

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

- (1) NAME OF DEPARTMENT/AGENCY/LGU: Don Honorio Ventura State University
- (2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: [ / ] Yes [ ] No
- (3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>1</sup>	Specific Provision in the Governing Law(s) as Basis <sup>2</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
<b>OFFICE OF THE UNIVERSITY PRESIDENT</b>					
(Internal) Issuance of Memorandum from the Office of the President	Republic Act 9282 Higher Education Modernization Act of 1997	Section 4a. Powers and Duties of Governing Boards	University Operations Manual	July 1, 2010	
<b>OFFICE OF THE EXECUTIVE VICE PRESIDENT</b>					
(Internal) Checking and Recording of Disbursement Vouchers	Commission on Audit No. 92-389	Section 2 of COA Circular	University Operations Manual	July 1, 2010	

<sup>1</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

<sup>2</sup> Cite section number and quote provision identified in the governing law

Preparation and Issuance of EVP Memorandum	Republic Act 9282 Higher Education Modernization Act of 1997	Section 4a. Powers and Duties of Governing Boards	University Operations Manual	July 1, 2010	
<b>OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS</b>					
<b>Internal Service</b> Procedure for the Approval of Proposed External Seminars, Trainings, and Workshops related to Academic Affairs	Republic Act 9282 Higher Education Modernization Act of 1997	Section 4a. Powers and Duties of Governing Boards	University Operations Manual	July 1, 2010	
<b>OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION AND FINANCE</b>					
<b>Internal Service</b> Release of Budget Utilization Request (BUR) and Obligation Request (OR)	DBM Joint Circular No. 2019-1 Updated Guidelines relative to budget and financial Accountability Reports (bfars) starting FY 2019	Sec. 4.3 of DBM Joint Circular	Administrative Manual	January 2019	
<b>OFFICE OF THE VICE PRESIDENT FOR RESEARCH EXTENSION AND TRAINING</b>					
Procedure for the Approval of Proposed, External Seminars, Trainings and Workshops related to Research, Extension and Training	DBM National Budget Circular 563 s, 2016  Guidelines on Participation of Government Officials and Employees in Conventions, Seminars,	Item 3. Guidelines	University Research Manual 2019  (Chapter 5 Mechanics of Implementation, pp 27-41)	2019  (University Research Manual 2019 as per approved BOR Resolution	2018 University Research Manual

	Conferences, Symposia and Similar Non-Training Gatherings Sponsored by Non-Government Organizations or Private Institutions		University Extension Manual 2019 (Revised) as per approved BOR Resolution No. 56, s. 2019 (Chapter 5 Mechanics of Implementation p 27-41)	No. 56, s. 2019)  University Extension Manual 2019 (Revised) as per approved BOR Resolution No. 56, s. 2019	2017 Extension Manual
<b>OFFICE OF THE VICE PRESIDENT FOR STUDENT AFFAIRS AND SERVICE</b>					
<b>Internal Service</b> Procedure for the Approval of Proposed External Seminars, Trainings, and Workshops related to Student Affairs	Republic Act 9282 Higher Education Modernization Act of 1997	Section 4a. Powers and Duties of Governing Boards	University Operations Manual  University Students' Manual	2019 (Referring to the Student Manual)	
<b>ACCOUNTING OFFICE</b>					
<b>External Services</b> Issuance of Certificate of Payment for Graduation Fee	<b>R.A. 10931</b> Universal Access to Quality Tertiary Education Act of 2017  <b>BoR Reso No. 73, S.2017</b>	Section 7	Student Manual/Handbook	2019 (Referring to the Student Manual)	
Issuance of Clearance (for Students with Outstanding Balance)	<b>BoR Reso No. 73, S.2017</b>		Student Manual/Handbook	2019 (Referring to the Student Manual)	

Issuance of Clearance (for Students without Outstanding Balance)	BoR Reso No. 73, S.2017		Student Manual/Handbook	2019 (Referring to the Student Manual)	
Issuance of Clearance (2nd Copy)	BoR Reso No. 73, S.2017		Student Manual/Handbook	2019 (Referring to the Student Manual)	
Issuance of Statement of Account (SOA)	BoR Reso No. 73, S.2017		Student Manual/Handbook	2019 (Referring to the Student Manual)	
<b>ADMINISTRATIVE SERVICES OFFICE</b>					
<b>Hiring Process for Non-Academic Personnel under Contract of Service (COS)</b>	CSC-COA-DBM Joint Circular No. 1 Series 2017	Section 6 Contract of Service	DHVSU-QSP-ADMINSO-0011 Hiring Process for Non-Academic Personnel under Contract of Service (COS)	July 1, 2019	
	CSC-COA-DBM Joint Circular No. 1 Series 2018	Section 11 Transitory Provisions			
<b>Application for Leave of Absence</b>	Omnibus Rules Implementing Book V of Executive Order No. 292 and Other Pertinent Civil Service Laws	Chapter 9 Sec. 60 Leave of Absence	Administrative Manual Chapter XIV Leave of Absence	2010	
<b>Issuance of Certificate of Employment (COE)</b>	DOLE Labor Advisory No. 06, Series of 2020	Section III Issuance of Certificate of Employment			
	Book V : Labor Relations Rules to Implement the Labor Code	Rule XIV Section 10 Certification of employment			
<b>Issuance of Service Record</b>	Rules Implementing the Code of Conduct and Ethical Standards for Public Officials	Rule IV Section 3 Transparency of Transactions and Access to Information			

	and Employees				
<b>Request for Replacement of University Issued Identification Card</b>	Joint Memorandum Circular No. 2019-001 S. 2019 The Implementing Rules and Regulations of RA 11032	Rule VII Section 8 Identification Card			
<b>ADMISSION OFFICE</b>					
<b>Application Procedure - General Admission</b>	CMO No. 105, series of 2017 Policy on the Admission of HEI's effective AY 2018 - 2019	Sec 1-3	Student Manual/Handbook Section 7.3	2019 (Referring to the Student Manual)	
<b>Application Procedure – Change of Campus</b>			Admissions Manual		
<b>Application Procedure – Shifting</b>			Student Manual/Handbook Section 7.3 - f	2019 (Referring to the Student Manual)	
<b>Application Procedure – Transferee</b>			Student Manual/Handbook Section 7.5 - c		
<b>AUXILIARY SERVICES OFFICE</b>					
<b>External Service Application for Stall Rental</b>			University Operations Manual	2010 (Referring to the University Operations Manual)	

BIDS AND AWARDS COMMITTEE					
<b>Awarding of Procurement Project (Public Bidding)</b>	THE 2016 REVISED IMPLEMENTING RULES AND REGULATIONS OF REPUBLIC ACT NO. 9184	Article IV	ISO 9001:2015 QMS Standards	2018	
<b>Awarding of Procurement Project (Small Value Procurement)</b>	THE 2016 REVISED IMPLEMENTING RULES AND REGULATIONS OF REPUBLIC ACT NO. 9184	Annex H, LETTER D, NO. 8	ISO 9001:2015 QMS Standards	2018	
<b>Procurement of Goods and Services - Public Bidding</b>	THE 2016 REVISED IMPLEMENTING RULES AND REGULATIONS OF REPUBLIC ACT NO. 9184	Article IV	ISO 9001:2015 QMS Standards	2018	
<b>Procurement of Goods and Services (Shopping)</b>	THE 2016 REVISED IMPLEMENTING RULES AND REGULATIONS OF REPUBLIC ACT NO. 9184	Section 52, LETTER C	ISO 9001:2015 QMS Standards	2018	
<b>Procurement of Goods and Services (Small Value Procurement)</b>	THE 2016 REVISED IMPLEMENTING RULES AND REGULATIONS OF REPUBLIC ACT NO. 9184	Annex H, LETTER D, NO. 8	ISO 9001:2015 QMS Standards	2018	
<b>Repair and Maintenance - Small Value Procurement</b>	THE 2016 REVISED IMPLEMENTING RULES AND REGULATIONS OF REPUBLIC ACT NO. 9184	Annex H, LETTER D, NO. 8	ISO 9001:2015 QMS Standards	2018	
<b>Request for Procurement of Goods and Services</b>	THE 2016 REVISED IMPLEMENTING RULES AND REGULATIONS	RULE II & IV	ISO 9001:2015 QMS Standards	2018	

	OF REPUBLIC ACT NO. 9184				
<b>CAREER SERVICES OFFICE</b>					
<b>Issuance of Final Endorsement for Internship to Host Training Establishment</b>	CMO No. 104 S. 2017 Revised Guidelines for Students Internship Program in the Philippines		Student Manual/Handbook	2018 (Referring to the Student Manual)	
<b>CASHIERING OFFICE</b>					
<b>External Services</b> Collection of Payment for Bidding Documents	Government Accounting Manual (In reference of P.D. No. 1445- State Audit Code of the Philippines Sec. 68)	Section 4 e. No payments of any nature shall be received by a collecting officer without immediately issuing an official receipt in acknowledgment thereof.	University Operations Manual	<b>2010</b>	
Collection of Payments for the Issuance of Certifications	Government Accounting Manual (In reference of P.D. No. 1445- State Audit Code of the Philippines Sec. 68)	Section 4 e. No payments of any nature shall be received by a collecting officer without immediately issuing an official receipt in acknowledgment thereof.	University Operations Manual	<b>2010</b>	
Collection of Payments for the Issuance of Certification for Good Moral Character	Government Accounting Manual (In reference of P.D. No. 1445- State Audit Code of the Philippines Sec. 68)	Section 4 e. No payments of any nature shall be received by a collecting officer without immediately	University Operations Manual	<b>2010</b>	

		issuing an official receipt in acknowledgment thereof.			
Collection of Payments for Rentals	Government Accounting Manual (In reference of P.D. No. 1445- State Audit Code of the Philippines Sec. 68)	Section 4 e. No payments of any nature shall be received by a collecting officer without immediately issuing an official receipt in acknowledgment thereof.	University Operations Manual	2010	
Collection of Fees	Government Accounting Manual (In reference of P.D. No. 1445- State Audit Code of the Philippines Sec. 68)	Section 4 e. No payments of any nature shall be received by a collecting officer without immediately issuing an official receipt in acknowledgment thereof.	University Operations Manual	2010	
Issuance of Official Receipt for Clearance/Statement of Account	<b>BoR Reso No. 73, S.2017</b>		Student Manual/Handbook	2019 (Referring to the Student Manual)	
Issuance of Official Receipt for the Reprinting of New Identification Card	Government Accounting Manual (In reference of P.D. No. 1445- State Audit Code of the Philippines Sec. 68)	Section 4 e. No payments of any nature shall be received by a collecting officer without immediately issuing an official receipt in acknowledgment thereof.	University Operations Manual	2010	
Check Preparation and Disbursement	Government Accounting Manual	Section 8 Checks shall be used for payments of regular expenses.	Accountable Forms		



Issuance of Check for Wages of Employees, Scholarship Allowances, Refund of Tuition Fees	Labor Code	Book III, Rule X, Section 6	University Operations Manual 2010	2010	
Issuance of Pay Slip	Labor Code	Book III, Rule X, Section 6	University Operations Manual 2010	2010	
Preparation of Checks	Labor Code	Book III, Rule X, Section 6	University Operations Manual 2010	2010	
<b>CIVIL SECURITY UNIT</b>					
<b>Issuance of Visitor's Pass</b>	CMO No. 09 s. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	Section 28.1 and 28.5 (Safety and Security Services)	University Operations Manual	2010 (Referring to the Manual)	
<b>Procedure for Student's Entering the University</b>	CMO No. 09 s. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	Section 28.1 and 28.5 (Safety and Security Services)	Student's Manual/ Handbook	2019 (Referring to the Manual)	
<b>COMPETENCY ASSESSMENT CENTER</b>					
<b>Conduct of Competency Assessment</b>	Republic Act No. 7796 (Technical Education and Skills Development Act of 1994)	Section 22	Competency Assessment and Certification Program Procedures Manual	2006 (Referring to the Procedure Manual)	
<b>COLLEGES AND EXTENSION CAMPUSES</b>					
<b>External Services Enrollment Procedure</b>	"Universal Access to Quality Tertiary Education Act of 2017"	Section 7	Student's Manual/ Handbook	2019 (Referring to the Manual)	

	CHED Memo 9. S. 2013 Enhanced Policies and Guidelines for Student Affairs and Services	<b>Article II sec 3</b>			
Issuance of Adding, Dropping, and Changing Forms	<p>“Universal Access to Quality Tertiary Education Act of 2017”</p> <p>CHED Memo 9. S. 2013 Enhanced Policies and Guidelines for Student Affairs and Services</p>	<p>Section 7</p> <p><b>Article II sec 3</b></p>	Student’s Manual/ Handbook	2019 (Referring to the Manual)	
Transferring Procedure	<p>“Universal Access to Quality Tertiary Education Act of 2017”</p> <p>CHED Memo 9. S. 2013 Enhanced Policies and Guidelines for Student Affairs and Services</p>	<p>Section 7</p> <p><b>Article II sec 3</b></p>	Student’s Manual/ Handbook	2019 (Referring to the Manual)	
<b>DATA PRIVACY OFFICE</b>					
Request for confidential documents	Republic Act 10173 – Data Privacy Act of 2012	Section 8	<p>University Operations Manual</p> <p>Public Information Manual</p>	<p>2010</p> <p>2018</p>	

Request for Posting of Materials	Republic Act 10173 – Data Privacy Act of 2012	Section 12	University Operations Manual Public Information Manual	2010 2018	
<b>EXTENSION SERVICES OFFICE</b>					
Request for Extension Services	CMO No.8 Series of 2008 Pathways to Equity, Relevance and Advancement in Research, Innovation and Extension in Philippine Higher Education	Chapter 5, Mechanics of Implementation	Student Manual/Handbook	2019 (Referring to the Student Manual)	
<b>FINANCE MANAGEMENT SERVICES OFFICE</b>					
Obligation/Utilization (ORS/BURS) Process	Government Accounting Manual (GAM) for National Government Agencies	Chapter 3 Sec. 11- Obligations Request Status  Chapter 3 Sec. 19- Budget Utilization Request Status	University Operations Manual 2010	2010	
Budget Execution Process	National Budget Circular No. 543 dated October 10, 2012	Guidelines in the Preparation and Submission of Budget Execution Documents (BEDS)	University Operations Manual 2010	2010	

	National Budget Circular No. 2016-9 dated October 27,2016	Submission of Annual Budget Execution Plans			
<b>GRADUATE SCHOOL</b>					
<b>Graduate School Enrolment Procedure (New Student)</b>	CHED CMO No. 36, Series of 1998 "Policies and Standards on Graduate Education"	CHED CMO No. 09, Series of 2003 "Addendum to CMO No. 36, Series of 1998"	Graduate School Handbook	2019 (Referring to the Graduate School Handbook)	
<b>Graduate School Enrolment Procedure (Old Student)</b>	CHED CMO No. 36, Series of 1998 "Policies and Standards on Graduate Education"	CHED CMO No. 09, Series of 2003 "Addendum to CMO No. 36, Series of 1998"	Graduate School Handbook	2019 (Referring to the Graduate School Handbook)	
<b>Plagiarism Check</b>	CHED CMO No. 36, Series of 1998 "Policies and Standards on Graduate Education"	CHED CMO No. 09, Series of 2003 "Addendum to CMO No. 36, Series of 1998"	Graduate School Handbook	2019 (Referring to the Graduate School Handbook)	
<b>Comprehensive Examination Procedure</b>	CHED CMO No. 36, Series of 1998 "Policies and Standards on Graduate Education"	CHED CMO No. 09, Series of 2003 "Addendum to CMO No. 36, Series of 1998"	Graduate School Handbook	2019 (Referring to the Graduate School Handbook)	
<b>GUIDANCE AND TESTING OFFICE</b>					
<b>Issuance of Good Moral Character Certificate</b>	"Universal Access to Quality Tertiary Education Act of 2017"  CHED CMO No. 09, s.2013	Section 7.5 a.4 Sectio 77.1.a	Student Manual 2019 Edition	2019 (Referring to the Student Manual)	

