the logbook to the client.		_	2 minutes	Lelibeth G. Feller	
2. Schedule the pre- employment seminars with the Alumni Office	/ \	ove schedules for ployment rs.	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	8	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	7/7	
Office or Division:		CARES					
Classification:		Simple					
Type of Transaction:		G2C - Government	to Citizen				
Who may Avail:		Fresh Graduates/ A	lumni				
CHECKLIST OF REQUIREM Application form	IENTS	Client	WH	ERE	TO SECURE	/	
CLIENT STEPS		AGENCY ACTION	FEES BE PA		PROCESSING TIME	PERSON RESPONSIBLE	
1. Sign in the visitor's logbook for walk-in or external clients.	1. Pro	ovide the logbook to lient.			2 minutes	Lelibeth G. Feller	
2. Schedule the pre-employme seminars with the Alumni Office	pre-e	prove schedules for mployment seminars			2 minutes	Lelibeth G. Feller	
		. Provide the Registration orm to the client		ie	5 minutes	Lelibeth G. Feller	
4. Participate in the Activity 4. Se		4. Secure Attendance of the Clients/ Attendees		ie	4 Hours	Lelibeth G. Feller /Collaborating Agency	
5. Fill up the Customer Feedback Form	Feed	ovide the Customer back Form	Non		2minutes	Lelibeth G. Feller	
6. N/A		lease Certificate of dance	Non		1 day	Lelibeth G. Feller	
		TOTAL	Non	ie	1 day, 4 hours and 11 minutes		

76. Hiring of GIP/SPES and TUPAD



Office or Division:		Laboratory Science High School					
Classification:		Simple					
Type of Transaction:		G2C – Government to Citizen					
Who may Avail:		Clients/ Applicants	Clients/ Applicants for Admission				
CHECKLIST OF REQUIREM	IENTS			TO SECURE			
Enrollment Form	LSHS' Admin Office						
Receipts		LSHS' Admin Office	e				
Report card (Form 138)- Orig	ginal	LSHS' Admin Office	e				
Birth Certificate- Photocopy	,	LSHS' Admin Office					
Diploma- Photocopy		LSHS' Admin Office					
Two (2) copies of 2'x'2 pictur	es	LSHS' Admin Office					
CLIENT STEPS		ENCY ACTION	FEES TO	PROCESSING	PERSON		
A D = U			BE PAID	TIME	RESPONSIBLE		
A. Pre-Enrollment		2)111111	5 100 00	$\langle \gamma \rangle \rangle$			
1. Online Registration and		view submitted	₱ 100.00	5 minutes	Admission Office		
pay Admission Test Fee		ation form.		AVA	Cashier Staff		
2. Get updates for the		vide schedule of	None	N/A	Facebook Page		
schedule of Admission Test	1 //	sion Test	N /		Admin		
3. Take the Admission Test	1// 5/20	e the LSHS	None	45 minutes	LSHS Admin and		
at the Admission Office		sion Test	1 811000		Faculty		
(Transferee)	The second of th	istered by the) % (#	B ////	//		
4 Cat wadata fariba list of		office. (transferee)	Name of the last o	NIA	Facebook		
4. Get update for the list of	- Just	ease the result of	None	N/A	Facebook page		
Admission Test passers	the Admission Test			¥ 100	Admin		
from LSHS Facebook Page	E Into	wiew englieente	None	15 minutes	LSHS Admin and		
5. One-on-one interview		rview applicants	None	15 minutes	- 11		
11(0)11		assed the sion Test			Faculty		
6. Undergoes five-day		npletes the five-	None	20 hours	LSHS Admin and		
Orientation Program		rientation Program	None	20 110015	Faculty		
Onemation riogram		ned for Grade 7	1 /		lacuity		
		nts with at least		// `1)			
3// (ictory rating.					
	TOTA		P 100.00	21 hours & 5			
	\wedge			minutes			
B. Enrollment		1470-	7715	2 //\			
1. Get and fill up enrollment	1. Pro	vide enrolment	None	2 minutes	LSHS' Personnel		
form at the LSHS' Admin	form		5 II II -				
Office	. /						
2. Pay miscellaneous and	2. Acc	ept the payments	₱ 1,425.00	5 minutes	Cashier Staff		
other fees to the Cashier		leases the receipts	/year				
			₱ 524.00				
			/month				
3. Submits credentials to	3. Rev	view submitted	None	5 minutes	LSHS Secretary		
LSHS' Admin Office	creder	ntials					
4. Pay the Voluntary Fee to	4. Acc	ept the fee and	None	5 minutes	Cashier Staff		
the enrolment committee	release the receipts						
5. Get updates from LSHS	+	t updates	None	N/A	Facebook Page		
Facebook page		·			Admin		
	TOTA	L	P1,949.00	17 minutes			
			(with 1				
			month				
			voluntary				
			fee)				

77. 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:	Students/ Clients			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Report Card	LSHS' Admin Office			
Enrolment Form	LSHS' Admin Office			
AGEN	NCY PROCESSING PERSON			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				
1. Submits Completed Clearance Form	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	8 minutes	>
		8-10 with 1 month voluntary fee		

78. 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:	Clients/ Applicants for Re-Admission				
CHECKLIST OF REQUIREMEN	TS WHERE TO SECURE				
Report Card (Form 138)	LSHS' Admin Office				
Good Moral Character	LSHS' Admin Office				
2x2 ID Picture	LSHS' Admin Office				
	FEED TO BROOKSONIO BEROOM				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pre-Enrollment			7	
Present necessary documents	Review submitted documents	None	2 minutes	LSHS' Secretary
Enrollment Proper	(5)			
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	P1,849.00 (with 1 month voluntary fee)	minutes	

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

CLIENT STEPS AGENCY ACTION		NCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None		N/A			
CHECKLIST OF REQUIR	EMENTS	WHERE TO SECURE			
Who may Avail:	Students/ Clients				
Type of Transaction:		G2C – Government to Citizen			
Classification:	Simple		0 /	7	
Office or Division:	Laboratory Science High School				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit LSHS' Admin	1. Accommodate clients'	None	1 minute	LSHS' Secretary
Office	concerns			
2. Present Clearance	2. Request the Copy of	None	1 minute	LSHS' Secretary
	Clearance from the client			
3. Proceed to LSHS	3. Provide Endorsement	None	3 minutes	LSHS Director
Director's Office	Letter			
	TOTAL	None	5 minutes	

80. Request for Copy of Form 137/ Form 138

	Office or Division:		Laboratory Science	: High Schoo			
	Classification:		Simple				
	Type of Transaction: Who may Avail:		G2C – Government to Citizen				
			Students/ Clients				
	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE				
	None		N/A	N/A			
	CLIENT STEPS AGI		ENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	1 Visit I SHS' Admin	1 Accom	modate clients'	None	1 minute	LSHS' Secretary	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit LSHS' Admin	1. Accommodate clients'	None	1 minute	LSHS' Secretary
Office	concerns			
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	

81. Request for Copy of Transfer

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				

Registration Form	GEPS			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pre-Enrollment				
Secure endorsement slip from the Office of the Admission	1.a Accept endorsement letter from the Admission Office	None	1 minute	GEPS Personnel interface w/ Office of the Admission
	1.b Require the student to provide long folder (student record purpose) and 2-piece 2x2 picture.	MI		
 2. Present the following documents: 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

82. Enrollment of New Student



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 *Payment for Tuition Fee must be strictly deposited to RSU-Cashier Land Bank Account only.	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 student3.1 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	27 minutes	

83. Request for Adding/Dropping of Subject/s

Office or Division:		Graduate Edu	cation and Professi	onal Studies	
Classification:		Simple			
Type of Transaction:		G2C – Goverr	nment to Citizen	un //=/	
Who may Avail:		Students/ Clients			
CHECKLIST OF REQUIF	REMENTS		WHERE T	O SECURE	
Adding/Dropping Form		Students/ Clie	nts	<i>□//</i> ∀//	
CLIENT STEPS	AGEN	CY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4 D	4 01 1			0	D

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
<u> </u>	TOTAL	P 20.00/ form Subject fee depends on the assessment	12 minutes	

84. Enrollment of Old Student

Office or Division:	Graduate Education and Professional Studies				
Classification:		Simple			
CLIENT STEPS	AGE	NCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
AHEGIGH CONTINUE REQUIR	EMENTS		WHERE	TO SECURE	
Enrollement Ship Evaluation Torial Form	1. Accept	: କ୍ଲୋଲିଫିକର rଫଟନର	None	2 minutes	Dean
Registration Form	Lvaldatio	GEPS			
CLIENT STEPS	AGEI	NCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment	Γ.			7	
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 Form	s the Evaluation	None	15 minutes	GEPS Personnel
B. Enrollment Proper	12			1/1/2	
1. Fill out Trial Form and pay the tuition & SGO fee through online using the link provided. *Must screenshot proof of	1.1 Provide student with a trial form		Tuition & SGO Fees	3 minutes	GEPS /SGO/Cashier
*Payment to proceed to step 4 *Payment for Tuition Fee must be strictly deposited to RSU-Cashier Land Bank Account only	1.2 Asser	ss the enrollment			
2. Proceed to Online Registration using the link provided		e online ion Link and e student.	None	3 minutes	GEPS Staff
*Upload Screenshot of payment	2.1 Monit				
3. Secure the Official Registration/Enrollment Form from the GEPS	3. Provide registration form to the student 3.1 Assign student to		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.	the classes. This will sent through email 3-5		None	5 minutes	Registrar - GEPS / Faculty
		TOTAL	Tuition & SGO Fees	46 minutes	

