Republic of the Philippines

# **DON HONORIO VENTURA STATE UNIVERSITY**Bacolor, Pampanga

# CITIZENS' CHARTER F.Y. 2021





### I. Mandate

The University shall primarily provide advanced instruction and professional training in education, engineering, science and technology, arts and humanities, computer and other relevant fields of study. It shall also undertake research, extension services and production activities in support of the socioeconomic development of Pampanga and provide progressive leadership in its areas of specialization.

### II. Vision

A lead university in producing quality individuals with competent capacities to generate knowledge and technology and enhance professional practices for sustainable national and global competitiveness through continuous innovation.

### III. Mission

DHVSU commits itself to provide an environment conducive to continuous creation of knowledge and technology towards the transformation of students into globally competitive professionals through the synergy of appropriate teaching, research, service and productivity functions.

# IV. Service Pledge

Don Honorio Ventura State University is committed to ensure and maximize quality and relevance of instruction, produce holistic and *globally* competitive graduates, engage in viable and relevant research, expand extension and training services, sustain and improve prudent financial management, upgrade and safeguard physical facilities, strengthen engagement of stakeholders, advocate gender and development initiative, develop a culture of resiliency and transformation, and continue monitoring and improving the quality management system towards the attainment of customer-centric environs.



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# OFFICE OF THE UNIVERSITY PRESIDENT Internal Service



# 1. Issuance of Memorandum

This procedure describes the guidelines of the office on issuance of memoranda and correspondence; approval of documents and request for appointment with the University President

011	•	Ī			1		
_	Office or Division: Office of the University President (OUP)						
-		Office of the University President (OUP)					
	ssification:	Simple	0	1. 0			
	e of	1		to Government, G	overnment to		
	nsaction:	Business, Govern					
Wh	o may avail:	Government ager	encies, Business entities and Clients				
СН	ECKLIST OF R	EQUIREMENTS	WHERE TO	SECURE			
1	Appointment	form (1 original)	1 Office of Admin B	the University Predding.)	sident (2 <sup>nd</sup> Floor,		
CL	LIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
issu	Request for Jance of moranda	1. Issue and disseminate the memoranda either for the whole university or specific university official and personnel	None	1 Day (upon the availability of the signatory)	Administrative Aide Office of the University President		
app disk vou che app lette	equest for broval of cursement achers, ecks, pointment ers, and other respondences	2 Receive and record the documents for approval of the University President	None	1 Day (upon the availability of the signatory)	Administrative Aide Office of the University President		
form app	ecure request in for an cointment with University sident	3. Receive the request form for appointment	None	2 Minutes	Administrative Aide Office of the University President		
		TOTAL:	None	2 Days, 2 Minutes			



# OFFICE OF THE EXECUTIVE VICE PRESIDENT Internal Services



1. Checking and Recording of Disbursement Vouchers

This describes the process of checking and recording of disbursement vouchers in the Office of the Executive Vice President (OEVP).

Office or Division:		,	Office	of the	Ех	cecutive Vice Pres	sident
Classification: Simple							
Type of Transaction: G2G – Government to Government					ent		
Who may avail:			Accour	ting	Off	ice	
CHECKLIST OF RI					W	HERE TO SECU	
1		bursement	t Vouche	er	1	Accounting Office	e
		original)					
2		IVSU-QSP	-OEVP-(	001	2	EVP Office	
	fori	m 			=0		
CLIENT STEPS	CLIENT STEPS AGEN					PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Disbursement Voucher		1.1 Recei check voucher it signed designate authorities	the f duly by ed s				10 Ja
		voucher's particulars in the DHVSU-QSP-OEVP-001 form if in order * Note: If not order, return the voucher the Accounting Office and if order submitthe EVP for signing		Noi	ne	10 Minutes	Administrative Aide Office of the Executive Vice President
2. Wait for the release of the signed vouc to the Office of University Presiden	her the	2.Counter the v entries ar the vouch is in order returns	oucher de sign ner that	Noi	ne	9 Minutes	Executive Vice President Office of the Executive Vice Presidents

same to the Office Secretary			
3. Forward the signed voucher to the Office of the University President	None	1 Minute	Administrative Aide Office of the Executive Vice President
TOTAL:	None	20 Minutes	

2. Preparation and Issuance of EVP Memorandum

This describes the process of preparing and issuing of memorandum by the Office of the Executive Vice President (EVP).

Office or Division:			Office of	Office of the Executive Vice President			
Classification: Simple							
Type of Transact	<b>Type of Transaction:</b> G2G – Government to Government					nent	
Who may avail:			Reques	sting Off	ice		
CHECKLIST OF F	REQUIRE	<b>EMENTS</b>		WHER	E TO SECURE		
1 Communication Le Directive Memoran from the University President (1 origina		andum sity	1	Requesting Offi	ce		
2	( , ,		/SU-	2	EVP Office		
CLIENT STE	PS	AGE ACT		FEE S TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E	
Submit communication     Interpretation of the communication of the	n the	1.1 Rec and log commun n letter to concern unit/dep nt / direc memora from the	the nicatio from ned partme ctive andum	None	1 Minute	Administrative Aide Office of the Executive Vice President	



The second second	University President			
	1.2 Draft and submit the memorandum to the EVP for approval *Note: If corrected by the EVP, reencodes the memo	None	10 Minutes	Executive Vice President Office of the Executive Vice Presidents
	1.3. Approve the memorandum			
2. Wait for the release of the approved memorandum for dissemination	2. Forwards the memorandum to the Office of the University President for approval	None	9 Minutes	Administrative Aide Office of the
	2.1 Release the memorandum signed by the EVP and the University President.			Executive Vice President
	TOTAL:	None	20 Minutes	
	DH	VT	SU	
			SAURE.	



# OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS

**Internal Service** 



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

This describes the process for the approval of the proposed external seminars,

trainings, and workshops related to academic affairs.

Of	Office or Division: Vice President for Academic Affairs (VPAA) Office						
Cla	Classification: Simple						
Ту	Type of Transaction: G2G – Government to Government						
	Who may avail: All bona fide DHVSU employees and students						
CH	ECKLIST OF REC	QUIREMENTS	W	HERE TO	SECURE		
1	Complete docume original, 1 photoco	ents signatories (1 opy)	1	Designa	ated Office		
2	Invitation Letter w original)	ith Routing Slip (1	2	Bldng.)	f the President (2	<sup>nd</sup> Floor, Admin	
3	Request Letter (1	original)	3	Immedia	ate Supervisor		
4	List of participants original)	s who will attend (1	4		ate Supervisor		
(	CLIENT STEPS	AGENCY ACTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE	
for of a Im	Submit the quired documents recommendation approval of the mediate pervisor to the PAA Office	Receive and check the submitted document		None	10 Minutes (upon the availability of the signatory)	Administrative Aide VPAA Office	
rel	Wait for the ease of the emorandum	2.1 Prepare the memorandum and route it for approval  2.2 Issue and disseminate the memorandum to the requesting client		None	1 Hour	Administrative Aide VPAA Office	
ap	Receive the proved emorandum from PRET Office	3. Provide the Immediate Supervisor of the requesting client a copy of the memorandum approved by the VPRET		None	10 Minutes	Administrative Aide VPAA Office	
1	700	TOTAL:		None	1 Hour, 20 Minutes	THE PARTY OF THE P	

# 2. Issuance of Memoranda

Office or Division:

This describes the process concerning Issuance of Memoranda for both internal and external purposes for heads, faculty, students and staff under the VPAA Cluster

Office of the Vice President for Academic Affairs

Cl	assification:	Simple							
	pe of								
_	ansaction:								
W	ho may avail:		Deans, Directors uster of DHVSU	Deans, Directors, Unit Heads, Faculty and Staff under the VPAA ster of DHVSU					
Cŀ	HECKLIST OF RE	QU	IREMENTS	WH	HERE TO	SECURE			
1	Invite or letter of	req	uest	1	Request	ing institution or a	igency		
2	President's Offic	e Ro	outing Slip	2	DHVSU,	Office of the Pres	sident		
3		1		3					
CI	LIENT STEPS	AG	SENCY ACTION		EES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1	Requests issuance of Memoranda	1	Verify receipt of invite or request	None		2 minutes	Administrative Aide I / EA VPAA, VPAA Office, DHVSU Admin. Bldg.		
2	Waiting	2	Receives and logs in the communication letter from President's Office with Routing Slip	None		1 minute	Administrative Aide I, VPAA Office, DHVSU Admin. Bldg.		
3	Waiting	3	Drafts and encodes the memorandum, and forwards it to the VPAA (Note: If corrected by the VPAA, reencodes the memo)	None		7 minutes	Administrative Aide I / EA VPAA, VPAA Office, DHVSU Admin. Bldg.		
4	Waiting	4	Submits the memorandum to the VPAA for approval	None		2 minutes	Administrative Aide I / EA VPAA, VPAA Office, DHVSU Admin. Bldg.		
5	Waiting	5	Approves the Memorandum	None		2 minutes	VPAA, VPAA Office, DHVSU Admin. Bldg.		

			Forwards the			Administrative
6	Waiting	6	memorandum to the Office of the Executive Vice President	None	2 minutes	Aide I / EA VPAA, VPAA Office, DHVSU Admin. Bldg.
7	Receipt of the memorandum	7	Photocopies the approved memorandum and disseminates the same to concerned offices and/or departments.	None	4 minutes	Administrative Aide I / EA VPAA, VPAA Office, DHVSU Admin. Bldg.
			TOTAL		20 Minutes	



# OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION AND FINANCE

**Internal Service** 



# 1. Release of Budget Utilization Request (BUR) and Obligation Request (OR)

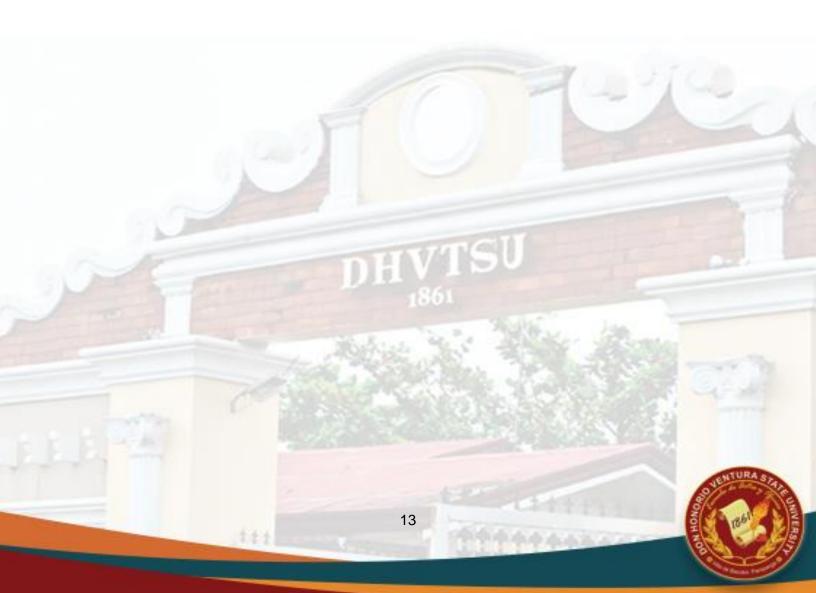
This covers the procedure in releasing Budget Utilization Request (BUR) and Obligation Request (OR) for processing of payment of various expenditures.

Offi	ce or Division:	Office of the Vice President for Administration and Finance					
Clas	ssification:	Simple					
Typ Trar	e of nsaction:	G2G, G2C, G2B					
Who	Who may avail:  Personnel from the DHVSU Administrative Office and Accounting Office, students and business entities						
CHE	ECKLIST OF REG	QUIREMENTS	WH	HERE TO	O SECURE		
1	Complete and si ORS from the B original)	gned BURS and udget Office (1	Office of the Vice President for Administration and Finance (2 <sup>nd</sup> Floor, Admin Bldng.)				
CLIENT STEPS AGENCY ACTION				ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1 Record the documents 1 Have the BURS and ORS received recommendation in for approval		documents subject for the recommendatio	١	None	1 Day (upon the availability of the signatory)	Administrative Aide Office of the Vice President for Administration and Finance	
2 Submit documents for recommendation for the approval of the University President 2 Record and check the document		None		1 Hour (upon the availability of the signatory)	Administrative Aide Office of the Vice President for Administration and Finance		
		TOTAL:	-20		1 Day, 1 Hour		



# OFFICE OF THE VICE PRESIDENT FOR RESEARCH EXTENSION AND TRAINING (VPRET) OFFICE

**Internal Service** 



# 1. Procedure for the Approval of Proposed External Seminars, Trainings, and Workshops Related To Research, Extension, And Training Services

This describes the process for the approval of the proposed external seminars, trainings, and

workshops related to research, extension, and training.

	Office or Division: Vice President for Research Extension and Training (VPRET) Office						
Cla	ssification:	Simple			5 ( )		
Tra	Type of Transaction: G2G – Government to Government Who may avail: All bona fide DHVSU employees and students						
	o may avail: ECKLIST OF REQ				S and students  D SECURE		
СП			V	VHERE IO	SECURE		
1	original, 1 photoc		1	3			
2	original)	rith Routing Slip (1	2	Bldg.)	the President (2 <sup>nd</sup> Floor, Admin		
3	Request Letter (1		3	Immediat	e Supervisor		
4	List of participants original)	s who will attend (1	4	Immediat	e Supervisor		
(	CLIENT STEPS	AGENCY ACTION		EES TO BE PAID	PROCESSING TIME		
requestions for a lmm Sup VPF 2. V rele	Submit the uired documents recommendation pproval of the nediate pervisor at the RET Office Vait for the ase of the morandum	Receive and check the submitted document  2.1 Prepare the memorandum and route it for		None	10 Minutes (upon the availability of the signatory)		
	approval  2.2 Issue and disseminate the memorandum to the requesting client		I	None	1 Hour		
3. Receive the approved memorandum from VPRET Office Supervisor of the requesting client a copy of the memorandum approved by the VPRET		3K350000	None 10 Minutes				
		TOTAL:		None	1 Hour, 20 Minutes		

# VICE PRESIDENT FOR STUDENT AFFAIRS AND SERVICE (VPSAS) OFFICE

**Internal Service** 



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

This describes the process for the approval of the proposed external seminars, trainings, and workshops related to student affairs and services

Office or Division: | Vice President for Student Affairs and Services (VPSAS) Office

Office of Division. Vice i resident for Student Affairs and Services (VI OF					(11 6/16) 6/1166			
	sification:	Simple						
Type			=					
	saction:	G2G – Governmen						
	may avail:			U employees and students				
CHE	CKLIST OF REC	UIREMENTS	WH	ERE T	O SECURE			
1	Complete docur (1 original, 1 ph	ments signatories	1	Desig	nated Office			
2		with Routing Slip	2	Office Bldng		(2 <sup>nd</sup> Floor, Admin		
3	Request Letter	(1 original)	3		ediate Supervisor			
4	•	nts who will attend	4		ediate Supervisor			
CL	LIENT STEPS	AGENCY ACTION		S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE		
recor appro Imme Supe	ubmit ments for mmendation of oval of the ediate ervisor to the AS Office	Receive and check the document	N	one	10 Minutes (upon the availability of the signatory)	Administrative Aide VPSAS Office		
relea	ait for the se of the orandum	2.1 Prepare the memorandum and route it for approval  2.2 Issue and disseminate the memorandum to the requesting client	N	one	1 Hour	Administrative Aide VPSAS Office		
appro	eceive the oved orandum from /PSAS Office	3.1Provide the Immediate Supervisor of the requesting client a copy of the memorandum approved by the VPSAS	N	one	10 Minutes	Administrative Aide VPSAS Office		
		TOTAL:	N	one	1 Hour, 20 Minutes	OVENT		

# **ACCOUNTING OFFICE**

**External Services** 



# 1. Issuance of Certificate of Payment for Graduation Fee

This describes the procedure for the issuance of certificate of payment for graduation fee for claiming transcript of records and diploma for the students.

	graduation fee for claiming transcript of records and diploma for the students.							
Off	ice or Division:	Accounting Office						
Cla	ssification:	Simple						
Тур	oe of Transaction:	G2C - Government to Citizen						
Wh	o may avail:	All bona fide students who are required to secure certificate of payment of graduation fee from this office.						
СН	ECKLIST OF REQU	JIREMENTS	WH	IERE 1	TO SECURE			
1	Student's Identification Card	l (1 Original)	1		rnet Multimedia Cen c of Admin. Bldg.)	ter (IMC), (at the		
2	Official Receipt (C Original)	DR) of Payment (1	2		hiering Office, 1 <sup>st</sup> Fl Window 11	oor, Administration		
	CLIENT STEPS AGENCY ACTION		TC	EES DBE AID	PROCESSING TIME	PERSON RESPONSIBLE		
re C P G a	1. Present ID and request for Student's Student's balance from the Graduation Fee at the Accounting Office  1. Verify student's balance from the system and instruct to make payment for the certification.		N	None 1 Minute Aid		Administrative Aide Accounting Office		
ne at	2. Pay the necessary amount at the Cashiering Office.  2. Collect Payment and issue OR for the payment made.		PHP 50		1 Minute	Administrative Officer Cashiering Office		
th	Present OR at ne Accounting Office	3.Print and release Certificate of Payment for Graduation Fee	None		1 Minute	Administrative Aide Accounting Office		
	TOTAL:			IP 0	3 Minutes			



SCHEDU	LE OF FEES A	AND OTHER	CHARGES
CHM, CBS	,		

	CHM, CBS,	OF FEES AND	OTHER CHA	AKGES			
	COE, CEA,						
	CIT, CAS	Tourism,					
			Foul Cal				
	(Math &	BSA, Acctg	Envi.Sci,				
	Stat), CSSP	Tech, Acctg	Biology	ccc perce	500	C \\/l-	cc
	(HumServ),	Info, BPA		CCS, BSECE	EOC	Soc. Work	GS
TUITION FEE	220/unit	220/unit	220/unit	220/unit	1,250.00	350/unit	450/350
OTHER FEES-GENERAL FUND							
Admission Fees (1st Yr only)	300.00	300.00	300.00	300.00	300.00	300.00	300.00
Athletic Fees	160.00	160.00	160.00	160.00	160.00	160.00	160.00
Computer Fees	200.00	200.00	200.00	200.00	-	200.00	200.00
Cultural Fees	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Development Fees-IRSF	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00
Entrance Fees (1st Yr only)	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Guidance Fees	50.00	50.00	50.00	50.00	50.00	50.00	50.00
Guid. Fees-CB SEP (Graduating only)	500.00	500.00	500.00	500.00	500.00	-	-
Handbook Fees (1st Yr only)	100.00	100.00	100.00	100.00	100.00	-	-
Insurance	50.00	50.00	50.00	50.00	50.00	50.00	50.00
Laboratory Fees	150.00	450.00	2,500.00	600.00	150.00	150.00	150.00
Library Fees	150.00	150.00	150.00	150.00	150.00	150.00	150.00
Medical/Dental Fees	80.00	80.00	80.00	80.00	80.00	80.00	80.00
Miscellaneous	70.00	70.00	70.00	70.00	70.00	70.00	70.00
Registration Fees	100.00	100.00	100.00	100.00	100.00	100.00	100.00
ROTC/CWTS	330.00	330.00	330.00	330.00	330.00	-	-
School ID Fees	150.00	150.00	150.00	150.00	150.00	150.00	150.00
Utility Fee	-	-	-	-	-	-	300.00
Total	4,290.00	4,590.00	6,640.00	4,740.00	4,090.00	3,360.00	3,660.00
OTHER FEES-TRUST FUND							
Devt. Fees-College Fee	50.00	50.00	50.00	50.00	50.00	50.00	50.00
Devt. Fees-Industrialist	70.00	70.00	70.00	70.00	70.00	70.00	70.00
Devt. Fees-USC/SSC	70.00	70.00	70.00	70.00	70.00	70.00	70.00
Total	190.00	190.00	190.00	190.00	190.00	190.00	190.00
TOTAL OTHER SECT	4 400 00						2.050.00
TOTAL OTHER FEES	4,480.00	4,780.00	6,830.00	4,930.00	4,280.00	3,550.00	3,850.00