<b>Counseling</b>	RA 9258 "The Guidance and Counseling Act of 2004"	Article I Section 3.A Section 33.b.2.3	Student Manual 2019 Edition	2019 (Referring to the Student Manual)	
<b>Issuance of Admission Slip</b>	"Universal Access to Quality Tertiary Education Act of 2017"  CHED CMO No. 09, s.2013	Section 78.2 b.7	Student Manual 2019 Edition	2019 (Referring to the Student Manual)	
<b>Psychological Testing</b>	RA 9258 "The Guidance and Counseling Act of 2004"	Article I Section 3.A Section b.2.1	Student Manual 2019 Edition	2019 (Referring to the Student Manual)	
<b>LABORATORY HIGH SCHOOL</b>					
<b>Enrollment Procedure for Junior High School</b>	RA 10533 Enhanced Basic Education Act of 2013  DO 8 S. 2015 Policy Guidelines on Classroom Assessment for the K to 12 Basic Education Program  DO 12 S. 2012 Policy Guidelines On The Implementation Of Grades 1 to 10 of the K to 12 Basic Education Curriculum (BEC)	Section 4 Section 5  Section 9 Table 3 Section V Table 4 Table 8  Table 11 Section C Section D Section E Section F	Student Manual/Handbook	2018 (Referring to the Student Manual)	

	Effective School Year 2012-2013				
<b>Student Disciplinary Action</b>	DO 40 s. 2012	Part III Section 7-11 Part IV Section 12-13 Part V Section 15-16	Student Manual/Handbook	2018 (Referring to the Student Manual)	
<b>MANAGEMENT INFORMATION SYSTEM</b>					
<b>ID Printing (New Student)</b>	“Universal Access to Quality Tertiary Education Act of 2017”	Sec 2	Student Manual/Handbook	2019 (Referring to the Student Manual)	
<b>Replacement of ID (Old Student)</b>	“Universal Access to Quality Tertiary Education Act of 2017”	Sec 2	Student Manual/Handbook	2019 (Referring to the Student Manual)	
<b>Encoding of Students’ Grade</b>	“Universal Access to Quality Tertiary Education Act of 2017”	Sec 2	Faculty Manual/Handbook	2019 (Referring to the Student Manual)	
<b>ID Printing for Employees</b>	“Universal Access to Quality Tertiary Education Act of 2017”	Sec 2	University Manual	2010 (Referring to the University Manual)	
<b>OFFICE FOR ALUMNI AFFAIRS</b>					
<b>Giving and Acceptance of Donation</b>	None	N/A	OAA Manual	2018	
<b>Holding of Alumni Activities</b>	None	N/A	OAA Manual	2018	

OFFICE OF INTERNATIONAL PARTNERSHIPS AND PROGRAMS					
<b>Request for Travel Authority (Personal)</b>	CMO 55 s, 2016 Policy Framework and Strategies on the Internationalization of Philippine Higher Education	Sec 3	OIPP Manual	2017	
<b>Request for Travel Authority (Official)</b>	CMO 55 s. 2016 Policy Framework and Strategies on the Internationalization of Philippine Higher Education	Sec 3	OIPP Manual	2017	
<b>Foreign Students Admission</b>	CMO 55 s. 2016 Policy Framework and Strategies on the Internationalization of Philippine Higher Education	Sec 3	OIPP Manual	2017	
OFFICE OF STUDENT AFFAIRS					
<b>ID Validation</b>	None		Student Manual/Handbook	2019 (Referring to the Student Manual)	
<b>Claiming Lost and Found Items</b>	None		Student Manual/Handbook	2019 (Referring to the Student Manual)	
<b>Request for Insurance Claims</b>	RA 10931 An Act Promoting Universal Access to Quality Tertiary Education	Section 7, item letter (e)	Student Manual/Handbook	2019 (Referring to the Student Manual)	

<b>Replacing Lost or Old or ID of Students</b>	For Identification to be attached in the application form		Student Manual	2019 (Referring to the Student Manual)	
<b>Accreditation/re-accreditation of a student organization for recognition</b>	CMO No. 09, S. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	Article VIII, Section 19 Student Organization and Activities	Student Manual/Handbook	2019 (Referring to the Student Manual)	
<b>Claiming Insurance</b>	RA 10931 An Act Promoting Universal Access to Quality Tertiary Education	Section 7, item letter (e)	Student Manual/Handbook	2019 (Referring to the Student Manual)	
<b>Filing and resolving an incident or case</b>	CMO No. 09, S. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	Article VIII Student Development Section 22, Student Discipline	Student Manual/Handbook	2019 (Referring to the Student Manual)	
<b>Issuance of Certification of Compliance for Outbound Activity</b>	CMO #63, s.2017 Policies and Guidelines on Local Off Campus Activities	Article VII Requirements, Obligations and/or Responsibilities of Parties Involved	Student Manual/Handbook	2019 (Referring to the Student Manual)	
<b>OFFICE OF STUDENT SERVICES</b>					
<b>Medical Consultation</b>	CMO No. Enhanced Policies and Guidelines on Student Affairs and Services	Section 27 Article XI Health Services	Student handbook/Manual	In 2019 when the Student handbook/manual was revised	



	23. S. 2013				
<b>Dental Services</b>	CMO No. Enhanced Policies and Guidelines on Student Affairs and Services 23. S. 2013	Section 27 Article XI Health Services	Student handbook/Manual	In 2019 when the Student handbook/manual was revised	
<b>OFFICE OF UNIVERSITY REGISTRAR</b>					
<b>External Services</b> Application for Authentication of School Records	CHED Memorandum Order No. 05-s2016	CHED Memorandum Order No. 05-s2016	Registrar's Manual	2016	
Application for Certification, Authentication and Verification (CAV) of School Records	CHED Memorandum Order No. 05-s2016	Section 68(1) P.D 1445	Registrar's Manual	2016	
Application for Certification of Document Requested	CHED Memorandum Order No. 05-s 2016	Section 68(1) P.D 1445	Registrar's Manual	2016	
Application for Certificate of Completed Academic Requirements (CAR)	CHED Memorandum Order No. 05-s 2016	Section 68(1) P.D 1445	Registrar's Manual	2016	
Issuance of Diploma	CHED Memorandum Order No. 21-s 2007	CHED Memorandum Order No. 21-s 2007	Registrar's Manual (under Records Management No. 11)	2016	
Enrolment for New Students and Transferees	CHED Memorandum Order No. 27-s2016	CHED Memorandum Order No. 27-s2016	Registrar's Manual	2016	
Enrolment for Old, Continuing and Returning Students	CHED Memorandum Order No. 27-s2016	CHED Memorandum Order No. 27-s2016	Registrar's	2016	

			Manual (under Evaluation No. 14-change of grades)		
Application for Grade Discrepancy Form	CHED Memorandum Order No. 27-s2016	Section 68(1) P.D 1445	Registrar's Manual	2016	
Application for Incomplete Grade Agreement Form	CHED Memorandum No. 21-s 2007	Revenue Memorandum Circular No. 25-2008	Registrar's Manual (under Records Management No. 4-Production of TOR)	2007	
Application for Transcript of Records and Form 137 (Simple)	CHED Memorandum No. 17-s 2013	Revenue Memorandum Circular No. 25-2008	Registrar's Manual (under Records Management No. 4-Production of TOR)	2013	
Application for Transcript of Records and Form 137 (Complex)	CHED Memorandum, Order-22-2014	Revenue Memorandum Circular No. 25-2008	Registrar's Manual	2014	
Application for Transfer of Credentials (Honorable Dismissal) and Copy of Grades (COG)	Implementing Rules & Regulations (IRR's) for government funded scholarships and financial assistance programs	Implementing Rules & Regulations (IRR's) for government funded scholarships and financial assistance programs	Registrar's Manual	2016	
Filing of Application for Scholarship and Financial Assistance	Certified Master list from the Agencies provider/ benefactors	Certified Master list from the Agencies provider/ benefactors	Registrar's Manual	2016	
<b>PLANNING AND DEVELOPMENT OFFICE</b>					

Submission of Office Performance Commitment and Review (OPCR) Form	Sec.33 Chap 5, Book V of E.O. No. 292 E.O. 80 s. 12 Administrative Order No.25 December 21,2011 MC 6 s. 2012	Joint Resolution No. 4 Item 1 (d) CSC DBM Joint Circular No.1 s. 2012 CSC MC No.6, s 2012 And CSC Resolution No. 1200481	SPMS Manual University Manual	2019 2010	
Submission of Office Performance Commitment and Review (OPCR) Form	Sec.33 Chap 5, Book V of E.O. No. 292 E.O. 80 s. 12 Administrative Order No.25 December 21,2011 MC 6 s. 2012	Joint Resolution No. 4 Item 1 (d) CSC DBM Joint Circular No.1 s. 2012 CSC MC No.6, s 2012 And CSC Resolution No. 1200481	SPMS Manual University Manual	2019 2010	
<b>PUBLIC INFORMATION OFFICE</b>					
Approval for Posting of Materials	Republic Act 10173 – Data Privacy Act of 2012	Section 23	University Operations Manual  Public Information Manual	2010  2018	
<b>QUALITY ASSURANCE OFFICE</b>					
<b>Internal Service</b> Internal Quality Audit					
<b>RESEARCH AND DEVELOPMENT SERVICES OFFICE</b>					

<p>Research Application</p>	<p>CMO No 52, s. 2016 (Pathways to Equity, Relevance and Advancement in research, Innovation and Extension in Philippines Higher Education</p> <p><a href="#"><u>AO No. 005 Series of 2013</u></a> - <i>Amending Administrative Order No. 006 Series of 2004 and 004 Series of 2008, Guidelines for the Grants-In-Aid Funds of Department of Science and Technology and its Agencies</i></p>	<p>Section II 2.1 Grants-in-Aid for Research and Innovation</p> <p>Section III Pathways to Relevance</p>	<p>University Research Manual 2019 (Chapter 3 Research Proposal Development and Processing, pp 10-11)</p>	<p>2019 (University Research Manual 2019 as per approved BOR Resolution No. 56, s. 2019)</p>	
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	<p>SO No. 242 Series of 2013 - <i>New Prescribed Salary Rates for DOST-GIA Personnel</i></p> <p><a href="#">MC No. 001 Series of 2009</a> - <i>Revised Implementing Guidelines on the Grant of Honoraria to Personnel</i></p> <p><a href="#">AO No. 003 Series of 2008</a> - <i>Guidelines in the Selection and Hiring of Personnel for GIA Positions in the DOST System</i></p>				
Monitoring of Internally Funded Research	CMO No 52, s. 2016 (Pathways to Equity, Relevance and Advancement in research,	Section II 2.4 Technical and Financial Monitoring	University Research Manual 2019 (Chapter 4 Research Project	2019  (University Research Manual 2019 as per	

	<p>Innovation and Extension in Philippines Higher Education</p> <p><a href="#"><u>AO No. 005 Series of 2013</u></a> - Amending Administrative Order No. 006 Series of 2004 and 004 Series of 2008, Guidelines for the Grants-In-Aid Funds of Department of Science and Technology and its Agencies</p> <p>SO No. 242 Series of 2013 - New Prescribed Salary Rates for DOST-GIA Personnel</p>		<p>Implementation, Monitoring and Evaluation, pp 16-17)</p>	<p>approved BOR Resolution No. 56, s. 2019)</p>	
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	<p><a href="#">MC No. 001 Series of 2009</a> - Revised Implementing Guidelines on the Grant of Honoraria to Personnel</p> <p><a href="#">AO No. 003 Series of 2008</a> - Guidelines in the Selection and Hiring of Personnel for GIA Positions in the DOST System</p>				
<b>SENIOR HIGH SCHOOL</b>					
<p><b>Enrolment Procedure for Senior High School in the Private Education Assistance Committee's SHS Voucher Program</b></p>	<p><b>Enhanced Basic Education Act of 2013 (RA 10533)</b> Supports <b>Article XIV Section 2.3 of the Philippine Constitution of 1987</b> which mandates the State to establish a system of, among others, subsidies and incentives to deserving individuals in both public and private schools.</p>	<p><b>Per DO 11 s. 2015, the SHS VP intends to:</b></p> <ul style="list-style-type: none"> <li>a. Uphold the right to quality basic education and increase access in SHS</li> <li>b. Increase the diversity of SHS providers beyond the current configuration</li> <li>c. Provide greater choice to students and their families in</li> </ul>	<p>SHS VOUCHER PROGRAM</p>	<p>30 DAYS after the first day of opening of classes</p>	

		deciding the SHS program that caters to their needs and career goals			
<b>Enrollment of Senior High School Students in the DepEd's Learners Information System</b>	The Learner Information System (LIS) was implemented in government schools and Community Learning Centers (CLCs) in September 2012 <b>through DepEd Order Nos. 67, s. 2011 and 22, s. 2012.</b>	DO 33, S. 2013 – LEARNER INFORMATION SYSTEM (LIS) DATA HOUSEKEEPING AND IMPLEMENTATION FOR SCHOOL YEAR (SY) 2013-2014	Learners Information System Enrollment	Beginning School Year	DepEd ORDER No. 32, s. 2018 <b>POLICY GUIDELINES ON THE COLLECTION OF DATA/INFORMATION REQUIREMENTS FOR BEGINNING OF SCHOOL YEAR 2018–2019 IN THE LEARNER INFORMATION SYSTEM AND ENHANCED BASIC EDUCATION INFORMATION SYSTEM</b>
<b>SPORTS AND DEVELOPMENT OFFICE</b>					
<b>Request for the Utilization of the University Gymnasium</b>	CMO No. 9 S. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	Section 17 Student Handbook Development Section 34 Sports Development	Student Manual/Handbook	2019 (Referring to the Student Manual)	
<b>UNIVERSITY CULTURE AND THE ARTS UNIT</b>					



<b>Internal Service</b> Recruitment of University Cultural Performers	<b>Recruitment of University Cultural Performers</b>	CMO No. 09, S. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	Article V Student Affairs and Services Section 10, Item 10.1 and 10.2	Student Manual/Handbook	
<b>UNIVERSITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE</b>					
<b>Internal Services</b> Pre-conduct of Disaster Preparedness and Capacity Building Training	1. Conduct of Earthquake and Fire Drill	REPUBLIC ACT No. 11058 An Act Strengthening Compliance with Occupational Safety and Health Standards and Providing Penalties for Violations Thereof	Section 12. Occupational Safety Health (OSH) Program. - Covered workplaces shall have a safety and health program including the following policies:  (n) Emergency preparedness and response plan;	National Disaster Risk Reduction and Management Plan (NDRRMP) 2011-2028  School Disaster Risk Reduction and Management Manual	2011-2028  2016

		<p>Republic Act No. 10121</p> <p>An Act Strengthening The Philippine Disaster Risk Reduction And Management System, Providing For The National Disaster Risk Reduction And Management Framework And Institutionalizing The National Disaster Risk Reduction And Management Plan, Appropriating Funds Therefor</p>	<p>Section 2. Declaration of Policy. – It shall be the policy of the State to:</p> <p>(a) Uphold the people’s constitutional rights to life and property by addressing the root causes of vulnerabilities to disasters, strengthening the country’s institutional capacity for disaster risk reduction and management and building the resilience of local communities to</p>	<p>(Department of Education)</p>	
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		Occupational Safety And Health (Osh) Standards  For The Public Sector			
Conduct of Disaster Preparedness and Capacity Building Training	<p>REPUBLIC ACT No. 11058</p> <p>An Act Strengthening Compliance with Occupational Safety and Health Standards and Providing Penalties for Violations Thereof</p>	<p>Section 12. Occupational Safety Health (OSH) Program. - Covered workplaces shall have a safety and health program including the following policies:</p> <p>(g) Safety and health promotion, training and education;</p> <p>Section 2. Declaration of Policy. – It shall be the policy of the State to:</p>	<p>National Disaster Risk Reduction and Management Plan (NDRRMP)</p> <p>2011-2028</p>		