85. 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 REQU	IREMENTS	WHER	RE TO SECURE	
French From hendred Tilg the Witting & SGO fee Resignation & From the Resignation of the	rious College Student/Cl 1. Assist Student With the enrollment process GEPS	ient _{Tuition} & SGO Fees	3 minutes	GEPS /SGO/Cashier
link provided. *Must screenshot proof of payment to proceed to	1.1 Provide student with a trial form1.2 Assess the enrollment			
*Payment for Tuition Fee must be strictly deposited to RSU-Cashier Land Bank Account only.	form		7	
2. Proceed to Online Registration using the link provided *Upload Screenshot of payment	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	Provide Registration Form to the student 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	

86. 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			
CHECKLIST OF REQUIREMEN	ΓS	WHERE TO SECURE	
CHECKLIST OF REQUIREMENT Endorsement Letter from Admission		WHERE TO SECURE Client/ Applicant for Re-Admission	
•			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				
Present endorsement letter from the Admission Office	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	2)4	_ (()		
 Present the following documents: 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 	Evaluate all the submitted documents	None	1 minute	GEPS Personnel
taking Masteral Program. 2. 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 *Payment for Tuition Fee must be strictly deposited to RSU-Cashier Land Bank Account only.	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
Proceed to Online Registration using the link provided *Upload screenshot of payment	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 student4.1 Assign student to Google Class	None	5 minutes	GEPS Staff/ Faculty

TOTAL	Tuition & SGO	18 minutes	
	Fees		

Office or Division:		Graduate Education and Professional Studies			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen			
Who may Avail:		Students/ Clients			
CHECKLIST OF REQUIR	EMENTS	S WHERE TO SECURE			
Completion Form		Client			
CLIENT STEPS	AGE	NCY 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 form	and sign the	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. Received recording part of the	ve the form for g and filing as e student's the office	None	3 minutes	GEPS Staff
	TOTAL		P 30.00/ subject	16 minutes	

87. 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 REQUIR	EMENTS	WHERE TO SECURE			
None		N/A			
CLIENT STEPS	AGEI	NCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Go to the GEPS and request for a copy of the Registration Form		e the copy to the and record the	None	5 minutes	GEPS Staff
		TOTAL	None	5 minutes	

88. Request for Copy of Registration Form

Office or Division:		Graduate Educ	cation and Professi	onal Studies	
Classification:	Simple				
Type of Transaction:		G2C – Government to Citizen			
Who may Avail:			/ Partner/Other Clie	entele	
CHECKLIST OF REQU	REMENTS	EMENTS WHERE TO SECURE			
TOR		Registrar			
Application Form		GEPS			
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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. Provid form	e Application	None	2 minutes	GEPS Personnel
4. Proceed to online payment *students may opt to go to the GEPS Office to register	4. Provide a receipt for the Comprehensive fee		Comprehensive Exam Fee	5 minutes	GEPS Office
5. Get Confirmation of Registration	5. Email Schedule	students the	None	3 minutes	GEPS Office
166	TOTAL	H Nov	Comprehensive Exam Fee	13 minutes	// /

89. Comprehensive Application

90. 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

Evaluation Form				
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	

91. 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	External Clients
documents	

documents				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Logbook	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

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	Client/Applicant for Admission
Admission Office	
Long Folder	Client/Applicant for Admission
2 pcs (2x2) Picture	Client/Applicant for Admission
Trial Form	College

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				
Present Endorsement letter provided by the Admission Office	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	\ b/	7		5/1
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	

92. Enrollment of New 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
CHECKLIST OF REQUIREMENTS Enrollment Slip	WHERE TO SECURE College
•	

93. Enrollment of Old Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				
Acquire Enrollment Slip	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			7	
1. Request for a Trial Form from the Year/Block Adviser	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	

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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment	1 4 6 11 19 19	Man.		
Present endorsement from the previous College	Accept and check endorsement	None	2 minutes	Ms. Mary Jane A. Fadri (Dean)
2. Undergo admittance interview	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				

94. Enrollment of Shiftee

1. Request for a Trial	1. Provide student with a Tria	I None	3 minutes	Year/ Block
Form from the Year/ Present the Trial Form Block Adviser with schedule	Form and advise the student 2. Accept the Trial Form to copy the posted schedule and enroll the student in	None	5 minutes	Adviser Rosario Balanza (College
With Schedule	the system			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	

College of Arts and Sciences	
Simple	
G2C – Government to Citizen	
Clients/ Applicants for Re-Admission	
WHERE TO SECURE	
Client/ Applicant for Re-Admission	
College	
College	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment		- UA	6 150	
Present endorsement letter from the Admission Office	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	W/200	775	(2)	
Request for a Trial Form from the Year/Block Adviser	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	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	

95. Enrollment of Transferee

Office or Division:		College of Arts a	nd Sciences		
Classification:					
Type of Transaction:		G2C – Governm	ent to Citizen		
Who may Avail:		Students/ Clients	6		
CHECKLIST OF REQUIR	REMENTS		WHERE	TO SECURE	
Adding/Dropping Form		Students/ Clients	3		
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents the form to the Dean for signature	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	

96. Request for Adding/Dropping of Subject/s

	TOTAL	P 30.00/ subject	16 minutes	
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)
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)

97. Signing of Completion Form for Incomplete Grades

Office or Division:	College of Arts an		nd Sciences			
Classification:	Simple		15	7, 1		
Type of Transaction:		G2C – Governme	nent to Citizen			
Who may Avail:		Students/ Clients		2/1/2	> \(
CHECKLIST OF REQUIR	EMENTS		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	Provide the copy to the student and record the request		None	5 minutes	Rosario Balanza (College Secretary)	
rtegistration i omi	roquost	0 7		0/24 1/10	J Coololary)	

98. Request for Copy of Registration Form

Office or Division:	Office or Division: College of Arts ar				
Classification:		Simple			
Type of Transaction:		G2C – Governme	ent to Citizen		
Who may Avail:		Students/ Clients			
CHECKLIST OF REQUIRE	EMENTS		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

99. External Services

COLLEGE OF BUSINESS AND ACCOUNTANCY

100. Enrollment of New Student



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	External Clients
documents	777

accuments ()							
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Sign in the Logbook	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	•			

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	Client/Applicant for Admission
Admission Office	
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			47/01		
Present Endorsement letter provided by the Admission Office	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				/ /	
Request for a Trial Form from the Year/Block Adviser	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	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	•	

101. 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
Enrollment Routing Form Summary of Grade Slip	College College
	The state of the s

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				
Acquire Enrollment Routing Form	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			/	
Request for a Trial Form from the Year/Block Adviser	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	

Office or Division:		College of Business and Accountancy					
Classification:		Simple			7 / /		
Type of Transaction:		G2C – Government to Citizen					
Who may Avail:		Students/ Client	Students/ Clients				
CHECKLIST OF REQUIR	EMENTS		WHERE	TO SECURE			
		1 2	11,50				
Endorsement from the prev	/ious	Student/Client			/		
College		14700	-0115				
Trial Form	7/ 4	College	1////	2/('			
Registration Form		College	LILL				
Enrollment Routing Form	\ /	College					
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1			and the second second				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				
Present endorsement from the previous College	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

102. Enrollment of Shiftee

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

Office or Division:	College of Busin			s and Accou	ntancy	
Classification:				A 10		
Type of Transaction:		G2C -	Governmen	t to Citizen		1
Who may Avail:		Clients	/ Applicants	for Re-Admi	ssion	
CHECKLIST OF RE	QUIREMEN	ITS		WH	ERE TO SECUR	E
Endorsement Letter from	m Admission	Office	Client/ Appl	icant for Re-	-Admission	0 1 1 0
Trial Form	7//	H H	College		55	
Registration Form			College	2	# 10	
Enrollment Routing For	n 🖷		College	Mark Mark		RIP
CLIENT STEPS	AGENCY ACTION		CTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment	311		V. V.		ти) //	7/7
Present endorsement letter	Accept a endorseme			None	2 minutes	Angelique G. Elisan (College Secretary)

CLIENT STEPS	AGENCY ACTION	BE PAID	TIME	RESPONSIBLE
A. Pre-Enrollment			~~~ //.	7/17
Present endorsement letter from the Admission Office	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	

103. Enrollment of Transferee

Office or Division:		College of Business and Accountancy				
Classification:		Simple	•			
Type of Transaction:		G2C – Governm	ent to Citizen			
Who may Avail:		Students/ Clients				
CHECKLIST OF REQUIP	REMENTS		WHERE	TO SECURE		
Adding/Dropping Form		Students/ Clients	S			
CLIENT STEPS	AGE	NCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Presents the form to the Dean for signature	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		

104. Request for Adding/Dropping of Subject/s

105. Signing of Completion Form for Incomplete Grades

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	

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

106. Request for Copy of Registration Form

107. External Services

Office or Division:	College of Business a	and Accounta	ancy		
Classification:		Simple			
Type of Transaction:		G2C – Government to	o Citizen		
Who may Avail:		Students/ Clients			
CHECKLIST OF REQUIR	EMENTS		WHERE T	O SECURE	
Completion Form		Client			
CLIENT STEPS	AGENCY ACTION		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AG	ENCT ACTION	BE PAID	TIME	RESPONSIBLE
1. Present the completion	1. Check	and sign the form	None	2 minutes	Ray Joseph G.
form signed by the faculty					Inocencio
to the Dean for signature					(Dean)
2. Bring the signed	2. Check	and sign the form	None	5 minutes	Registrar Staff
completion form to the					_
Registrar's Office					
3. Proceed to the	3. Receive payment from the		₱ 30.00/	5 minutes	Cashier Staff
Cashier's Office for	student		subject		
payment					

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	Client/Applicant for Admission		
Admission Office			
Long Folder	Client/Applicant for Admission		
2 pcs (2x2) Picture	Client/Applicant for Admission		
Trial Form	College		
Registration Form	College		

COLLEGE OF EDUCATION

108. Enrollment of New Student

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	External Clients				
documents	1181118)				

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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	

109. Enrollment of Old Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
A. Pre-Enrollment			1/1/0		
Present Endorsement letter provided by the Admission Office	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	Provide student with a Trial Form and advise the student to copy the posted schedule	None	3 minutes	Year/ Block Adviser	
Present the Trial Form with schedule 2. Accept the Trial Form and enroll the studenthe 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		