# 2. Issuance of Clearance (for Students with Outstanding Balance)

Issuance of clearance to students as a requirement for enrolment to the succeeding semester and for claiming transcript of records and diploma.

	succeeding semester and for claiming transcript of records and diploma.						
0	ffice or Division:	Accounting Office					
С	lassification:	Simple					
T	ype of Transaction:	G2C – Government to Citizen					
W	/ho may avail:	All bona fide stuthis office.	ifide students who are required to secure student's clearance from see.				
CHECKLIST OF REQUIREMENTS WHERE TO S				SECURE			
1	Student's Identifica Original)	tion Card (1	1	<del>_</del>			
2	Official Receipt of F Original)	Payment (1	2 Cashiering Office, 1 <sup>st</sup> Floor, DHVSU Adm Bldg. – Window 11			r, DHVSU Admin.	
	CLIENT STEPS	AGENCY ACTION	- REDAII		PROCESSING TIME	PERSON RESPONSIBLE	
1.	1. Inquire for verification of studer outstanding outsta balance at the Accounting Office 1. Verify studer outsta		None		1 Minute	Administrative Aide Accounting Office	
out	2. Payment of tstanding balance the Cashiering fice	2.Verify student's record and collect Payment	See Table for Schedul e of Fees and Other Charges below.		1 Minute	Administrative Officer Cashiering Office	
	3. Present Official Receipt for the payment made to the Accounting Office	3.Print and release Clearance signed by the University Accountant	None		2 Minutes	Administrative Aide Accounting Office	



TOTAL:	See Table for Schedul e of Fees and Other Charges below.	4 Minutes	
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# 3. Issuance of Clearance (for Students without Outstanding Balance)

Issuance of clearance to students as a requirement for enrolment to the succeeding semester and for claiming transcript of records and diploma.

Office or Division:	Accounting Office						
Classification:	Simple	Simple					
Type of Transacti on:	G2C – Governn	nent to Citiz	en				
Who may avail:	All bona fide stu from this office.	idents who	are required to secure	student's clearance			
CHECKLIST OF		WHERE	TO SECURE	1 377			
REQUIREMENT	S						
1	Student's Identification Card (1 Original)	Internet Multimedia Center (IMC), (at the back of the Admin. Bldg.) DHVSU, Bacolor, Pampanga					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	TO PROCESSING PERSON BE TIME RESPONSIBLE				
1. Request for Clearanc e at the Accounti ng Office.	1. Verify student balance from the system and print clearance	None	1 Minute	Administrative Aide Accounting Office			
2. Receive the Clearan ce from the	2. Rele ase the Clearance signed by the	None	1 Minute	Administrative Aide Accounting Office			

Accounti ng Office.	Accountant			
	TOTAL:	None	2 Minutes	

# 4. Issuance of Clearance (2nd Copy)

Issuance of clearance to students as a requirement for enrolment to the succeeding semester and for claiming transcript of records and diploma.

semeste	r and for claimin	ng trans	cript of records a	ind diploma.		
Office or Division:		Accounting Office				
Classification:		Simple				
<b>J</b> .		G2C – Government to Citizen				
		All bona fide students who are required to secure student's				
			nce from this off			
CHECKLIST	OF REQUIREM	ENTS	WHERE TO S	ECURE		
1	Student's Identification Card (1 Original)		1	Internet Multimedia Center (IMC), (at the back of Admin. Bldg.)		
2	Official Receipt (OR) of Payment (1 Original)		2	Cashiering Office, First Floor, DHVSU Admin. Bldg Window 11		
CLIENT STEPS	AGENCY ACTION	1	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present ID and request for 2 <sup>nd</sup> Copy of Clearan ce at the Accoun ting Office	1. Verify student's balance from the system instruct the student to make paye for the requese made.	n and e ment	None	1 Minute	Administrative Aide Accounting Office	
2. Pay the necessar y amount at the Cashierin g Office	2.Collect Payment and issue OR for payment made.		PHP 50	1 Minute	Administrative Officer Cashiering Office	



3. Pre sent OR to the Accountin g Office	3. Print and release Clearance signed by the University Accountant	None	2 Minute	Administrative Aide Accounting Office
		PHP 50		
	TOTAL:		4 Minutes	

5. Issuance of Statement of Account (SOA)
Issuance of statement of account to students as a requirement for scholarship and other general purposes.

Office or Division :	Accounting	Office			
Classification	n: Simple				
Type of Transaction :	G2C – Gov	G2C – Government to Citizen			
Who may ava	il: All bona fid	e students who are req	uired to secure statement of account.		
CHECKLIST	OF REQUIREMEN	TS WHERE TO SEC	URE		
1	Student's Identification Card (1 Original)	1	Internet Multimedia Center (IMC) (at the back of Admin. Bldg.)		
2	Official Receipt of Payment (1 original)	2	Cashiering Office, First Floor, DHVSU Admin. Bldg Window 11		
3	Documentary Stamp (1 piece)	nHV1	Bureau of Internal Revenue (BIR), Sindalan, CSFP		
CLIENT	AGENCY ACTION FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Request for Stateme nt of Account at the Accounti	1. Verify student records  None	2 Minutes	Administrative Aide Accounting Office		

ng				
Office.				
2.	2.	Collect		11
Pay	Pay	/ment	2 Minutes	Administrative Officer Cashiering
ment of				Office
Fee at the		PHP 50		
Cashiering				
Office				
3	3.	Print SOA		
Pre	and	d affix		Administrative Aide
sent the	doc	cumentary	2 Minutes	Accounting Office
Official	sta	mp		
Receipt to				
the				
Accountin		None		
g Office.				
4. Wait	4.	Release		
for the	the	statement of		Administrative Aide
issuance		ount signed	2 Minutes	Accounting Office
of SOA		the University		
from the	Acc	countant		
Accounting				
Office.				
		None		
ТОТ	AL:	PHP 50	8 Minutes	



# ADMINISTRATIVE SERVICES OFFICE External Services



# 1. Employment Verification

This describes the Standard Procedures for Employment Verification in accordance with Data Privacy Law.

Office or Division:	Administrative Services Office (ADMINSO)				
Classification:	Simple				
Type of Transactio n:	G2B – Government to Business; G2G – Government to Government				
Who may avail:	All government and private institutions with Letter of Consent from the personnel being verified				
CHECKLIST OF RE	QUIREMENTS	WHER	RE TO SECURE		
1	Letter of Consent (1 original)	1	From the employee/personnel being verified		
CLIENT STEPS	ACEN	FE ES			
OLILIVI OTLI O	AGEN CY ACTIO N	TO BE PAI D	PROCESSIN G TIME	PERSON RESPONSIB LE	
1. Conduct Employment Verification and submit the original copy of	CY ACTIO	BE PAI		RESPONSIB	



F	0 14 11 1	0.0			
	2. If walk-in,	2. Once			
	register into the	validated,			
	Logbook for	provide only the			
	ADMINSO	necessary			Supervising
	Transactions	information	No	45	Administrati
	and proceed to	needed by the	No	15	ve Officer ADMINSO
	employment	client with	ne	Minutes	ADIVIINSO
	verification at	respect to the			
	the HR.	letter of			
	ano i ira.	consent.			
-	3. Accomplish the	3. Ensure			
	Customer Survey	evaluation of			Supervising
	Form and drop to	the service			Administrati
	the designated	delivery.	No	3 Minutes	ve Officer
	drop box.		ne		ADMINSO
ļ					
		TOTAL:	No	30	
			ne	Minutes	
- 1			l	I	



# ADMINISTRATIVE SERVICES OFFICE Internal Services



#### 1. Issuance of Certificate of Employment (COE)

Issuance of a document stating the name, employment status, employment coverage, compensation and benefits of the former or current employee of the university to be used for legal purposes only.

Office or Division:	Administrativ	Administrative Services Office (ADMINSO)				
Classification:	Simple					
Type of Transaction:	G2C – Gover	rnment to (	Citizen			
Who may avail:		All Employees of DHVSU (Job Order, Casual, Temporary, and Permanent)				
CHECKLIST OF RE	QUIREMENTS	WHERE	TO SECURE			
1	Governm ent issued ID (1 original)	1	Any ID issuing government ager			
2	COE Request Form (1 original)	2	ADMINSO, Ground Floor, DHVSU Administration Bldg.			
CLIENT STEPS	AGEN CY ACTIO N	FEE S TO BE PAI D	PROCESSIN G TIME	PERSON RESPONSIB LE		
1. Secure and accomplish Certificate of Employment Request Form at the HR	1. Verify and prepare the Certificate of Employme nt (COE)	None	3 Minutes	Administrati ve Aide IV ADMINSO		

2. Register at the Logbook for COE at HR.	2. Print the COE	None	2 Minutes	Administrati ve Aide IV ADMINSO
3. Wait for the issuance of the COE at the HR.	3.1 Verify and sign the COE	None	2 Minutes	Chief Administrati ve Officer ADMINSO
	3.2 Issue the signed COE	None	1 Minute	Administrati ve Aide IV ADMINSO
4. Accompli sh the Customer Survey Form and drop to the designated box.	4. Ensure evaluation of the service delivery.	None	2 Minutes	Administrati ve Aide IV ADMINSO
	TOTAL:	None	10 Minutes	- 510



### 2. Issuance of Service Record

Issuance of a documentary history of an employee's service-related activities to be used for legal purposes only.

Office or D	ivision:	Administrative Services Office (ADMINSO)				
Classificat	ion:	Simple				
Type of Transactio	n:	G2C – Governn	nent to	Citizen		
Who may a	avail:	All Employees of Service, Casua		•		
CHECKLIS	T OF REQ	UIREMENTS	WH	ERE TO	SECURE	
1	Governm (1 origina	nent issued ID al)	1	Any IC	) issuing gove	ernment agency
2 Service Recor Request Form original)			2	ADMINSO, Ground Floor, Administration Bldg.		
CLIENT STEPS		AGEN CY ACTIO N	FE ES TC BE PA D	PF	ROCESSIN G TIME	PERSON RESPONSIB LE
1. Secure and submit the accomplished Service Request Form at HR.		1. Verify and prepare the Service Record	No e	n IS	2 Minutes	Administrative Assistant IV ADMINSO
2. Register at the Logbook for Service Record at HR.		2. Print the Service Record	No e	n	2 Minutes	Administrative Assistant IV ADMINSO
3.Wait for the issuance of the Service Record at HR.		3.1 Verify and sign the Service Record	No e	n	2 Minutes	Chief Administrati ve Officer ADMINSO



	3.2 Issue the signed Service Record	Non e	1 Minute	Administrative Assistant IV ADMINSO
4. Accomplish the Customer Survey Form and drop to the designated box.	4. Ensure evaluation of the service delivery.	Non e	2 Minutes	Administrative Assistant IV ADMINSO
	TOTAL:	Non e	10 Minutes	

# 3. Issuance of University Issued Identification Card (New)

This describes the procedure in acquiring university issued identification card.

Office or Division:	Administrative Services Office (ADMINSO)					
Classification:	Simple					
Type of Transaction:	G2C – Governi	G2C – Government to Citizen				
Who may avail:	All Employees of DHVSU (Job Order, Casual, Temporary, and Permanent)					
CHECKLIST OF REC	QUIREMENTS	WHE	WHERE TO SECURE			
1 ID Request Form (1 original)		ADMINSO, Ground Floor     Administration Bldg.				
CLIENT STEPS	AGEN CY ACTIO N	FÉ ES TO BE PAI D	PROCESSIN G TIME	PERSON RESPONSIB LE		
1. Secure and accomplish ID Request Form at the ADMINSO.	1.1 Input data in the Personnel Manageme nt and	Non e	10 Minutes	Administrati ve Aide I ADMINSO		

	Devirell			
The second second	Payroll			
	System			
	1.2.			Chief
	Approve/			Administrati
	Disapprove	Non	5 Minutes	ve Officer
	request	е		ADMINIOO
	request			ADMINSO
2. Present the	2. Verify the			A also in in two ti
approved ID	information			Administrati ve Aide I
Request Form to	and print the			ve Alde I
the MIS, and wait	ID.	Non	15 Minutes	MIS, Second
for the ID		е		Floor,
issuance.				Administration
				Bldg.
3. Return to the	3. Ensure			
HR and	evaluation			
accomplish the	of the			
Customer	service	Non	2 Minutes	Administrati
Survey Form	delivery.	e	2 Williatoo	ve Aide I
and drop to the				ADMINSO
designated				
box.				-
DUX.	Towns .			
	TOTAL:	Non	32 Minutes	
		е	/ 2	



# 3. Reissuance of University Issued Identification Card (Replacement)

Granting approval for the replacement for lost, stolen and outdated identification card.

Office or Div	ision:	Administrative S	Servic	es	Office (ADMINSC	))
Classification: Simple						
Type of Transaction:		G2C – Governr	nent to	o C	itizen	
Who may ava	ail:		All Employees of DHVSU (Job Order, Casual, Temporary, and Permanent)			
CHECKLIST	OF REQ	UIREMENTS	WH	IER	RE TO SECURE	
1	ID Red (1 orig	quest Form inal)	1		ADMINSO, Ground Administration Bld	
2	2 Affidav lost ID		2	Law Firm / Notary Public		Public
CLIENT STEPS		AGEN CY ACTIO N	FE ES TC BE PA D	PROCESSI NG TIME		PERSON RESPONSIBL E
1. Secure and accomplish ID Request Form		1. Update data (if there's any changes) in the Personnel Management and Payroll System	No e	n	10 Minutes	Administrativ e Aide I ADMINSO
2. Wait for the approval of the request		2. Approve/ Disappro	No e	n	5 Minutes	Chief Administrativ e Officer ADMINSO

1930au	ve request			
3. Present the approved ID Request Form to the MIS and wait for the ID issuance.	3. Verify the information and print the ID.	Non e	15 Minutes	Administrativ e Aide I  MIS, Second Floor, Administration Bldg.
4. Accomplish the Customer Survey Form and drop to the designated box.	4. Ensure evaluation of the service delivery.	Non e	2 Minutes	Administrativ e Aide I ADMINSO
	TOTAL:	Non e	32 Minutes	

### 4. Processing of Application for Leave of Absence

This describes the procedure in processing the leave application among the DHVSU personnel under Casual, Temporary, and Permanent status.

Office or Division:		Administrative Se	ervices Office (ADMINSO)
Classificat	ion:	Simple	
Type of Transactio n:		G2C – Governme	ent to Citizen
Who may a	avail:	All Employees of and Permanent s	DHVSU with Casual, Temporary, status.
CHECKLIS	T OF RE	QUIREMENTS	WHERE TO SECURE
1	Applio Form origin	mplished cation for Leave /CSC Form 6 (2 al) Form 6, Revised	<ul> <li>ADMINSO, ground Floor, Administration Bldg.</li> <li>Official DHVSU Website (dhvsu.edu.ph) – HR Downloadable Forms – Application for Leave Form</li> <li>Official CSC Website</li> </ul>

DHVSU-QSP-					(www.csc.gov.ph	1)
	ADM	INSO-002- 01- R01			(**************************************	
2 Medical Certificate (1 original) -for 6 days and beyond leave of absence		2	•	Registered Physician of the concerned personnel		
3 Duly signed Clearance Form (3 original) -for 30 days leave of absence		ance Form (3 al) <i>0 days leave</i>	<ul> <li>ADMINSO, DHVSU         Administrative Bldg.         Official DHVSU Website (dhvsu.edu.ph) – HR         Downloadable Forms – Clearance Form     </li> </ul>		ldg. Website - HR	
CLIENT S	STEPS	AGEN CY ACTIO N		E Al	PROCESSIN G TIME	PERSON RESPONSIBL E
1. Secure a accomplish CSC Form Application Leave Form and submit to the	6 - for	1. Receive and indicate the personnel's leave credits on the form	No e	on	10 Minutes	Administrativ e Assistant IV ADMINSO
2. Register at the Logbook for ADMINSO Transactions while waiting for the verified application		2. Certify the correctness of the number of leave credits.	Ne e	on	15 Minutes	Supervising Administrativ e Officer ADMINSO



	3. Forward the CSC Form 6 to the Immediate Superior	3. Recommend the approval/ disapproval of the application for leave	Non e	1 Hour	Dean/ Unit Director DHVSU
	4. Forward the CSC Form 6 to the HRM	4. Recommend the approval of the application for leave	Non e	3 Minutes	Chief Administrativ e Officer ADMINSO
	5. Wait for the approval of the application for leave	5.1 Approve / Disapprove the application for leave	Non e	2 Minutes	University President Office of the University President Administratio n Bldg.
		5.2 If disapproved, inform the personnel on the result of the application and take note on the Remarks of	Non e	2 Minutes	Administrativ e Assistant IV ADMINSO.
The state of the s		the logbook  5.3 If approved, inform the personnel on the result of the application, take note on the Remarks of the logbook and update the Employee's	Non e	5 Minutes	Administrativ e Assistant IV ADMINSO

	Leave Card for future reference.			
6. Accomplish the Customer Survey Form and drop to the designated box.	<ol> <li>Ensure         evaluation of         the service         delivery.</li> </ol>	Non e	3 Minutes	Administrativ e Assistant IV ADMINSO
	TOTAL:	Non e	1 Hour, 40 Minute s	

### 5. Processing of Application for Monetization

This describes the procedure in processing the application for monetization among the DHVSU personnel under Casual, Temporary, and Permanent status.