	<p>Republic Act No. 10121</p> <p>An Act Strengthening The Philippine Disaster Risk Reduction And Management System, Providing For The National Disaster Risk Reduction And Management Framework And Institutionalizing The National Disaster Risk Reduction And Management Plan, Appropriating Funds Therefor And For Other Purposes.</p>	<p>(a) Uphold the people's constitutional rights to life and property by addressing the root causes of vulnerabilities to disasters, strengthening the country's institutional capacity for disaster risk reduction and management and building the resilience of local communities to disasters including climate change impacts;</p>			
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<b>UNIVERSITY LEARNING RESOURCE CENTER</b>					
<b>Issuance of Library Cards</b>	CMO S. 2017 Minimum Requirements For Libraries of Higher	Section 2 F The Librarian shall formulate and maintain	Library Manual BOR Resolution	2018	

	Education Institutions Common To All Programs	written manuals of policies and procedures covering its internal administration and operational activities.		Referring to the Revised Library Manual	
<b>Issuance of Books, Magazines, Tabloids, Newspapers and other literature</b>	CMO S. 2017 Minimum Requirements For Libraries of Higher Education Institutions Common To All Programs	Section 2 F The Librarian shall formulate and maintain written manuals of policies and procedures covering its internal administration and operational activities.	Library Manual BOR Resolution	2018 Referring to the Revised Library Manual	
<b>UNIVERSITY TRAINING SERVICES OFFICE</b>					
<b>Request for Training Services</b>	CMO No.8 Series of 2008 Pathways to Equity, Relevance and Advancement in Research, Innovation and Extension in Philippine Higher Education	Chapter 5, Mechanics of Implementation	Student Manual/Handbook	2019 (Referring to the Student Manual)	





**(4) SERVICE INFORMATION PER GOVERNMENT SERVICE<sup>5</sup>**

**OFFICE OF THE UNIVERSITY PRESIDENT**

**Internal Service**

Issuance of Memorandum from the University President

<b>GOVERNMENT SERVICE: Procedure for the Issuance of Memorandum from the University President</b>						
<b>SERVICE INFORMATION</b>						
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Time</b>	<b>Processing</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>			
Complete documents signatories (1 original, 1 photocopy)  Invitation Letter with Routing Slip (1 original)  Request Letter (1 original)  List of participants who will attend (1 original)		1. Request for issuance of memoranda	University Operations Manual (2010)	1 Day (upon the availability of the signatory)		None
		2 Request for approval of disbursement vouchers, checks, appointment letters, and other correspondences	University Operations Manual (2010)	1 Day (upon the availability of the signatory)		None

		3 Receive the request memorandum, approved disbursement vouchers, checks, appointment letters, and other correspondences	University Operations Manual (2010)	2 minutes	None
<b>TOTAL</b>				<b>2 Days 2 Minutes</b>	<b>None</b>

### OFFICE OF THE EXECUTIVE VICE PRESIDENT

#### Internal Services

Checking and Recording of Disbursement Vouchers\

GOVERNMENT SERVICE: Procedure for the Checking and Recording of Disbursement Vouchers					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Disbursement Voucher (1 original)		1. Submit Disbursement Voucher	Commission on Audit No. 92-389  University Operations Manual (2010)	<b>10 minutes</b>	None
		2. Wait for the release of the signed voucher to the office of the University President	Commission on Audit No. 92-389	<b>10 Minutes</b>	None

		University Operations Manual (2010)		
<b>TOTAL</b>			<b>20 minutes</b>	<b>None</b>

Preparation and Issuance of EVP Memorandum

<b>GOVERNMENT SERVICE: Procedure for the Preparation and Issuance of EVP Memorandum</b>						
<b>SERVICE INFORMATION</b>						
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Time</b>	<b>Processing</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>			
Communication Letter (1 original )		1. Submit communication letter	University Operations Manual (2010)	10 Minutes		None
		2. Wait for the release of the memorandum	University Operations Manual (2010)	10 Minutes		None
<b>TOTAL</b>				<b>20 minutes</b>		<b>None</b>

**OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS**

**Internal Service**

Procedure for the Approval of Proposed External Seminars, Trainings, and Workshops related to Academic Affairs

<b>GOVERNMENT SERVICE: Procedure for the Approval of Proposed, External Seminars, Trainings and Workshops related to Academic Affairs</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Complete documents signatories (1 original, 1 photocopy)  Invitation Letter with Routing Slip (1 original)  Request Letter (1 original)  List of participants who will attend (1 original)		1. Submit the required documents for recommendation of approval of the Immediate Supervisor to the VPAA Office	University Operations Manual (2010)	10 minutes	None
		2. Wait for the release of the memorandum	University Operations Manual (2010)	1 hour	None

		3. Receive the approved memorandum from VPAA Office	University Operations Manual (2010)	10 minutes	None
<b>TOTAL</b>				<b>1 hour 20 minutes</b>	<b>None</b>

**OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION AND FINANCE**

**Internal Service**

Release of Budget Utilization Request (BUR) and Obligation Request (OR)

GOVERNMENT SERVICE: Procedure for the Release of Budget Utilization Request (BUR) and Obligation Request (OR)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Complete and signed BURS and ORS from the Budget Office (1 original)		1 Record the documents subject for the recommendation for approval by the VPAF	DBM Joint Circular No. 2019-1 Updated Guidelines relative to budget and financial Accountability Reports (bfars) starting FY 2019	1 Day (upon the availability of the signatory)	None

			University Operations Manual (2010)		
		2. Record and check the document	DBM Joint Circular No. 2019-1 Updated Guidelines relative to budget and financial Accountability Reports (bfars) starting FY 2019  University Operations Manual (2010)	1 Hour (upon the availability of the signatory)	None
<b>TOTAL</b>				<b>1 Day 1 Hour</b>	<b>None</b>

**OFFICE OF THE VICE PRESIDENT FOR RESEARCH EXTENSION AND TRAINING**

<b>GOVERNMENT SERVICE:</b> Procedure for the Approval of Proposed, External Seminars, Trainings and Workshops related to Research, Extension and Training							
<b>SERVICE INFORMATION</b>							
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>			<b>Total Time</b>	<b>Processing</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>				

<p>Complete documents signatories (1 original, 1 photocopy)</p> <p>Invitation Letter with Routing Slip (1 original)</p> <p>Request Letter (1 original)</p> <p>List of participants who will attend (1 original)</p>		<p>4. Submit the required documents for recommendation of approval of the Immediate Supervisor at the VPRET Office</p>	<p>University Research Manual 2019 (Chapter 5 Mechanics of Implementation, pp 27-41)</p> <p>University Extension Manual 2019 (Revised) as per approved BOR Resolution No. 56, s. 2019 (Chapter 5 Mechanics of Implementation p 27-41)</p>	<p>10 minutes</p>	<p>None</p>
		<p>5. Wait for the release of the memorandum</p>	<p>University Research Manual 2019 (Chapter 5 Mechanics of Implementation, pp 27-41)</p>	<p>1 hour</p>	<p>None</p>

			<p>University Extension Manual 2019 (Revised) as per approved BOR Resolution No. 56, s. 2019 (Chapter 5 Mechanics of Implementation p 27-41)</p>		
		<p>6. Receive the approved memorandum from VPRET Office</p>	<p>University Research Manual 2019 (Chapter 5 Mechanics of Implementation, pp 27-41)</p> <p>University Extension Manual 2019 (Revised) as per approved BOR</p>	<p>10 minutes</p>	<p>None</p>



			Resolution No. 56, s. 2019 (Chapter 5 Mechanics of Implementation p 27-41)		
TOTAL				1 hour 20 minutes	None

**OFFICE OF THE VICE PRESIDENT FOR STUDENT AFFAIRS AND SERVICES**

**Internal Service**

Procedure for the Approval of Proposed External Seminars, Trainings, and Workshops related to Student Affairs

<b>GOVERNMENT SERVICE: Procedure for the Approval of Proposed, External Seminars, Trainings and Workshops related to Academic Affairs</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Complete documents signatories (1 original, 1 photocopy)  Invitation Letter with Routing Slip (1 original)		1. Submit the required documents for recommendation of approval of the Immediate Supervisor to the VPSAS Office	University Operations Manual (2010)  University Students' Manual (2019)	10 minutes	None

Request Letter (1 original)					
List of participants who will attend (1 original)					
		2. Wait for the release of the memorandum	University Operations Manual (2010)  University Students Manual (2019)	1 hour	None
		3. Receive the approved memorandum from VPSAS Office	University Operations Manual (2010)  University Students Manual (2019)	10 minutes	None
<b>TOTAL</b>				<b>1 Hour 20 Minutes</b>	<b>None</b>

## ACCOUNTING OFFICE

<b>GOVERNMENT SERVICE: Issuance of Certificate of Payment for Graduation Fee</b>					
<b>SERVICE INFORMATION:</b> This describes the procedure for the issuance of certificate of payment for graduation fee for claiming transcript of records and diploma for the students					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Student's Identification Card (1 Original)	R.A. 10931	Present ID and request for Certificate of Payment for Graduation Fee at the Accounting Office	Student Manual/Handbook	1 minute	None
Official Receipt (OR) of Payment (1 Original)	BoR Reso No. 73, S.2017	Pay the necessary amount at the Cashiering Office		1 minute	P50
		Present OR at the Accounting Office		1 minute	
<b>TOTAL</b>				<b>3 minutes</b>	<b>P50</b>
<b>GOVERNMENT SERVICE: Issuance of Clearance (for Students with Outstanding Balance)</b>					
<b>SERVICE INFORMATION:</b> Issuance of clearance to students as a requirement for enrolment to the succeeding semester and for claiming transcript of records and diploma.					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Student's Identification Card (1 Original)	BoR Reso No. 73, S.2017	Inquire for verification of outstanding balance at the Accounting Office	Student Manual/Handbook	1 minute	None
Official Receipt (OR) of Payment (1 Original)		Pay the necessary amount at the Cashiering Office		1 minute	See Table for Schedule of Fees and Other Charges

		Present Official Receipt for the payment made to the Accounting Office		2 minutes	
<b>TOTAL</b>				<b>4 minutes</b>	<b>See Table for Schedule of Fees and Other Charges</b>

<b>GOVERNMENT SERVICE: Issuance of Clearance (for Students without Outstanding Balance)</b>					
<b>SERVICE INFORMATION:</b> Issuance of clearance to students as a requirement for enrolment to the succeeding semester and for claiming transcript of records and diploma					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Student's Identification Card (1 Original)	BoR Reso No. 73, S.2017	Request for Clearance at the Accounting Office.  Receive the Clearance from the Accounting Office.	Student Manual/Handbook	1 minute  1 minute	None
<b>TOTAL</b>				<b>2 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Issuance of Clearance (2nd Copy)</b>					
<b>SERVICE INFORMATION:</b> Issuance of clearance to students as a requirement for enrolment to the succeeding semester and for claiming transcript of records and diploma.					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Student's Identification Card (1 Original)	BoR Reso No. 73, S.2017	Present ID and request for 2nd Copy of Clearance at the Accounting Office	Student Manual/Handbook	1 minute	None
Official Receipt (OR) of Payment (1 Original)		Pay the necessary amount at the Cashiering Office		1 minute	P50

		Present Official Receipt for the payment made to the Accounting Office		2 minutes	
<b>TOTAL</b>				<b>4 minutes</b>	<b>P50</b>

<b>GOVERNMENT SERVICE Issuance of Statement of Account (SOA)</b>					
<b>SERVICE INFORMATION:</b> Issuance of statement of account to students as a requirement for scholarship and other general purposes					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Student's Identification Card (1 Original)	BoR Reso No. 73, S.2017	Request for Statement of Account at the Accounting Office.	Student Manual/Handbook	2 minutes	None
Official Receipt (OR) of Payment (1 Original)		Pay the necessary amount at the Cashiering Office		2 minutes	
Documentary Stamp (1 piece)		Present Official Receipt for the payment made to the Accounting Office		2 minutes	
		Wait for the issuance of SOA from the Accounting Office.		2 minutes	
<b>TOTAL</b>				<b>8 minutes</b>	<b>P50</b>

## ADMINISTRATIVE SERVICES OFFICE

<b>GOVERNMENT SERVICE: Hiring Process for Non-Academic Personnel under Contract of Service (COS)</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Manpower Request Form	To identify the manpower needs of college/campus/office	Wait for the announcement of the agency with regard to the needs of personnel under contract of service (COS)	CSC-COA-DBM Joint Circular No. 1 Series 2017	5 Minutes	None
(4) Scoring Sheet	To be used as an instrument in scoring the applicants.	Submit application and necessary requirements personally at the ADMINISO or via email: dhvsu.hrd@gmail.com	CSC-COA-DBM Joint Circular No. 1 Series 2018	1 Hour	None
Application letter addressed to the University President	Letter of intent addressed to the University President	Wait for the evaluation of Application and notification for interview		3 Hours and 30 Minutes	None
Curriculum Vitae/ Resume		Attend to the scheduled interview.		3 Hours and 30 Minutes	None
Transcript of Records (TOR)		Wait for the result of the Interview		45 Minutes	None
Diploma		Prepare for the submission of the Pre-Employment Requirements to the ADMINISO		10 Minutes	None
		Sign the Contract of Service at the ADMINISO		30 Minutes	None
<b>TOTAL</b>				<b>1 Day, 1 Hour, 30 Minutes</b>	<b>None</b>

## GOVERNMENT SERVICE: Application for Leave of Absence

<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
(2) CSC Form 6 – Leave Form		Secure and accomplish CSC Form 6	Omnibus Rules Implementing Book V of Executive Order No. 292 and Other Pertinent Civil Service Laws	10 Minutes	None
		Wait for the verified CSC Form 6		5 Minutes	None
		Forward the CSC Form 6 to the Immediate Superior		20 Minutes	None
		Forward the signed CSC Form 6 to the HRMO		3 Minutes	None
		Wait for the approval of the application for leave		2 Minutes	None
<b>TOTAL</b>				<b>40 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Issuance of Certificate of Employment (COE)</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
(1) Government issued ID		Secure and accomplish Certificate of Employment Request Form	DOLE Labor Advisory No. 06, Series of 2020	3 Minutes	None

COE Request Form		Wait for the issuance of COE	Book V: Labor Relations Rules to Implement the Labor Code	5 Minutes	None
<b>TOTAL</b>				<b>8 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Issuance of Service Record</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
(1) Government issued ID		Secure and accomplish Service Record Request Form	Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees	5 Minutes	None
Service Record Request Form		Wait for the issuance of Service Record		5 Minutes	None
<b>TOTAL</b>				<b>10 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Request for Replacement of University Issued Identification Card</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		



ID Request Form		Secure and accomplish ID Request Form	Joint Memorandum Circular No. 2019-001 S. 2019 The Implementing Rules and Regulations of RA 11032	10 Minutes	None
Affidavit of Loss for lost ID		Wait for the approval of the request		5 Minutes	None
<b>TOTAL</b>				<b>15 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Returning Loaned Books</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
N/A	N/A	Present borrowed material/s at the Circulation Counter		1 minute	None
		Wait for the material/s to be processed  *If with penalty, pay the assessed fines at the Cashier and present receipt to the library staff in-charge		1 minute  5 minutes	None  Php 2.00/ hour
		Retrieve library card before leaving the circulation counter		1 minute	None
		Leave library card and accomplished book card/s and get borrowed material/s		1 minute	None

<b>TOTAL</b>	<b>9 minutes</b>	<b>Varies from the number of hours</b>
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## ADMISSION OFFICE