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

Registration Form College					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
A. Pre-Enrollment					
Acquire Enrollment Slip	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	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)	
1/6-	TOTAL	None	25 minutes	7 / /	

110. Enrollment of Shiftee

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	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	

111. Enrollment of Transferee

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	Student/Client
College	
Trial Form	College
Registration Form	College

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				
Present endorsement	1. Accept and check	None	2 minutes	Ms. Donna Bel F.
from the previous College	endorsement			Sy (Dean)
2. Take the CED	2. Conduct the qualifying test	None	180 minutes	Qualifying Exam
Qualifying Exam	for in-coming first year by		(3 hours)	Committee/
	major/field of specialization			Proctor
3. Undergo admittance	3. Endorse to Department/	None	10 minutes	Department/
interview	Program Chairperson for			Program
	interview			Chairperson

TOTAL	P 20.00/ form Subject fee depends on the assessment	12 minutes	
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112. Request for Adding/Dropping of Subject/s

Office or Division:

113. Signing of Completion Form for Incomplete Grades

Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen			117
Who may Avail: Students/ Clients				7 / /	
CHECKLIST OF REQUIREMENTS WHERE TO SECURE					
Adding/Dropping Form	1/1	Students/ Clients	3		
CLIENT STEPS	AGE	NCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment	\hat{\alpha}			2/	/
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)

College of Education

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	External Clients
documents	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Type of Transaction: Who may Avail:	1. Advise the client to G2C — Governme sign in the logbook Clients	None ent to Citizen	1 minute	Ms. Vena D. Malunes (College
	EMENTS 2. Request the client to fill out the document request	None	TO SECURE 5 minutes	Secretary) Ms. Vena D. Malunes (College
CLIENT STEPS	formagency the rion the services request.	FEES TO BE PAID	PROCESSING TIME	Malunes (College PERSON RESPONSIBLE
A. Pre-Enrollment in Present the sempletion form signed by the faculty to the Dean for signature	3. Facilitate the request of મિક્લિક્સિંગ sign the form	None None	7 minutes 2 minutes	Ms. Donna Bel F. Ms. Donga Bel F. (Dean) (Dean)
Bring the signed completion form to the Registrar's Office	2. Check and sign the form	None	5 minutes	Registrar Staff Department/ Program
3. Proceed to the	3. Receive payment from	P 30.00/	5 minutes	Caralli Berstaff
Cashier's Office for payment	the studentoTAL	SNBinet	13 minutes	
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	

114. Request for Copy of Registration Form

115. External Services

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

COLLEGE OF ENGINEERING AND TECHNOLOGY

116. 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				
Present Endorsement letter provided by the Admission Office	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	None	4 hours	CET
	exam to the new			Admission/Retention
	entrants			Committee
4. N/A	4. Posting names of	None	2 minutes	Ms. Celenia M.
	CET qualifiers			Agas/ Engr.
				Charmaine F.
				Fetalver
5. Present the long	5. Require student to	None	1 minute	Ms. Celenia M.
folder and 2 pcs. picture	provide long folder			Agas/ Engr.
	(student record purpose)			Charmaine F.
	and 2 pcs. 2x2 picture			Fetalver
B. Enrollment				
1. Request for a Trial	Provide student with a	None	3 minutes	Year/ Block Adviser
Form from the	Trial Form and advise			
Year/Block Adviser	the student to copy the			
	posted schedule			>
2. Present the Trial Form	2. Accept the Trial Form	None	5 minutes	Ms. Celenia M.
with schedule	and enroll the student in			Agas/ Engr.
/ //	the system			Charmaine F.
/ / (<				Fetalver
3. Request for a	3. Provide Registration	None	1 minute	Ms. Celenia M.
Registration Form from	Form to the student and			Agas/ Engr.
the College	introduce to the			Charmaine F.
	assigned adviser	1 4		Fetalver
	TOTAL	None	4 hours & 14	$\mathcal{O} \setminus \mathcal{O}$
			minutes	

117. 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	WHERE TO SECURE			
REQUIREMENTS				
Endorsement Letter from the	Client/Applicant for Admission			
Department Chairperson	12/17 n n N 30 //			
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	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

	TOTAL	None	4 hours & 18 minutes	
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
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
Request for a Trial Form from the Year/Block Adviser	Provide the student with a Trial Form and advise the student to copy the posted schedule	None	3 minutes	Year/ Block Adviser
evaluation B. Enrollment	prospectus based on the previous semester's registration and apply the retention policy if applicable.			Adviser
Acquire Enrollment Slip Undergo grade	4. Provide Enrollment Slip to the student 5. Evaluate grades in the	None	1 minute 5 minutes	Ms. Celenia M. Agas/ Engr. Charmaine F. Fetalver Year/ Block
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

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	None	5 minutes	Year/ Block Adviser
	apply the retention policy if applicable.	15		
B. Enrollment	(2)/1/2/1			
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	

118. 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

1.139.54.34.31.1.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				
1. Acquire Enrollment Slip	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. 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				
Request for a Trial Form from the Year/Block Adviser	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	

119. Enrollment of Shiftee

120. Enrollment of Transferee

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	Student/Client
College	
Trial Form	College
Registration Form	College

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				
Present endorsement from the previous College	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

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

121. 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:	Clients/ Applicants for Re-Admission	(00)
CHECKLIST OF REQUIREMENTS	WHERE TO SEC	URE
Endorsement Letter from Admission	Student/Client	
Office	86 4	
Trial Form	College	
Registration Form	College	211

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment				0 /<
1. Present endorsement letter from the Admission Office	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

122. Signing of Completion Form for Incomplete Grades

Office or Division:		College of Engineering and Technology					
Classification:		Simple					
Type of Transaction:		G2C – Governm	G2C – Government to Citizen				
Who may Avail:		Students/ Clients	ents				
CHECKLIST OF REQUIR	EMENTS		WHERE	TO SECURE			
Adding/Dropping Form		Students/ Clients	3	///////			
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Presents the form to the Dean for signature	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			

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
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
1	TOTAL	₱ 30.00/ subject	16 minutes	

	II.				
Office or Division: College of Engi		College of Engine	eering and Ted	chnology	
Classification:		Simple			
Type of Transaction:		G2C – Governme	ent to Citizen		
Who may Avail:		Students/ Clients			
CHECKLIST OF REQUIR	EMENTS	NTS WHERE TO SECURE			
None	\\	N/A			
CLIENT STEPS	AGEI	NCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4 0-4-40-11	1 1 111-22				INEOI OINOIDEE
Go to the College and request for a copy of the Registration Form		e the copy to the and record the	None	5 minutes	Celenia M. Agas/ Charmaine F. Fetalver

123. Request for Copy of Registration Form

Office or Division:		College of Engin	eering and Tec	hnology	
Classification:		Simple			
Type of Transaction:		G2C – Governm	ent to Citizen		
Who may Avail:	Students/ Clients	Students/ Clients			
CHECKLIST OF REQUIRE		WHERE TO SECURE			
Request letter and other re documents	levant	External Clients			
CLIENT STEPS	AGE	NCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Logbook		e the client to se logbook.	None	1 minute	Celenia M. Agas/ Charmaine F. Fetalver

124. External Services

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	

Office or Division: College of			Computing, Multimedia Arts and Digital Innovation				
Classification:		Simple					
Type of Transaction:		G2C - Govern	nment to Citizen				
Who may Avail:		Clients/ Applic	ants for Admissi	on			
CHECKLIST OF R	EQUIREN	IENTS		WHERE TO SECU	JRE		
Endorsement Letter from the	he Admiss	ion Office	Client/Applican	t for Admission			
Long Folder	7// 🚢	Client/Applican	t for Admission	\			
2 pcs (2x2) Picture							
Photocopy of High School	Report Ca	rd (Form 138)					
Trial Form		0.8	Institute	By NEW			
Registration Form	(6)		Institute				
Enrollment Routing Form	38		Institute				
CLIENT STEPS	AGE	NCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
A. Pre-Enrollment	\		7				
1. Present the	1. Accep	t an	None	1 minute	Lian Faalam		
Endorsement letter	endorser	ment letter from			(Institute		
provided by the	the Admi	ssion Office		// v)	Secretary)		
Admission Office				_// 0 //	/		
2. N/A	2. Check the name of the student from the list of qualifiers provided by the Admission Office		17 9	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),	1 minute	Lian Faalam (Institute Secretary)		
B. Enrollment							
Request for a Trial Form from the Year/Block Adviser	Provide student with a Trial Form and advise the student to copy the posted schedule			3 minutes	Year/ Block Adviser		
2. Present the Trial Form with schedule	and enro		None	5 minutes	Lian Faalam (Institute Secretary)		
3. Request for a Registration Form from	3. Provid Registrat	e the ion Form to the	None	1 minute	Lian Faalam (Institute		

Registration Form from Registration Form to the COLLEGE OF COMPUTING, MULTIMEDIA ARTS AND DIGITAL INNOVATION

125. Enrollment of New Student

the Institute		nd introduce to			Secretary)
Office or Division:		nedilegeser Comp Simple	uting, Multimed	ia Arts and Digita	I Innovation
Classification:		Simple	None	12 minutes	
Type of Transaction:		G2C – Governm	ent to Citizen		
Who may Avail:		Clients/ Applicar	nts for Admissio	n	
CHECKLIST OF REQUIRE	MENTS	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			/	
Acquire Enrollment Routing Form	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			11111	1
Request for a Trial Form from the Year/Block Adviser	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	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	