Office or Division:	Administrative Services Office (ADMINSO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Employees of DHVSU with Casual, Temporary, and Permanent status.			
CHECKLIST OF REC	QUIREMENTS WHERE TO SECURE			



2	Applic Leave Form ( CSC F 2020 / DHVS ADMII FO00 Appro- Letter by the Presid	iplished ation for Form/CSC (2 original) Form 6, Revised  U-QSP-VSO-002-1-R01  ved Request for Monetization University ent (1 original) (1 days and beyond)	2	•	ADMINSO, Grou Administration Bl Official DHVSU V (dhvsu.edu.ph) – Downloadable Fo Application for Le Official CSC Website (www.csc.gov.ph	dg. Vebsite HR orms – eave Form
CLIENT S	TEPS	AGEN CY ACTIO N	Е	ΑI	PROCESSIN G TIME	PERSON RESPONSIB LE
1. Secure an accomplish (Form 6 - Application for Leave Form (Monetization and submit to HR	OSC or n)	1. Receive and indicate the personnel's leave credits on the form	N e	on	10 Minutes	Administrative Assistant IV ADMINSO
2. Register a Logbook for ADMINSO Transactions waiting for th verified application	while	2. Certify the correctness of the number of leave credits	N e	on	15 Minutes	Supervising Administrati ve Officer ADMINSO
3. Forward the CSC Form 6 the Immedian Superior	to	3. Recommend the approval/ disapproval of the	N e	on	15 Minutes	Dean/Unit Director DHVSU

application for monetization		



4 Comment the	4 loitially at and	_		
4. Forward the signed CSC Form 6 to the HR	4. Initially sign to recommend the approval of the application for monetization	Non e	3 Minutes	Chief Administrati ve Officer ADMINSO
5. Wait for the approval of the application for monetization	5.1 Approve / Disapprove the application for monetization	Non e	2 Minutes	University President Office of the University President Administrati on Bldg.
	5.2 If disapproved, inform the personnel on the result of the application and take note on the Remarks of the logbook	Non e	2 Minutes	Administrative Assistant IV ADMINSO
	5.3 If approved, inform the personnel on the result of the application and update the Employee's Leave Card for future reference.	Non e	5 Minutes	Administrative Assistant IV ADMINSO
6. Accomplish the Customer Survey Form and drop to the designated box.	6. Ensure evaluation of the service delivery.	Non e	3 Minutes	Administrative Assistant IV ADMINSO

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#### **6. Processing of Application for Retirement**

This describes the procedure in processing the application for Retirement among the DHVSU personnel under Casual, Temporary, and Permanent status.

Office or Division:	Administrative Se	Administrative Services Office (ADMINSO)				
Classification	: Simple	Simple				
Type of Transaction:	G2C – Governme	ent to Citizen				
Who may avai	All Employees of D status.	HVSU v	vith Casual, Temporary, and Permanent			
CHECKLIST O	F REQUIREMENTS	WHI	ERE TO SECURE			
	Signed Letter of Intent to Retire addressed to the University President (1 original, 3 photocopies)	1	Concerned Employee			
	Approval Letter from the University President (1 Original, 3 photocopies)		Office of the University President, 2 <sup>nd</sup> Floor, Administration Building			
	Duly Signed Application for Retirement Form (4 original)	3 V 186	GSIS Website - https://www.gsis.gov.ph/downloadable e -forms			
4	Duly Signed Certificate of No Administrative Case (4 original)	4	ADMINSO, Ground Floor, Administration Bldg.			
	Duly Signed Certification on Declaration of Pendency and Non- Pendency (4 original)		ADMINSO, Ground Floor, Administration Bldg.			

6	Signed Service Record		6	ADMINSO, Ground FI	oor,
	(4 original)			Administration Bldg.	
7	Clearance Form (3		7	ADMINSO, Ground FI	oor,
	ori	ginal)		Administration Bldg.	
8	Ac	complished CSC	8	ADMINSO, Ground FI	oor,
		rm 6 (3 original)		Administration Bldg.	,
9	2X	2 Picture with white	9	Any photo shop availa	ble
	ba	ckground (3 original)			
CLIENT STEPS AGENCY ACTION  FE  E S TO BE PA ID			PERSON RESPONSI B LE		
1. Register at the Logbook for ADMINSC Transaction.		1. Assist the client.	Non e	2 Minutes	Administrativ e Aide I ADMINSO
2. Transact with the HRMO and inform them his/her intent to retire.		2. Advice the client to formally make a letter of intent to retire addressed to the university president.	Non e	15 Minutes	Supervising Administrativ e Officer ADMINSO
3. Submit the signed Letter of Intent to the HRMO.		3. Receive the letter, notify the HRMO and forward it to the office of the university president.	Non e	10 Minutes	Administrative Aide I ADMINSO
4. Wait for the approval of the letter from the university president.		4. Issue a Letter of Approval/Disappro val to the Retirement of the concerned client.	Non e	10 Minutes	Universit y Presiden t 2 <sup>nd</sup> Floor,

				Administratio
Carrie Salaria	-50 2 7			n Bldg.
				2.3g.
5. Accomplis h and sign the GSIS Application Form for	5.1. Receive the document and fill-in the necessary information needed	Non e	15 Minutes	Supervising Administrativ e Officer ADMINSO
Retirement and submit to the HR.	5.2 Initially sign to recommend for approval of the application for Retirement of the personnel.	Non e	10 Minutes	Chief Administrativ e Officer ADMINSO
	5.3 Finally Sign to recommend for the approval of the application for Retirement of the personnel.	Non e	10 Minutes	University President Office of the Univ. President, 2 <sup>nd</sup> Floor, Admin. Bldg.
	5.4 Attach the Certification of No Administrative Case, Declaration of Pendency and Non-Pendency and Service Record to the form	Non e	15 Minutes	Supervising Administrativ e Officer ADMINSO
	5.5 Prepare a Transmittal Letter to GSIS	Non e	5 Minutes	Administrative Assistant IV ADMINSO
	5.6 Upon approval of the university president, the documents will be submitted to the GSIS office.	Non e	1 Hour	Retiree

6. While waiting for the GSIS's response, accomplish the Customer Survey Form and drop to the designated box.	6. Ensure evaluation of the service delivery.	Non e	3 Minutes	Administrative Aide I, Supervising Administrative Officer ADMINSO
	TOTAL:	Non e	2 Hours, 35 Minutes	



## ADMINISTRATIVE SERVICES OFFICE – COMPENSATION AND OTHER BENEFITS UNIT

Internal Service



# 1. Approval of Loan Application (PAG-IBIG and GSIS) Granting approval of loan applications for Pag-Ibig and GSIS Loan

Office or Divi	sion:	Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)			
Classification	<b>1</b> :	Simple			
Type of Transaction:		G2C – Government to Citizen			
Who may ava	il:	All Employees o Temporary, and		J (Job Order, Casi ent)	ual,
CHECKLIST (	OF REQ	JIREMENTS	WHE	RE TO SECURE	
1	Two (2) Government Issued IDs (2 Photocopies back and front)		1 <i>A</i>	Any ID issuing government agency	
2	Loan Application Form (1 Original)			-GSIS Website – gsis.com.ph – Downloadable Forms	
				Paglbig Website – .oan Form	Paglbig
	1 Comment		-ADMINSO Floor Admir Bldg		
CLIENT STEPS  AGEN CY ACTIO N		FE E S T O B E	PROCESSIN G TIME	PERSON RESPONSIB LE	



1. Inquire on	1. Assist the			
specific Loan Application and register at the Logbook of ADMINSO Transactions.	client. Prepare necessary documents needed	Non e	5 Minutes	Administrati ve Aide I ADMINSO
2. Accomplish the Loan Application Form and attach two (2) photocopies of two (2) government issued IDs (showing front and back of the ID)	2. Sign the Loan Application Form and advice the client to submit the documents to the respective agency.	Non e	10 Minutes	Administrati ve Officer V ADMINSO
3. Accomplish the Customer Survey Form and drop to the designated box.	3. Ensure evaluation of the service delivery and wait for the request to	Non e	15 Minutes	Administrati ve Aide I ADMINSO

confirm the approval of the application of the loan from the concerned agency.	V I 1861		
TOTAL:	Non e	30 Minutes	

### 2. Issuance of Certificate of Payment - Remittances

Issuance of a document stating that the contributions/premiums and loans of the employee has been paid.

Office or Di	vision:	Administrative Services Office (ADMINSO)						
Classification	Classification: Simple			ple				
Type of Transactio n:	G2C – Governme	ent to C	Citizen					
Who may av	vail:	All Employees of DHVSU (Job Order, Casual, Temporary, and Permanent)						
CHECKLIST	OF RE	QUIREMENTS	WHI	RE TO SECURE				
1	Gover (1 orig	nment issued ID inal)	1	Any ID issuing gov	ernment agency			
CLIENT STEPS		AGEN CY ACTIO N	FE E S T O B E	PROCESSIN G TIME	PERSON RESPONSIB LE			
	100	F	PAI D					
1. Secure an accomplish Certificate of Payment-Remittances Form		1. Verify and check the premium or loan remittance report and official receipts	Non e	30 Minutes	Administrati ve Officer V Administrati ve Assistant II Administrati ve Aide I ADMINSO			
2. Wait for the issuance of Certificate of Payment	0	2.1 Prepare and print the Certificate of Payment	Non e	5 Minutes	Administrati ve Officer V Administrati ve Assistant II Administrati ve Aide I ADMINSO			

Total Control	2.2 Certify the			Chief
	correctness of the Certificate of Payment	Non e	5 Minutes	Administrati ve Officer ADMINSO
	2.3 Issue the Certificate of Payment	Non e	2 Minutes	Administrati ve Officer V Administrati ve Assistant II Administrati ve
				Aide I ADMIN SO
3. Accomplish the Customer Survey Form and drop to the designated box.	3. Ensure evaluation of the service delivery	No ne	3 Minutes	Administrati ve Officer V Administrati ve Assistant II Administrati ve Aide I
				ADMINSO
	TOTAL:	No ne	45 Minutes	-14

#### 4. Issuance of BIR FORM 2307

Issuance of a document stating the monthly income payments and tax withheld for the quarter.

Office or Division:	Compensation and Other Benefits Unit -				
	Administrative Services Office (ADMINSO)				
Classification:	Simple				
Type of	G2C – Government to Citizen				
Transaction:					
Who may avail:	All Employees of DHVSU (Job Order/Contract of Service				
CHECKLIST OF REC	UIREMENTS	WHERE TO SECURE			
1 Government is original)	ssued ID (1	1 Any ID issuing government agency			

The second secon	AGEN	FEE	PROCESSIN	PERSON
CLIENT STEPS	CY ACTIO N	S TO BE PAI D	G TIME	RESPONSIB LE
1. Request for BIR Form 2307 and register at the Logbook of ADMINSO Transactions.	1. Assist the Client	Non e	1 Minute	Administrati ve Aide I ADMINSO
2. Wait for the issuance of the request at the ADMINSO.	2.1 Prepare and print the BIR Form 2307	Non e	5 Minutes	Administrati ve Officer V ADMINSO
	2.2 Verify and sign BIR Form 2307	Non e	5 Minutes	Administrati ve Officer V ADMINSO
	2.3 Issue the signed BIR Form 2307	Non e	1 Minute	Administrati ve Officer V ADMINSO
3. Accomplish the Customer Survey Form and drop to the designated box.	3. Ensure evaluation of the service delivery	Non e	3 Minutes	Administrati ve Officer V ADMINSO
	TOTAL:	Non e	15 Minutes	

### 4. Issuance of BIR FORM 2316

Issuance of a document stating the total amount of paid with corresponding tax withheld during the calendar year.



Office or Div	ision:	Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)						
Classification	n:	Simple	Simple					
Type of Transaction:		G2C – Government to Citizen						
Who may ava	ail:	All Employees of DHVSU (Casual, Temporary, and Permanent)						
CHECKLIST	OF REQUIR	REMENTS WHERE TO SECURE						
1	Governm (1 origina	nent issued ID al)	1	Any	/ ID issuing governn	nent agency		
CLIENT	CLIENT STEPS		FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE		
2316 and regi	Request for BIR Form     316 and register at the     Logbook of ADMINSO     Transactions.		None		1 Minute	Administrativ e Aide I ADMINSO		
issuance of th	2. Wait for the issuance of the request at the ADMINSO.		None	Э	5 Minutes	Administrativ e Officer V ADMINSO		
			None		5 Minutes	Administrativ e Officer V ADMINSO		
		2.3 Issue the signed BIR Form 2316	None		1 Minute	Administrativ e Officer V ADMINSO		
3. Accomplish Customer Sur and drop to the designated bo	rvey Form ne	3. Ensure evaluation of the service delivery	None	Э	3 Minutes	Administrativ e Officer V ADMINSO		

TOTAL:	None	15 Minutes
--------	------	------------

Office or Division:		Compensation and (ADMINSO)	nd Other Benefits Unit - Administrative Services Office				
Classification	1:	Simple					
Type of Transactio n:		G2C – Governmen	nt to Citizen				
Who may ava	il:	All Employees of D Permanent status.	DHVSU with Casual, Temporary, and				
CHECKLIST (	OF R	EQUIREMENTS	WHERE TO SECURE				
1	_	overnment issued (1 original)	1	suing government			
2	m	emorandu / Approved etter	2 Concerned Emplo		ed Employee		
	-b	asis for justification			1111		
CLIENT STE	PS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Request for		1. Advice the		200			
DTR and register at the Logbook for ADMINSO Transactions at the HR	at	client to secure and accomplish the DTR Request Form.	None	2 Minutes	Administrative Aide I ADMINSO		



3. Check the	3. If there are			
printed DTR	corrections,			
for possible corrections.	validate through submitted			
corrections.				
	memorandums/ letters and/or			
	documents, make necessary			
	correction/s and			
	reprint DTR.			
	Note: If no			
	attachment/s			
	submitted,	None	5 Minutes	Administrative
	advise the client	INOHE	5 Milliules	Administrative Aide I
	to furnish the			ADMINSO
	office a copy of			7.5
	the memo/letter			
	to validate			
	corrections.			
4.01				
4. Check and				
receive the Duly signed DTR.				
Signed DTK.			Dean/ Unit Dire	ctor DHVSU
	None	25		2/140
	1	Minutes		
5. Ensure				
evaluation of the	100			ALL LABABLES
service delivery.			Administrative	Aide I ADMINSO
	None	3		
		Minutes		
		-		

### 6. Reissuance of Pay Slip

Reissuance of pay slip to employee detailing the amount of pay given and the tax & contributions deducted to be used for legal purposes.

Office or Division	Compensation and Other Benefits Unit - Administrative Services (ADMINSO)	Office
Classification:	Simple	

Type of						
Transaction		G2C – Government	to Citizen			
:		O20 Government	to Onizen			
Who may avail:		All Employees of DHVSU (Job Order, Casual, Temporary, and				
		Permanent)				
CHECKLIST OF	RE	QUIREMENTS WHERE TO SECURE				
1		overnment issued (1 Original)	1	Any ID issuing government agency		
CLIENT STEP	S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Request for reissuance of Paslip and register at the Logbook for ADMINSO      Transactions	ay	Advice the client to secure and accomplish the Pay slip Request Form.	None	3 Minutes	Administrative Aide I ADMINSO	
2. Submit the accomplished Pay slip Reques Form at the ADMINSO.	t	2.1 Verify and prepare to print the Pay slip.	None	5 Minutes	Administrative Officer V Administrative Aide I ADMINSO	



itt

	2.2 Have the Pay slip signed by the Cashiering Officer.	No ne	3 Minutes	Administrative Aide I  ADMINSO  Cashiering Officer  Cashiering Office
	2.3 Issue the signed Pay slip.	No ne	1 Minute	Administrative Aide I ADMINSO
3. Accomplish the Customer Survey Form and drop to the designated box.	3. Ensure evaluation of the service delivery.	No ne	3 Minutes	Administrati ve Aide I ADMINSO
	TOTAL:	No ne	15 Minutes	40/14

### 7. Request for Gross Pay

Issuance of a certification stating the name, employment status, employment coverage, compensation and benefits for the calendar year.

Office o Division		Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)				
Classific	cation:	Simple				
Type of Transac n:		G2C – Government to Citizen				
Who ma	ay avail:	All Employees of DHVSU				
CHECK	LIST OF RE	QUIREMENTS	WHE	ERE TO SECURE		
1	Governn (1 Origin	nent issued ID al)	1	Any ID issuing government agency		

		FE		
CLIENT STEPS	AGEN CY ACTIO N	ES TO BE PAI D	PROCESSIN G TIME	PERSON RESPONSIB LE
1. Request for Gross Pay and register at the Logbook for ADMINSO Transaction	1.1 Assist the client	Non e	1 Minutes	Administrati ve Aide I ADMINSO
	1.2 Prepare and print the certification.	Non e	5 Minutes	Administrati ve Officer V ADMINSO
	1.3 Verify and sign the certification.	Non e	5 Minutes	Chief Administrati ve Officer ADMINSO
	1.4 Issue the Certificate of Gross Pay	Non e	1 Minute	Administrati ve Aide I ADMINSO
2. Accomplish the Customer Survey Form and drop to the designated box.	2. Ensure evaluation of the service delivery.	No ne	2 Minutes	Administrati ve Aide I ADMINSO
	No ne	15 Minutes		

### 8.

Request for Net Pay
Issuance of a certification stating the name, employment status, compensation and deductions for the month.



Office or		Compensation and C	ther B	ene	fits Unit - Administra	tive	
Division:		Services Office (ADMINSO)					
Classification:		Simple					
Type of Transac tion:		G2C – Government to Citizen					
Who may	avail:	All Employees of DHVSU					
CHECKLI	ST OF	REQUIREMENTS	WHERE TO SECURE				
1 Government issued ID (1 Original)			1	1 Any ID issuing government agency			
CLIENT STEPS		AGENCY ACTION	FEE TO E PAID	BE	PROCESSING TIME	PERSON RESPONSIBLE	
Request for     Net Pay and     register at the		1.1 Assist the client	None		2 Minutes	Administrative Aide I ADMINSO	
Logbook for ADMINSC Transaction	)	1.2 Prepare and print the certification.	Non	е	5 Minutes	Administrative Officer V ADMINSO	
		1.3 Verify and sign the certification.	None		5 Minutes	Chief Administrative Officer ADMINSO	
910		1.4 Issue the Certificate of Net Pay	None		1 Minute	Administrative Aide I ADMINSO	
2. Accomp the Custon Survey Fo	mer	2. Ensure evaluation of the service delivery.	Non	е	2 Minutes	Administrative Aide I ADMINSO	
	TOTAL:				15 Minutes		

### 9. Vehicle Services Process

This describes the motor pool vehicle request services process provided in the University.