<b>GOVERNMENT SERVICE: Application Procedure – General Admission</b>						
<b>SERVICE INFORMATION</b>						
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>			<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen’s Charter</b>	<b>Legal Basis</b>			
Application Form (1 original), Report Card (1 original, 1 photocopy, ), Good Moral Certificate (1 original, 1 photocopy), PSA Birth Certificate (1 original, 1 photocopy)	For verification and issuance of application form	Submit required documents to the Admissions Office	Student Manual Section 7.3	3 minutes	None	
Application Form (1 original)	For profiling of student’s	Submit accomplished Application Form & additional requirements to the Admissions Office.	Admissions Manual	7 minutes	None	
Test Stub	For Examination Schedule	<ul style="list-style-type: none"> <li>• Double check personal information in the profiling system of the Admissions Office. (For College applicant)</li> <li>• Pay Testing Fee (For Grade 7 and 11 applicants)</li> <li>• Secure schedule for the University Admission Test</li> </ul>	Admissions Manual	5 minutes	None  PhP 300.00	

<b>TOTAL</b>				<b>15 minutes</b>	<b>PhP 300.00</b>

**SERVICE INFORMATION PER GOVERNMENT SERVICE<sup>3</sup>**

<b>GOVERNMENT SERVICE: Application Procedure – Change of Campus</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen’s Charter</b>	<b>Legal Basis</b>		
Application Form (1 original), Clearance (original) Copy of Grades (1 original, 1 photocopy), Valid Id and Specimen signature of Parent (1 original, 1 photocopy)	For verification and issuance of application form	Submit required documents to the Admissions Office	Admissions Manual	3 minutes	None
Application Form (1 original)	For profile updating	<ul style="list-style-type: none"> <li>Submit accomplished Application Form and other requirements at the Admissions Office.</li> </ul>	Admissions Manual	5 minutes	None
<b>TOTAL</b>				<b>8 minutes</b>	<b>None</b>

**SERVICE INFORMATION PER GOVERNMENT SERVICE<sup>4</sup>**

<b>GOVERNMENT SERVICE: Application Procedure – Shifting</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen’s Charter</b>	<b>Legal Basis</b>		
Application Form (1 original), Shifting Form (1 original), Profile updating Form (1 original), Copy of Grades (1 original, 1 photocopy), Clearance Form (1 original, 1 photocopy)	For verification and issuance of application form	Submit required documents for Shifting to the Admissions Office	Student Manual Section 7.5 - f	3 minutes	None
	For profile updating	Submit accomplished Application Form & additional requirements to the Admissions Office.	Student Manual Section 7.5 - f	5 minutes	None
<b>TOTAL</b>				<b>8 minutes</b>	<b>None</b>

**SERVICE INFORMATION PER GOVERNMENT SERVICE**

<b>GOVERNMENT SERVICE: Application Procedures- Transferee</b>					
<b>SERVICE INFORMATION:</b> This describes the process of issuing application forms to individuals who intends to transfer in this University.					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirements</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen’s Charter</b>	<b>Legal Basis</b>		

Application Form (1 original), Honorable Dismissal (1 original, 1 photo copy), Transcript of Records (1 original, 1 photocopy), PSA Birth Certificate (1 original, 1 photocopy)	For Identification and verification to be attached in the application form	1. Submit the required documents for verification to the Admissions Office.	Student Manual Section 7.5 - c	3 minutes	None
	For Profiling	2. Submit the accomplished Application Form & requirements to the Admissions Office and issue Test Stub	Student Manual	8 Minutes	None
Test Stub		3. Take the Admission Test and wait for the result of the examination to be posted in the Bulletin Board for Qualified Applicants of the Admissions Office.	Admissions Manual	61 Minutes	None
Admission Slip		4. Accomplish the Admission Slip to be signed by the Director for Admissions.	Admissions Manual	5 Minutes	None
Admission Slip	Approve/ Disapprove the Admission Slip for Transfer.	5. Secure approval of the Admission Slip from the college dean / campus director where the student plans to transfer	Admissions Manual	6 Minutes	None
<b>TOTAL</b>				<b>83 minutes</b>	

## AUXILIARY SERVICES OFFICE

GOVERNMENT SERVICE: Application for Stall Rental					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Intent Letter (addressed to the University President)	For Identification of those prospective stall lessee	Prospective lessee will inquire for availability of the stalls Writes an intent letter and submit to the Office of the University President	Student Manual	5 minutes	None
Application Form for Lease	For Evaluation of prospective Stall lessee	Prospective lessee have to fill out the form and submit to the office of auxiliary services	Student Manual	30 minutes	None
Application Form for Contract of Lease	For qualified prospective stall lessee	Prospective lessee have to fill out the form and submit to the office of auxiliary services	Student Manual	30 minutes	None
Official Receipt issued by the university cahier stating the 2 months deposit and 1 month advance payment made by the qualified stall lessee		Qualified stall lessee secure the letter to the office of auxiliary services stating that the office officially allows the qualified lessee to open an account with the university and proceed to the university accounting office for verification and pay the required deposit and advance payment to the university cashier. Provide the office of auxiliary services a copy of the official receipt issued by the university cashier.	Student Manual	Total of 30 minutes	Food and Beverage (with Lunch) – Php. 5,000.00; Food and Beverage (snacks Only) – Php. 3,000.00; Photocopier – Php. 2,000.00 per machine
Permits; Mayors Permit, Sanitary Permits, Fire Safety and ID Application Form		Submit a copy of all the required documents to the office of auxiliary services and fill out an ID application form	Student Manual	15 minutes	None

Contract of Lease		Qualified lessee will sign the Contract of Lease	Student manual	5 minutes	None
<b>TOTAL</b>				<b>115 minutes</b>	<b>Total amount will vary depending on the type of stall the lessee applied for</b>

## BIDS AND AWARDS COMMITTEE

GOVERNMENT SERVICE: Awarding of Procurement Project (Public Bidding)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
BAC Resolution	2016 RA 9184, RULE XI, Section 37, 37.1.1 a  ISO 9001:2015 QMS Standards, 5.0 Process Details	Wait for the confirmation of award	2016 RA 9184, RULE XI, Section 37, 37.1.1 a  ISO 9001:2015 QMS Standards, 5.0 Process Details	3 Days (Upon schedule)	None
Notice of Award (NOA), Contract Agreement (CA) and Notice to Proceed (NTP)	2016 RA 9184, RULE XI, Section 37.1 37.2, 37.4	Wait for the issuance of Notice of Award (NOA), Contract Agreement (CA) and Notice to Proceed (NTP)	2016 RA 9184, RULE XI, Section 37.1 37.2, 37.4	6 Days	None

	ISO 9001:2015 QMS Standards, 5.0 Process Details		ISO 9001:2015 QMS Standards, 5.0 Process Details		
<b>TOTAL</b>				<b>(Estimated) 9 days</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Awarding of Procurement Project (Small Value Procurement)</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Notice of Award (NOA), Contract Agreement (CA) and Notice to Proceed (NTP) or Purchase Order (PO)	2016 RA 9184, Annex H, no.8 Small Value Procurement, letter b. vi  ISO 9001:2015 QMS Standards, 5.0 Process Details	Wait for the issuance of Notice of Award (NOA), Contract Agreement (CA) and Notice to Proceed (NTP) or Purchase Order (PO)	2016 RA 9184, Annex H, no.8 Small Value Procurement, letter b. vi  ISO 9001:2015 QMS Standards, 5.0 Process Details	4 Days	None
<b>TOTAL</b>				<b>4 days</b>	<b>None</b>



<b>GOVERNMENT SERVICE: Procurement of Goods and Services - Public Bidding</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Request Letter, PR, PPMP	2016 RA 9184, Rule II and Rule IV  ISO 9001:2015 QMS Standards, 5.0 Process Details	Submit request for procurement documents	2016 RA 9184, Rule II and Rule IV  ISO 9001:2015 QMS Standards, 5.0 Process Details	3-4 Days	None
	2016 RA 9184, Rule VII, Section 20  ISO 9001:2015 QMS Standards, 5.0 Process Details	Attend Pre-procurement conference	2016 RA 9184, Rule VII, Section 20  ISO 9001:2015 QMS Standards, 5.0 Process Details	1 Hour	
Abstract of Bids	2016 RA 9184, Rule VIII, Section 29  ISO 9001:2015 QMS Standards, 5.0 Process Details	Attend Opening of Bids	2016 RA 9184, Rule VIII, Section 29  ISO 9001:2015 QMS Standards, 5.0 Process Details	2 Hours	

Abstract of Bids	2016 RA 9184, Rule IX  ISO 9001:2015 QMS Standards, 5.0 Process Details	Attend Bid Evaluation	2016 RA 9184, Rule IX  ISO 9001:2015 QMS Standards, 5.0 Process Details	1 Hour	
Post qualification	2016 RA 9184, Rule X  ISO 9001:2015 QMS Standards, 5.0 Process Details	Visit the winning bidder	2016 RA 9184, Rule X  ISO 9001:2015 QMS Standards, 5.0 Process Details	30 days	
<b>TOTAL</b>				<b>34 days, 4 hours</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Procurement of Goods and Services (Shopping)</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Request Letter, PR, PPMP, Request for Quotation (RFQs) Purchase Order (PO)	2016 RA 9184, Rule II and Rule IV  2016 RA 9184, Section 52	Wait for the release of goods	2016 RA 9184, Rule II and Rule IV  2016 RA 9184, Section 52 Annex H, letter C	6 days	None

	Annex H, letter C  ISO 9001:2015 QMS Standards, 5.0 Process Details		ISO 9001:2015 QMS Standards, 5.0 Process Details		
<b>TOTAL</b>				<b>6 days</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Procurement of Goods and Services (Small Value Procurement)</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Request Letter, PR, PPMP	2016 RA 9184, Rule II and Rule IV  2016 RA 9184, Section 52 Annex H, V, no.8  ISO 9001:2015 QMS Standards, 5.0 Process Details	Submit request for procurement documents	2016 RA 9184, Rule II and Rule IV  2016 RA 9184, Section 52 Annex H, letter C  ISO 9001:2015 QMS Standards, 5.0 Process Details	3 - 7 Days	None
	2016 RA 9184, Section 52 Annex H, V, no.8	Wait for the opening of proposals	2016 RA 9184, Section 52 Annex H, V, no.8	1 Day	

	ISO 9001:2015 QMS Standards, 5.0 Process Details		ISO 9001:2015 QMS Standards, 5.0 Process Details		
Abstract of Bids as Read	2016 RA 9184, Section 52 Annex H, V, no.8  ISO 9001:2015 QMS Standards, 5.0 Process Details	Attend Opening of Supplier's Proposal	2016 RA 9184, Section 52 Annex H, V, no.8  ISO 9001:2015 QMS Standards, 5.0 Process Details	2 Hours	
Abstract of Bids as Calculated	2016 RA 9184, Section 52 Annex H, V, no.8  ISO 9001:2015 QMS Standards, 5.0 Process Details	Attend Bid Evaluation	2016 RA 9184, Section 52 Annex H, V, no.8  ISO 9001:2015 QMS Standards, 5.0 Process Details	1 Hour	
<b>TOTAL</b>				<b>5 - 9 Days, 3 Hours</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Repair and Maintenance - Small Value Procurement</b>			
<b>SERVICE INFORMATION</b>			
<b>LIST OF REQUIREMENTS</b>	<b>LIST OF STEPS AND PROCEDURES</b>		

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Request Letter, PR, PPMP	<p>2016 RA 9184, Rule II and Rule IV</p> <p>2016 RA 9184, Section 52 Annex H, V, no.8</p> <p>ISO 9001:2015 QMS Standards, 5.0 Process Details</p>	Submit request for procurement documents	<p>2016 RA 9184, Rule II and Rule IV</p> <p>2016 RA 9184, Section 52 Annex H, letter C</p> <p>ISO 9001:2015 QMS Standards, 5.0 Process Details</p>	3 - 7 Days	None
	<p>2016 RA 9184, Section 52 Annex H, V, no.8</p> <p>ISO 9001:2015 QMS Standards, 5.0 Process Details</p>	Wait for the opening of proposals	<p>2016 RA 9184, Section 52 Annex H, V, no.8</p> <p>ISO 9001:2015 QMS Standards, 5.0 Process Details</p>	1 Day	
Abstract of Bids as Read	<p>2016 RA 9184, Section 52 Annex H, V, no.8</p> <p>ISO 9001:2015 QMS Standards, 5.0 Process Details</p>	Attend Opening of Supplier's Proposal	<p>2016 RA 9184, Section 52 Annex H, V, no.8</p> <p>ISO 9001:2015 QMS Standards, 5.0 Process Details</p>	2 Hours	

	ISO 9001:2015 QMS Standards, 5.0 Process Details	Attend the Negotiation Meeting	ISO 9001:2015 QMS Standards, 5.0 Process Details	1 Hour	
Abstract of Bids as Calculated	2016 RA 9184, Section 52 Annex H, V, no.8  ISO 9001:2015 QMS Standards, 5.0 Process Details	Attend Bid Evaluation	2016 RA 9184, Section 52 Annex H, V, no.8  ISO 9001:2015 QMS Standards, 5.0 Process Details	1 Hour	
<b>TOTAL</b>				<b>5 - 9 Days, 4 Hours</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Request for Procurement of Goods and Services</b>						
<b>SERVICE INFORMATION</b>						
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>			<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>			
Request Letter, PR, PPMP	2016 RA 9184, Rule II and Rule IV  ISO 9001:2015 QMS Standards, 5.0 Process Details	Submit checklist of requirements	2016 RA 9184, Rule II and Rule IV  ISO 9001:2015 QMS Standards, 5.0 Process Details	1 Day, 30 Minutes	None	
<b>TOTAL</b>					<b>1 Day, 30 Minutes</b>	<b>None</b>

### **CAREER SERVICES OFFICE**

<b>GOVERNMENT SERVICE: Issuance of Final Endorsement to different Host Training Establishment (HTE)</b>						
<b>SERVICE INFORMATION: OFFICE OF THE CAREER SERVICES</b>						
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>			<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>			

<ul style="list-style-type: none"> <li>a. Duly Signed Endorsement Papers (1 original)</li> <li>b. Final Endorsement for Host Training Establishment where the student will undergo internship (1 original)</li> <li>c. Signed Parental/Guardian Consent (1 original)</li> <li>d. Parent/Guardian's ID (1 Photocopy)</li> <li>e. Notarized Individual Student Internship Contract (1 Original)</li> <li>f. Notarized Memorandum of Agreement (MOA) (1 Original)</li> </ul>	<p>For Identification to be attached in the application form</p>	<ol style="list-style-type: none"> <li>1. Register in the log book for Qualified Student for Internship at the Career Services Office <b>Note: Only students with complete documents will be entertained.</b></li> <li>2. Submit internship documents at the Career Services Office for checking.</li> </ol>	<p>Student Manual</p>	<p>6 minutes</p>	<p>None</p>
<p><b>TOTAL</b></p>				<p><b>6 minutes</b></p>	<p><b>NONE</b></p>

## CASHIERING OFFICE

<p><b>GOVERNMENT SERVICE: Collection of School Fees</b></p>			
<p><b>SERVICE INFORMATION</b></p>			
<p><b>LIST OF REQUIREMENTS</b></p>	<p><b>LIST OF STEPS AND PROCEDURES</b></p>		



Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Identification Card or Certificate of Registration	Bona fide student of the University	Verify student assessment form Receive and ensure the correct amount Issue official receipt		1 minute 1 minute 1 minute	None
<b>TOTAL</b>				<b>3 minute</b>	

**SERVICE INFORMATION PER GOVERNMENT SERVICE<sup>5</sup>**

<b>GOVERNMENT SERVICE: Collection of Rental</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Payment form issued by the Accounting office	Approval/consent from the requesting Head Office	Verify the name and amount to be paid Ensure the correct amount of payment Issue official receipt		1 minute 1 minute 1 minute	None

<b>TOTAL</b>	<b>3 minute</b>	
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**SERVICE INFORMATION PER GOVERNMENT SERVICE<sup>6</sup>**

<b>GOVERNMENT SERVICE: Collection of Issuance of Certification, Good Moral, Clearance, Statement of Account, Reprinting of New I.D.,</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Request Form	Approval/ Consent from the Office Head	Verify student request		1 minute	
		Receive payment		1 minute	
		Issue Official Receipt		1 minute	
<b>TOTAL</b>				<b>3 minutes</b>	