126. Enrollment of Old Student

	7 401111	116016011	-11/			
Office or Division:	College of Comp	College of Computing, Multimedia Arts and Digital Innovation				
Classification:	Simple	4 11 11				
Type of Transaction:	G2C – Governm	ent to Citizen				
Who may Avail:	Students/ Client	S				
CHECKLIST	OF REQUIREMENTS			WHERE TO S	SECURE	
Endorsement from th	ne previous Institute/College	ous Institute/College Student/Client				
Trial Form		Institute	Institute			
Registration Form		Institute	Institute			
Enrolment Routing F	orm	Institute	Institute			
CLIENT STEPS	AGENCY ACTION	FEES TO I	BE	PROCESSING	PERSON	
		PAID		TIME	RESPONSIBLE	
A. Pre-Enrollment						
1. Present	1. Accept and check	None		2 minutes	Catherine Bhel Aguila	
endorsement from	endorsement				(Institute Director)	
the previous						
Institute						

2. Undergo	2. Endorse to	None	10 minutes	Department/ Program
admittance	Department/ Program			Chairperson
interview	Chairperson for interview			
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	1. Provide student with a	None	3 minutes	Year/ Block Adviser
Trial Form from the	Trial Form and advise the			
Year/Block Adviser	student to copy the posted schedule		7	
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	

	-11		0	6	20)
Office or Division:	College of Compu		uting, Multimedia	Arts and Digital I	nnovation
Classification:	cation: Simple				(Op)
Type of Transaction:		G2C – Governme	nt to Citizen		
Who may Avail:		Clients/ Applicant	s for Re-Admiss	ion	
CHECKLIST	OF REQ	UIREMENTS		WHERE TO S	SECURE
Endorsement Letter	from the A	Admission Office	Client/ Appli	cant for Re-Admis	ssion
Trial Form	021/		Institute		~//
Registration Form			Institute		
Enrolment Routing F	orm		Institute	// ~	//
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Enrollment		(0)		365/	
1. Present	1. Accep	ot and check	None	2 minutes	Lian Faalam
endorsement letter	endorse	ement letter	(a) (a)		(Institute Secretary)
from the Admission			IL IL II.		
Office					
2. Undergo	2. Endo		None	10 minutes	Department/ Program
admittance		nent/ Program		, i	Chairperson
interview		rson for interview			
3. Undergo grade		ate grade in the	None	5 minutes	Year/ Block Adviser
evaluation		tus based on the			
		s semester			
	registrat				
		retention policy if			
	applicat	ole.			
B. Enrollment					

128. Enrollment of Transferee

2. Present the Trial	2 Accept the Trial Form	None	5 minutes	, Lian Faalam
1 Request for a	1 Provide student with a	None None	5 minutes 3 minutes	Year/Block Adviser
1 Request for a Form with schedule Trial Form from the	Trial Form and advise the			(mstitute Secretary)
Vear/Block Adviser	LIJO PYOLOTTI (1			
Year/Block Adviser 3. Request for a	3. Provide Registration	None	1 minute	Lian Faalam
Registration Form	Posted schediffe			(Institute Secretary)
1 -				(montate decretary)
from the Institute	introduce to the assigned			
	adviser			
	TOTAL	None	26 minutes	

Office or Division:		College of Cor	nputing, Multimed	ia Arts and Digita	I Innovation		
Classification:		Simple					
Type of Transaction: G2C –			ment to Citizen	/			
Who may Avail:		Students/ Clier	nts	4 /			
CHECKLIST OF REQUIR	REMENTS		WHERE	TO SECURE			
Adding/Dropping Form	/	Students/ Clier	nts	/// >			
CLIENT STEPS	AGEN	ICY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Presents the form to the Dean for signature	1. Check form	s and Sign the	None	2 minutes	Catherine Bhel Aguila (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	recording and filing as part of the student's record in the office		None 1	3 minutes	Registrar Staff		
		TOTAL	₱ 20.00/ form The subject fee depends on the assessment	minutes			

129. Request for Adding/Dropping of Subject/s

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	

130. Signing of Completion Form for Incomplete Grades

Office or Division:	College of Compu		uting, Multime	ting, Multimedia Arts and Digital Innovation		
Classification:		Simple	- M	1		
Type of Transaction:		G2C – Governme	ent to Citizen		_	
Who may Avail:		Students/ Clients	A) % (§			
CHECKLIST OF REQUIR	HECKLIST OF REQUIREMENTS			TO SECURE		
None		N/A o 🔽	/	524 11		
CLIENT STEPS	AGEI	NCY ACTION	FEES TO	PROCESSING	PERSON	
			BE PAID	TIME	RESPONSIBLE	
1. Go to the Institute and request for a copy of the Registration Form		e the copy to the and record the	None	5 minutes	Lian Faalam (Institute Secretary)	

131. Request for Copy of Registration Form

132. Conduct of Institute Pre-Qualifying Examination

Office or Division:	College of Comp	College of Computing, Multimedia Arts and Digital Innovation				
Classification:	Simple	-	-			
Type of Transaction:	G2C – Governm	G2C – Government to Citizen				
Who may Avail:		Students/ Clients	S			
CHECKLIST OF REQUIR	WHERE TO SECURE					
Completion Form		Client	Client			
CLIENT STEPS	AGEI	NCY 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 form	and sign the	None	2 minutes	Catherine Bhel Aguila (Institute Director)	



Office or Division:	College of Computing, Multimedia Arts and Digital Innovation
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	1. Accept an endorsement	None	1 minute	Mr. Lian Faalam
Endorsement letter provided	letter from the Admission			(Institute
by the Admission Office	Office			Secretary)
2. N/A	2. Check the name of the student from the list of qualifiers provided by the	None	1 minute	Mr. Lian Faalam (Institute Secretary)
3. Attend the scheduled pre-qualifying examination, which may be administered in written form.	Admission Office 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	

or Department/
Program Chairperson

Office or Division: College of Comp			omputing, Multimedia Arts and Digital Innovation			
Classification: Simple						
Type of Transaction:	Type of Transaction: G2C – Governn			en		
Who may Avail:		Students/ Client	S			
CHECKLIST OF REQU	HECKLIST 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 client	the request of	None	7 minutes	Catherine Bhel Aguila Institute Director	

None

13 minutes

133. Request of Document and other External Services

Office of the Vice President for Academic Affairs 134. Signing of University and Academic-Related Documents

TOTAL

Office or Division: Office of t			ce President	for Academic Affa	nirs R	
Classification:		Simple				
Type of Transaction:		G2C	53			
Who may Avail:		Faculty, Non-Te	aching Staff	, and/or their auth	orized representative	
CHECK	UIREMENTS		WHERI	E TO SECURE		
	Duly accomplished forms, records, certificates or documen signed by other signatories other than the Vice President for Academic Affairs			ıments From any College, Institute, Ca		
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sign in the client's logbook	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 and check for completeness *Documents with incomplete attachments will be returned for completion, while those with complete requirements shall be forwarded to the VPAA for signing.		None	5 minutes	Clerk on Duty	
3. Wait for the document/s for signing	3. Evaluate and sign the document/s		None	2 minutes	VPAA	
4. Receive the signed documents	4. Hand in th document/s t		None	1 minute	Clerk on Duty	
5. Sign out in the client's logbook	client has sig		None	2 minutes	Clerk on Duty	

OVPAA receives and assesses various documents such as Request to Render Overtime, Attendance Records/Biometrics, Application for Leave, Voucher, Academic-related Certificates, Letters from different stakeholders, etc.



TOTAL None 12 minutes



135. Endorsement of Academic-Related Documents

OVPAA endorses various documents such as Faculty/Student Travel, Deloading, Teacher Applicants, Part-Time

Office or Division:	vision: Office of the Vice President for Academic Affairs						
Classification:							
Type of Transaction:	G2G						
Who may Avail: Faculty, Students			ıts				
CHECKL	IST OF REQ	UIREMENTS		WHERE	WHERE TO SECURE		
Duly accomplished letters signed by the VPAA		other signatories	other signatories other than L		e, Institute, Campus,		
CLIENT STEPS	AGENO	CY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Sign in the client's logbook	1. Provide the client	the logbook to	None	2 minutes	Clerk on Duty		
2. Submit the document/s to the attending clerk	the docume	s, check for ess, set an nt, and hand in ents to the	None	5 minutes	Clerk on Duty		
3. Convene with the VPAA for clarification, suggestions, etc.			None	10 minutes	VPAA		
4. N/A	4. Write and endorseme University F	nt to the	None	5 minutes	VPAA		
5. N/A	PA AA III	the signed ent to the Office ersity President	None	2 minutes	Clerk on Duty		
6. Sign out in the client's logbook	6. Provide the client	the logbook to	None	2 minutes	Clerk on Duty		
7. Receive update regarding the request		ne client on the sapproval of	None	2 minutes	Clerk on Duty		
	\ /4	OTAL	None	28 minutes	/		

Lecturers (for issuance of Authority to Teach), etc.

136. Recommending Approval of University Documents

OVPAA recommends the approval of Individual Performance Commitment Review (IPCR), Office Performance and

0.00					
Office or Division:		Office of the Vice President for Academic Affairs			
Classification:		Simple			
Type of Transaction	n:	G2G			
Who may Avail:		Faculty, Students			
C	HECKLIST OF R	EQUIREMENTS		WHERE T	O SECURE
Duly accomplished	proposals or lette	ers signed by other sig	natories	From any Colleg	e, Institute,
other than the VPA				Campus, Unit or	
OLIENT OTERO	AOEN	IOV AOTION	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGEN	ICY ACTION	BE PAID	TIME	RESPONSIBLE
1. Sign in the client's logbook	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 VPAA		None	5 minutes	Clerk on Duty
3. Convene with the VPAA for clarification, suggestions, etc.	3. Discuss and agree on the contents of the documents for recommending approval		None	10 minutes	VPAA
4. Receive the signed documents	4. Release the document back to the client (or to the office of the next signatory)		None	1 minute	Clerk on Duty
5. Sign out in the client's logbook	5 57	gbook to the client	None	2 minutes	Clerk on Duty
		TOTAL	None	20 minutes	

Commitment Review (OPCR), Proposals related to Academic Activities, etc.