Office		Transportation Servi	ices Ur	nit, /	Administrative Sei	vices Office		
or		(ADMINSO)						
Divisio								
n:								
Classificati	on:	Simple						
		Ciripio						
Type of								
Transactio		G2C – Governmen	t to Cit	izer	1			
n:		G2G GOVERNMENT to CITIZEN						
Who may a	vail:	All Employees and Students of DHVSU						
CHECKLIS	T OF R	EQUIREMENTS WHERE TO SECURE						
1	Appro	oved Travel Order	1	Т	SU, near the Univ	versity		
	(1 ph	otocopy)		(	Symnasium	•		
	A		1	-	CII maan tha Illain			
2		oved Vehicle	2	TSU, near the University				
		est Form (1			Gymnasium			
	origir	iai)						
3	Trip	Γickets (3 original)	3	Т	SU, near the Univ	ersity		
				G	Gymnasium			
			FE					
CLIENT C	TEDE	ACENCY	ES	3	PROCESSIN	PERSON RESPONSIBLE		
CLIENT S	IEP5	AGENCY	TC	)				
		ACTION	BE	Ξ	GIIIVIE	RESPONSIBLE		
			PA	١				
		U87 /	D		7			
1. Request	for	1.1 Secure		-		0		
vehicle and		approved Travel				Supervisor		
register at the	ne	Order and				TSU, near the		
Logbook of		Vehicle Request	No	n	5	University		
Motor pool.		Form.	е	βI	Minutes	Gymnasium		
		1.2 Check the	27.7			The same of the sa		
		availability of the	261	4		Supervisor		
1		driver and	-		Phillips	TSU, near the		
		transport vehicle	No	n	10	University		
						Control of the Contro		
			75 Sec. 4 3 34	300	Minutes	Gymnasium		
		to be used.	е	H	Minutes	Gymnasium		
		to be used.  1.3 Mark the	75 Sec. 4 3 34		Minutes			
Towns or the same		to be used.  1.3 Mark the approved travel	75 Sec. 4 3 34		Minutes	Supervisor		
		to be used.  1.3 Mark the approved travel on the	е			Supervisor TSU, near the		
		to be used.  1.3 Mark the approved travel	75 Sec. 4 3 34	on	3	Supervisor TSU, near the University		
		to be used.  1.3 Mark the approved travel on the	е	on		Supervisor TSU, near the		

1				
Company of the London	Scheduled			
	Travel			
	1.4 Inform the			
	driver on the trip		_	Supervisor
	details	Non	5	TSU, near the
	0.0100	е	Minutes	University
				Gymnasium
				,
	1.5 Prepare the			University Driver
	Vehicle Trip	Non	5	_
	Ticket.	e	Minutes	TSU, near the
		C	IVIII IULES	University
				Gymnasium
	1.6 Secure the			
	signature of			University Driver
	the mechanic,	Non	1 Hour	TSU, near the
	motor	е		University
	IIIOtoi			Gymnasium
				7
	pool supervisor,			
	the VPAF and			
	the University			- 317
	President.			
	Fresiderit.	17		
2. Secure	2. Confirm the		// III	University Driver
confirmation of	trip and			Oniversity Driver
the availability	departure time			TSU, near the
of	with the client	Non	10	University
		е	Minutes	Gymnasium
the request for			TVIII TO CO	
vehicle.	The second secon	1440		
3. Coordinate	3.1 Check the	D. YASK 1		
with the	vehicle to be	-061		
university driver	used prior to the	2 Calabi		
on the scheduled	scheduled trip.	-	36000	July Tolland
		W. W.	- 47 Marile	28.500Mar
trip.	Note: In case of	5:43 PS	AL THERE	
	vehicle			
(	malfunction, the	Acta Mil		
10000	condition shall be	Non	20	University Driver
The second	reported	e	Minutes	TSU, near the
5 700	immediately to	C	Williates	University
	the MPS who in		-	Gymnasium
			The second	J.III doid

The State of the S	turn will assign			
	another			
	available vehicle.			
	3.1 Inform the			University Driver
	client of the			_
	alternative vehicle		_	TSU, near the University
	to be used.	Non	2	Gymnasium
		е	Minutes	- Cyrinia Giaini
	3.2 Require all			
	passenger			University Driver
	personnel to			TSU, near the
	affix individual	Non	5	University
	signatures on	е	Minutes	Gymnasium
	the trip ticket.			
4. Accomplish	4. Ensure		-	- 717
the Customer	evaluation of		-	University Driver
Survey Form	the service	77		TSU, near the
and drop to the	delivery made.	Non	3	University
designated box	C400 1 / 1	е	Minutes	Gymnasium
12			2.110::::	
4	TOTAL:	Non	2 Hours, 13	
- 1		е	Minutes	
		-	Millutes	



### **ADMISSION OFFICE**

**External Services** 



#### 1. Application Procedure - General Admission

This describes the process of efficient and effective assistance to students seeking admission in the university in relation to evaluation, selection and placement, by providing students with appropriate guidance in choosing academic program that fits their interest, ability and aptitude.

0	Office or Division: Office of Admissions							
С	Classification: Simple							
T	ype of Transaction:	G2C – Governr	nent	to Citizer	1			
	/ho may avail:		Grade 6, Grade 10, Grade 12 students and gree Graduate					
С	HECKLIST OF REQU	JIREMENTS	WH	WHERE TO SECURE				
1	Application Form (DI ADSO-001-FO001-R copy of original docu	001 (1scanned	1	DHVSU Website https://dhvsu.edu.ph/index.php/admission- menu/admission-requirement#forms				
2	2 Senior High School Report Card (1 scanned original document, – For First Year College applicant			School of origin				
3	Junior High School Report Card (1 original, 1 photocopy) – For Grade 11 applicant			School of origin				
4	4 Grade 6 Report Card (1 original, 1 photocopy) – For Grade 7 applicant			School of origin				
5	Good Moral Certificate (1 original, 1 photocopy)			School of origin				
6	PSA Birth Certificate photocopy)	PSA Birth Certificate (1 original, 1 photocopy)		Philippine Statistics Authority, Main Road Diosdado Macapagal Regional Center, San Fernando, Pampanga				
7	Transcript of Record photocopy) – For Grapplicant		7	School of origin				
8	8 Recommendation/Referral Letter			DHVSU	Website ( <u>www.dh</u>	vsu.edu.ph.)		
	CLIENT STEPS	AGENCY ACTI	ON	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		

1. Downloads and	-11.7			
properly filled-out application form from the DHVSU Website (www.dhvsu.edu.ph)		None	varied	Student Applicant
2.Fills out all information in the DHVSU Admission Portal (sms.dhvsu.edu.ph) and upload all pertinent application document (pdf format)		None	varied	Student Applicant
	Verifies / checks completeness of documents uploaded by student applicants including grade requirement.	None	2 Minutes	Admission Staff Office of Admissions
	Acknowledge the receipt of application form and documents and accepts qualified student applicant in the Online Admission Portal (based on submitted documents) and sends Customer Satisfaction Survey form via Admissions Portal	None	1 Minute	Admission Staff Office of Admissions

100000			
Endorses student applicant for University Test Schedule qualifying exam (For Board Courses)	None	1 Minute	Admission Staff Office of Admissions
Endorses list of students for interview to the Dean of the School of Law (For Law School Applicants)	None	5 Minutes	Director Office of Admissions
Endorses Qualified Applicants for enrolment (all programs) via Admissions Portal	None	1 Minute	Admissions Staff Office of Admissions
- LHS - SHS - Undergraduate Program - Graduate School - School of Law			
(qualified student applicants will be notified via submitted email address)	1V	TSU	
 TOTAL:	None	10 Minutes	



# 2. Application Procedure – Shifting of Academic Program

This describes the process of guiding and assisting students who wish to shift from one academic program to another academic program of interest. The process will consider a student's interest, ability and aptitude.

Of	ffice or Division:	Office of Admission	Office of Admissions					
CI	assification:	Simple	Simple					
Ty	pe of Transaction:	G2C – Governme	nt t	to Citizen				
W	ho may avail:	Students in the te	rtia	ry level w	ho wish to change	e academic		
		program						
CI	HECKLIST OF REQ	UIREMENTS	W	HERE TO	O SECURE			
1	Admission Applicat	ion Form (1	1		Website			
	original)				dhvsu.edu.ph/inde			
				menu/a	<u>dmission-requiren</u>	nent#forms		
2	Shifting Form (1 ori	ginal)	2	DHVSU	Website			
		g,			lhvsu.edu.ph/inde	x.php/admission-		
				menu/a	menu/admission-requirement#forms			
	Copy of Grades (1	original, 1	3	, ,				
3	photocopy)			Administration Bldg.				
4	Clearance Form (1	original, 1	4	Accounting Office (1st Floor, Administration				
	photocopy)	1		Bldg.)				
	For Applicants not	covered by RA						
	10931							
				FEES				
	CLIENT STEPS	AGENCY ACTION		TO BE	PROCESSING	PERSON		
	SEIERT STEFS	ACEITOT ACTION		PAID	TIME	RESPONSIBLE		
1.	Downloads and		7			Lange and		
	properly filled-							
	out shifting			180	A CONTRACTOR			
	form from the			None	Varied	Student Applicant		
	DHVSU		d.	1221 9				
	Website			STALL	Sec. 7			
	(www.dhvsu.ed u.ph)				THE YEAR			
	<u>u.pii</u> )	A TOTAL STREET STREET		" BALCONE	Name Talkinder Philipping	Charles Control of the Control of th		



2.Fills out all	The second second			
information in the Online Admission Portalhttps://sms.dhvsu.edu.ph/padmission?fbclid=lwAR1AtfuUWCO3LdRcVcq5-cXdr4MvdHrDhit8WxatWI4hYL1BircqobykhUanduploadallpertinentapplicationdocument (pdfformat)		None	Varied	Student Applicant
	Verifies and checks documents of student applicants, specially the grade requirement for the degree program the student decides to shift into.	None	2 Minutes	Administrative Aide Office of Admissions
	Acknowledge the receipt of shifting application form and documents of student applicants and send Customer Satisfaction Survey Form via admissions portal.	None	1 Minute	Administrative Aide Office of Admissions
	Accept applicants with complete uploaded documents and qualified for final evaluation of the receiving department	None	1 Minute	Administrative Aide Office of Admissions



	Print shifting			
	documents and endorse student applicant documents to receiving department for final evaluation, approval and advising	None	5 Minutes	Administrative Aide Office of Admissions
	Endorses approve shifting applications via online admission portal and send Customer Satisfaction Survey Form via admissions portal.	None	1 Minute	Administrative Aide Office of Admissions
	Endorses approved Advising form to the Office of the University Registrar for processing of enrollment	None	5 Minutes	Administrative Aide Office of Admissions
3. Proceed to the office of the registrar for enrollment. Present notice of approved admission.	F			49/9
	TOTAL:	None	15 Minutes	

#### 3. Application Procedure - Transferee

This describes the process of issuing application forms to individuals who intends to transfer to this University.

0	ffice or Division:	Office of Admissions						
C	lassification:	Simple						
Ty	ype of Transaction:	tion: G2C – Government to Citizen						
Who may avail:  All students in to graduating students are students.				ertiary level who plans to enroll in the university except ents.				
C	HECKLIST OF REQU	REMENTS	WHERE TO SECURE					
1	1 Admission Application Form (1 original)		DHVSU Website <a href="https://dhvsu.edu.ph/index.php/admission-menu/admission-requirement#forms">https://dhvsu.edu.ph/index.php/admission-menu/admission-requirement#forms</a>					

2 Honoral photoco		sal (1 original, 1	2	Scho	ol of origin				
3 Transcri	Transcript of Records (1 original, 1 photocopy)			3 School of origin					
photoco	py)	te (1 original, 1	4	Philip	ppine Statistics Aut	hority, Maimpis, CSFP			
5 Good M	oral Certifi	cate	5		ol of origin				
CLIENT	STEPS	AGENCY ACTION	T	EES D BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1.Download properly fille shifting form the DHVSU (www.dhvsi	ed-out n from Website		N	ONE	Varied	Student Applicant			
2.Fills out a information Online Adm Portalhttps: vsu.edu.ph/on?fbclid=huUWCO3LccXdr4MvdhWxatWl4hYbykhU and upload pertinent apdocument (format)	in the hission //sms.dh /padmissi wAR1Atf dRcVcq5- LrDhit8 /L1Bircgo all oplication		NONE		Varied	Student Applicant			
		Verifies and checks submitted documents specially the grade requirement of the degree program the student decides to take. Issues Customer Satisfaction Survey Form	_	lone	2 Minutes	Administrative Aide Office of Admissions			



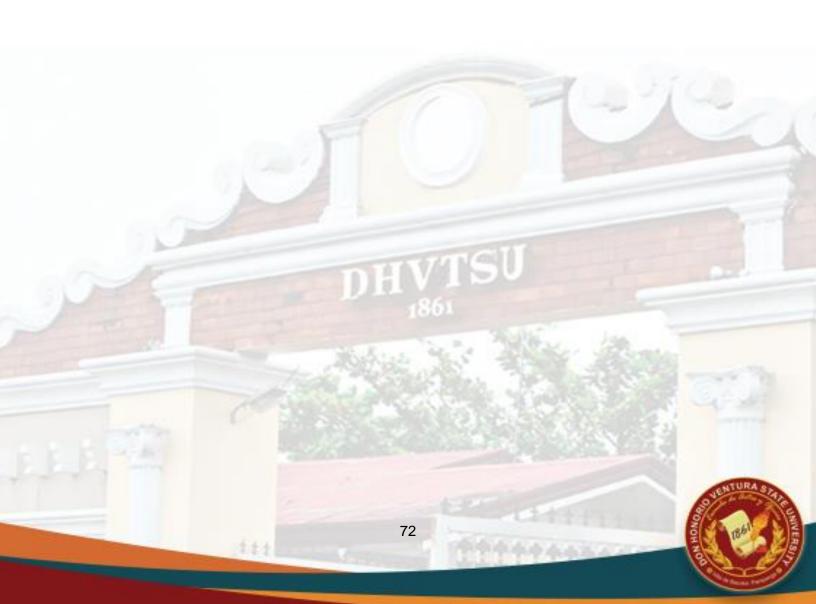
The same	Accepts qualified			
	student applicant in the admission portal (based on submitted application documents) and endorses for examination	None	1 Minute	Administrative Aide Office of Admissions
3. Take the Admission Test and wait for the result of the examination to be posted in the Bulletin Board for Qualified Applicants of the Admissions Office.	Verify student's qualification based on the UAT result with respect to the admission and retention requirements of the college.	None	2 Minutes	Administrative Aide Office of Admissions
Office.	Print application form and transcript of records and endorse student applicant to the receiving department for final approval of transferring application	None	5 Minutes	Administrative Aide Office of Admissions
	Endorses student for enrolment via online admission portal (once approved by the Dean of the College)  Forward approved advising slip	None	1 Minute  5 Minutes	Administrative Aide Office of Admissions

(issued by the college) to the Office of the Registrar for processing of enrollment.			
TOTAL:	None	16 Minutes	



## AUXILIARY SERVICES OFFICE

### **External Service**



1. Application for Stall Rental
The procedure covers the opening of an account for the application for contract of lease for commercial stall.

Offi	ice or Division:	Auxiliary Services Office				
Cla	ssification:	Simple				
Тур	e of Transaction:	G2B - Government	to Busin	ness		
Wh	o may avail:	Prospective Lessee	9			
CHI	ECKLIST OF REQU	IREMENTS	WHER	E TO S	ECURE	
1	Letter of Intent (1 o	original)	1	Prosp	ective Lessee	
2	Application Form for Lease(1 original)		2	Office of the Auxiliary Services (1st Floor, University Hostel)		
3	Application for Contract of Lease (1 original)		3	Office of the Auxiliary Services (1st Floor, University Hostel)		es (1 <sup>st</sup> Floor,
4	Receipt for the pay deposit (1 original,		4	Cashi	ering Office (1st Floor, A	Admin Bldg.)
5	Documents needed; DHVSU Commercial Sanitary clearance, DHVSU Commercial Hazard and Fire Safety clearance checklist, stall tenant and employee ID application Form		5	Office of the Auxiliary		
6	6 Contract of Lease (1 original, 1 photocopy)		6	Office of the Auxiliary Services(1st Floor, University Hostel)		
CLIENT STERS AGENCY			FEES	з то	PROCESSING	PERSON

CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTION	BE PAID	TIME	RESPONSIBLE
Inquire for the availability of stalls from Office of the Auxiliary	1. Check the List of the existing Lessee	None	5 Minutes	Administrative Aide Office of the Auxiliary Services
2. Submit a Letter of Intent addressed to the University President thru the Office of the Auxiliary Services	2.1 Forward the letter to the Office of the President for approval  2.2 Issue a Memorandum/ Routing Slip upon approval	None	30 Minutes	Administrative Aide Office of the Auxiliary Services
3. Forward the approved documents with the attached memo to the Office of the Auxiliary; Check	3. Check the List of the existing Lessee	None	5 Minutes	Administrative Aide1 Office of the Auxiliary Services

the Availability of the stalls	4.4 Evoluate the			
<ul> <li>4.1 Wait for the evaluation of application</li> <li>4.2 Secure and submit the lease application for store rental and application for DHVSU Contract of Lease</li> <li>4.3 Acquire the Letter for the Eligible to open an account from the Office of the Auxiliary Services</li> <li>4.4 Proceed to the Accounting Office for</li> </ul>	4.1 Evaluate the application of prospective lessee  4.2 Receive the Lease Application Form and Application for DHVSU Contract of Lease  4.3 Issue the Letter for the Eligible to open an account to the lessee  4.4 Open the	None	2 Hours	Director of the of the Office of the Auxiliary Services Office of the President  Administrative Aide Office of the Auxiliary Services  Administrative Aide Accounting Office
the Account opening	Account for lease		No.	and the second

5.1 Settle payment for		Snack and		Administrative Aide	
2 months deposit and	payment and	Lunch with		Cahier's Office	
1-month advance	issue Receipt;	stall 4 m x			
		2.85 m			
		<b>₱</b> 5,000.00			
		main			
		campus			
		₱4000,00			
		satellite			
		campus;			
		Snack only			
		with stall 4 m			
		x 2.85 m -			
		₱3,000.00			
		main			
		campus			
		₱2,000.00			
		satellite			
		campus;			
		Snack and			
		lunch without stall			
		₱4,000.00			
		main			
		campus	30 Minutes		
		₱3,500.00		17/1	
		satellite	The same of	-1-0	
		campus;			
	1	Snack only			2
	Leave.	without stall			
		₱2,000.00	2000		
		main			
		campus			4
		₱1,500.00			
		satellite	TOUR STATE OF THE PARTY OF THE		
1		campus;		and the same of th	
The state of the s		Office and			
		school			
		supplies stall	500-047		
	-	3m x 2m –	· Markey &	Compton	
	1-24	₱3,000.00	THE PARTY OF	7873	
		main	ACCUPATION OF		
	Control of the Contro	campus			
The second second		₱2,000.00 satellite		THE REAL PROPERTY.	
	1000000			\$125 d	
Rada -	4,000,000,000	campus; Loading			
		Station Stall		CHTURAS.	
		2.5m x 2m –	the second	18/ Family	10
		75		6/V	