**SERVICE INFORMATION PER GOVERNMENT SERVICE<sup>7</sup>**

<b>GOVERNMENT SERVICE: Preparation of Check</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		

Disbursement Voucher, Obligation Requests and Status/ Utilization Requests and Status, required supporting documents (COA Circular No. 2012-001)	Government Accounting Manual	<p>ORO to submit DV, ORS/URS with complete supporting documents to the FMS-DCO</p> <ul style="list-style-type: none"> <li>➤ The FMS-DCO shall evaluate the completeness of the required documents</li> <li>➤ Review the ORS/URS and the supporting documents as to completeness and veracity, verify if deemed necessary</li> <li>➤ Review the ORS/URS, supporting documents and Certify as to Cash Availability, applicability of ADA and completeness of supporting documents</li> <li>➤ Director for Finance to review and certify that the expenses/ Cash Advance is necessary, lawful and incurred under his/her direct supervision</li> </ul>		1 hour	None
<b>TOTAL</b>				<b>1 Hour</b>	

**SERVICE INFORMATION PER GOVERNMENT SERVICE<sup>8</sup>**

<b>GOVERNMENT SERVICE: Disbursement of Check</b>						
<b>SERVICE INFORMATION</b>						
<b>LIST OF REQUIREMENTS</b>			<b>LIST OF STEPS AND PROCEDURES</b>			
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>	<b>Total Time</b>	<b>Processing</b>	<b>Total Fees to be Paid</b>

<p>Identification Card of the claimant If through representative the following should be presented</p> <ul style="list-style-type: none"> <li>• Authorization letter</li> <li>• Photo copy of Identification Card of the owner</li> <li>• Original and photocopy of identification card of the representative</li> </ul> <p>If check is intended as payment of expenses incurred by the university, the following should be presented.</p> <ul style="list-style-type: none"> <li>• Identification Card</li> <li>• Official Receipt</li> </ul>	<p>Government Accounting Manual</p>	<p>Secure payment for services and goods rendered by the university</p> <ul style="list-style-type: none"> <li>• Request the Disbursing Officer for the release of check and present valid ID.</li> <li>• Present the Identification Card.</li> </ul> <p><i>In case of representative</i></p> <ol style="list-style-type: none"> <li>Authorization letter</li> <li>Photocopy of owner's ID</li> <li>Original and photocopy of representative's ID</li> </ol> <ul style="list-style-type: none"> <li>• Issue the corresponding official receipt.</li> <li>• Sign the Disbursement Voucher (<i>received by</i>).</li> </ul>		<p>15 seconds</p> <p>15 seconds</p> <p>5 minutes</p> <p>30 seconds</p>	<p>none</p>
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## CIVIL SECURITY UNIT

GOVERNMENT SERVICE: Issuance of Visitor's Pass						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES				
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid	
<p><b>Any Valid ID's (1 Original)</b> <b>Visitor's Pass (1 Original)</b> <b>Routing Slip (1 Original)</b></p>	<p>CMO No. 09 s. 2013 Enhanced Policies and Guidelines on</p>	<p>1. Present Valid ID Card and Bag for Inspection</p>	<p>University Operations Manual</p>	<p>1 Minute</p>	<p>None</p>	

	Student Affairs and Services				
		2. Register their name and purpose of visit		45 Seconds	None
		3. Receive the Visitor's Pass and Routing Slip		15 Seconds	None
		4. Surrender Routing slip and visitor's pass; sign on the logbook and retrieve the surrendered ID Card		1 Minute	None
<b>TOTAL</b>				<b>3 Minutes</b>	<b>None</b>

**(5)SERVICE INFORMATION PER GOVERNMENT SERVICE<sup>9</sup>**

\*note first row is an example

<b>GOVERNMENT SERVICE: Procedure for Student's Entering the University</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
<b>Valid DHVSU ID CARD (1 Original)</b>	CMO No. 09 s. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	1. Present Valid DHVSU ID Card, Prescribed uniform/attire and Bag for Inspection	University Operations Manual	30 Seconds	None

		2. Wait for the Security personnel to allow entry		30 Seconds	None
		3. Follow the restrictions of the security personnel (i.e. remove any piercing seen/change attire to prescribed uniform)		30 Seconds	None
<b>TOTAL</b>				<b>1Minute and 30 Second</b>	<b>None</b>

### COMPETENCY ASSESSMENT CENTER

GOVERNMENT SERVICE: Conduct of Competency Assessment					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Pictures; 3 pcs., colored, passport size, (3.5cm x 4.5cm with head size ranging from 27 mm to 31 mm; white background, with collar; and with name printed at the back:)	Assessor's Guide and Candidate's Guide	Submit accomplished application form and Checklist of Requirements relevant to the Qualification applied for	Competency Assessment and Certification Program Procedures Manual	30 minutes	None
		Pay the assessment fee and secure admission slip		15 mins	
<b>TOTAL</b>				<b>45 minutes</b>	<b>540 to 2175</b>

**COLLEGES AND EXTENSION CAMPUSES**

**External Services**

**Enrollment Procedure**

GOVERNMENT SERVICE: Enrollment Procedure					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Clearance ( 1 original), Academic Evaluation (1 original), Pre-registration Form (1 original), Customer Survey and Form (1 original)	RA 10 687 (UniFast)	1. Secure a pre-registration and feedback form at the Dean's Office	University Students Manual (2019)	2 Minutes	None
	RA 10687 (UniFast)	2. Submit the accomplished pre-registration and feedback forms to the Chairperson for evaluation	University Students Manual (2019)	10 Minutes	None
	RA 10 687 (UniFast)	3. Submit the evaluated forms to the College Dean for approval	University Students Manual (2019)	2 Minutes	None
	RA 10687 (UniFast)	4. Submit the approved pre-registration form to the Office of the Registrar for encoding and secure Certificate of Registration	University Students Manual (2019)	1 Day	None
<b>TOTAL</b>				<b>1Day, 14 Minutes</b>	<b>None</b>

### Issuance of Adding, Dropping, and Changing Forms

GOVERNMENT SERVICE: Procedure for the Issuance of Adding, Dropping, and Changing Forms							
SERVICE INFORMATION							
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Time	Processing	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis				
Certificate of Registration (1 original), Academic Evaluation Record (1 original), and Adding, Dropping, Changing Form (1 original)	RA 10 687 (UniFast)	1. Issue a copy of the Certificate of Registration and Academic Evaluation Record	University Students Manual (2019)	1 Minute	None		
	RA 10687 (UniFast)	2. Issue Adding, Dropping, Changing Form	University Students Manual (2019)	1 Minute	None		
	RA 10 687 (UniFast)	3.1 Advise the student as to which subject to add, drop or change 3.2 Evaluate and encode the data 3.3 Approve the subjects to be added, dropped or changed	University Students Manual (2019)	9 Minutes	None		
	RA 10 687 (UniFast)	4. Forward the approved Adding, Dropping, Changing Form to the Registrar's Office for processing	University Students Manual (2019)	30 Minutes	None		
<b>TOTAL</b>				<b>41 Minutes</b>	<b>None</b>		



## Transferring Procedure

GOVERNMENT SERVICE: Transferring Procedure					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Official Transfer of Credentials (1 original, 1 photocopy), Copy of Grades and credits earned in other schools (1 original, 1 photocopy), Certificate of Good Moral (1 original, 1 photocopy), Birth Certificate (1 original, 1 photocopy), and 1 Valid ID	RA 10 687 (UniFast)	1. Evaluate and endorse the transferee	University Students Manual (2019)	10 Minutes	None
	RA 10687 (UniFast)	2. Schedule an entrance exam for the transferee	University Students Manual (2019)	2 Minutes	None
	RA 10 687 (UniFast)	3. Administer the examination, check and issue the results	University Students Manual (2019)	40 Minutes	None
	RA 10 687 (UniFast)	4. Receive the documents and issue Customer Survey Form	University Students Manual (2019)	3 Minutes	None
<b>TOTAL</b>				<b>45 Minutes</b>	<b>None</b>

## DATA PRIVACY OFFICE

GOVERNMENT SERVICE: Approval for Posting of Materials						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Time	Processing	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Layout / Copy of the Materials to be Posted (1 original)	Ensure the legitimacy of the posted material	1. Sign in the Office Client Logbook	University Operations Manual Public Information Manual	1 Minute		None
		2. Submit a copy of the materials to be posted	University Operations Manual Public Information Manual	2 Minutes		None
		3. Receive the approved materials (with stamp) for posting	University Operations Manual Public Information Manual	2 Minutes		None
<b>TOTAL</b>				<b>4 Minutes</b>		<b>None</b>

**EXTENSION SERVICES OFFICE**

<b>GOVERNMENT SERVICE: Request for Extension Services</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Request Letter	Attachment to the Request Form	Submit Request Letter and or Secure Request Form at the Extension Services Office	Extension Manual	10 minutes	None
<b>TOTAL</b>				<b>10 minutes</b>	<b>none</b>

**FINANCE MANAGEMENT SERVICES OFFICE**

<b>GOVERNMENT SERVICE: Budget Execution Documents (BEDS) Process</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENT</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
National Expenditure Program <ul style="list-style-type: none"> <li>• Budget Execution Documents No. 1</li> <li>• Execution Documents No. 2</li> <li>• Execution Documents No. 3</li> <li>• Execution Documents No. 3</li> </ul>	National Budget Circular No. 543 dated October 10, 2012  National budget Circular No. 2016-9 dated October 27, 2016	Prepare Budget execution documents NEP and accomplish the following forms: <ul style="list-style-type: none"> <li>• Financial Plan</li> <li>• Physical Plan</li> <li>• Monthly Disbursement Program</li> <li>• Annual Procurement Plan for Common Use Supplies and Equipment</li> </ul>	University Operations Manual (2010)	5 Days	None
		Encode the Excel File of BEDs to the Unified Reporting System (URS)		2 Days	None
		Print the online generated reports of BEDs		30 Minutes	None

		Affix initials to the budget execution documents		5 Minutes	None
		Forward the online generated report of BEDs to the Budget Officer		1 Minute	None
		Check and verify if the online generated reports of budget execution documents are based on the figures of National Expenditure Program (NEP)		17 Minutes	None
		Forward the BED Forms No. 1,2,3, and 4 to the Director of Finance Management Services Office (FMSO) for review		2 Minutes	None
		Review and verify if the online generated reports of budget execution documents are based on the figures of National Expenditure Program (NEP)		20 Minutes	None
		Forward the BEDs to the Office of the Vice President for Administration and Finance for review and approval together with the transmittal letter address to the Director of DBM		35 Minutes	None
		Submit signed BEDs to DBM for review and release of NCA		2 Hours	None
<b>TOTAL</b>				<b>7 Days, 3 Hours, 50 Minutes</b>	<b>None</b>

**SERVICE INFORMATION**

LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<p>Approved Payroll; Remittance List; List of Actual Retirees; computation from ADMINISO</p> <p>Itinerary of travel with attachments; Official Receipts; Statement of Accounts; Billing Statement; Sales Invoice; Purchase Order; Approved Budget Proposal; Liquidation Report; Duly Signed Request Letter of Allotment; Job Order Contract</p> <p>Contract Agreement; Approved Request Letter for</p>	<p>Government Accounting Manual (GAM) for National Government Agencies</p> <p>Chapter 3 Sec. 11- Obligations Request Status</p> <p>Chapter 3 Sec. 19- Budget Utilization Request Status</p>	<p>Submit necessary documents for request of allotment and payment of expenses for:</p> <ul style="list-style-type: none"> <li>• Personnel Services</li>   <li>• Maintenance &amp; Other Operating Expenses</li>   <li>• Equipment Outlay</li> </ul>	<p>University Operations Manual (2010)</p>	<p>17 Minutes</p>	<p>None</p>

Mobilization; PPMP; APP					
Contract Agreement; Approved Request Letter for Mobilization; PPMP; APP		<ul style="list-style-type: none"> <li>Capital Outlay</li> </ul>			
<b>TOTAL</b>				<b>17 Minutes</b>	<b>None</b>

## GRADUATE SCHOOL

GOVERNMENT SERVICE: Graduate School Enrolment Procedure (New Student)							
SERVICE INFORMATION							
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Time	Processing	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis				
Advising Form (1 original)		Submit the following requirements: Photocopy of Transcript of Record; Personal Data Sheet; 2x2 Picture with Name tag; and long brown envelope to the Dean's Office of the Graduate School. <ul style="list-style-type: none"> <li>➤ Receive and check the requirements</li> <li>➤ Ensure that the Graduate School Student (GSS) registers on the log Sheet and issue the Interview Guide Form</li> </ul>	2019 (Referring to the Graduate School Handbook)	2 minutes		None	
				5 minutes		None	

Certificate of Registration (COR) (1 original)		<p>Accomplish and submit the Interview Guide Form to the Dean's Office of the Graduate School.</p> <ul style="list-style-type: none"> <li>➤ Receive the documents and conduct interview</li> <li>➤ Issue advising form to GSS</li> <li>➤ Advise the GSS to copy the schedule</li> <li>➤ Check and sign the Advising form</li> <li>➤ Advise the GSS to proceed to the Registrar's office</li> </ul>	<p>2019 (Referring to the Graduate School Handbook)</p>	<p>5 minutes</p> <p>2 minutes</p> <p>5 minutes</p> <p>3 minutes</p> <p>2 minutes</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>
Official Receipt (1 original)		<p>Submit the approved Advising Form to the University Registrar's Office</p> <ul style="list-style-type: none"> <li>➤ Encode the courses to be enrolled and print the Certificate of Registration (COR)</li> <li>➤ Advise the GSS to proceed to the Cashiering office for payment</li> </ul>	<p>2019 (Referring to the Graduate School Handbook)</p>	<p>3 minutes</p> <p>1 minute</p>	<p>None</p> <p>None</p>
Identification Card (1 original)		<p>Pay the necessary amount at the Cashiering office</p> <ul style="list-style-type: none"> <li>➤ Receive the payment and issue Official Receipt (OR) for the payment made.</li> </ul>	<p>2019 (Referring to the Graduate School Handbook)</p>	<p>2 minutes</p>	<p>See table for the Schedule of Fees and Other Charges</p>
Interview Guide Form (1 original)		<p>Present the COR to the IMC for the issuance of I.D.</p> <ul style="list-style-type: none"> <li>➤ Print Identification Card (ID) for GSS</li> </ul>	<p>2019 (Referring to the Graduate School Handbook)</p>	<p>10 minutes</p>	<p>See table for the Schedule of Fees and Other Charges</p>
Transcript of Record (1 photocopy), Personal Data Sheet (1 original), 2x2 Picture					



with Name Tag (1 original), Long Brown envelope					
<b>TOTAL</b>				<b>38 minutes</b>	See table for the Schedule of Fees and Other Charges

<b>GOVERNMENT SERVICE: Graduate School Enrolment Procedure (Old Student)</b>						
<b>SERVICE INFORMATION</b>						
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Time</b>	<b>Processing</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>			
Clearance Academic Program Evaluation (APE) Form (1 original)		Inquire for the requirements needed to enroll at the Graduate School office. <ul style="list-style-type: none"> <li>➤ Check student's academic evaluation records and clearance compliance.</li> <li>➤ Ensure that the Graduate School Student (GSS) registers on the log Sheet</li> <li>➤ Issue an advising form to GSS and require the GSS to copy the schedule</li> </ul>	2019 (Referring to the Graduate School Handbook)	5 minutes	None	
				5 minutes	None	
				2 minutes	None	
Advising Form (1 original)		Accomplish the Advising Form and submit to the Graduate School Office <ul style="list-style-type: none"> <li>➤ Check and sign the Advising form</li> <li>➤ Advise the GSS to proceed to the Registrar's office</li> </ul>	2019 (Referring to the Graduate School Handbook)	5 minutes 2 minutes	None None	
Certificate of Registration (COR) (1 original)		Present the Approved Advising Form to the University Registrar's Office. <ul style="list-style-type: none"> <li>➤ Encode the courses to be enrolled and print the Certificate of Registration (COR)</li> </ul>	2019 (Referring to the Graduate School Handbook)	3 minutes	None	