Office or Division:	vision: Office of the Vice President		ident for Academic Affairs			
Classification:	Classification: Complex					
Type of Transaction		G2G - 4 - 8) - 4 - 8)		>		
Who may Avail:		Faculty, College Secre	tary	5 /4 /		
CH	IECKLIST OF R	EQUIREMENTS		WHERE TO	O SECURE	
Duly accomplished the Dean/Institute D		by the Faculty, Chairpe Director	erson, and	From any College, Institute, Campus, Unit or Office		
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the	1. Receive the Form E-0 with		None	5 minutes	Clerk on Duty	
Form E0 of faculty	Summary of Faculty Load, check for					
members to the		and hand in the				
attending clerk	documents to t					
2. N/A	2. Evaluate and	d sign the Form E0	None	2 days	VPAA	
3. N/A	3. Scan the Fo	rm-E0	None	10 minutes	Clerk on Duty	
4. N/A	4. Return the d	ocuments to the client	None	1 minute	Clerk on Duty	
5. Receive the	5. Hand in the signed Form E-0 to		None	1 minute	Clerk on Duty	
signed Form E0	the client					
		TOTAL	None	2 days, 17minutes		

137. Approval of Form E-0

Data Protection Office

Office or Division:	Data Protection Office
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	All RSU Students and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filled-up Service Request Form, email, request letter, or any other	Requesting Party
form of written requests or referral letter from the Office of the	7
University President	/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-up Service Request Form, email, request letter, or any other form of written requests or referral letter from the Office of the University President	 1.a. Acknowledge receipt of filled-up Service Request Form, email, request letter, or any other form of written requests or referral letter from the Office of the University President 1.b Forward the request to Data Protection Officer 1.c Draft and finalize requested service 	None	13 Days	DPO Staff, Data Protection Officer
2. Receive Service Request	Release requested service	None	1 Day	DPO Staff
	TOTAL:	None	14 days	

138. Render Service Request
Render service requests to RSU Community

139. Conduct of Data Privacy Trainings and SeminarsTo educate the RSU Community about Data Privacy Act and data protection



Office or Division:	Data Protection Office
Classification:	Complex
Type of Transaction:	G2C - Government to Government
Who may Avail:	All RSU Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filled-up Service Request Form, email, or request letter	1. Requesting Party
requesting for lecture with the following: Data privacy topics to be	
discussed; Preferred schedule and venue; Participant's background;	
and Contact Info	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit filled-up Service Request	1.a. Acknowledge receipt of the request	None	2 Days	DPO Staff,
Form, email, or request letter requesting for lecture on Data Privacy	1.b Forward request to Resource Speaker	None	1 day	Data Protection Officer
	1.c. Evaluate request if will be accommodated or not	None	1 day	Resource Speaker
2. Receive Confirmation	Communicate with Requesting Party whether request is accommodated or not	None	1 Day	DPO Staff
3. Attend the lecture	3. Conduct the lecture, gather attendance and feedback from participants	None	1 Day	DPO Team, Resource Speaker
	TOTAL	Nono	6 Dave	

Serving with Honor and Excellence!

140. Investigate Security Incidents and Personal Data Breaches

Investigate security incidents and personal data breaches and if necessary, exercise breach reporting

Office or Division: Data Protection Office						
Classification: Highly Technical						
Type of Transaction:	Citizen					
	Who may Avail: All RSU Students and Employees CHECKLIST OF REQUIREMENTS WHERE TO SECURE					
CHECK	CHECKLIST OF REQUIREMENTS					
Email the incident with all information on hand both to Data Proto Officer and the Privacy Officer having the jurisdiction over the unit/office/campus involved						
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Email the incident with all information on hand both to Data Protection	1.a. Acknowledge receipt Email	None	1 hour	DPO/ Privacy Officer		
Officer and the Privacy Officer having the	1.b Categorization of the Incident	None	1 hour	DPO		
jurisdiction over the unit involved within two (2) hours	1.c Investigation and identification of the Incident	None	8 hours	Data Privacy Response Team		
2. Receive Notification	2.a. If necessary, reporting to National Privacy Commission and notification to affected Data Subjects	None	2 days, and 14 hours	DPO		
	2.b Containment and eradication of the cause of Security Incident or Personal Data Breach	None	7 days	Data Privacy Response Team		
	2.c. Restore the system or application to its working state	None	7 days	Data Privacy Response Team		
	2.d. Update the status of the Security Incident or Personal Data Breach	None	1 day	Data Privacy Response Team		
	2.e Discussion of lessons learned	None	1 day	DPO		
	TOTAL:	None	14 days			

procedures in coordination with RSU Privacy Officers

Central Records Management Office

141. Receiving and Control of External Correspondences (Registered / Received from Couriers/Delivered by Hand)

Office or Division:	Central Records Management Oπice					
Classification:	Simple	Simple				
Type of Transaction:	G2C – Government to Citizen	G2C – Government to Citizen				
•	G2B – Government to Business/Private Entity/ies					
	G2G – Government to Government					
Who may Avail:	All					
CHECKLIST OF R	REQUIREMENTS WHERE	TO SECURE				
Communication/Records/Documents (government or non – government).	from other agencies/institutions Client					

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the visitor's logbook.	Give the visitor's logbook to the client.	None	2 minutes	ODIMO/Office Staff
2. Present the documents/ communication letters with attachments, if any.	Receive and review the communication/records/documents	None	3 minutes	ODIMO/Office Staff
3. N/A	3. Record the documents/communication letters in the Mail Register Form (MRF) and indicate the descriptions thereof.	None	3 minutes	ODIMO/Office Staff
4. Sign out in the visitor's logbook.	4. Check the visitor's logbook if the client has signed out.	None	2 minutes	ODIMO/Office Staff
5. N/A	5. Forward the documents/ communications to the concerned office/unit/employee for action.	None	5 minutes	ODIMO/Office Staff
	TOTAL	None	15 minutes	

The service allows a systematic procedure of receiving external correspondences from other agencies/institutions (government or non – government).

142. Receiving and Control of Internal Correspondences (Including Duplicate Copies from the Office of the President)

The service allows a systematic procedure of receiving and control of internal correspondences (including

Office or Division:	Central Records Management Office					
Classification:	Simple					
Type of Transaction:	G2C – Government to Citizen					
Who may Avail:	All Employees within the University					
CHECKLIST OF R	WHERE TO SECURE					
Communication/Records/Documents	ts duly acted upon by the RSU Client					
Dracident//ice Dracidente Deene Dir	antana limit lianala anal Avitania al	A				

President/Vice Presidents, Deans, Directors, Unit Heads, and Authorized Representatives

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the visitor's logbook.	Give the visitor's logbook to the client.	None	2 minutes	ODIMO/Office Staff
2. Present the documents/communication letters with attachments, if any.	2. Review the nature/format of the communication/records/document. It shall be duly signed by the proper authorities before receiving the document.	None	3 minutes	ODIMO/Office Staff
3. N/A	3. Stamp "RECEIVED" using official receiving stamp at the lower left portion of the correspondence. Assign a tracer number, date, time and initial of the office receiving staff.	None	3 minutes	ODIMO/Office Staff
4. N/A	4. Record the communication/ documents in the assigned logbook.		3 minutes	ODIMO/Office Staff
5. Sign out in the visitor's logbook.	5. Check the visitor's logbook if the client has signed out.	None	2 minutes	ODIMO/Office Staff
6. N.A	6.a Prior to filing, the correspondence should be scanned and recorded in the e – filing system for easy retrieval. 6.b File the copy of the correspondence in the assigned file folder.	None	2 minutes	ODIMO/Office Staff
	TOTAL	None	15 minutes	

duplicate copies from the Office of the President).

Office or Division:	Central Records Management Office				
Classification:		Simple			
Type of Transaction:		G2C – Government	to Citizen		
Who may Avail:		All Employees withi	n the Univer	sity	
CHECK	LIST OF REQUIRE	EMENTS		WHERE TO SEC	CURE
Duly accomplished I	Document Request	t Form (DRF)	Central Re	cords Manageme	nt Office
CLIENT STEPS	AGENC	Y ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the visitor's logbook.	1. Give the visitor' client.	s logbook to the	None	2 minutes	ODIMO/Office Staff
2. Accomplish the Document Request Form (DRF).	conduct the initial completely filled –	2. The ODIMO/Office Staff shall conduct the initial evaluation of the completely filled – up Document Request Form. Deny the request if the form is incomplete.		3 minutes	ODIMO/Office Staff
3. N/A	Request Form to the for approval. 3.b Retrieve the direquested by the control of the following states	records are not ove the request and records are available,	None	5 minutes	ODIMO/Office Staff; Records Officer
4. Claim the	4.a Release a phorequested records	tocopy of the	None	3 minutes	ODIMO/Office

None

None

None

3 minutes

2 minutes

15 minutes

Staff

ODIMO/Office

Staff

143. Request for Access to Documents/Records

client has signed out.

4.b File the Document Request Form

(DRF) in the assigned file folder.

5. Check the visitor's logbook if the

TOTAL

requested records/

5. Sign out in the

visitor's logbook.

documents

144. Authentication of Records/Documents

authentication/certified photocopy.