		1,500.00;		
Name of the last o		Photocopyin		
		g Machine		
		Only		
		₱2,000.00/		
		machine		
		main		
		campus		
		₱1,500.00/m achine		
		satellite		
		campus;		
		Photocopyin		
		g machine		
		with stall		
		2.5m x 2 m		
		₱2,000.00/ machine		
		plus		
		₱1,000.00		
		(stall) main		
		campus		
5.2 Submit all the	50D : 4	<del>-</del> 1 500 00/		
required documents to the Office of the	5.2 Receive the required	₱1,500.00/m achine plus		Administrative Aide
Auxiliary Services	documents;	₱800.00	- V	Office of the Auxiliary
raxiiiai y Coi vioco	DHVSU	(stall)		Services
	Commercial	satellite		A /
	Sanitary	campus;		
	clearance,	Booth (for		
	DHVSU Commercial	university events)		
	Hazard and Fire	₱1,000.00/p		
	Safety clearance	er day main		
	checklist, Stall	campus	CIT	
1	tenant and	₱800.00/day		
S A AMERICAN	employee ID	satellite		
5.3 Receive and Sign	application form	campus		
the Contract for lease	5.3 Review and		Skiller .	in .
	issue the Contract	None	·	STEEL
	of Lease	THE STREET	NA THE BARRET	STATE OF THE PARTY
E A Agguire a server	1000000	7786		
5.4 Acquire a copy of the Notary of Contract	5.4 Issue the			SEE AND THE
and secure Stall ID	copy of the			200 J
and cooding claim	Notary of			
	Contract and Stall			JENTURA S
	ID		The second	
		76		5 (Bb)
The second second	111		TTTTT 4444	To the state of th

TOTAL:	Total amount will vary depending on the type of stall the lessee applied for	3 Hours, 20 Minutes	
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#### 2. Application for DHVSU Venue Reservation

Issuance of the DHVSU Venue Reservation to students, organizations, colleges. Alumnus, government agencies, and non – DHVSU as a requirement for reservation of

Office or Division: Auxiliary Services				e			
CI	assification:	Simple					
	pe of ansaction:	G2B - Governmer	nt to E	Business			
	ho may avail:		nts, (	nts, Organizations, Colleges, Alumnus, Government			
CH	ECKLIST OF REQ	UIREMENTS	WH	ERE TO SEC	CURE		
1	University Venue I	Reservation Form	1	Office of t	he Auxiliary Ser	vices	
2	Letter of request a University Preside		2	Office of the Services	he President, Of	fice of the Auxiliary	
3	Memorandum		3	Office of t	he President		
4	University Venue I	Payment Slip	4	Office of the	he Auxiliary Serv	vices	
5	5 DHVSU Official Receipt		5	Cahier, Office of the Auxiliary Services			
6	University Venue I Clearance Form	ngress & Egress	6	Office of t	he Auxiliary Serv	vices	
7	University Venue I Cancellation Form		7	Office of the Auxiliary Services			
100	CLIENT STEPS	AGENCY ACTION	FE	ES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
	Checks availability venue	1. Checks the schedule of the availability of the venues	None			Administrative Aide Office of the Auxiliary Services	
su Ur	Secures and bmits the niversity Venue eservation Form	2.Give the University Venue Reservation Form to fill up the necessary information,			20 Minutes	Administrative Aide Office of the Auxiliary Services	

3. Submits the approved letter of	Receive the University Venue Reservation Form and give the borrower's copy who reserve the venue 3. Receive the approved letter			Administrative Aide1
request	by the University President	None	2 Morking	Office of the Auxiliary Services
4. Office of the President issues memorandum/ routing slip	4.Receive the approved letter by the University President	None	2 Working Days	Office of the President  Administrative Aide Office of the Auxiliary Services
5.Secures University Venue Payment Slip to the OAS	5.Issued the University Venue Payment Slip	None		Administrative Aide Cahier's Office  Administrative Aide Office of the Auxiliary Services
6.Pays the rental fee to cashier	6.Collect Payments	For Hostel – PHP 8,000  For Hostel Guest Room – PHP 1,000  For Executive Lounge – PHP 4,000  For Multi – Purpose – PHP 5,000  For Auditorium – PHP 20,000	2 Working Days before the event date	Administrative Aide Cahier's Office  Administrative Aide Office of the Auxiliary Services



7.Provides a copy of the receipt to OAS	7. Receive the copy of the Official Receipt	None		Administrative Aide Office of the Auxiliary Services
8.Secures and submits Ingress and Egress/ Clearance Form	8.Issued and receive the Ingress and Egress/ Clearance Form	None	1 Hour before the event and 1 Hour after the event	Administrative Aide Office of the Auxiliary Services
9.Secures and submits University Venue Reservation Cancellation Form	9.Issued and receive the University Reservation Cancellation Form	None	At least 2 Working Days before the event	Administrative Aide Office of the Auxiliary Services
	TOTAL:	For Hostel – PHP 8,000  For Hostel Guest Room – PHP 1,000  For Executive Lounge – PHP 4,000  For Multi – Purpose – PHP 5,000  For Auditorium – PHP 20,000	6 Days, 3 Hour, 20 Minutes	



# BIDS AND AWARDS COMMITTEE Internal Services



1. Awarding of Procurement Project (Public Bidding)

This describes the procedure in awarding of procurement project under public bidding.

I his describes the procedure in awarding of procurement project under public bidding.						
Office or Division: Bids and Award			ls Co	ommittee		
Classification:	Classification: Complex					
T	4:	G2B – Governn				
Type of Transac	tions:	G2G – Governr				
Who may avail:		Procuring unit (	<u> </u>			
CHECKLIST OF					SECURE	
1 BAC Resolution		•	1			versity Food Center
2 Contract Agree			2			versity Food Center
3 Notice of Awar			3			versity Food Center
4 Notice to Proc	eed (DH	VSU) (1	4	BAC Of	fice, 2 <sup>nd</sup> Floor, Uni	versity Food Center
original)					DD 00500INO	DEDOON
CLIENT STEPS	AGE	NCY ACTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the confirmation of award	Resolut recomn award t bidder f Regent 1.2 Cor	pare BAC cion nending the o winning for Board of s confirmation of procurement		None	3 Days (Upon schedule)	BAC Secretariat BAC Office  BAC Office  DHVSU Board of Regents
2. Wait for the issuance of Notice of Award (NOA), Contract Agreement (CA) and Notice to Proceed (NTP)	the NO. 2.2 Pos and NT PhilGEI Univers and cor places i Univers 2.3 For procure docume Finance Service prepara Obligati and Sta Utilizati	ity premises ward the	V 180	None	6 Days	Head, BAC Secretariat BAC Office

 allocation/utilization			
TOTAL:	None	9 Days	

2. Awarding of Procurement Project (Small Value Procurement)
This describes the procedure in awarding of procurement project under small value procurement.

	production.					
Office or Division:						
Classification:		Complex				
		G2B – Government to Business				
Type of Transaction	ons:	G2G – Governr	nent	to Gove	ernment	
Who may avail:		Procuring unit (	Depa	artment/	(College/Office)	
CHECKLIST OF RI	EQUIF	REMENTS	WH	ERE TO	O SECURE	
1 BAC Resolution	(1 orig	inal)	1	BAC C	Office, 2 <sup>nd</sup> Floor, Un	iversity Food Center
2 Contract Agreem	ent (1	original)	2	BAC C	Office, 2 <sup>nd</sup> Floor, Un	iversity Food Center
3 Notice of Award		•	3	BAC C	Office, 2 <sup>nd</sup> Floor, Un	iversity Food Center
4 Purchase Order	( 1 ori	ginal)	4	Supply	and Procurement	Office
OLIENT OTERO	40	NOV ACTION	FEI	ES TO	PROCESSING	PERSON
CLIENT STEPS	AGE	ENCY ACTION	BE	PAID	TIME	RESPONSIBLE
1. Wait for the issuance of Notice of Award (NOA), Contract Agreement (CA) and Notice to Proceed (NTP) or Purchase Order (PO)	issue	epare and e the NOA, CA NTP or PO	2	lone	4 Days	Head, BAC Secretariat BAC Office
	CA a Philo University and of place	ost the NOA, and NTP in the GEPS website, ersity website, conspicuous es in the ersity premises	V (8 N	lone	1 Day	Head, BAC Secretariat BAC Office



3. Forward the procurement documents to the Finance Management Services Office for the preparation of the Obligation Request and Status and Budget Utilization Request and Status for budget allocation/utilization	None	1 Day	BAC Secretariat BAC Office
TOTAL:	None	6 Days	

3. Procurement of Goods and Services - Public Bidding

This describes the procedure in awarding of procurement project under public bidding.

Office or Division:	Bids and Awards Committee					
Classification:	Highly Techr	nical				
	G2B – Gove					
Type of Transactions:	G2G – Gove	rnme	ent to C	Government		
Who may avail:	Procuring un	it (De	epartm	ent/College/Office	9)	
<b>CHECKLIST OF REQU</b>	REMENTS	WH	IERE	TO SECURE	110	
1 Abstract of Bids (1 or photocopy)	ginal, 1	1	BAC Cent	Off <mark>ice, 2<sup>nd</sup> Floor, l</mark> er	Jniversity Food	
2 Pre-procurement Conference Memoranda (1 original, 1 photocopy)			BAC Office, 2 <sup>nd</sup> Floor, University Food Center			
3 Bid Evaluation Report photocopy)	3 Bid Evaluation Report (1 original, 1			BAC Office, 2 <sup>nd</sup> Floor, University Food Center		
4 Invitation to Observer	s (1 original)	4	BAC Office, 2 <sup>nd</sup> Floor, University Food Center			
5 Notice of Post Qualifi original)	cation (1	5	BAC Office, 2 <sup>nd</sup> Floor, University Food Center			
6 Post Qualification Report (1 original)			BAC Office, 2 <sup>nd</sup> Floor, University Food Center			
7 Attendance Form (1 original)				Office, 1 <sup>st</sup> Floor, Re Hopment Center	esearch and	
CLIENT AGENCY ACTION		TC	EES D BE AID	PROCESSING TIME	PERSON RESPONSIBLE	



1. Submit	1.1 Schedule Pre-			
request for procurement documents	procurement conference and prepare the bidding documents 1.2 Post necessary documents to PhilGEPS, University website, and conspicuous places within the University premises	None	34 Days	Head, BAC Secretariat BAC Office
2. Attend Pre- procurement conference	2. Conduct Pre- procurement conference	None	1 Hour	BAC Members BAC office  Procuring Unit Representatives DHVSU
3. Attend Opening of Bids	3. Convene for the submission, receipt and opening of Bids document	None	2 Hours	BAC Members BAC office  Procuring Unit Representatives DHVSU  Bidder
4. Attend Bid Evaluation	4. Conduct Bid Evaluation	None	1 Hour	Representative BAC Members BAC office  Procuring Unit Representatives DHVSU
5. Visit the winning bidder	5. Conduct Post Qualification	None	30 Days	Procuring Unit Representatives DHVSU
	TOTAL:	None	64 Days,	John Ton Ton Ton Ton Ton Ton Ton Ton Ton To
	10871	4 760	4 Hours	

# 4. Procurement of Goods and Services (Shopping) This describes the procurement procedure for goods and services under shopping.

Office or Division:	Bids and Awards Committee
Classification:	Complex
Type of Transactions:	G2G – Government to Government

Who may avail: Procuring unit (Department/College/Office)						
CHECKLIST OF REQUIREMENTS				IERE TO	SECURE	
1 Request for Q	uotation	(1 original)	1	Supply	and Procurement	Office
2 Notice of Awa	rd (1 orig	inal)	2	BAC Of	fice, 2 <sup>nd</sup> Floor, Uni	versity Food Center
3 Purchase Ord	er (1 orig	inal)	3	Supply	and Procurement	Office
CLIENT STEPS	AGEN	CY ACTION		ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the release of goods	for Quo	d Request	1	None	2 Days	BAC Secretariat BAC Office  Administrative Aide Supply Office

2.1 Prepare Abstract of Canvass and BAC Resolution 2.2 Prepare and award PO to supplier with the lowest price quotation 2.3 Post the Notice of Award and PO in the PhilGEPS website, University website, and conspicuous places in the University premises 2.4 Forward the procurement documents to the Finance Management Services Office for the preparation of the Obligation Request for budget allocation	None	4 Day	BAC Secretariat BAC Office
TOTAL:	None	6 Days	SIN .



#### **5. Procurement of Goods and Services (Small Value Procurement)**

This describes the procedure in awarding of procurement project under small value procurement.

Office or Division:	Bids and Awa	ards	Committe	ee	
Classification:	Complex				
Type of Transactions:	G2G – Gover	nme	ent to Gov	vernment	
Who may avail:	Procuring unit (Department/College/Office)				
CHECKLIST OF REQUIREMENTS			IERE TO	SECURE	
•	Pre-procurement Conference     Memoranda ( 1 photocopy)			fice, 2 <sup>nd</sup> Floor, Uni	versity Food Center
2 Request for Quotation photocopy)	(1 original, 1	2	Supply a Main-Ca	and Procurement ( ampus	Office, DHVSU
3 Price Quotation (1 original photocopy)	inal, 1	3 Supplier			
4 Bid Evaluation Report (1 original)			BAC Of	fice, 2 <sup>nd</sup> Floor, Uni	versity Food Center
CLIENT STEPS AGEN	CY ACTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit	1.1 Schedule Pre-			
request for procurement documents	procurement conference and prepare the bidding documents 1.2 Post necessary documents to PhilGEPS, University website, and conspicuous places within the University premises	None	3 - 7 Days	Head, BAC Secretariat BAC Office
2. Wait for the opening of proposals	Prepare request for quotations and price quotation form	None	1 Day	Head, BAC Secretariat BAC Office
3. Attend Opening of Supplier's Proposal	3. Convene for the submission, receipt and opening of Supplier's proposals	None	2 Hours	BAC Members BAC office  Procuring Unit Representatives DHVSU  Supplier Representative
4. Attend Bid Evaluation	4. Conduct Bid Evaluation	None	1 Hour	BAC Members BAC office  Procuring Unit Representatives DHVSU
	TOTAL:	None	5 - 9 Days, 3 Hours	

### 6. Repair and Maintenance - Small Value Procurement

This describes the procurement procedure for repair and maintenance under small value procurement.

0	ffice or Division:	Bids and Awards Committee					
C	lassification:	Complex					
T	ype of Transactions:	G2G – Government to Government					
W	Who may avail: Procuring unit (Department/College/Office)						
C	HECKLIST OF REQUIR	REMENTS	WHERE TO SECURE				
1	1 Pre-procurement Conference Memoranda (1 photocopy)			BAC Office, 2 <sup>nd</sup> Floor, University Food Center			
2	2 Request for Quotation (1 original, 1			Supply and Procurement Office, DHVSU			
	photocopy)			Main-Campus			

3 Price Quotation (1 original, 1 photocopy)		3	Supplier			
4 Bid Evaluation Report (1 original)		4	Center			
5 Program of W Maintenance)	orks (Repair and	5	(2 <sup>nd</sup> F	e of the Physical P loor, Administration	lant and Facilities, on Bldng.)	
CLIENT STEPS	AGENCY ACTION	TC	EES D BE AID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit request for procurement documents	1.1 Schedule Pre- procurement conference and prepare the bidding documents 1.2 Post necessary documents to PhilGEPS, University website, and conspicuous places within the University premises	Ζ	one	3 - 7 Days	Head, BAC Secretariat BAC Office	
2. Wait for the opening of proposals	ning of for quotations and		one	1 Day	Head, BAC Secretariat BAC Office	
3. Attend Opening of Supplier's Proposal	3. Convene for the submission, receipt and opening of Supplier's proposals	N	one	2 Hours	BAC Members BAC office  Procuring Unit Representatives DHVSU	
4. Attend the Negotiation Meeting	4. Negotiate with the supplier with the lowest bid	Ν	one	1 Hour	Supplier Representative	
5. Attend Bid Evaluation	5. Conduct Bid Evaluation	N	one	1 Hour	BAC Members BAC office  Procuring Unit Representatives DHVSU	
100	TOTAL:	N	one	5 - 9 Days, 4 Hours	A Contract	

# 7. Request for Procurement of Goods and Services This describes the procurement procedure for goods and services.

Office or Division:	Bids and Awards Committee
Classification:	Simple

Type of Transaction: G2G – Government to Government						
Who may avail:	, t. O. I.		t (Department/College/Office)			
CHECKLIST OF REQUIREMENTS				•	TO SECURE	')
1 Letter of Requ			1		user Unit (Procurin	og Linit)
	•	<u> </u>	2		,	· /
2 Purchase Req photocopy)	juest ( 1 d	original, i	2	Supp	ly and Procureme	nt Office
3 Project Procur Plan (1 origin			3	Supp	ly and Procureme	nt Office
4 Market Study			4	End (	user Unit (Procurin	ng Unit)
5 Annual Procur		lan ( 1	5		ly and Procureme	
original, 1 pho	tocopy					
CLIENT STEPS	AGENCY ACTION		TC	EES ) BE AID	PROCESSING TIME	PERSON RESPONSIBLE
Submit checklist of requirements	docume	teness of ents and in ance with the	N	one	20 Minutes	Administrative Aide BAC Office
	2. Route the documents to the BAC Members		N	one	1 Day	Administrative Aide BAC Office
	3. Determode o procure	-	N	one	10 Minutes	BAC Members
TOTAL:				one	1 Day, 30 Minutes	



### **OFFICE OF CAREER SERVICES**

**External Services** 



1. Application for Internship Endorsement
This describes the process of guiding and assisting graduating college students who are currently enrolled in an internship program.