		➤ Advise the GSS to proceed to the Cashier's office for payment		1 minute	None
Official Receipt (1 original)		Pay the necessary amount at the Cashiering office. ➤ Receive the payment and issue Official Receipt (OR) for the payment made.	2019 (Referring to the Graduate School Handbook)	2 minutes	See table for the Schedule of Fees and Other Charges
Identification Card (1 original)					
<b>TOTAL</b>				<b>35 minutes</b>	See table for the Schedule of Fees and Other Charges

<b>GOVERNMENT SERVICE: Plagiarism Check</b>						
<b>SERVICE INFORMATION</b>						
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>			<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>			
Manuscript (1 soft copy)		Submit the soft copy of the manuscript to the Graduate School of Studies	2019 (Referring to the Graduate School Handbook)	3 minutes	None	
Assessment Slip (1 original)		Pay the necessary fee ➤ Issue an assessment slip ➤ Receive payment ➤ For Undergraduate	2019 (Referring to the Graduate School Handbook)	4 minutes	PHP 45.00/ page	

		➤ For Graduate School			
Official Receipt (1 photocopy)		Submit the Assessment slip and a photocopy of the official receipt (OR)  ➤ Verify the payment made through OR and run the document using the plagiarism test. ➤ Advise the client for edit, following the suggested modification and return for another plagiarism test should the manuscript fail, including grammar check	2019 (Referring to the Graduate School Handbook)	1 Day, 3 minutes	None
		Receive issued Certificate of Plagiarism ➤ Ensure that GSS submit the edited manuscript for final checking and Issue the Certificate of Plagiarism duly signed by the Research Laboratory Coordinator	2019 (Referring to the Graduate School Handbook)	10 minutes	None
<b>TOTAL</b>				1 Day, 21 Minutes	PHP 45.00/ page

<b>GOVERNMENT SERVICE: Comprehensive Examination Procedure</b>							
<b>SERVICE INFORMATION</b>							
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>			<b>Total Time</b>	<b>Processing</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>				
Transcript of Record (2 photocopies)		Apply at the Dean's office for Comprehensive Examination	2019		2 minutes		None

		<ul style="list-style-type: none"> <li>➤ Ensure that Graduate School Student registers on the Log Sheet.</li> <li>➤ Evaluate the eligibility of the student to take the Comprehensive Examination and issue an Assessment Slip to the GSS.</li> </ul>	(Referring to the Graduate School Handbook)	5 minutes	None
Assessment Slip (1 original)		<p>Present the Assessment Slip and pay the necessary amount to the Cashiering Office.</p> <ul style="list-style-type: none"> <li>➤ Issue official receipt (OR) to the GSS.</li> </ul>	2019 (Referring to the Graduate School Handbook)	10 minutes	See table for the Schedule of Fees and other Charges
Official Receipt (1 photocopy)		<p>Present the OR to the Dean of Grad. School</p> <ul style="list-style-type: none"> <li>➤ Record the OR number in the Log Sheet.</li> <li>➤ Inform the student regarding the schedule of the orientation.</li> </ul> <p><i>Note: The orientation will be done three (3) weeks after the enrolment.</i></p>	2019 (Referring to the Graduate School Handbook)	1 minute 1 minute	None None
Letter of Intent (1 original)		<p>Attend the Orientation as scheduled.</p> <ul style="list-style-type: none"> <li>➤ Orient the GSS regarding the policies on taking the CE</li> <li>➤ Require the GSS to submit the following requirements: Application Letter for CE; 2 copies of 2x2 picture; and TOR prior to Examination</li> </ul>	2019 (Referring to the Graduate School Handbook)	1 hour 1 minute	None None
2x2 picture (2 original)		<p>Submit the required documents to the Dean's Office</p> <ul style="list-style-type: none"> <li>➤ Issue an Examination permit after the orientation and ensure that the GSS submits all the requirements.</li> <li>➤ Post a list of examinees before the examination.</li> </ul> <p><i>Note: The Schedule will be posted two (2) weeks after the orientation.</i></p>	2019 (Referring to the Graduate School Handbook)	2 minutes 3 minutes	None None

		<p>If qualified, present valid I.D. and permit to take the examination following the required examination schedule.</p> <ul style="list-style-type: none"> <li>➤ Check the ID and permit of the GSS</li> <li>➤ Give test instructions</li> </ul>	<p>2019 (Referring to the Graduate School Handbook)</p>	<p>5 minutes 10 minutes</p>	<p>None None</p>
<b>TOTAL</b>				1 hour, 35 minutes	None

## GUIDANCE AND TESTING OFFICE

<b>GOVERNMENT SERVICE: Issuance of Good Moral Character Certificate</b>					
<b>SERVICE INFORMATION:</b> Issuance of Certificate of Good Moral to students who are applying for scholarships, work immersion – On-the-Job Training (OJT), to those who wish to transfer to other schools and alumni/alumnae seeking board examination and employment.					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Purpose</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
University Issued Student ID (1 original)	For Identification to be recorded in Log Book	Request for Good Moral Character Certificate at the Guidance and Testing Center.	Student Manual	1 minute	None
Certificate of Enrolment, Transfer Credentials (1 original)	Bonafide student of the University	Pay the necessary amount at the Cashiering Office.	Student Manual	1 minute	Php 50.00
Request Form for the Issuance of Good Moral Character Certificate (1 original)		Present the OR to the Guidance and Testing Center	Student Manual	1 minute	None

Official Receipt (OR) (1 original)		Wait for the issuance of Good Moral Character Certificate at the Guidance and Testing Center	Student Manual	1 minute	None
Documentary Stamps (2 pieces)					
<b>TOTAL</b>				<b>4 minutes</b>	<b>None</b>

### COUNSELLING SERVICE

<b>GOVERNMENT SERVICE: Counseling Service</b>					
<b>SERVICE INFORMATION:</b> This is the heart of the Guidance Program. It is a goal-oriented process between a professionally trained, competent counselor and an individual seeking help for the purpose of clarifying facts and issues to increase the individual's capacity to adjust satisfactorily to situations confronting him/her.					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Purpose</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
University Issued Student ID	For Identification to be recorded in Log Book	Register to the Visitor/ Client basic info. in the Log Book for Counseling Services at the Guidance and Testing Center	Student Manual	6 minutes	None
Certificate of Registration (COR)	Bonafide student of the University	Attend to the scheduled counseling session and other assessment as required by the Guidance and Testing Center.	Student Manual	1 hour	None
Call Slip / Referral Slip		Attend the scheduled follow-up session/s at the Guidance and Testing Center	Student Manual	3 minutes	None

<b>TOTAL</b>				<b>1 hour, 9 minutes</b>	<b>None</b>

**ISSUANCE OF CLASS ADMISSION SLIP**

<b>GOVERNMENT SERVICE: Issuance of Class Admission Slip</b>						
<b>SERVICE INFORMATION:</b> Issuance of Admission Slips to students who incurred absences due to creditable reasons.						
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>			<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Purpose</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>			
University Issued Student ID	For Identification to be recorded in Log Book	Request for the issuance of Class Admission Slip at the Guidance and Testing Office.	Student Manual	6 minutes	None	
Duly Signed Letter of Excuse Form	Bonafide student of the University		Student Manual			
Valid Documents supporting the cause of absence/tardiness (all Original)						

<b>TOTAL</b>	<b>6 minutes</b>	<b>None</b>
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**PSYCHOLOGICAL TRAINING PROCESS**

<b>GOVERNMENT SERVICE: Psychological Testing Process</b>					
<b>SERVICE INFORMATION:</b> This describes the process for administration of tests battery to all student applicants seeking for admissions, pre-employment of students enrolled in work immersion, on the job training and part of the hiring process.					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Purpose</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Testing application stub (1 original)	For Identification to be recorded in Log Book	Present and submit the application stub at the Guidance and Testing Center <i>Note: If the purpose of the examination is for hiring /promotion, the requesting party should present an Endorsement from the HR department.</i>	Student Manual	2 minutes	None
		Register in the log book at the Guidance and Testing Center	Student Manual	4 minutes	
		Take the battery test at the Guidance and Testing Center	Student Manual	For Hiring Process – 3 Hours  For Students Admission – 1 Hour	
<b>TOTAL</b>				For Hiring Process – 3 Hours and 6 Minutes	<b>None</b>



	For Students Admission – 1 Hour and 6 Minutes	
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## LABORATORY HIGH SCHOOL

GOVERNMENT SERVICE: Enrollment Procedures for Junior High School						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
For Grade 7: Form 9 (1 original) PSA Birth Certificate (1 original, 1 photocopy) 2x2 picture with white background (1 original) Certificate of Good Moral (1 original, 1 photocopy) Pre-registration form (1 original) Feedback form (1 original)	For profiling and student's records	Submit the required documents for evaluation	Student Manual	5 minutes	None	
For Grade 8-10 Form 9 (1 original) Clearance (1 original) 2x2 picture with white background (1 original) Pre-registration form (1 original) Feedback form (1 original) Feedback form (1 original)						

Accomplished pre-registration for		Submit the accomplished pre-registration form for evaluation and advice		5 minutes	None
		Submit the evaluated pre-registration form to the Unit Coordinator		5 minutes	None
Pre-assessment for		Proceed to the Office of the Registrar, Accounting and Cashier's Office for enrollment proper		5 minutes	To be determined
<b>TOTAL</b>				<b>20 minutes</b>	

<b>GOVERNMENT SERVICE: Student Disciplinary Action</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Parent's Needed Letter (1 original)	For record of the Prefect of Discipline	Receive a complaint	Student Manual	10 minutes	None
		Receive a parent's needed letter		30 minutes	None
		Bring his/her parent/guardian		1 hour	None
<b>TOTAL</b>				<b>1 hours and 40 minutes</b>	<b>None</b>

## MANAGEMENT INFORMATION SYSTEM

GOVERNMENT SERVICE: ID Printing (New Student)							
SERVICE INFORMATION							
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Time	Processing	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis				
Certificate of Registration (COR) (1 original)	For Identification to be attached in the application form	1. Present Certificate of Registration (COR)	Student Manual/Handbook		3 Minute		None
		2. Prepare for photo capturing and affix e-signature	Student Manual/Handbook		5 Minutes		None
		3. Validate information on the ID card	Student Manual/Handbook		2 Minutes		None
		4. Wait for the ID Card to be printed	Student Manual/Handbook		5 Minutes		None
<b>TOTAL</b>					<b>9 Minutes</b>		<b>None</b>

### SERVICE INFORMATION PER GOVERNMENT SERVICE<sup>10</sup>

GOVERNMENT SERVICE: Replacement of ID (Old Student)						
SERVICE INFORMATION						

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Time	Processing	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Official Receipt (1 original)	For Identification to be attached in the application form	1. Present ID printing form and Official Receipt (OR)	Student Manual/Handbook	2 Minute		Php 150.00 Paid to the Cashiering Office
Old School ID (1 original)	Bonafide student of the University	2. Prepare for photo capturing and affix e-signature	Student Manual/Handbook	5 Minutes		None
ID Printing Form ( 1 original)		3. Validate information on the ID card	Student Manual/Handbook	1 Minutes		None
		4. Wait for the ID Card to be printed	Student Manual/Handbook	5 Minutes		None
<b>TOTAL</b>				<b>13 Minutes</b>		<b>Php 150.00</b>

#### INTERNAL PROCESSES

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>11</sup>	Specific Provision in the Governing Law(s) as Basis <sup>12</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends

<sup>11</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

<sup>12</sup> Cite section number and quote provision identified in the governing law

STUDENT SERVICES					
Encoding of Students' Grade	For Identification to be attached in the application form		University Operations Manual	2010	
ID Printing for Employees	For Identification to be attached in the application form		University Operations Manual	2010	

## OFFICE FOR ALUMNI AFFAIRS

GOVERNMENT SERVICE: Giving and Acceptance of Donation						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Letter of Intent Accomplished Donation Form	OAA Manual	1. Inform the Office about the intent and submit the required documents	OAA Manual	1 day	None	
		2. Prepare the Acceptance Program	OAA Manual	half day	None	
		3. Conduct the Acceptance Ceremonies	OAA Manual	Half day	None	
<b>TOTAL</b>				<b>2 days</b>	<b>None</b>	

## SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: Holding of Alumni Activities
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SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST of STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Letter of Request Accomplished request form	OAA Manual	1. Evaluate the request	OAA Manual	10 minutes	None
		2. Secure approval of the request from the top management	OAA Manual	10 minutes	None
		3. Issue memorandum for the activity	OAA Manual	10 minutes	None
<b>TOTAL</b>				<b>30 minutes</b>	<b>None</b>

## OFFICE OF INTERNATIONAL PARTNERSHIPS AND PROGRAMS

GOVERNMENT SERVICE: Request for Travel Authority (Personal)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Approved letter of Request asking for permission to leave the country Approved Leave of Absence Letter declaring that the travel is personal	CMO 55 s, 2016 Policy Framework and Strategies on the Internationalization of Philippine Higher Education	1. Submit the required documents	CMO 55 s. 2016 OIPP Manual		None

		2. Review the submitted documents	OIPP Manual	1 hour	None
		3. Sign the documents	OIPP Manual	1 hour	None
		4. Approve the travel authority	OIPP Manual	1 hour	None
		5. Issue the travel authority	OIPP Manual	1 hour	None
		6. The personnel requesting receives the signed travel authority	OIPP Manual	1 hour	None
<b>TOTAL</b>				<b>5 hours</b>	<b>None</b>

#### SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: Request for Travel Authority (Official Business)						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST of STEPS AND PROCEDURES		Total Time	Processing	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Letter of Request Letter of Invitation Travel details Approved Leave of Absence	CMO 55 2. 2016	4. Evaluate the submitted documents	CMO 55 s, 2016	1 day		None
		5. Endorse the letter of request and evaluated documents to the Board of Regents for approval	CMO 55 s, 2016	2 days		None

		6. Forward the approved request to CHED -IAS	CMO 55 s, 2016	15 days	None
		7. Evaluate, approve/ disapprove the request for travel	CMO 55 s, 2016	1 day	None
		8. Issue the approved Travel Authority	CMO 55 s. 2016		
<b>TOTAL</b>				<b>19 days</b>	<b>None</b>

**SERVICE INFORMATION PER GOVERNMENT SERVICE<sup>13</sup>**

<b>GOVERNMENT SERVICE: Foreign Students Admission</b>						
<b>SERVICE INFORMATION</b>						
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Time</b>	<b>Processing</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>			
Submit the required documents	CMO 55 s, 2016 OIPP Manual	1. Evaluate the submitted documents	OIPP Manual	1 day		None
Attend the orientation on the rules and regulations of the University		2. Orient the students about the rules and regulations of the University	OIPP Manual	1 day		None
Attend regular classes and sessions		3. Monitor and facilitate students' learning	OIPP Manual	(depends upon the program) At least 14 days		\$1,000
Attend the completion ceremonies		4. Prepares and issues Certificates of Completion	OIPP Manual	1 day		None
<b>TOTAL</b>				<b>Approximately 20 days</b>		<b>\$1,000</b>



## OFFICE OF STUDENT AFFAIRS

GOVERNMENT SERVICE: ID VALIDATION							
SERVICE INFORMATION							
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Time	Processing	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis				
Certificate of Registration (COR) (1 original)	For Identification to be attached in the application form	1. Sign in the Office Client Log book	Student Manual		1 Minute		None
Student Identification Card (1 original)	Bonafide student of the University	2. Present COR and ID for validation	Student Manual		3 Minutes		None
		3. Receive the validated ID	Student Manual		2 Minutes		None
<b>TOTAL</b>					<b>6 Minutes</b>		<b>None</b>

GOVERNMENT SERVICE: CLAIMING OF LOST AND FOUND ITEMS			
SERVICE INFORMATION			
LIST OF REQUIREMENTS		LIST of STEPS AND PROCEDURES	