Office or Division:	Central Records Management Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Internal Clients (Faculty, Staff, and Students)

who may Avail: Internal Clients (Faculty, Stair, and Students)					
CHECK	LIST OF REQUIREMENTS		WHERE T	O SECURE	
Duly accomplished Docume	ent Authentication Slip (DAS)		Central Records I	Management Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sign in the visitor's logbook.	Give the visitor's logbook to the client.	None	2 minutes	ODIMO/Office Staff	
2. Accomplish the Document Authentication Slip (DAS).	Receive the duly accomplished Document Authentication Slip (DAS).	None	2 minutes	ODIMO/Office Staff	
3. Present the original document to the staff.	3. Identify if the document presented for certification/authentication is original.	None	3 minutes	ODIMO/Office Staff	
4. N/A	Stamp the document for authenticity.	None	1 minute	Records Officer; Authorized Designee	
5. Claim the authenticated/certified photocopied records/documents together with the original copies.	5. Releases the authenticated/certified photocopied records/documents together with the original copies.5.1 File the Document Authentication Slip (DAS) in the assigned file folder.	None	5 minutes	ODIMO/Office Staff	
6. Sign out in the visitor's logbook.	6. Check the visitor's logbook if the client has signed out.	None	2 minutes	ODIMO/Office Staff	
	TOTAL	None	15 minutes	/	

University Policy Systems Office

Office or Division:		University Policy Systems Office				
Classification:		Simple				
Type of Transaction	:	G2C - Government to Citizen G2G – Government to Government				
Who may Avail:		All Employees				
CI	HECKLIST OF R	REQUIREMENTS		WHERE TO SECURE		
Duly accomplished	Proposal Form	n UPSO				
Receiving Copy	•			Client		
CLIENT STEPS	AGEI	NCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fill out and submit Proposal Form/ other documents	Proposal Form	d receive submitted and other documents. UPSO Head for	None	2 minutes	UPSO Head, Staff	

145. Receiving of Proposal Form and Other Documents

TOTAL

None

2 minutes

Office or Division:		University Policy Sy	stems Office		
Classification:		Simple			
Type of Transaction:		G2C - Government	to Citizen		
		G2G – Government	to Governmen	nt	
Who may Avail:		All Employees			
CHEC	KLIST OF R	REQUIREMENTS WHERE TO SECURE			O SECURE
None				N/A	
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Advise UPSO Head for consultation and discussion.	1.a Schedule consultation and discussion 1.b Discuss the concerns and make recommendations.		None	10 minutes	UPSO Head
		TOTAL	None	10 minutes	

146. Consultation of Proposed Policies and Other Concerns

The service allows a systematic procedure of consultation of proposed policies and other concerns.

Office or Division	1:	University Policy Systems Office				
Classification:		Simple		1 2 30	11/11/11	\\
Type of Transact	ion:	G2C - Gov	ernment to	Citizen	1150)	
Who may Avail:		All Employe	es	CA.	5	
	CHECKLIST OF R	EQUIREME	NTS		WHERE T	O SECURE
None					N/A	
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Receive the approved policies and other documents.	1.a Forward the approved policies and other documents to concerned unit/office Head.1.b Secure a copy and record released documents for filing.		None	2 minutes	UPSO Head, Staff	
	/\ \ T	OTAL	(0) 4	None	2 minutes	

147. Releasing of Approved Policies and Other Documents

The service allows a systematic procedure of releasing of approved policies and other documents to the concerned unit's/offices.

CAMPUSES

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

Office or Division:	Campus Registrar's Office		
Classification:	Simple		
Type of Transaction:	G2C – Govern	ment to Citizen	
Who may Avail:	Clients - New/C	Continuing/Transferee/Shifter Students	
CHECKLIST OF REQUIRE	MENTS	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	

CAMPUS ADMISSION AND REGISTRATION

148. Admission and Registration Enrolment



For Transferee/Shifters St					
Official Transcript of Record					
Certificate of Honorable Dis		Client			
Certificate of Good Moral C	haracter	Client			
NSO Birth Certificate		Clie	nt		
For Continuing Students					
Approved Clearance		Dep		airperson's Office	
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For New Students					
Secure enrollment route form and fill out the form. Submit the requirements.	1. Receives and checks completeness of required information and required documents of the studen Issues Enrolment Route Form and Trial Form	d	None	2 minutes	Registrar's Staff
2. Fill out the enrolment	2. Check the availability	of	None	5 minutes	Registrar's Staff
route form and proceed to the designated area to copy the subject and schedules	subjects and slots				
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 Registration (COR)	of	None	1 minute	Registrar's Staff
	TOTAL	8	None	18 minues	
For Transferee/ Shifters S	tudents		}		7
1. Submit requirements.	1. Receive and check the completeness and integr of the documents and Iss Enrolment Route Form a Trial Form	ity sue	None	2 minutes	Registrar's Staff
2. N/A	Crediting the subjects	1	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.	of	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 Stude	ents				•
Secure and Fill out the Enrolment Route Form	Receive and check to completeness of require information and require documents of the stude Issues Enrolment Rou Form and Trial Form	ed ed nts. te	None	2 minutes	Registrar's Staff

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

CAMPUS GUIDANCE AND COUNSELING SERVICES

Office or Division:		Campus Guidano	e Office		
Classification:		Simple			\
Type of Transaction:		G2C – Governme	ent to Citizen		
Who may Avail:		Students/Transfe	rees and Shift	tees/ Graduates	
CHECKLIST OF REQUIR	EMENTS		WHERE	TO SECURE	1 -
Clearance	// T@)H	Office Secretary	7 / 19 8	1 1 1 m	7
CLIENT STEPS	AGE	NCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the visitor's logbook	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	

149. 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, 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	Receive the referral slip and assess the need		None	2 minutes	Office Staff/ Guidance

150. Counseling Services

2. Receive and reads and signs the Confidentiality	2 Keep the document of the students and calls the Guidance	None	1 minute	Office Staff/ Coordinator Guidance
agreement	Coordinator			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	

Office or Division:		Campus Guidance Office			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen			
Who may Avail:		Students			\
CHECKLIST OF REQUIR	EMENTS		WHERE	TO SECURE	
Referral Slip	5// N	Office of the Student Affairs			\
CLIENT STEPS	AGE	NCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out request slip or presents referral slip from OSA	Accept the written complain /referral slip		None	2 minutes	Office Staff/ Guidance Coordinator
2. Wait for the evaluation	2. Evalua	ate 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	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)		e the settlement parties	None	2 minutes	Guidance Coordinator
		TOTAL	None	95 minutes	

151. Handling Referrals

CAMPUS CENTER FOR ALUMNI RELATIONS AND EMPLOYMENT SERVICES (CARES)

CHECKLIST OF REQUIR	WHERE TO SECURE			
Registration Form	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 preemployment 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	

152. 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

153. Request for Yearbook

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)	Client – Students / Authorized Representative			
copies signed by the Director of the				
Registrar's Office				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the Registration Form	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	

CAMPUS CASHIERING UNIT

154. Confirmation of Student Enrollment

Office or Division:	Campus CARES
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Clients - Alumni
CHECKLIST OF REQUIREMEN	ITS 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.	Provide the logbook to the client	None	2 minutes	CARES Staff
2. Submit requirements	2. Release and issue yea 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	

155. Signing of Clearance

156. Collection of Fees and Charges

Office or Division:	Campus Cashiering Unit
Classification:	Simple 4 2 (0)
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
Proof of Payment *if graduating students	2. Client

ii gradadiiig otaaciito	1115			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present clearance form and proof of payment (if graduating)	Verify student's account status based on the record of the unit	None	45 seconds	Collecting Officer
2. If without balance *If with the balance, pay	Sign the clearance form Sign the clearance form Sign the clearance form	None	10 seconds	Collecting Officer
the balance	(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	

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	1. Client			
Registration Form or Identification				
Card or Completion Form or				
Request Form or Sales Invoice				

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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	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

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	Health Services Unit
Medical Record Form	
Results of the following medical	Laboratory request Form - Health Services Unit
laboratory requirements:	
 Chest x-ray with official reading 	Laboratory and Diagnostic Procedures done at any medical
Urinalysis	laboratory clinic of their choice
Complete Blood Count	
Drug Test	
*Note: Shifters are not required to	
submit new laboratory requirements	
1pc. Long Brown envelope	Incoming Student

1pc. 2x2 picture (white backgr with full name written at the ba				
Enrollment Routing Slip	Admission Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. New Student (Including a	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	A.2 Check the necessary details for completeness of the data and note alterations in laboratory	None	2 minutes	Campus Nurse on Duty
routing form/slip.	results.			
B. Old Student (Returnees a	B.1 Locate client's medical	None	2 minutes	Campus Nurse
year of enrollment to the nurse-on duty/student assistant.	record from the file cabinet using the E-Data Medical Record.	Notice	2 minutes	on Duty
B.2 Update student medical record data then submit it with the medical laboratory requirements and enrollment routing form/slip. Note: Shifters are not required to submit new laboratory requirements	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 Depending on the availability of the retainer physician as scheduled by nurse-on-	Physician on Duty

157. Pre- Enrollment Medical Examination

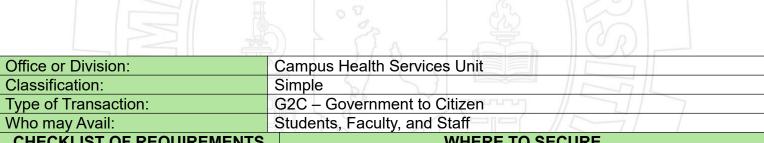
			duty	
6. Referral: for those with	6. Follow the steps/	None	3 minutes	Campus Nurse
significant findings or altered	process for consultation			on Duty
laboratory results	and referrals			
7. Wait for signed Routing	7. Encode needed data on	None	3 minutes	Campus Nurse
slip to be returned.	E-Data Medical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