O	ffice or Division:	Office of Caree	r Se	rvices		
CI	assification:	Simple				
Ty	pe of Transaction	: G2C – Govern	ment	to Citizer	า	
	ho may avail:		enrol	led in the	internship progran	n
CI	HECKLIST OF RE	QUIREMENTS	WH	HERE TO	SECURE	
1	Certificate of Regi	istration	1	DHVSU	Office of the Univ	ersity Registrar
2	1 <sup>st</sup> Endorsement		2	Office of	the Dean	
3		bility for Internship	3		the Dean	
4	Parental Consent		4		the Dean	
5	Internship Agreen		5		the Dean	
6	Memorandum of A	_	6		Career Services	
7	Medical Certificate	• • • • • • • • • • • • • • • • • • • •	7	Universi		
8	Psychometric Tes	t Result	8	DHVSU	Guidance and Tes	sting Center
9	Final Endorsemer	nt	9	Office of	Career Services	
	CLIENT STEPS AGENCY ACTIO		N	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Endorses students for Psychometric at Physical Examinati		and	NONE	varied	College SIPP Coordinator All Colleges
int do	1.Secures internship documents from the College SIPP Coordinator  1.1 Verifies Pre- internship requirements			NONE	7 Minutes	College SIPP Coordinator All Colleges
1.2 Issues Certificat of Eligibility and Endorsement fo Internship to the Office of Career Services		d or ne	NONE	5 Minutes	College SIPP Coordinator All Colleges	



2. Submits verified, certified internship document to the Placement Coordinator	2.1 Issues Final Endorsement  2.2 Reviews Memorandum of Agreement and Sign the Student Internship Final Endorsement		1 Minute 5 Minutes	Placement Coordinator Office of Career Services  Director Office of Career Services
	TOTAL:	None	18 Minutes	



### **CASHIERING OFFICE**

**External Services** 



#### 1. Collection of Payment for Tuition Fees

To issue an official receipt as payment of tuition fee for any bona fide student of DHVS

Office or Divisi	on:	Cashiering	Cashiering Office					
Classification:		Simple						
Type of Transaction:		G2C – Government to Citizen						
Who may avail	:	All DHVS	J bona fic	de stud	ents			
CHECKLIST OF REQUIREMENT		<u> </u>	WHER	WHERE TO SECURE				
Student's Identification Card			1	Internet Multi Media Center (IMC) at the back of Administration building				
Student' Asse	essmen	t form	2	Cash	niering Office, (1st	floor Admin Bldg.		
STEPS		AGEN CY ACTIO N	FEES TO BE PAID		PROCESSIN G TIME	PERSON RESPONSIBLE		
1. Present  Accompli shed assessm ent Form to the collecting officer at the Cashierin g Office.	as t f (N st no ai	erify cudent cssessmen form Name, cudent umber, mount of ssessmen	No	one	1 Minute	Collecting Officer Cashiering Office		
2. Prepare the exact amount for payment.	pa aı aı	eceive ayment nd issue n OR for ne	See Table of fees and		1 Minute	Collecting Officer Cashiering Office		

	payment made.	other charges		
3. Secure Official Receipt for the payment made at the Cashiering Office	3. Issue Official Receipt of the payment made	None	1 Minute	Collecting Officer Cashiering Office
4. Accomplish Survey Form	4. Hand out Survey form to client.	None	1 Minute	Collecting Officer Cashiering Office
	TOTAL:		4 Minutes	

#### 2. Collection of Payments for the Issuance of Certifications

Payment for issuance of Certifications for Copy of Grades (COG), Certificate of Registration (COR), Certification Authentication Verification (CAV), Transcript of Record (TOR), Diploma and Completion Form which shall be used for legal purpose only.

Office or Division:	Cashierin	Cashiering Office, DHVSU, Bacolor, Pampanga			
Classification:	Simple	Simple			
Type of Transaction:	G2C – G0	G2C – Government to Citizen			
Who may avail:		All clients who are required to secure Official Receipts for the issuance of certifications.			
CHECKLIST OF REQUIREM	IENTS	WHERE TO SECURE			
1 Student Request For original)	orm (1	1 Office of University Registrar,(1st Floor of Admin. Bldg.)			

	Made (1 original)		2 Cashiering Office (1st Floor Admin. Bldg - Window 11)			
CLIEN STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSO N RESPONSI BLE	
1. Present Student Reques to the Cashier Office.	t Form	Verify student     request form     (Name and     student     number)	None	1 Minute	Collecting Officer Cashiering Office	
2. Prepare exact and for payr the Cast Office.	mount nent at	2. Receive and ensure accuracy of payment made by the client.	See Table for Schedule of Fees and Other Charges below	1 Minute	Collecting Officer Cashiering Office	
3. Secure Official	Receipt	3. Issue Official Receipt for the payment made	None	1 Minute	Collecting Officer Cashiering Office	
4. Accomplis		4. Hand out Survey form to client.	IVTS	1 Minute	Collecting Officer Cashiering Office	
		TOTAL:		4 Minutes		



### 3. Collection of Payments for Rentals

Payment for Issuance for Rentals

Office or Division:		Cashiering Office, DHVSU, Bacolor, Pampanga						
Classification:		Simple						
Type of Transaction:			G2C – G	G2C – Government to Citizen				
_				All clients who are required to secure Official Receipts for the payment of rentals				
С	HECKLIST OF	FREQUIR	EMENTS	WHERE TO SECURE				
1 Payment Form			1	Auxiliary Service Office(1st Floor     University Hostel)				
2	Official Receipt for Payme Made (1 original)			Cashiering Office (1 <sup>st</sup> Floor Admin. Bldg - Window 11)				
	CLIE NT STEP S				FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIB LE	
1.	1. Present the name a accompli shed to be payment form to the Cashierin g Office		e and mount		None	1 Minute	Collecting Officer Cashiering Office	
2.	2. Prepare and pay the exact amount for payment at the Cashierin g Office.  2. Receive and ensure accuracy of payment made by the client.		ę	See Table for Schedule of Fees and Other Charges below	1 Minute	Collecting Officer Cashiering Office		

3. Secure the Official Receipt as proof of payment made at the Cashiering Office	3. Issue Official Receipt for the payment made	None	1 Minute	Collecting Officer Cashiering Office
4. Accomplish Survey Form	4.Hand out Survey form to client.	None	1 Minute	Collecting Officer Cashiering Office
	TOTAL:		4 Minutes	

#### 4. Collection of Payments for Bidding Documents

Payment for Issuance of Bidding Documents

Office or Division:	ng Office, DHVSU, B <mark>acolor</mark> , Pampanga					
Classification: Simple			le			
Type of Transaction: G2C – G			rnment to C	Citizen		
			no are requi of Bidding	red to secure Offic Documents	sial Receipts for	
CHECKLIST OF REQUI	REMENTS		WHERE T	O SECURE		
1 Payment Form				nd Procurement O Bacolor Pampanga	· · · · · · · · · · · · · · · · · · ·	
CLIE NT STEP S AGENCY ACTION		100 P	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIB LE	



1. Present the accompli shed payment form to the Cashierin g Office	1. Verify the name, nature of payment and the amount to be paid	None	1 Minute	Collecting Officer Cashiering Office
2. Prepare and pay the exact amount for payment at the Cashierin g Office.	2. Receive and ensure accuracy of payment made by the client.	See Table for Schedule of Fees and Other Charges below	1 Minute	Collecting Officer Cashiering Office
3. Secure the Official Receipt as proof of payment made at the Cashiering Office	3. Issue Official Receipt for the payment made	None	1 Minute	Collecting Officer Cashiering Office
4. Accomplish Survey Form	4.Hand out Survey form to client.	None	1 Minute	Collecting Officer Cashiering Office
	TOTAL:		4 Minutes	E 8 6



#### 5. Collection of Payments for Clearance/Statement of Account

Issuance of Official Receipt for clearance/Statement of Account (SOA) as proof of payment for documents requested by a bona fide student of this University

Office or Division:		Cashiering Office, DHVSU, Bacolor, Pampanga						
Classification: Simple			Simple					
7	ype of Transa	ction:	G2C – G	ove	rnment to C	itizen		
					the request	red to secure Offi of Clearance/Stat	-	
	CHECKLIST O	F REQUIR	EMENTS		WHERE T	O SECURE		
1	Student Iden	tification C	ard	1		g Office, 1 <sup>st</sup> Floor ative Bldg.		
2	Request form clearance/sta			2	· ·	g Office, 1 <sup>st</sup> Floor ative Bldg.		
	CLIE NT STEP S			FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIB LE		
1	. Present request form for issuance of clearance /stateme nt of account at the Cashierin g Office	1. Verify name natur paym and tamou paid	e, re of nent	D	None	1 Minute	Collecting Officer Cashiering Office	
2	2. Prepare and pay the exact amount for payment	paym	re racy of nent e by the		See Table for Schedule of Fees and Other	1 Minute	Collecting Officer Cashiering Office	

at the Cashierin g Office.		Charges below		
3. Secure the Official Receipt as proof of payment made at the Cashiering Office	3. Issue Official Receipt for the payment made	None	1 Minute	Collecting Officer Cashiering Office
4. Accomplish Survey Form	4.Hand out Survey form to client.	None	1 Minute	Collecting Officer Cashiering Office
	TOTAL:		4 Minutes	

# 6. Collection of Payment for the Issuance of Certification of Good Moral Payment for the issuance of Certificate of Good Moral which shall be used for legal purpose only.

Office or Division: Cashiering Office, DHVSU, Bacolor, Pampanga					
Classification:	Simple			-	
Type of Transaction:	G2S – G	Government to Students			
				red to secure Officed Good Moral Cer	
CHECKLIST OF REQUIR	EMENTS		WHERE T	O SECURE	Some
Payment form for the request of certificate of good moral		1	Account of the latest and the latest	e and Testing Offic Affairs and Service	
CLIE AGENC ACTION			FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIB LE

STEP S				
1. Present the accompli shed payment form to the Cashierin g Office	1. Verify the name, nature of payment and the amount to be paid	None	1 Minute	Collecting Officer Cashiering Office
2. Prepare and pay the exact amount for payment at the Cashierin g Office.	2. Receive and ensure accuracy of payment made by the client.	See Table for Schedule of Fees and Other Charges below	1 Minute	Collecting Officer Cashiering Office
3. Secure the Official Receipt as proof of payment made at the Cashiering Office	3. Issue Official Receipt for the payment made	None	1 Minute	Collecting Officer Cashiering Office
4. Accomplish Survey Form	4.Hand out Survey form to client.	None	1 Minute	Collecting Officer Cashiering Office
	TOTAL		3 Minutes	



### 7. Collection of Payments for Bidding Documents

Payment for Issuance of Bidding Documents

Office or Divis	sion:	Cashiering Office, DHVSU, Bacolor, Pampanga		panga	
Classification	:	Simple			
Type of Trans	action:	G2C – G	overnment to C	Citizen	
Who may avai	l:		s who are requi	red to secure Offic	cial Receipts for
CHECKLIST O	F REQUIR	EMENTS	WHERE T	O SECURE	
1 Payment Fo	orm			nd Procurement O Bacolor Pampanga	•
CLIE NT STEP S	AGENC ACTION		FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIB LE
1. Present the accompli shed payment form to the Cashierin g Office	1. Verify the name, nature of payment and the amount to be paid		None	1 Minute	Collecting Officer Cashiering Office
2. Prepare and pay the exact amount for payment at the Cashierin g Office.	payn	re racy of nent e by the	See Table for Schedule of Fees and Other Charges below	1 Minute	Collecting Officer Cashiering Office
3. Secure the Official Receipt as proof of	3. Issue Rece	Official eipt for	None	1 Minute	Collecting Officer

payment made at the Cashiering Office	the payment made			Cashiering Office
4. Accomplish Survey Form	4.Hand out Survey form to client.	None	1 Minute	Collecting Officer Cashiering Office
	TOTAL:		4 Minutes	

#### 8. Preparation of Check

To prepare check as payment for good and services incurred by the University.

To prepare check as payment for the services rendered by University employees (Salaries, wages, benefits and other remuneration)

С	Office or Divisi	on: Cash	Cashiering Office, DHVSU, Bacolor, Pampanga			
Classification: Simple						
Т	ype of Transa	ction: G2G	Government to Government			
٧	Vho may avail	: All D	VSU employees	-		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
1	Disbursemer	t Vouchers	1 • FMSO			
2	Obligation Re	equest (OR)	<ul><li>VP for Admin and Finance</li><li>Accounting Office</li></ul>			
3		ents serves as the requested	<ul> <li>Office of the Executive Vice         President     </li> <li>President's Office</li> </ul>			
	CLIE NT STEP S	AGENCY ACTION	FEES PROCESSIN PERSON TO BE G TIME RESPONSI PAID LE			



Submit the accompli shed Disburse	<ol> <li>Receive the following:         <ul> <li>Approved Disburse ment</li> </ul> </li> </ol>	None	1	Administrative Assistant V
ment Voucher at the Cashierin g Office	Voucher  • Prepare the check according to Fund (101, 164		Minute	
	or 184)  • Prepare Advice of Check Issued and Cancelle d (ACIC)  • Turn over the		5 Minute s	
	prepared check to Admin Assistant I for reviewing Submit		5 Minute s	4000
710	the reviewed checks		NOIL	Administrative Aide  Cashiering
	and ACIC at the President 's Office for signing	DHV 186	5 Minute s	Office
				Administrative Aide

		2 Minutes	Cashiering Office
Submit the signed checks and ACIC to the Cashiering Office	6. Submit the Advice of Checks Issued and Cancelled to the bank	1 Hour	Acting Cashier and/or Administrative Assistant II Cashiering Office
	TOTAL:	1 Hour,18 Minutes	والوفيا

### 9. Releasing of Checks

To release checks intended as payments for goods and services incurred by the University

C	Office or Division:	Cashiering Office, DHVSU, Bacolor, Pampanga				
C	lassification:	Simple				
T	ype of Transaction:	G2C – G	ove	rnment to Citizen		
Who may avail: All clients				1861		
C	HECKLIST OF REQUIR	EMENTS		WHERE TO SECURE		
1	Official Receipt of the agency/person claiming check.	g the	1	Cashiering Office 1 <sup>st</sup> Floor Administrative Bldg.		
2	Identification Card					
	If in case of representa present the following:	tive				

<ul><li>Photo owner</li><li>Origin</li></ul>	copy of ID of the al and photocopy of he Representative			
CLIE NT STEP S	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIB LE
1. Present the Identificat ion Card to the cashierin g office staff If in case of representative :	Verify the     name of the     claimant thru     identification     card	None	1 Minute	Administrative Assistant V Cashiering Office
<ul> <li>2. Authorizati on letter</li> <li>3. Photocopy of ID of the owner</li> <li>4. Original and photocopy of ID of the Represent ative</li> </ul>		DHV 186	TSU	
2. Prepare and issue the Official Receipt of the agency in exchange	2. Receive and ensure accuracy of the Official Receipt issued by the agency claimant	None	5 Minute	Administrative Assistant V Cashiering Office

Authorization letter

of the check				
3. Secure the check as payment for the goods and services incurred by the agency	3. Release the check to the recipient.	None	1 Minute	Administrative Assistant V Cashiering Office
4. Accomplish Survey Form	4.Hand out Survey form to client.	None	1 Minute	Cashiering Office Staff
	TOTAL:		8 Minutes	

### 10.Releasing of Scholarship Grants for DHVSU Students

As payment for the allowance of DHVSU Student Grantees.

	Office or Division:	Cashiering Office, DHVSU, Bacolor, Pampanga					
C	Classification:	sification: Simple					
T	ype of Transaction:	G2C – G	C – Government to Citizen				
Who may avail: All clients			3	TAVICI			
C	CHECKLIST OF REQUIR	EMENTS	Ž,	WHERE TO SECURE			
1	Identification Card		1	Cashiering Office 1 <sup>st</sup> Floor Administrative Bldg.			
	If in case of representa present the following:	tive	35				
2	Authorization letter						
3	Photocopy of ID of the	owner					

Original and the Represe	photocopy of ID of ntative			
CLIE NT STEP S	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIB LE
1.Present the Identification Card to the cashiering office staff	Verify the     name of the     claimant thru     identification     card	None	1 Minute	Administrative Assistant V Cashiering Office
If in case of representative:  Authorization letter  Photocopy of ID of the owner				100/0
Original and photocopy of ID of the Representati		DHV 186	rsu	
2. Secure the check	3. Release the check to the recipient.	None	1 Minute	Administrative Assistant V Cashiering Office
3. Accomplish Survey Form	4.Hand out Survey form to client.	None	1 minutes	Administrative Assistant V

		Cashiering Office
TOTAL:	3 Minutes	

# 11. Preparation of List of Dues and Demandable Accounts Payable-Advice to Debit Account (LDDAP-ADA)

To prepare LDDAP-ADA for payment of services rendered by University employees (Salaries, wages, benefits and other remuneration)

О	Office or Divisio	n: Cashierir	Cashiering Office, DHVSU, Bacolor, Pampanga					
С	lassification:	Simple	Simple					
Т	ype of Transac	tion: G2G – G	G2G – Government to Government					
٧	Vho may avail:	All DHVS	All DHVSU employees					
	HECKLIST OF	<u> </u>	WHE	WHERE TO SECURE				
1	Disbursement	Vouchers	1 F	rom th	e following Head Of	fices		
3	Obligation Red Other docume attachment to fund.	nts serves as	• F		<ul> <li>FMSO</li> <li>VP for Admin and Finance</li> <li>Accounting Office</li> <li>Office of the Executive Vice President</li> <li>President's Office</li> </ul>			
	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE		
1	. Submit the accomplish ed Disbursem ent Voucher at the Cashiering	1. Receive the approved Disbursem ent Voucher and payrolls	None		1 Minute	Acting Cashier  Administrative Assistant V  Cashiering Office		
	Office	from the President's  2. Prepare the LDDAP- ADA			1 Minute	Acting Cashier  Administrative  Assistant V		

	FINDES			N. M.
	6. Photo copy		10 Minutes	Acting Cashier
Submit the signed checks and ACIC to the Cashiering Office	5. Submit the reviewed LDDAP-ADA and ACIC with FINDES(Fin ancial Data Entry System) at the President's Office for signing	DHV	2 Minutes	Administrative Assistant I Cashiering Office
	184)Office  3. Prepare Advice of Check Issued and Cancelled (ACIC)  4. Turn over the prepared LDDAP-ADA and Advice to Admin Assistant I for reviewing	None	5 Minutes 5 Minutes	Acting Cashier  Administrative Assistant V  Cashiering Office  Administrative Aide  Cashiering Office
	according to Fund (101, 164 or	None		Cashiering Office

	TOTAL:	DHV	1 Hour, 38 Minutes	
9.0	6. Submit the following to the bank:  • LDDA P- ADA • ACIC • FIND ES • USB		1 Hour	Acting Cashier  Administrative  Assistant V  Cashiering Office
	6. Save FINDES (Financial Data Entry System) to USB (Universal Serial Bus)		10 Minutes	Compensation and Other Benefits Unit ADMINSO
	(Financial Data Entry System)			



### **CIVIL SECURITY UNIT**

**External Service** 



#### 1. Issuance of Visitor's Pass

This procedure covers the issuance of Visitor's Pass and Routing Slip for the entry of visitors in the University.

	the Oniversity.					
Office or Division:		Civil Security Unit				
Classification: Simple		Simple				
Type of Transaction		G2C - Gov	ornm	nent to Citi	70n	
Who may avail:	•				cial Business and Tr	ansaction within the
Tino may avam.		university	WITO	nave one	da Dasiness and Th	ansaction within the
CHECKLIST OF REC	UIREMENTS	<u> </u>	WH	ERE TO S	SECURE	
1 Any Valid ID's C	ard (1 original)		1	Any ID is	sued by public and p	orivate company
2 Visitor's Pass (1	original)		2	Gate Sec	curity Personnel Gua	rd House
3 Routing Slip (1 c	original)		3	Gate Sec	curity Personnel Gua	rd House
CLIENT STEPS	AGENCY AG	CTION		EES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Valid ID Card and Bag for Inspection.	1.1. Check Valid ID Card and bag for verification and inspection 1.2. Request the Visitor to register in the logbook.			None	1 Minute	Gate Security Personnel Entrance Gate, DHVSU Campus
2. Register their name and purpose of visit.	2.1 Check and verify the registration of the visitor 2.2 Issue Visitor's Pass and Routing Slip.			None	45 Seconds	Gate Security Personnel Entrance Gate, DHVSU Campus
3. Receive the Visitor's Pass and Routing Slip.	3. Allow the entry of the visitor in the university.			None	15 Seconds	Gate Security Personnel Entrance Gate, DHVSU Campus
4. Surrender Routing slip and visitor's pass; sign on the log book and retrieve the surrendered ID Card.	4. Retrieve routing slip and visitor's pass and return the surrendered ID Card of the visitor.			None	1 Minute	Gate Security Personnel Entrance Gate, DHVSU Campus
	0 3	TOTAL:		None	3 Minutes	7 777