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Incident report duly signed by the student concerned (1 original)	For Identification to be attached in the application form	1. Report the lost/found item(s) at the Office of Student Affairs	Student Manual	5 Minute	None
Brief description of the item lost or found (either verbal or written description)	Bonafide student of the University	2. Surrender/Claim the item at the Office of Student Affairs	Student Manual	5 Minutes	None
<b>TOTAL</b>				<b>10 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: REQUEST FOR INSURANCE CLAIM</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Certificate of Registration (COR) (1 original)	RA 10931 An Act Promoting Universal Access to	1. Submit incident report, certificate of registration and student identification card	Student Manual	15 Minute	None

	Quality Tertiary Education Section 7, item letter (e)				
Student Identification Card (1 original)	Bonafide student of the University	2. Submit required documents for insurance claim	Student Manual	10 Minutes	None
		3. Wait for the update of the status of the claim	Student Manual	5 Minutes	None
<b>TOTAL</b>				<b>30 Minutes</b>	<b>None</b>

#### SERVICE INFORMATION PER GOVERNMENT SERVICE<sup>14</sup>

GOVERNMENT SERVICE: REPLACING LOST OR OLD ID OF STUDENTS						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Time	Processing	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Certificate of Registration (COR) (1 original)	For Identification to be attached in the application form	5. Request for ID Replacement and report the lost ID or surrender the old ID at the Office of Student Affairs	Student Manual	2 Minute		None
Old Identification Card (1 original)	Bonafide student of the University	1. Pay at the Cashier's Office and secure OR for the payment made.	Student Manual	3 Minutes		Php 150.00
		6. Proceed to the Internet Multimedia Center (IMC) and present the approved	Student Manual	10 Minutes		None

		request form and the OR for the issuance of the new ID.			
<b>TOTAL</b>				<b>15 Minutes</b>	<b>Php 150.00</b>

<b>GOVERNMENT SERVICE: ACCREDITATION/RE-ACCREDITATION OF A STUDENT ORGANIZATION FOR RECOGNITION</b>						
<b>SERVICE INFORMATION</b>						
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Time</b>	<b>Processing</b>	<b>Total Fees to be Paid</b>
<b>Requirements</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>			
Application form ( 1 original)	CMO No.09,s.2013 Enhanced Policies and Guidelines on Student Affairs and Services Article VIII, Student Development Section 19, Student Organizations and Activities	1. Apply for accreditation/ re accreditation of their organization	Student Manual	5 Minute		None

	Bonafide student of the University	2. Prepare and submits the required documents to the Office for Student Affairs for approval	Student Manual	15 Minutes	None
<b>TOTAL</b>				<b>20 Minutes</b>	<b>None</b>

**SERVICE INFORMATION PER GOVERNMENT SERVICE<sup>15</sup>**

<b>GOVERNMENT SERVICE: CLAIMING INSURANCE</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Police Report or Incident Report (1 original )	RA 10931 An Act Promoting Universal Access to Quality Tertiary Education	1. Report the incident and request for insurance claim at the Office of Student Affairs	Student Manual	2 Minute	None
Certificate of Registration (COR) (1 original)	Bonafide student of the University	2. Submit all the requirements for the insurance claim at the Office of the Student Affairs	Student Manual	10 Minutes	None

Claimant's ID (1 photocopy)					None
Sworn Statement of two (2) disinterested parties (1 original)					
Policy Contract (1 photocopy)					
Official receipts of medicines and supplies purchased (1 original)					
Medical Abstract (if hospitalized) (1 original)					
Official receipts of hospital bills (1 original copy each)					
Medical Certificate issued by the Attending Physician (1 original)					
<b>TOTAL</b>				<b>12 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: FILING AND RESOLVING AN INCIDENT OR CASE</b>							
<b>SERVICE INFORMATION</b>							
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>			<b>Total Time</b>	<b>Processing</b>	<b>Total Fees to be Paid</b>
<b>Requirements</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>				

Incident report duly signed by the student/teacher complainant (1 original)	CMO #09,s.2013 Enhanced Policies and Guidelines on Student Affairs and Services Sec. 22, Student Discipline	1. Report the incident to the Office of Student Affairs	Student Manual	2 Minutes	None
Narrative report corroborated by two (2) disinterested parties (1 original)	Bonafide student of the University	2. Accomplish the Incident Report Form and submit it to the Office of the Student Affairs	Student Manual	30 Minutes	None
		3. Wait for the action to be taken for the case		10 Minutes	
<b>TOTAL</b>				<b>42 Minutes</b>	<b>None</b>

**SERVICE INFORMATION PER GOVERNMENT SERVICE<sup>16</sup>**

<b>GOVERNMENT SERVICE: ISSUANCE OF CERTIFICATION OF COMPLIANCE FOR OUTBOUND ACTIVITY</b>							
<b>SERVICE INFORMATION</b>							
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>			<b>Total Time</b>	<b>Processing</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>				

Letter of Invitation (1 original)	CMO No. 63, s.2017 Policies and Guidelines on Student Affairs and Services	Register in the Outbound Activity Log Book of the OSA	Student Manual	1 Minute	None
Memorandum Order issued by the college/department. (1 original)	Bonafide student of the University	Accomplish the Outbound Activity Form at the OSA	Student Manual	1 Minute	None
Outbound Activity Form (OSA Form No. 001-002) (1 original)		Submit all the requirements needed to the OSA	Student Manual	5 Minutes	None
Duly Signed Parental consent (Handwritten and notarized) (1 original)		Wait for the issuance of the Certificate of Compliance		8 Minutes	None
Any government issued ID of parent/guardian with 3 specimens of signature (1 photocopy)					None
Itinerary of activity (1 original)					None
Approved List of participants (1 original)					None
<b>TOTAL</b>				<b>15 Minutes</b>	<b>None</b>



## OFFICE OF STUDENT SERVICES

GOVERNMENT SERVICE: Medical Consultation							
SERVICE INFORMATION							
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Time	Processing	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis				
University Issued Student ID and Student Number	For Identification and medical records	Registration	Student Manual	1 minutes		None	
Certificate of Registration (COR)	Bonafide student of the University	Take patient's data (chief complaint, vital signs)	Student Manual	2 minutes		None	
		Perform Physical Examination, Diagnosis and Treatment	Student Manual	8 minutes		None	
		Giving of medications, dosage and frequency(depends on the availability of medicine)	Student Manual	2 minutes		None	
		Advise, follow up check-ups or referrals to specialist for severe cases	Student Manual	1 minute		None	
<b>TOTAL</b>				<b>14 minutes</b>		<b>None</b>	

GOVERNMENT SERVICE: Dental Consultation						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES				

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
University Issued Student ID and Student Number	For Identification and medical records	Registration	Student Manual	1 minutes	None
Certificate of Registration (COR)	Bonafide student of the University	Take patient's data (chief complaint, vital signs)	Student Manual	1 minutes	None
		Perform Oral Examination and Treatment Planning	Student Manual	15 minutes	None
		Case Explanation and Giving Medications	Student Manual	2 minutes	None
		Advise, follow up check-ups or referrals to specialist for severe cases	Student Manual	1 minute	None
<b>TOTAL</b>				<b>30 minutes</b>	<b>None</b>

## OFFICE OF UNIVERSITY REGISTRAR

GOVERNMENT SERVICE: Application for Authentication of School Records					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		

Application Form, Student's ID or any government issued ID (1 original).	For Identification to be attached in the application form	Request for Application Form and present Student's ID. For representative, present any Government issued ID, Authorization Letter and sign in the client logbook at the OUR	Registrar's Manual (under Registrar's Manual CHED Memorandum Order No. 05-s2016	5 minutes	None
Transcript of Records(TOR), Diploma and Certifications (Original and Photocopy) Documentary Stamps		Submit application form and other required documents at the OUR .	Revenue Memorandum Circular No. 25-2008	5 minutes	None
Official Receipt (OR) as payment for the authentication		Pay at the Cashiering Office and present the official receipt (OR) to the OUR	Section 68(1) P.D 1445	5 minutes	Php 50.00/set
Claim stub, Official Receipt and Authorization Letter (for a representative)		Present the claim stub, Official Receipt and Authorization Letter (for a representative) for the issuance of the requested document at the OUR		5 minutes	None
<b>TOTAL</b>				<b>20 minutes</b>	<b>Php 50/set</b>

<b>GOVERNMENT SERVICE: Application for Certification, Authentication and Verification (CAV) of School Records</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Application Form, Student's ID or any government issued ID (1 original).	For Identification to be attached in the application form	Request for Application Form and present Student's ID. For representative, present any Government issued ID, Authorization Letter and sign in the client logbook at the OUR	Registrar's Manual  CHED Memorandum Order No. 05-s2016	5 minutes	None

Transcript of Records(TOR), Diploma and Certifications (Original and Photocopy) Documentary Stamp		Submit application form and other required documents at the OUR .	Revenue Memorandum Circular No. 25-2008	5 minutes	None
Official Receipt (OR) as payment for the authentication		Pay at the Cashiering Office and present the official receipt (OR) to the OUR	Section 68(1) P.D 1445	5 minutes	PHP150.00
Claim stub, Official Receipt and Authorization Letter (for a representative)		Present the claim stub, Official Receipt and Authorization Letter (for a representative) for the issuance of the requested document at the OUR		5 minutes	None
<b>TOTAL</b>				<b>20 minutes</b>	<b>Php 150</b>

<b>GOVERNMENT SERVICE: Application for Certification of Document Requested</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Application Form  Student's ID or any government issued ID (1 original).	For Identification to be attached in the application form	Request for Application Form and present Student's ID. For representative, present any Government issued ID, Authorization Letter and sign in the client logbook at the OUR	Registrar's Manual  CHED Memorandum Order No. 05-s 2016.	5 minutes	None
Official Receipt (OR) as payment for required certifications  Documentary Stamps		Pay at the Cashiering Office and present the official receipt (OR) to the OUR	Section 68(1) P.D 1445  Revenue Memorandum Circular No. 25-2008	5 minutes	Php 50.00 per certification

Claim stub  Official Receipt and Authorization Letter (for a representative)		Present the claim stub, Official Receipt and Authorization Letter (for a representative) for the issuance of the requested document at the OUR		5 minutes	None
<b>TOTAL</b>				<b>15 minutes</b>	<b>Php 50.00 per certification</b>

<b>GOVERNMENT SERVICE: Application for Certificate of Completed Academic Requirements (CAR)</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Application Form  Student's ID or any government issued ID (1 original).	For Identification to be attached in the application form	Request for Application Form and present Student's ID. For representative, present any Government issued ID, Authorization Letter and sign in the client logbook at the OUR	Registrar's Manual  CHED Memorandum Order No. 05-s 2016.	5 minutes	None
Official Receipt (OR) as payment for required certifications  Documentary Stamps		Pay at the Cashiering Office and present the official receipt (OR) to the OUR	Section 68(1) P.D 1445  Revenue Memorandum Circular No. 25-2008	5 minutes	Php 50.00 per document
Claim stub  Official Receipt and Authorization Letter (for a representative)		Present the claim stub, Official Receipt and Authorization Letter (for a representative) for the issuance of the requested document at the OUR		5 minutes	None

	15 minutes	Php 50.00
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GOVERNMENT SERVICE: Issuance of Diploma					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Student's ID or any government issued ID (1 original) Clearance	For Identification to be attached in the application form	Request for the issuance of Diploma, sign in the client logbook and present Student ID and Clearance at the OUR For representative, present any government issued ID and an Authorization Letter	Registrar's Manual (under Records Management No. 11)  CHED Memorandum Order No. 21-s 2007.	5 minutes	None
<b>Total</b>				<b>5 minutes</b>	<b>None</b>

GOVERNMENT SERVICE: Enrolment for New Students and Transferees					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Form 138/Copy of Grades of Transferee (1 Original) Certificate of Good Moral Character (1 Original)	For Identification to be attached in the application form	Secure and fill-out the Advising Form and submit to the College Dean's Office.	Registrar's Manual  CHED Memorandum Order No. 27-s2016	10 minutes	None

Original Transfer Credential/Honorable Dismissal (for transferees)					
PSA Birth Certificate (1 original and 1 photocopy)					
2x2 pictures with white background (2 pcs)					
				10 minutes	None

<b>GOVERNMENT SERVICE: Application for Grade Discrepancy Form</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Grading Sheet and student record	For Identification to be attached in the application form	Present the grading sheet to the University Registrar including the student record and sign in the client logbook at the OUR.	Registrar's Manual (under Evaluation No. 14-change of grades)	5 minutes	None

Grade Discrepancy Form		Accomplish and submit the grade discrepancy form including requirements at the OUR		5 minutes	None
				<b>5 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Application for Incomplete Grade Agreement Form</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Student's ID	For Identification to be attached in the application form	Request for Incomplete Grade Agreement Form, present Student's ID and sign in the client logbook at the OUR	Registrar's Manual (under Evaluation No. 13-removal of INC grades)	5 minutes	none
Official Receipt (OR) as payment for Incomplete Grade Agreement Form		Pay at the Cashiering Office and present the official receipt of payment to the OUR.	Section 68(1) P.D 1445	5 minutes	PHP 100.00
Claim stub, Official Receipt and Authorization Letter (for a representative)		Present the claim stub, Official Receipt and Authorization Letter (for a representative) for the issuance of the requested document at the OUR		5 minutes	
				<b>15 minutes</b>	<b>Php 100.00</b>

**GOVERNMENT SERVICE: Application for Transcript of Records (TOR) and Form 137 (Simple)**



SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Application Form Original PSA Birth Certificate and one (1) photocopy. Student's ID or any government issued ID (1 original) Clearance Documentary Stamps (2 pcs)	For Identification to be attached in the application form	Present Student's ID/ Government issued ID/Authorization Letter (for a representative), PSA Birth Certificate and Clearance and sign in the client logbook at the OUR	Registrar's Manual (under Records Management No. 4- Production of TOR)  CHED Memorandum No. 21-s 2007  Revenue Memorandum Circular No. 25-2008	5 minutes	none
Official Receipt (OR) as payment for TOR and Form 137		Pay at the Cashiering Office and present the official receipt of payment to the OUR and schedule the date of release and issue claim stub	Section 68(1) P.D 1445	5 minutes	Php 110/page
Claim stub, Official Receipt and Authorization Letter (for a representative)		Present the claim stub, Official Receipt and Authorization Letter (for a representative) for the issuance of the requested document at the OUR		5 minutes	none
<b>Total</b>				<b>15 minutes</b>	<b>Php 110/page</b>

GOVERNMENT SERVICE: Application for Transcript of Records (TOR) and Form 137 (Complex)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Application Form Original PSA Birth Certificate and one (1) photocopy. Student's ID or any government issued ID (1 original) Clearance Documentary Stamps (2 pcs)	For Identification to be attached in the application form	Present Student's ID/ Government issued ID/Authorization Letter (for a representative), PSA Birth Certificate and Clearance at the OUR	Registrar's Manual (under Records Management No. 4- Production of TOR)  CHED Memorandum No. 17-s 2013  DEPED ORDER No. 54 s. 2016  Revenue Memorandum Circular No. 25-2008	5 minutes	None
Official Receipt (OR) as payment for TOR and Form 137		Pay at the Cashiering Office and present the official receipt of payment to the OUR and schedule the date of release and issue claim stub	Section 68(1) P.D 1445	5 minutes	Php 110/page
Claim stub, Official Receipt and Authorization Letter (for a representative)		Present the claim stub, Official Receipt and Authorization Letter (for a representative) for the issuance of the requested document at the OUR		5 minutes	None
<b>Total</b>				<b>15 minutes</b>	<b>PHP 110/page</b>