158. Annual Medical Examination



2. Medical Examination	2. Consult with the	None	5 minutes	Campus Nurse on
Phase	retainer physician			Duty
	2.1 Carry out other			
	interventions needed			
	*For client with alterations			
	in the laboratory requests			
	submitted			
	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	15		
	by the physician			
3. Post consultation	3. Document all the	None	3 minutes	Campus Nurse on
	procedures done in the			Duty
Office or Division:	client med@ameesrdealth	Services Unit		\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
企!	4. Secure Simpleteness	None	1 minute	Campus Nurse on
Type of Transaction:	of the dataGRAne logbookin	ent to Citizen		Duty
Who may Avail:	provided by a hely and Staff	V) ALC	S IIIII	
	REQUIREM ENTA L		WHERENIFQ (SEC	JRE
Accomplished/Filled-up Er		ealth Services		
Consultation Form		lealth Services	Unit	
CLIENT STERS	ACENCY ACTION	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTION	BE PAID	TIME	RESPONSIBLE
1. Pre-Examination	1. Locate client's medical	None	5 minutes	Campus Nurse on
1. Pre-Examination Phase	Locate client's medical record from the file	None	//	Campus Nurse on Duty
	1 1 1 2 7	-	//	Duty Retainer
	record from the file cabinet	-	//	Duty
	record from the file cabinet 1.1 Ask the client relevant	-	//	Duty Retainer
	record from the file cabinet 1.1 Ask the client relevant health information as to	-	//	Duty Retainer
	record from the file cabinet 1.1 Ask the client relevant	-	//	Duty Retainer
	record from the file cabinet 1.1 Ask the client relevant health information as to the purpose of visit	-	//	Duty Retainer
	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	-	//	Duty Retainer
	record from the file cabinet 1.1 Ask the client relevant health information as to the purpose of visit	-	//	Duty Retainer
	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	-	//	Duty Retainer
	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 • Temperature	-	//	Duty Retainer
	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 • Temperature • Blood pressure	-	//	Duty Retainer
	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 Temperature Blood pressure Heart rate	-	//	Duty Retainer
	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 Temperature Blood pressure Heart rate Respiratory Rate	-	//	Duty Retainer
	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 Temperature Blood pressure Heart rate Respiratory Rate Oxygen Saturation	-	//	Duty Retainer
	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 Temperature Blood pressure Heart rate Respiratory Rate Oxygen Saturation Height and	-	//	Duty Retainer
	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 Temperature Blood pressure Heart rate Respiratory Rate Oxygen Saturation	-	//	Duty Retainer
	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 Temperature Blood pressure Heart rate Respiratory Rate Oxygen Saturation Height and Weight	-	//	Duty Retainer
	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 Temperature Blood pressure Heart rate Respiratory Rate Oxygen Saturation Height and Weight 1.3 File and record	-	//	Duty Retainer
	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 • Temperature • Blood pressure • Heart rate • Respiratory Rate • Oxygen Saturation • Height and • Weight 1.3 File and record laboratory results	-	//	Duty Retainer
	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 Temperature Blood pressure Heart rate Respiratory Rate Oxygen Saturation Height and Weight 1.3 File and record	-	//	Duty Retainer
	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 Temperature Blood pressure Heart rate Respiratory Rate Oxygen Saturation Height and Weight 1.3 File and record laboratory results submitted by the client	-	//	Duty Retainer
	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 • 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	-	//	Duty Retainer
	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 • 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	-	//	Duty Retainer
	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 • 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	-	//	Duty Retainer

159. Medical Consultation



vviio iliay Avall.	Students, Faculty, and Stan
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	Locate client's medical	None	2 minutes	Campus Clerk on
Phase	record from the file cabinet	2/1/17/17		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	None	5 minutes	Campus Clerk on Duty
3. Referral Phase	purpose of visit 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	Campus Director

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

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		

Health Services Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	3. Administer medicine as needed or as per doctor's	None	5 minutes	Campus Nurse on Duty

160. Dispensing and Administration of Medicines/Medical Supplies

order.

2. Consultation Form

distribution and

administration

Office or Division:

Classification:

	TOTAL	None	13 minutes	
provided	medicine logbook			Daty
4. Sign in the logbook provided	4. Secure completeness of the data in the	None	1 minute	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			

Campus Health Services Unit

Simple

Type of Transaction:		G2C - Government	to Citizen	1/1///	1
Who may Avail:		Students, Faculty, a			
CHECKLIST OF REQUIREMENTS WHERE TO SECURE		TO SECURE			
Referral Form	// 15	Health Services Unit			
CLIENT STEPS		ENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Write or referral for	details on the orm.	None	2 minutes	Campus Nurse on Duty
2. Assessment	client (terpressure respirato saturation weight) conditions the about the Brief Medi	te vital signs of the imperature, blood , heart rate, ry rate, oxygen in, height and on the referral form. Elevant information e visit such as: f complaint history of illness cations taken and agement done son for referral	None	5 minutes	Campus Nurse on Duty
	3. Refer contactin facility or relaying to them.	the client by ag other health care clinic of choice and needed information are completeness of ne referral form	None	2 minutes	Campus Nurse on Duty

4. Issuance Referral	4. Give referral form to	None	2 minutes	Campus Nurse on
Form	the client and instruct the client to return the referral slip provided by the HSU			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	

161. 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	
Student/Employee Medical Record	Health Services Unit	
- Ctadona Employee Medical I tooola	FIGURE CONTINUES OF THE	
Consultation Form	Health Services Unit	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pre-Treatment Phase	Locate client's medical record from the file cabinet	None	2 minutes	Campus Nurse on Duty
	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.			
2. Application/ Administration of Basic First Aid	 2. Perform the following nursing intervention if needed 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	,

162. Treatment of Minor Injury and Dressing of Wounds

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	Student/Client
and Filled-Out Application Form	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the needed requirements	Receive and validate the requirements submitted. I.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 Card2.1 Issue the Library Card as scheduled	None	24 hours	LRC Coordinator/ Library Staff
	TOTAL	None	24 hours and 3 minutes	

CAMPUS LEARNING RESOURCE CENTER

163. Issuance of Library Card

164. Borrowing Books

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

165. Returning of Library Materials

Office or Division:		Campus Learnin	g Resource C	enter	
Classification:		Simple	7		
Type of Transaction:		G2C - Governm	ent to Citizen		U 7
Who may Avail:		Students, Facult	y, and Employ	rees	7///
CHECKLIST OF REQUIR	EMENTS		WHER	E TO SECURE	
Accomplished Slip	11/100	Client			//
CLIENT STEPS	AGE	NCY ACTION FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE
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 Barrower's Slip Form	2. Release the requested/ borrowed library material subject to library policy			5 Minutes	LRC Coordinator/Library Staff
		TOTAL	None	15 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	

166. Payment of Overdue Fines

167. Procedure for Computer/ Internet Services

Office of Division:		Campus Learning	Resource Ce	enter	
Classification:		Simple			
Type of Transaction:		G2C – Governme	ent to Citizen	G 120	
Who may Avail:		Students			
CHECKLIST OF REQUIR	EMENTS	S WHERE TO SECURE			
Overdue Slip		LRC Coordinator/ L	Library Staff		
Official Receipt		Client			
Official Receipt	\\	Client	Y Fru	ш //	
CLIENT STEPS	AGE	NCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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

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
Receive the Library Card	4. N/A	None	1 minute	LRC Coordinator/ Library Staff
	TOTAL	₱ 10.00/day per book	10 minutes	

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 for	m Client		

168. 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	Client
and O.R.	08 52 10
1x1 ID picture, Registration Form,	Client
and Accomplished/Filled-up Form	

and Accomplished/Filled-up Fo		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTION	BE PAID	TIME	RESPONSIBLE
Report Lost Library Cards and submit Affidavit of Lost	Check the record of the client's Receives the Affidavit of lost	None	2 minutes	LRC Coordinator/ Library Staff
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	·

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	Client
Accomplished in lice-out log officer	Ollerit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	_

169. Assistance to Outside Researchers

	7/				\
Office or Division:	Car	npus Learninເ	g Resource Ce	enter	7 //
Classification:	Sim	ple		7 11	711
Type of Transaction:	G20	C – Governme	ent to Citizen	6 120	
Who may Avail:	Stu	dents, Faculty	, and Student	sk)	
CHECKLIST OF REQU	JIREMENTS		WHE	RE TO SECURE	
Library Card		Client			_
Accomplished/ Filled-out I	og Sheet Form	Client			
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Clearance for Signature	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	None	1 minute	LRC Coordinator/

None

5 minutes

Library Staff

170. Signing of Clearance

OFFICE OF THE CAMPUS DIRECTOR

171. Signing of School-Related Documents

to the students/ faculty

TOTAL

This includes requests for the signing of school-related documents by the Campus Director, which includes

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

signing or authentication of clearance, TOR, good moral certifications, diploma, certification of grades,

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished records, forms,	From any Campus unit or office
or documents signed by other	
signatories other than the Campus	
Director	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the	1. Check the logbook if	None	2 minutes	Clerk on Duty
client's logbook	the client has signed in.			
2. Submit the document/s	2. Receive the	None	5 minutes	Clerk on Duty
to the attending clerk	document/s, check for completeness, and hand in the documents to the Campus Director		7 ^	
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	

completion forms, registration forms, thesis, certificate of graduation, biometrics and other related certifications, forms, and documents.

172. Approval of School Documents and Requests

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

other than the Campus Director				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client's logbook	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	

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

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
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	Discuss and agree on the provisions or contents of the documents for approval	None	30 minutes	Campus Director
4. Finalize the report as agreed	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	2minutes	Clerk on Duty
	TOTAL	None	48 minutes	

Attendance, etc.

173. 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.

174. 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.