## 1. Procedure for Students Entering the University This describes the procedure when students enter the university.

This describes t	<u>ne proceaure wne</u>	n students e	enter	the univer	Sity.	
		Civil Secur	Civil Security Unit			
Classification: Simple		Simple				
Type of Transactio	n:	G2C - Gov All student			zen olled at DHVSU	
<b>CHECKLIST OF RE</b>	QUIREMENTS		WH	HERE TO	SECURE	
1 Valid DHVSU ID	Card (1 original)		1	Internet Nof Admin	Multimedia Center (II . Bldg.)	MC), (at the back
CLIENT STEPS AGENCY AG		CTION		EES TO E PAID	PROCESSING TIME	PERSON RESPONSIBL E
1. Present Valid DHVSU ID Card, Prescribed uniform/attire and bag for Inspection.	Check Valid ID Card,     Prescribed uniform/attire,     and bag for verification     and inspection.			None	30 Seconds	Gate Security Personnel Entrance Gate, DHVSU Campus
2. Wait for the Security personnel to allow entry.	2. Require the student (male/female) to remove any piercing or change if the student is not wearing the prescribed uniform.			None	30 Seconds	Gate Security Personnel Entrance Gate, DHVSU Campus
3. Follow the restrictions of the security personnel. (i.e. remove any piercing seen/change attire to prescribed uniform)	3. Check if the student followed the restrictions, then allow entry.			None	30 Seconds	Gate Security Personnel Entrance Gate, DHVSU Campus
	ACCULATION OF	TOTAL:		None	1 Minute, 30 Seconds	

Office or Division:	Civil Security Unit					
Classification:	Simple	Simple				
Type of Transactio n:	G2C - Government to Citizen					
Who may avail:	All students currently e	nrolled at DHVSU				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE				
Valid DHVSU ID Card (1 original)		Internet Multimedia Center (IMC), (at the back of Admin. Bldg.)				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Valid DHVSU ID Card, Prescribed uniform/attire and Bag for Inspection	Check Valid ID Card, Prescribed uniform/attire, and bag for verification and inspection	None	30 Seconds	Gate Security Personnel Entrance Gate, DHVSU Campus
2. Wait for the Security personnel to allow entry	2. Require the student (male/female) to remove any piercing or change if the student is not wearing the prescribed uniform	None	30 Seconds	Gate Security Personnel Entrance Gate, DHVSU Campus
3. Follow the restrictions of the security personnel (i.e. remove any piercing seen/change attire to prescribed uniform)	3. Check if the student followed the restrictions then allow entry	None	30 Seconds	Gate Security Personnel Entrance Gate, DHVSU Campus
73	TOTAL:	None	1 Minute, 30 Seconds	

### 1. Repair and Maintenance

Approval of Job Request for Minor Repairs and Improvement

	Office or Division:	General Services			
	Classification:	Simple			
	Type of Transaction:	G2G – Government to Government			
	Who may avail:	All bona fide DHVSU employees			
ì	CHECKLIST OF REQUIREMENTS		W	HERE TO SECURE	
	1 Request Letter		1	Request Letter by the requesting employee	

2	2 Repair and Improvement and Inspection form  CLIENT STEPS AGENCY ACTION		2	General	Services Office	
(			FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE
	Sign in the ient log book	Instruct the client to sign in the log book		None	1 Minute	Administrative Aide General Services and Security Office
le p	Submit request tter stating the roject pecification	2. Receive the request letter form from the requesting office/unit		None	1 Minutes	Administrative Aide General Services and Security Office
		3. Instruct the concern staff ( carpenter, mason, plumber and electrician)		None	2 Minutes	GS Supervisor General Services and Security Office
		<ul> <li>4. Conducts the prerepair inspection.</li> <li>4.1 Schedule the work repair depending on the utility.</li> <li>4.2 Prepare the Accomplishment Report</li> </ul>		None	5 Minutes	GS Supervisor and Repair and Maintenance Staff General Services and Security Office
		5. Sign the Repair and Improvement Inspection Report		None	1 Minute	GS Supervisor and Repair and Maintenance Staff General Services and Security Office
		6. Attest the Repair and Improvement Inspection Form Report	None		1 Minute	GS Supervisor General Services and Security Office
		7. Receive and sign the Repair and Improvement Inspection Form	None		2 Minutes	GSSO Director General Services and Security Office
		8.Submit the signed RIIF to VPAF for approval		None	2 Minutes	Administrative Aide General Services and Security Office



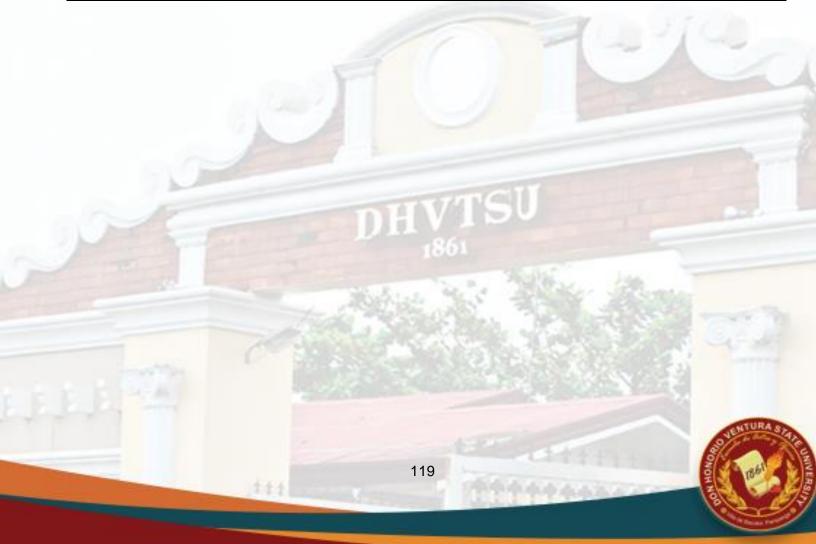
	9. File a copy of the approved RIIF	None	1 Minute	Administrative Aide General Services and Security Office
TOTAL:		None	16 Minutes	

#### 2. Janitorial Services

Approval of Janitorial Services and Maintenance of Building and Surrounding

Office or Division: General Services						
Classification: Simple						
Ту	pe of					
	ansaction:	G2G – Government	to G	Sovernme	ent	
Wł	no may avail:	All bona fide DHVSU	Jen	nployees		
CH	<b>IECKLIST OF REQ</b>	UIREMENTS	WI	HERE TO	SECURE	
1	Request Letter		1		st Letter by the req ee/offices	uesting
2	Memorandum		2	Genera	I Services Office	
	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE
	Sign in the client book	Instruct the client to sign in the log book	None		1 Minute	Administrative Aide General Services and Security Office
lett GS sta	Submit request er address to the SSO Director ting the job ecification	2. Receive the request form from the requesting office/unit	None of		1 Minutes	Administrative Aide General Services and Security Office
		3. Creates the memorandum of concern utility for his/her assigned area of responsibility.  Sign the memorandum	None		2 Minutes	GSSO Director General Services and Security Office
		4. Submit memo to designated offices for approval		None	5 Minutes	Administrative Aide

4.1 Receive approved memo and assures that it was duly signed by the signatories			General Services and Security Office
4.2 Release approved memo to personnel involved			
4.3 Instruct concern utility for his/her assign area of responsibility	None	1 Minute	GS Supervisor General Services and Security Office
4.4. File a copy of the approved memo	None	1 Minute	Administrative Aide General Services and Security Office
TOTAL:	None	11 Minutes	



### **CIVIL SECURITY UNIT**

Internal Service



#### 1. Procedure for Students Entering the University

This describes the procedure when students enter the university.

Office or Division:	Civil Security Unit								
Classification:	Simple								
Type of									
Transaction:		G2C - Government to Citizen							
Who may avail: All students currently enrolled at DHVSU									
CHECKLIST OF RI	EQUIREMENTS	WHERE	TO SECURE						
1 Valid DHVSU ID	Card (1 original)	Internet Nof Admin		(IMC), (at the back					
CLIENT STEPS	AGENCY ACTION	FEES TO BE TIME PERSON RESPONSIBLE							
1. Present Valid DHVSU ID Card, Prescribed uniform/attire and Bag for Inspection	1. Check Valid ID Card, Prescribed uniform/attire, and bag for verification and inspection	None	30 Seconds	Gate Security Personnel Entrance Gate, DHVSU Campus					
2. Wait for the Security personnel to allow entry	2. Require the student (male/female) to remove any piercing or change if the student is not wearing the prescribed uniform	None	30 Seconds	Gate Security Personnel Entrance Gate, DHVSU Campus					
3. Follow the restrictions of the security personnel (i.e. remove any piercing seen/change attire to prescribed uniform)	3. Check if the student followed the restrictions then allow entry	None	30 Seconds	Gate Security Personnel Entrance Gate, DHVSU Campus					
	TOTAL:	None	1 Minute, 30 Seconds						



### **COMPETENCY ASSESSMENT CENTER**

**External Service** 



#### 1. Conduct of Competency Assessment

This covers the procedure in conducting competency assessment to officially identify a person's level of qualification in accordance with TESDA Assessment operational procedure.

Office or Divisi		nai procedu	Competency Assessment Center			
Classification:		Complex				
Classification.				Government	to Citizens	
				Government		
Type of Transa	ctions:			Government		
1,000 11000			Govern		.0	
Who may avail:	<u> </u>				T Graduating	Students.
				•	lustry Workers	•
CHECKLIST OF	REQU	IREMENTS	3	WHERE TO	SECURE	
1	Applic	ation Form	(1	1	Competency	Assessment
	origina	al)			,	oor, Research
					and Development Bldg.)	
2		Self-Assessment Guide		2	Competency Assessment	
	(1 orig	jinal)				oor, Research
	0(()	I D /4		•	and Develop	
3		l Receipt (1		3		ffice (1st Floor,
4	photo			4	Admin Bldng.)	
4		ort size pict ies, with wh		4	Photo Studios	S
		round, with			-	3110
shirt/blouse, with						
printed at the bac				7		
	ACEN			FEES TO	PROCES	PERSON
CLIENT STEPS AGEN			BE PAID	SING	RESPONSIB	
	ACTI			JE I AID	TIME	LE



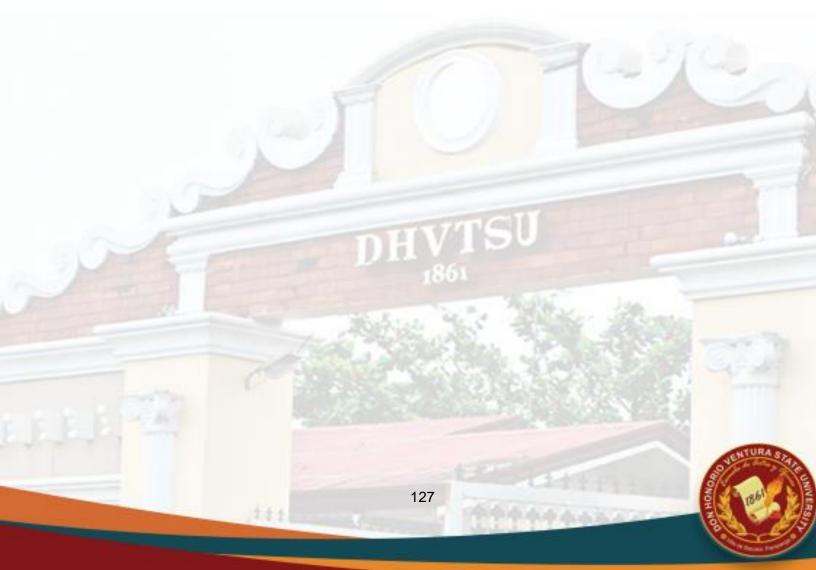
ir F	Encoding of Profile the T2MIS Request for Assessment Schedule Receive applications or assessment	1. Review the completeness and correctness of requirements and administer the Self-Assessment Guide  Coordinate with TESDA Pampanga the request for assessment schedule  Collect assessment fee from applicants	Php. 500.00 to Php. 2175.00 (dependin g on competen cy type)	1 Day	Assessment and Certification Supervisor  Administrative Aide I  Competency Assessment Center  Administrative Officer V Cashiering Office, DHVSU, Administrative Bldg
					Officer-In- Charge TESDA Pampanga Provincial Office
A A T F	ASSESSMENT Schedule and Assigned Assessor  TESDA Prepared Required Documents or the Conduct of Assessment and Reviews the request  TESDA Pampanga PO/ACAC organize the conduct of assessment  Conduct Competency Assessment	2. Follow-up the approval of assessment schedule and assigned/availability of assessor  Supervise the conduct of competency assessment	None	2 Days	Officer-In- Charge TESDA Pampanga Provincial Office

3. Encoding of Assessment Results Generate RWAC Administrative Aide I encodes the assessment result in the T2MIS and	3. Encode the Assessment results through T2MIS, generates RWAC, and submit reports to	None	1 Day	Assessment and Certification Supervisor Administrative Aide I
generates RWAC Submits reports to the PO	TESDA Pampanga Provincial Office			Competency Assessment Center
4. TESDA Receive, Review and Validate Assessment Related Documents TESDA Assign Certificate Numbers to Successful Candidates through	4. Follow-up with TESDA Pampanga the validated assessment related documents and assigned certificate numbers to successful	None	2 Days	Officer-In- Charge TESDA Pampanga Provincial Office
T2MIS and generates RWAC  TESDA Processes reports	examinees through T2MIS		7	- 70
5. Receive and Process CARS Print Certificate Issue National Certificate (NC)  • Presents the CARS to PO • Prepares NC/COC • Issues NC/COC to the Certified Worker	5. Coordinate and follow-up the Issuance of National Certificates (NC)	None	1 Day	Officer-In- Charge TESDA Pampanga Provincial Office



TOTAL:	Php. 500.00 to Php. 2175.00 (depending on competenc y type)	7 Day s	
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Campuses (Satellite)
Apalit Campus
Candaba Campus
Lubao Campus
Mexico Campus
Porac Campus
Sto. Tomas Campus
External Services



#### 1. Enrollment Procedure

This describes the guideline and procedure for the enrollment of college students.

Of	Office or Division: All Colleges/Extension Campuses						
		ision campuses					
	assification:	Simple	<u> </u>				
	pe of Transaction:	G2C - Governmer			1		
	ho may avail:	All bonafide stude					
CF	HECKLIST OF REQUI	KEWEN 15	WHI		SECURE	UI Danalan	
1	Clearance (1 origina	ıl)	1	Pampa			
2	Academic Evaluation	ı (1 original)	2		of University Regissistration Bldg.)	strar(1st Floor,	
3	Pre-registration Form	n (1 original)	3	Respe	ctive College/Cam	pus	
4	Customer Survey Fo	rm (1 original)	4	Respe	ctive College/Cam	pus	
CL	LIENT STEPS	AGENCY ACTION		ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE	
reg fee	Secure a pre- gistration and edback form at the ean's Office	1.Verify student's record	None		2 Minutes	Administrative Aide Respective College/Campus	
reg fee	Submit the complished pre-gistration and edback forms to the nairperson for aluation	2.Advise the student about the subjects to be enrolled	None		10 Minutes	Designated Chairperson Respective College/Campus	
for	Submit the evaluated ms to the College ean for approval	3.Approve the evaluated pre-registration form	N	lone	2 Minutes	College Dean Respective College/Campus	
pre the Re an	Submit the approved e-registration form to e Office of the egistrar for encoding d secure Certificate Registration	4.Encode the subjects and issue Certificate of Registration		lone	1 Day	Administrative Aide Office of the University Registrar	
	1 0	N	lone	1 Day, 14 Minutes			



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

This procedure covers the steps on the issuance of Adding, Dropping and Changing Form to all irregular students of the university.

	ali irregulai studerits (	01 (11)	3 driivorsi	ity.	
Office or Division:	All Colleges/Extension	n Ca	ampuses		
Classification:	Simple				
Type of Transaction:	G2C - Government to	o Citi	zen		
Who may avail:	All bonafide irregular	stud	lents		
CHECKLIST OF REQU		WH		SECURE	
1 Certificate of Regis original)	stration (1	1	Adminis	f University Regist tration Bldg.)	
2 Academic Evaluation original)	on Record (1	2		f University Regist tration Bldg.)	trar (1st Floor,
3 Adding, Dropping, original)	Changing Form (1	3	Respect	tive College/Camp	ous
CLIENT STEPS	AGENCY ACTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a copy of Certificate of Registration (COR) and Academic Evaluation Record from the Office of the Registrar	1.Issue a copy of the Certificate of Registration and Academic Evaluation Record	e of and None		1 Minute	Administrative Aide Respective College/Campus
2.Secure Adding, Dropping, Changing Form from the College Secretary	2.Issue Adding, Dropping, Changing Form	None		1 Minute	Administrative Aide Respective College/Campus
3. Submit the accomplished Adding, Dropping, Changing Form to the College Dean for advice and approval	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	None		9 Minutes	Program Chairperson/ Respective College/Campus

4.Submit the approved Adding, Dropping, Changing Form to the College Secretary	4. Forward the approved Adding, Dropping, Changing Form to the Registrar's Office for processing	None	30 Minutes	Administrative Aide Respective College/Campus
	None	41 Minutes		

**3. Transferring Procedure**This procedure describes the guidelines in assisting the students on what they must do to transfer in the university.

Of	fice or Division:	All Colleges/Extension	nsion Campuses					
Classification: Simple				·				
Type of Transaction: G2C - Government to				o Citizen				
Who may avail: All bonafide students				of DHVSU				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE				
1	Official Transfer of Credentials (1 original, 1 photocopy)			School Last Attended				
2	Copy of Grades and other schools (1 ori		2	2 School Last Attended				
3	Certificate of Good photocopy)	Moral (1 original, 1	3	School Last Attended				
4	Birth Certificate (1 c	original, 1 photocopy)	4	Philippine Statistics Authority, City of Sar Fernando, Pampanga				
5	Valid ID		5 Internet Multimedia Center, DHVSU			iter, DHVSU		
CL	CLIENT STEPS AGENCY AC		FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE		
1.Submit Endorsement Letter and the required documents to the respective College/Campus		1. Evaluate and endorse the transferee	None		10 Minutes	Designated Chairperson Respective College/Campus		



2.Submit the Endorsement Letter to the Admission Office	2. Schedule an entrance exam for the transferee	None	2 Minutes	Administrative Aide Admission Office
3. Take the examination on specified schedule	3.Administer the examination, check and issue the results	None	40 Minutes	Guidance Coordinator Office of the University Guidance Councilor
4.Submit the required documents for enrollment	4.Receive the documents and issue Customer Survey Form	None	3 Minutes	Administrative Aide Respective College/Campus
	TOTAL:	None	55 Minutes	



# Colleges, Senior High School, and Junior High School (Main Campus)

**External Services** 



#### **COLLEGE OF ARTS AND SCIENCES**

#### 1. Enrollment Procedure

This describes the guideline and procedure for the enrollment of college students.