**GOVERNMENT SERVICE: Application for Transfer Credentials (Honorable Dismissal) and Copy of Grades**

**SERVICE INFORMATION**

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Application Form  Original PSA Birth Certificate and one (1) photocopy  Student's ID or any government issued ID (1 original)  Clearance  Documentary Stamps (4 pcs)	For Identification to be attached in the application form	Present Student's ID/ Government issued ID/Authorization Letter (for a representative), PSA Birth Certificate and Clearance at the OUR	Registrar's Manual  CHED Memorandum, Order-22-2014  Revenue Memorandum Circular No. 25-2008	5 minutes	None
Official Receipt (OR) as payment for  Transfer Credential/Honorable Dismissal and Copy of Grades		Pay at the Cashiering Office and present the official receipt of payment to the OUR and schedule the date of release and issue claim stub	Section 68(1) P.D 1445	5 minutes	TOR Php 110.00/page  Transfer Credentials Php 50.00
Claim stub, Official Receipt and Authorization Letter (for a representative)		Present the claim stub, Official Receipt and Authorization Letter (for a representative) for the issuance of the requested document at the OUR		5 minutes	None
<b>TOTAL</b>				<b>15 minutes</b>	<b>Php 270.00</b>

GOVERNMENT SERVICE: FILING OF APPLICATION FOR SCHOLARSHIPS & FINANCIAL ASSISTANCE					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Application Form	For Identification of Student Applicant	<b>Request for Application Form &amp; Requirements at the University Registrar's Office</b>	Implementing Rules & Regulations (IRR's) for government funded scholarships and financial assistance programs  Memorandum of Agreement (Private or non – governmental agencies benefactors)	1 minute	None
Certificate of Registration (COR)	Bonafide student of the University	<b>Submit application form &amp; requirements at the University Registrar's Office</b>		2 minutes	None
Original Copy of Certificate of Grades	Monitoring of general average	<b>Prepare for Interview</b>		15 minutes	None
University Issued Student's I.D.		<b>Wait for the result of the interview</b>		Varies timetable of each scholarship & financial assistance programs	None
Good Moral Certificate	Guidance Manual				

ITR or Certificate of Indigency	BIR Form / Barangay Documents				
Duly signed Letter of Intent					
<b>TOTAL</b>				<b>18 minutes plus varies timetable of each scholarship &amp; financial assistance programs</b>	<b>None</b>

<b>GOVERNMENT SERVICE: GRANTING OF SCHOLARSHIPS &amp; FINANCIAL ASSISTANCE</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
<b>Notice of Award /Letter of Award</b>		<b>Submit Notice of Award / Letter of Award at the University Registrars' Office</b>	Certified Master list from the Agencies provider/ benefactors	2 minutes	None
		<b>Wait for the awarding of scholarships/financial assistance allowance</b>		varies timetable of each scholarship & financial assistance programs	None
<b>TOTAL</b>				<b>2 minutes plus varies timetable of each scholarship &amp; financial assistance programs</b>	<b>None</b>

**PLANNING AND DEVELOPMENT OFFICE**

<b>GOVERNMENT SERVICE: Validates the submitted OPCR document policies, procedures and data to ensure excellent and quality delivery of services</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Accomplished and duly signed Office Performance and Commitment Review (OPCR) Form	Sec 33 Chap 5, Book V of E.O. No.292 CSC No. 6, s. 2012 CSC Resolution No.1200481	<b>Submit the Accomplished and duly signed Office Performance and Commitment Review (OPCR) Form</b>	CSC DBM Joint Circular No. 1 s.2012 E.O. 80 2012 Administrative Order No. 25 dated December 2011 E.O. 80 s. 2012	23 Minutes	None
<b>TOTAL</b>				<b>23 Minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Review OPCR document policies, procedures and data to ensure excellent and quality delivery of services in consonance with the University Strategic Plan 2019-2023</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Accomplished and duly signed Office Performance and Commitment Review (OPCR) Form	Sec 33 Chap 5, Book V of E.O. No.292 CSC No. 6, s. 2012	<b>Submit the Accomplished and duly signed Office Performance and Commitment Review (OPCR) Form and Individual Performance Commitment and Review Form</b>	CSC DBM Joint Circular No. 1 s.2012 E.O. 80 2012	15 Minutes	None

Accomplished Individual Performance and Commitment Review Form	CSC Resolution No.1200481		Administrative Order No. 25 dated December 2011 E.O. 80 s. 2012		
<b>TOTAL</b>				<b>15 Minutes</b>	<b>None</b>

## PUBLIC INFORMATION OFFICE

GOVERNMENT SERVICE: Approval for Posting of Materials					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Layout / Copy of the Materials to be Posted (1 original)	Ensure the legitimacy of the posted material	1. Sign in the Office Client Logbook	University Operations Manual Public Information Manual	1 Minute	None
		2. Submit a copy of the materials to be posted	University Operations Manual Public Information Manual	2 Minutes	None
		3. Receive the approved materials (with stamp) for posting	University Operations Manual Public Information Manual	2 Minutes	None

TOTAL	4 Minutes	None
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### QUALITY ASSURANCE OFFICE

GOVERNMENT SERVICE: Internal Quality Audit					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		Lead Auditor/Audit Team prepares an Internal Quality Audit Master Plan for the next calendar year	ISO 9001:2015 QMS Standards, Clause 9.2	Before the end of the calendar year	None
		Top Management reviews and approves the Internal Quality Audit Master Plan	ISO 9001:2015 QMS Standards, Clause 9.2	3 days	None
		Lead Auditor/Audit Team prepares an Internal Quality Audit Plan which includes the following: Area to Audit/Process; Date of the Audit; Duration of Time; Name of Auditee/s; Name of Auditor/s; and ISO clauses.	ISO 9001:2015 QMS Standards, Clause 9.2	2 days	None
		Lead Auditor/Audit Team prepares a Quality Management System Audit Checklist by reviewing and studying the standards, procedures, instruction and nonconformity noted on the previous audit prior planned audit.	ISO 9001:2015 QMS Standards, Clause 9.2	14 days	None
Letter of request	ISO 9001:2015 QMS Standards, Clause 9.2	Auditee confirms with the audit schedule or request for a reschedule in response to the Audit Memo.	ISO 9001:2015 QMS Standards, Clause 9.2	1 day	None



Auditee's documented procedure/s	ISO 9001:2015 QMS Standards, Clause 9.2	Lead Auditor/Audit Team conduct/s semi-annual audit based on the following methods as appropriate: Desk audit -review of all applicable documents; Interview of the personnel assigned in the area being audited; Compliance checks of actual implementation against the documented requirement; Results of audit are recorded on the applicable audit checklists.  Auditee prepares the necessary documents for audit.	ISO 9001:2015 QMS Standards, Clause 9.2	2-3 days	None
		Lead Auditor/Audit Team generates an Internal Quality Audit Report addressed to the auditee/person responsible in implementing the deviated procedure and instruction.	ISO 9001:2015 QMS Standards, Clause 9.2	2 days	None
Signed Internal Quality Audit Report	ISO 9001:2015 QMS Standards, Clause 9.2	Auditee acknowledges the Internal Quality Audit Report by signing.	ISO 9001:2015 QMS Standards, Clause 9.2	1 day	None
Auditee's documented procedure/s	ISO 9001:2015 QMS Standards, Clause 9.2	Lead Auditor/Audit Team conducts a follow-up audit within five (5) working days based on the agreed date of corrective action completion, without notification to verify implementation and effectiveness of corrective actions made by the Auditee.	ISO 9001:2015 QMS Standards, Clause 9.2	2-5 days	None
Auditee's documented procedure/s	ISO 9001:2015 QMS Standards, Clause 9.2	Lead Auditor/Audit Team performs semi-annual audit to be evaluated.  Auditee prepares the necessary documents for audit.	ISO 9001:2015 QMS Standards, Clause 9.2	2-5 days	None

		Top management evaluates the effectiveness of the Internal Audit	ISO 9001:2015 QMS Standards, Clause 9.2	1 day	None
<b>TOTAL</b>				<b>37 days</b>	<b>None</b>

## RESEARCH AND DEVELOPMENT SERVICES OFFICE

GOVERNMENT SERVICE: Research Application					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Research Paper Processing Application Form (1 original)	University Research Manual 2019 (Chapter 3 Research Proposal Development and Processing, pp 10-11)	1. Submit the documentary requirements to the Research Coordinator for the endorsement to the Dean/ Campus Director/ Secondary School Principal	University Research Manual 2019 (Chapter 3 Research Proposal Development and Processing, pp 10-11)	4 days	None

Rubric for Research Paper Evaluation (1 original)	University Research Manual 2019  (Chapter 3 Research Proposal Development and Processing, pp 10-11)	2. Comply with the recommendations of the College Specialist/s	University Research Manual 2019  (Chapter 3 Research Proposal Development and Processing, pp 10-11)	1 day	None
Hard and Soft Copies of Research Paper (1 original)	University Research Manual 2019  (Chapter 3 Research Proposal Development and Processing, pp 10-11)	3. Wait for the result of the review process of the RDSO through its Research Centers	University Research Manual 2019  (Chapter 3 Research Proposal Development and Processing, pp 10-11)	15 days	None
RDSO Compliance Form (1 original)  Enhanced Research Paper ( 1 original)	University Research Manual 2019  (Chapter 3 Research Proposal Development	4. Comply with the recommendations of the RDSO	University Research Manual 2019  (Chapter 3 Research Proposal Development	1 day	None

	and Processing, pp 10-11)		and Processing, pp 10-11)		
<b>TOTAL</b>				<b>21 days</b>	<b>None</b>

GOVERNMENT SERVICE: Monitoring of Internally-Funded Research					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Research/Project Implementation Agreement ( 1 original)  Work and Financial Plan (1 original)  Status/Progress Report Form (1 original)	University Research Manual 2019  (Chapter 4 Research Project Implementation, Monitoring and Evaluation, pp 16-17)	2. Accomplish Research/Project Implementation Agreement Form from the RDSO, Status/Progress Report on a monthly/quarterly/ biannual basis and submit to the Research Coordinator following the Status Report Guidelines	University Research Manual 2019  (Chapter 4 Research Project Implementation, Monitoring and Evaluation, pp 16-17)	5 days	None
Terminal Report(1 original)  Research Paper Processing	University Research Manual 2019	3. Submit Terminal Report along with the completed manuscript with Abstract (hard and soft copies) to the Research Coordinator	University Research Manual 2019	15 days	None

Application Form (1 original)	(Chapter 4 Research Project Implementation, Monitoring and Evaluation, pp 16-17)		(Chapter 4 Research Project Implementation, Monitoring and Evaluation, pp 16-17)		
Hard and Soft Copy of the Research Paper					
Rubric for Research Paper Evaluation					
<b>TOTAL</b>				<b>20 days</b>	<b>None</b>

### SENIOR HIGH SCHOOL

GOVERNMENT SERVICE: Enrolment Procedure for Senior High School in the Private Education Assistance Committee's SHS Voucher Program							
SERVICE INFORMATION							
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid	
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter		Legal Basis			
Certification of ESC/QVR/LRN (1 original)	For Identification of learner	1. Submit necessary documents needed by SHS Office to log in to PEAC system			DO 11 s. 2015, the SHS VP	5 minutes	None
		2. Wait for the verification				4 minutes	None

		3. Verify status of application to the SHS Office thru MIS Coordinator		3 minutes	None
<b>TOTAL</b>				<b>12 minutes</b>	<b>Php 200</b>

<b>GOVERNMENT SERVICE: Enrollment of Senior High School Students in the DepEd's Learners Information System (LIS)</b>						
<b>SERVICE INFORMATION</b>						
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>			<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>			
Original and Photocopy of Form 138, 2x2 picture, photocopy of birth certificate	For Identification of learner	1. Submit necessary documents needed by SHS Office to enroll learner in the LIS	DepEd ORDER No. 32, s. 2018	2 minutes	None	
		2. Secure Students Directory Form	Student Manual	2 minutes	None	
		3. Submit filled-out directory form	Student Manual	3 minutes	None	
<b>TOTAL</b>				<b>7minutes</b>	<b>Php 200</b>	

**SPORTS AND DEVELOPMENT OFFICE**

<b>GOVERNMENT SERVICE: Request for the Utilization of the University Gymnasium</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Identification Card	For Identification of burrowing party	Ascertain the identity of the burrowing party	Student Manual	5 minutes	None
University Reservation Form	For proper Documentation	Submit accomplished University Reservation Form and secure approval (one copy of the approved form will be retained at the OSD	Student Manual	5 minutes	None
Approved University Reservation Form	For proper coordination	Log approved activity and schedule at the OSD Office	Student Manual	5 minutes	None
<b>TOTAL</b>				<b>15 minutes</b>	<b>None</b>

**UNIVERSITY CULTURE AND THE ARTS UNIT**

**Internal Service**

Recruitment of University Cultural Performers

<b>GOVERNMENT SERVICE: RECRUITMENT OF UNIVERSITY CULTURAL PERFORMERS</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Certificate of Registration (COR) (1 photocopy)	CMO No. 09, S. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	1. Secure UCAU form from the office of the University Culture and the Arts Unit	2019 Student Manual	1 Minute	None
Endorsement Letter by the Dean/Director (1 Original)	Bonafide student of the University	2. Submit the accomplished UCAU Audition Form to the UCAU Secretary	2019 Student Manual	5 Minutes	None
Validated Student ID		3. Prepare for interview and audition proper	2019 Student Manual	20 Minutes	None
UCAU Audition Form		4. Wait for the posting of audition results		5 Days	None
<b>TOTAL</b>				<b>5 Days and 21 Minutes</b>	<b>None</b>



**UNIVERSITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE**

**Internal Services**

Pre-conduct of Disaster Preparedness and Capacity Building Training

Conduct of Disaster Preparedness and Capacity Building Training

GOVERNMENT SERVICE: Conduct of Disaster Preparedness and Capacity Building Training					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Register and take the pre-test for the training	University Manual 2010	1. Distribute and collect the written examination (Pre-test) paper	University Manual 2010	5 minutes	None
2. Participate in the training	Joint Memorandum Circular No. 1, S. 2020 Occupational Safety and Health (Osh) Standards For The Public Sector  University Manual 2010  Republic Act No. 10121	2. Conduct training proper	University Manual 2010	16 Hours	None

3. Take the post-test and evaluate the training	University Manual 2010	3. Distribute and collect the post-test and evaluation tool	University Manual 2010	5 Minutes	None
4. Receive the Certificates	University Manual 2010	4. Distribute the Certificates of Completion and Participation	University Manual 2010	5 Minutes	
<b>TOTAL</b>				<b>16 Hours, 15 Minutes</b>	<b>None</b>

### UNIVERSITY LEARNING RESOURCE CENTER

GOVERNMENT SERVICE: Issuance of Library Cards					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
• Certificate of Registration	RA 10687	Secure library card form (LCF) by presenting personally the Official Receipt (OR) and Certificate of Enrollment (COE)  Verify the student Certificate of Enrollment	University Students Manual (2019)	2 minutes	None
• Passport size picture and Library Card Form (DHVSU-QSP-ULIB-001-FO001-R00)		Submits form to library staff together with the personnel's DHVSU ID  Receives and check filled-up LCF form together with the passport size picture		1 minute	None
		Encoding, printing and barcoding of library card		5 minutes	None

		Signs newly processed library card		1 minute	None
		Receive issued library card		1 minute	None
		Release library card by the Librarian			
<b>TOTAL</b>				<b>10 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Issuance of Books, Magazines, Tabloids, Newspaper and Other Literature</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Library Card	University Students Manual (2019)	Personally present his/her library card and inform the assigned library Staff of his/her query  Verify student library card and inquire client on the services needed	University Students Manual (2019)	2 minutes	None
		Give complete information vital in processing his/her request, e.g. Title of the books, author, edition, etc.  Library Personnel assist the clientele on the request materials		3 minutes	None
		Receive what has been requested  Issue what has been requested		3 minutes	None
		Returned what has been issued  Receive what has been issued to the clientele		1 minute	None

		Received library card		1 minute	None
		Return the library card			
<b>TOTAL</b>				<b>10 minutes</b>	<b>None</b>

### UNIVERSITY TRAINING SERVICES OFFICE

GOVERNMENT SERVICE: Request for Training Services					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Request Letter	Attachment to the Request Form	Submit Request Letter and or Secure Request Form at the Extension Services Office	Extension Manual	10 minutes	None
<b>TOTAL</b>				<b>10 minutes</b>	<b>none</b>