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

CAMPUS STUDENT AFFAIRS AND SERVICES

Office or Division:	Campus Student		t Affairs and Services Office				
Classification:		Simple	-				
Type of Transaction:	on: G2C – Governme		ent to Citizen				
	Who may Avail: All Concerned						
CHECKLIST OF REQUIREMENTS				WHERE	TO SECURE		
		Students / Perso	nne	l-In-Charge			
Risk Assessment Program		Students / Perso					
Curriculum		Dean's/Chairpers			10		
Destination	/ _	Students / Perso					
Handbook or Manual			Dean's/Chairperson's Office				
Consent of the Parents	16/	Students					
Medical Certificate	/////	Students		6) al	11////	\	
Personnel-In-Charge	D//	Dean's/Chairpers	son'	s Office	1		
First Aid Kit	7//	Campus Clinic				\	
Fees	// .	Students / Perso	nne	l-In-Charge			
Insurance	// 🔘 '	Students		3 42	11		
Mobility of students		Personnel-In-Cha	arge	Э (32 117		
LGU/NGOs Approval		Students / Perso	nne	I-In-Charge			
Activities	200	Students / Perso	nne	I-In-Charge			
CLIENT STEPS	AGENCY ACTION			EES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Sign in the visitor's logbook for walk-in or external clients	Provide the logbook to the client.		1	None		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]	None	1 minute	Office Staff	
3. N/A	student organizations. 3. Review the details of the proposal and evaluate the relevance/significance of the proposed activity.		B 7	None	20 minutes	SAS Coordinator	
ØfficeAor Division:		ftthe Campus Dire	cto	r None	5 minutes	Office Staff	
Classification:		eness of the					
Type of Transaction:	requirem	©nte rnment to Cit	izer	າ			
Y6V/hMy/Anay Avail:					pres entative eand	St ake h oderd inator	
CHECKLIST OF REQUIREMENTS conduc		J		WHERE	TO SECURE		
None	upon me						
CHENT STERS				FEES TO	PROCESSING	PERSON	
6. NA	evaluation results 6. Sign the request letter			BEn@AID	1 ThiM.E e	SRESPONSIBLE	
See or contact the attending clerk for the schedule of appointment	Canedopanosehianthe asadabsityofthe Deampus Dicentorius stirectorefor			None	2 minutes	Clerk on Duty	
2. Wait for the appointment schedule	Seprement	atteantingeting		None	3 minutes	Clerk on Duty	

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	

175. 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 Student Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. New Organization	/ 5111		
Accomplished application form (Accreditation)		Office Staff	
Letter of application station accreditation of organization of Student Affairs and Se	ng the purpose of tion filed at the Office	Students/Client	
Recommendation from the to the acceptance of the organization, registration	application, and accreditation	Students/Client	
List of officers and their rand profile.		Students/Client	
Letter of invitation to cho		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 p (Action Plan).	project for one (1) year	Students/Client	
Constitution and By-laws	(include Anti-Hazing).	Students/Client	
For Fraternity and Sorori required.	ty, Parent's Consent is	Students/Client	
Documents should be su (one for University Presid OSAS, one for SSC and	dent, One for the one for file copy.	Students/Client	
B. RENEWAL/RE-ACCR		1191911111	
Accomplish the application Accreditation)	on form (Re-	Office Staff	
Letter of application station accreditation of organization of Student Affairs and Se	tion filed at the Office	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	

176. Endorsement for Accreditation of Student Organization (SO)

177. Processing of Scholarship Application

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. Advice 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 de	1 minute	Office Staff
	TOTAL	None	1 day & 14 minutes	

Office or Division:	sion: Campus Student			rvices Office			
Classification:		Simple					
Type of Transaction:		G2C – Governme	G2C – Government to Citizen				
Who may Avail:		All Students Con	ncerned				
CHECKLIST OF REQUIR	EMENTS		WHERE	TO SECURE			
Application Form		Office Staff					
Registration Form		Student Applicant					
Student ID		Student Applicant					
Certificate of Indigency		Student Applican	Student Applicant				
2x2 picture		Student Applican	t				
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. Provid the client	e the logbook to	None	1 minute	Office Staff		

178. Signing of Clearance

179. 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
Clearance Form	Office Staff
Accomplishment and Financial Report	Client
for Student Organization Officers	1 1 (1) 1 (5)
ioi otadoni organization omogra	

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	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 *if applicable	3. Sign the slip if no accountability, otherwise advises applicant to settle accountability.	None	1 minute	SAS coordinator	
	TOTAL	None	5 minutes		

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	Registrar
semester/term	

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	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 vacancies3	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	

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

180. Handling Student Complaints

SAS

Coordinator

SAS

Coordinator

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	

Office or Division:	Campus Studen	t Affairs and	Services Office	
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All Accredited St	tudent Organ	izations	
CHECKLIST OF REQUIREMENTS			WHERE TO SEC	CURE
Request Letter to President		Student / C	lient	7
Request Letter to Campus Direct	ctor	Student / C	lient	7) \
Request Letter to OSAS Directo	or 👼	Student / C	lient	
Request Letter to Dean/ Chairpo	erson	Student / C	lient	R)
Request Letter to SAS Coordina	ator	Student / C	lient	4
Activity Proposal (Budgetary Re	equirements, Program)	Student / C	lient	
CLIENT STEPS	AGENCY ACTION	FEES BE PA		PERSON RESPONSIBLE
1.Sign in the visitor's logbook for walk-in or external clients	1. Provide the logbooto to the client.	k 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	st None	1 minute	Office Staff
3. N/A	3. Review the details the proposal and evaluate the relevance		20 minutes	SAS Coordinator

significance of the proposed activity.

permit to conduct

activity upon

results.

4. Act appropriately said

meritorious evaluation

letter and proposal and

5. Sign the request

endorse to the Dean /Campus director for appropriate action.

4. N/A

5. N/A

None

None

1 minute

1 minute

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

181. Endorsement of In-Campus Activity

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
Sign in the visitor's logbook for walk-in or external client	Provide the logbook to the client.	None	1 minute	Office Staff
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 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	

OFFICE OF THE PROGRAM CHAIRPERSON (CAMPUS)

182. 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		
J. I Z. I Z. J. I KE GOINE IN I	WILLIAE TO SESSIVE		
Clearance	Student/ Client		
Clearance	Student/ Client		

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

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

183. Request of Upper 25 Certificate

2. N/A	2. Checks record if there are	FEESTO	PROCESSING	Office Staff PERSON
CLIENT STEPS	any li AIGHENSY ACTION			
1: Submit duly filled-up clearance form	3. Forwards to the Dean/ 1. Check completeness of Program Chairperson for the entry in the clearance signature	BE PAID None	1 minute 1 minute	RESPONSIBLE Statt
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	

184. Signing of Clearance

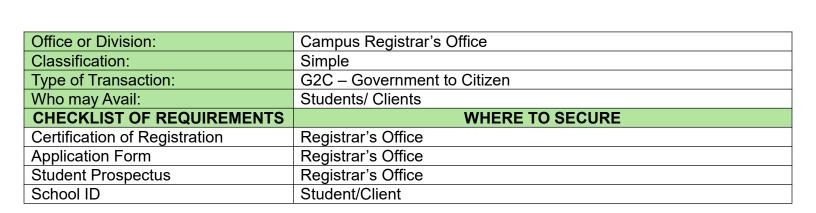
Office or Division:		Campus Registra	r'a Office		
Classification:	Highly Technical		i s Office	niice	
			nt to Citizon		
Type of Transaction:		G2C – Governme	ent to Citizen	-/////	
Who may Avail:		Students/ Clients		Y / //> \\\	
CHECKLIST OF REQUIR	EMENIS		WHERE	TO SECURE	
Clearance	3)//	Student/Client	9 M	A	
Application Form	5// 11	Registrar's Office			\
CLIENT STEPS	AGE	NCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure & fill out the Request Application Form	1. Issue form	the application	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		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	

OFFICE OF THE CAMPUS REGISTRAR

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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out the Request Application form	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	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	

186. Issuance of Certification of Grades



187. 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

Octoor ID Ctadefity Chieft					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
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		

Office or Division:		Campus Registrar's Office			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen			
Who may Avail:		Students/ Clients			
CHECKLIST OF REQUIREMENT	TS		WHERE T	O SECURE	
Certification of Registration		Student/Client			
School ID		Student/Client			
CLIENT STEPS					PERSON RESPONSIBLE
Secure & Fill out the completion form	-	Issue Completion orm	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
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	Re the ge	Receive the Official eceipt and Release e completion form and et one copy for mpletion form and en the logbook.	None	2 minutes	Registrar's Staff
	景	TOTAL	₱ 30.00/	10 minutes	

page

188. Issuance of Completion Form

CAMPUS SECURITY OFFICE

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

VI. Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM				
How to send a feedback?	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.			
How feedback is processed?	Feedback forms are collected and tabulated to measure client satisfaction and help the University to better serve clients and stakeholders towards continual improvement.			
How to file complaints?	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.			

Office or Division:	Campus Security Office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may Avail:	All 1 9 1 5	
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	1. Provides the logbook to the	None	2 minutes	Guard on Duty
for walk-in or external clients.	client.			
2. Provides Valid ID	2. Check the validity of the ID	None	2 minutes	Guard on Duty
	and Inspect Vehicle (if any)			
3. N/A	3. Issue visitors/ vehicles	None	1 minute	Guard on Duty
	pass and guide visitors to			-
	their destination office/person			
4. Proceed to their destination	4. N/A	None	N/A	Guard on Duty
5. Surrender the visitors/	5. Receive the surrendered	None	1 minute	Guard on Duty
vehicles pass upon to the	visitors/vehicles pass, check			
guard on Duty upon Exit at the	the vehicle, and return the			
Gate	visitors ID			
	TOTAL	None	6 minutes	

How complaints are processed?	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.
Contact Information of CCB, PCC, CCB	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)

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	RSU Main Campus, Liwanag,	rsumainnstp@gmail.com
Training Program	Odiongan, Romblon	
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 Office	RSU Main Campus, Liwanag, Odiongan, Romblon	gcs@rsu.edu.ph
Disaster Risk Reduction Management Office	RSU Main Campus, Liwanag, Odiongan, Romblon	drrmo@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

College of Computing, Multimedia Arts and Digital Innovation	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
San Andres Campus	Poblacion, San Andres, Romblon	sanandres.campus@rsu.edu.ph
San Fernando Campus	Pili, San Fernando, Romblon	sanfernandocampus@rsu.edu.ph
Sta. Fe Campus	Poblacion, Sta. Fe, Romblon	stafecampus@rsu.edu.ph
Sta. Maria Campus	Concepcion Norte, Sta. Maria, Romblon	rsusta.mariacampus2023@gmail.com