Office or Division: College of Arts and Sciences (CAS)					
Classification:	Simple				
Type of Transaction:	G2C - Government to Citiz	Government to Citizen			
Who may avail:	All bonafide CAS students	of DHV	SU		
CHECKLIST OF REQUIR	REMENTS		WHERE TO SECURE		
1	Clearance (1 original)	1	Accounting Office, DHVSU Bacolor, Pampanga		
2	Academic evaluation/ Certificate of Student's grades (1 original)	2	Office of the University Registrar (1st Floor, Administrative Building)		
3	Pre-Registration form (1 original)	3	Dean's Office (1st Floor, CAS Building)		
4	Customers Survey Form (DHVSU-QSP- ADMINSO-004-FO001- RO1)	4	Dean's Office (1st Floor, CAS Building)		
5	Certificate of Registration (COR)	5	Dean's Office (1st Floor, CAS Building)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Submit a clearance and Academic Evaluation records at the Dean's Office	Receive and check student's Academic Evaluation records and clearance compliance	None	5 Minutes	College Secretary CAS	
2.Secure a pre- registration form and feedback forms at the Dean's Office	2.Issue Pre-Registration and feedback forms to students	None	2 Minutes	College Secretary CAS	



3.Submit the accomplished pre-	3.1 Evaluate/Review and Advise the courses to be enrolled by the students	None	10 Minutes	Program Chairperson CAS
registration and feedback forms to the Program Chairperson for evaluation	3.2 Advise the student to drop the feedback form to the designated drop box.	None	1 Minute	Program Chairperson CAS
			2 Minutes	College Dean CAS
4.Submit the evaluated form to the College Dean for approval	4. 1 Approve the pre- registration form and forward to the office of the University Registrar  4.2 Encode the courses to be enrolled and print the Certificate of Registration (COR)	None	8 Hours	Administrative Aide Office of the University Registrar
	4.3 Endorse the printed Certificate of Registration (COR) to the Office of the College Dean.	SU	8 Hours	Administrative Aide Office of the University Registrar
	TOTAL:	None	16 Hours, 20 Minutes	



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

This procedure covers the steps on the issuance of Adding, Dropping and Changing Form to all irregular students of the university.

Office or	Collogo of Arto	and Caiana	00 (CAC)					
Office or Division:	College of Arts and Sciences (CAS)							
Classification	Simple							
:	000							
Type of	G2C - Governm	ent to Citiz	en					
Transaction:	All le e e e fi el e i en e		1-					
Who may	All bonafide irre	gular stude	nts					
avail: CHECKLIST OI	<u> </u> =							
REQUIREMEN		WHERE 1	TO SECURE					
1	Certificate of Registratio n (1 original)	1	Office of the University Registrar (1st Floor, Administration Bldg.)					
2	Academic Evaluation Record (1 original)	2	Office of the University Registrar (1st Floor, Administration Bldg.)					
3	Adding, Dropping, Changing Form (1 original)	3	Dean's Office (1st Floor, CAS Building)					
CLIENT STEPS	AGENCY A	CTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Secure a copy of Certificate of Registration (COR) and Academic Evaluation Record from the Office of the Registrar	1.Issue a copy of Certificate of Re (COR) and Acad Evaluation Reco	egistration demic	None	1 Minute	Administrative Aide Office of the University Registrar			



2.Secure Adding, Dropping, Changing Form from the College Secretary	2.Issue Adding, Dropping, Changing Form	None	1 Minute	College Secretary CAS
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3. Submit the accomplished Adding, Dropping, Changing Form to the Program Chairperson for evaluation	3.Evaluate the student as to the courses to be added, dropped or changed	None	5 Minutes	Program Chairperson CAS
4.Submit the evaluated Adding, Dropping, Changing Form to the College Dean for approval	Approve the courses added, dropped or changed	None	4 Minutes	College Dean CAS
5. Submit the approved Adding, Dropping, Changing form to the College Secretary	5. Forward the approved adding, Dropping, Changing form to the Office of the University Registrar for processing	None	30 Minutes	College Secretary CAS
	TOTAL:	None	41 Minutes	



## 3. Transferring Procedure

This procedure describes the guidelines in assisting the students on what they must do to transfer in the university.

Office or Division:	Colle	College of Arts and Sciences (CAS)			
Classification:	Sim	Simple			
Type of Transaction	Type of Transaction: G2C - Government to Citizen				
Who may avail:	All b	onafide st	udents	of DHVSU	
CHECKLIST OF REC	QUIREMENTS	w	HERE	TO SECUI	RE
1	Official Transfe of Credentials 1 Original (Honorable Dismissal)	er	1	School L	ast Attended
2	Copy of Grades credits earned other schools ( original, 1photo	in 1	2	School Last Attended  School Last Attended	
3	Certificate of G Moral (1origina 1 photocopy)		3		
4	Birth Certificate Original, 1 photocopy) and marriage Certifi of Married	d L	4		e <mark>Statistic</mark> s A <mark>uthority,</mark> an. Fernando, Pampanga
5	2 copies of 2x2 pictures, full factor with white background	ced e	5	Any Photo Center  Dean's Office (1st Floor, CAS Building	
6	Customers Sur Form (DHVSU- ADMINSO-004 FO001-RO1)	QSP-	6		
CLIENT STEPS	AGENCY ACT	TION T	FEES O BE PAID	PROC ESSIN G TIME	PERSON RESPONSIBLE



1.Present the required documents (checklist of requirements) at the Dean's Office	1. Evaluate and endorse the transferee and advise to proceed to the Admission's Office	None	10 Minute s	Program Chairperson CAS
2.Submit the Endorsement Letter to the Admission's Office	2. Admit the transferee and refers to the Guidance and Testing Center for Admission Examination	None	2 Minute s	Administrative Aide Admission Office
3. Take the examination on specified schedule	3. Administer and check examination, and issue the results	None	40 Minute s	Guidance Coordinator Office of the University Guidance Councilor
4.Secure a customer survey form at the Dean's office	4. Issues Customer Survey Form	None	3 Minute s	College Secretary (CAS)
5. Submit the required documents (checklist of requirements) for enrollment and the Customer Survey Form at the Dean's office	5. Receive the documents and advise the student to drop the Customer Survey Form at the designated drop box.	None	3 Minute s	College Secretary (CAS)
	TOTAL:	None	56 Minute s	



# COLLEGE OF BUSINESS STUDIES (CBS)



### 1. Enrollment Procedure

This describes the guideline and procedure for the enrollment of college students.

Off	fice or Division:	College of Business Studies (CBS)					
Cla	assification:	Simple					
Ту	pe of Transaction:	G2C - Government to Citizen					
Wł	no may avail:	All bonafide CBS st	tudent	s of DHV	SU		
СН	ECKLIST OF REQUIRE	EMENTS	WHE	ERE TO S	SECURE		
1	Clearance (1 original)		1	Accoun	ting Office, DHVSU	Bacolor, Pampanga	
2	Academic evaluation/ ( Student's grades (1 ori		2		of the University Reg strative Building)	istrar (1 <sup>st</sup> Floor,	
3	Pre-Registration form (	1 original)	3	Dean's	Office (2 <sup>nd</sup> Floor, CE	3S Building 1)	
4	Customers Survey For ADMINSO-004-FO001	•	4	Dean's	Office (2 <sup>nd</sup> Floor, CE	3S Building 1)	
5	Certificate of Registrati	ion (COR)	5	Dean's	Office (2 <sup>nd</sup> Floor, CE	3S Building 1)	
CL	IENT STEPS	ICIEDO			PROCESSING TIME	PERSON RESPONSIBLE	
Ac:	Submit a clearance and ademic Evaluation cords at the Dean's iice	1. Receive and check student's Academic Evaluation records and clearance compliance	r	None	5 Minutes	College Secretary (CBS)	
registration form and Refeedback forms at the		2.Issue Pre- Registration and feedback forms to students	None		2 Minutes	College Secretary (CBS)	
reg for	Submit the complished pre- gistration and feedback ms to the Program airperson for	3.1 Evaluate/Review and Advise the courses to be enrolled by the students	None		10 Minutes	Program Chairperson (CBS)	
	aluation	3.2 Advise the student to drop the feedback form	None	Э	1 Minute	Program Chairperson (CBS)	

	to the designated drop box.			
	4. 1 Approve the pre-registration form and forward to the office of the University Registrar		2 Minutes	College Dean (CBS)
4.Submit the evaluated form to the College Dean for approval	4.2 Encode the courses to be enrolled and print the Certificate of Registration (COR)	None	8 Hours	Administrative Aide Office of the University Registrar
	4.3 Endorse the printed Certificate of Registration (COR) to the Office of the College Dean.		8 Hours	Administrative Aide Office of the University Registrar
	TOTAL:	None	16 Hours, 20 Minutes	



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

This procedure covers the steps on the issuance of Adding, Dropping and Changing Form to all irregular students of the university.

Off	ice or Division:	College of Business Studies (CBS)						
Cla	ssification:	Simple						
Тур	oe of Transaction:	G2C - Government to 0	Citizer	<b>1</b>				
Wh	o may avail:	All bonafide irregular s	tuden	ts				
СН	ECKLIST OF REQUI	REMENTS	WH	ERE TO S	ECURE			
1	Certificate of Registre	ation (1 original)	1		he University Regisation Bldg.)	strar (1st Floor,		
2	Academic Evaluation	Record (1 original)	2		the University Registation Bldg.)	strar (1st Floor,		
3	Adding, Dropping, Cloriginal)	nanging Form (1	3	Dean's O	ffice (2 <sup>nd</sup> Floor, CB	S Building 1)		
	CLIENT STEPS	AGENCY ACTION	FEES TO BE PROCESSING TIME		PERSON RESPONSIBLE			
Cei Rei Aca Rei	Secure a copy of rtificate of gistration (COR) and ademic Evaluation cord from the Office he Registrar	1.Issue a copy of the Certificate of Registration (COR) and Academic Evaluation Record	None		1 Minute	Administrative Aide Office of the University Registra		
Dro For	ecure Adding, opping, Changing om from the College cretary	2.Issue Adding, Dropping, Changing Form	None		1 Minute	College Secretary (CBS)		
3. Submit the accomplished Adding, Dropping, Changing Form to the Program		3.Evaluate the student as to the courses to be added, dropped or changed		None	5 Minutes	Program Chairperson (CBS)		

			•	
4.Submit the evaluated Adding, Dropping, Changing Form to the College Dean for approval	4. Approve the courses added, dropped or changed	None	4 Minutes	College Dean (CBS)
5. Submit the approved Adding, Dropping, Changing form to the College Secretary	5. Forward the approved adding, Dropping, Changing form to the Office of the University Registrar for processing	None	30 Minutes	College Secretary (CBS)
	TOTAL:	None	41 Minutes	



### 3. Transferring Procedure

This procedure describes the guidelines in assisting the students on what they must do to transfer in the university.

Off	ice or Division:	College of Business stu	ıdies (C	BS)			
Cla	ssification:	Simple					
Тур	oe of Transaction:	G2C - Government to Citizen					
Wh	o may avail:	All bonafide students of DHVSU					
СН	ECKLIST OF REQUIR	REMENTS	WHE	RE TO	SECURE		
1	Official Transfer of Control 1 Original (Honorable	Dismissal)	1	School	ol Last Attended		
2	Copy of Grades and o schools (1 original, 1	credits earned in other photocopy)	2	School	ol Last Attended		
3	Certificate of Good M photocopy)	oral (1original, 1	3	School	ol Last Attended		
4	Birth Certificate (1 Or and marriage Certificate)	ate of Married	4		pine Statistics Autho Indo, Pampanga	rity, City of San.	
5	white background	es, full faced photo with	5	Any Photo Center			
6	Customers Survey Fo ADMINSO-004-FO00	•	6 Dean's Office		's Office (2 <sup>nd</sup> Floor, 0	CBS Building 1)	
CL	IENT STEPS	AGENCY ACTION	FEE: BE F		PROCESSING TIME	PERSON RESPONSIBLE	
doc req	Present the required cuments (checklist of uirements) at the an's Office	Evaluate and endorse the transferee and advise to proceed to the Admission's Office	No	ne	10 Minutes	Program Chairperson (CBS)	
End	Submit the dorsement Letter to Admission's Office	2. Admit the transferee and refers to the Guidance and Testing Center for Admission Examination	None		2 Minutes	Administrative Aide Admission Office	
	Take the examination	3. Administer and check examination,	No	學	40 Minutes	Guidance Coordinator Office of the	



4.Secure a customer survey form at the Dean's office	4. Issues Customer Survey Form	None	3 Minutes	College Secretary (CBS)
5. Submit the required documents (checklist of requirements) for enrollment and the Customer Survey Form at the Dean's office	5. Receive the documents and advise the student to drop the Customer Survey Form at the designated drop box.	None	3 Minutes	College Secretary (CBS)
	TOTAL:	None	56 Minutes	



# **College of Computing Studies (CCS)**



### 1. Enrollment Procedure

This describes the guidelines and procedures for the enrollment of college students.

Office or Division: College of Computing Studies (CCS)					)		
Classi	fication:	Simple					
Туре	Type of Transaction: G2C - Government to Citizen						
Who n	nay avail:	All bona fide CCS Sto	udents	of DHVS	SU		
CHEC	KLIST OF REQU	IREMENTS	WHE	RE TO S	ECURE		
1	Clearance (1 or	iginal)	1	Account Pampan	ing Office, DHVSL iga	J Bacolor,	
2	Academic Evalu Student's grade	uation/ Certificate of es (1 original)	2		f the University Re trative Building)	gistrar (1 <sup>st</sup> Floor,	
3	Pre-Registration	n Form (1 original)	3	Dean's (	Office (Ground Flo	or, ICT Building)	
4		vey Form (DHVSU- )-004-FO001-RO1)	4	Dean's Office (Ground Floor, ICT Building			
5	Certificate of Re	egistration (COR)	5	Dean's Office (Ground Floor, ICT Building			
CLIEN	CLIENT STEPS AGENCY ACTION			ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	Sign in the og book	1. Instruct the client to sign in the log book	None		1 Minute	College Secretary CCS	
clearar Acade	Submit a nce and mic Evaluation s at the Dean's	2. Receive and check Student's Academic Evaluation records and clearance compliance	None		4 Minutes	College Secretary CCS	
Regist	Secure a Pre- ration Form and mer Survey at the Dean's	3. Issue Pre- Registration Form and Customer Survey Form to students	-	None	2 Minutes	College Secretary CCS	

	1	T	1	
4. Submit the accomplished Pre-Registration Form and Customer Survey Form to the Program Chairperson for evaluation	4.1 Evaluate / Review and Advise the courses to be enrolled by the students  4.2 Advise the student to drop the Customer Survey Form to the designated drop box.	None None	10 Minutes 1 Minute	Program Chairperson CCS
	5.1. Approve the Pre-Registration Form and forward to the office of the		2 Minutes	College Dean CCS
5. Submit the evaluated form to the College Dean for approval	5.2. Encode the courses to be enrolled and print the Certificate of Registration (COR)  5.3. Endorse the printed Certificate of Registration (COR) to the Office of the College Dean.	None	8 Hours 8 Hours	Administrative Aide Office of the University Registrar  Administrative Aide Office of the University
	TOTAL:	None	16 Hours,20 Minutes	Registrar



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

This procedure covers the steps on the issuance of Adding, Dropping and Changing Form to all irregular students of the university.

Of	fice or Division:	College of Computing Studies (CCS)				
Cla	assification:	Simple				
Ту	pe of Transaction:	G2C - Government to	Citize	en		
Wł	no may avail:	All bona fide Irregular	Stud	ents		
CH	IECKLIST OF REQU	JIREMENTS	WHE	RE TO S	SECURE	
1	Certificate of Regist	tration (1 original)	1		of the University Restration Bldg.)	egistrar (1 <sup>st</sup> Floor,
2	Academic Evaluation	on Record (1 original)	2		of the University Restration Bldg.)	egistrar (1 <sup>st</sup> Floor,
3	Adding, Dropping, (original)	Changing Form (1	3	Dean's	Office (Ground Flo	oor, ICT Building)
4		Form (DHVSU-QSP- 001-RO1)	4	Dean's	Office (Ground Flo	oor, ICT Building)
	CLIENT STEPS	AGENCY ACTION				PERSON RESPONSIBLE
Re and Ev	Secure a copy Certificate of gistration (COR) d Academic aluation Record m the Office of the	1. Issue a copy of the Certificate of Registration (COR) and Academic Evaluation Record	None		1 Minute	Administrative Aide Office of the University Registrar
2. clie	Sign in the ent log book	2. Instruct the client to sign in the log book	None		1 Minute	College Secretary CCS
Fo Su	Secure Adding, opping, Changing rm and Customer rvey Form from the llege Secretary	3. Issue Adding, Dropping, Changing Form and Customer Survey Form to students	None		1 Minute	College Secretary CCS



	4.1 Evaluate the			
4. Submit the accomplished Adding, Dropping, Changing Form to the Program	student as to the courses to be added, dropped or changed	None	3 Minutes	Program
Chairperson for evaluation and the Customer Survey Form	4.2 Advise the student to drop the Customer Survey Form to the designated drop box.	None	1 Minute	Chairperson CCS
5. Submit the evaluated Adding, Dropping, Changing Form to the College Dean for approval	5. Approve the courses added, dropped or changed	None	4 Minutes	College Dean CCS
6. Submit the approved Adding, Dropping, Changing form to the College Secretary	6. Forward the approved adding, Dropping, Changing form to the Office of the University Registrar for processing	None	30 Minutes	College Secretary CCS
	TOTAL:	None	41 Minutes	

3. Transferring Procedure

This procedure describes the guidelines in assisting the students on what they must do to transfer in the university.

Office or Division:	College of Computing Studies (CCS)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All bona fide Students of DHVSU

1	Official Transfer 1 Original (Hono		1	School	School Last Attended		
2	Copy of Grades and credits earned in other schools (1 original, 1 photocopy)		2	School	School Last Attended		
3	Certificate of Go	od Moral (1 original,	3	School	Last Attended		
4	Birth Certificate	(1 Original, 1 marriage Certificate	4		ine Statistics Authondo, Pampanga	ority, City of San.	
5	photo with white		5	Any Ph	noto Center		
6		ey Form (DHVSU- -004-FO001-RO1)	6	Dean's	Office (Ground Fl	oor, ICT Building)	
CLIEN	NT STEPS	AGENCY ACTION		S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Sign in the client log book		Instruct the client to sign in the log book	None		1 Minute	College Secretary CCS	
(check require	Present the ed documents klist of ements) at the s Office  2. Evaluate and endorse the transferee and advise to proceed to the Admission's Office		10 Minutes	Program Chairperson CCS			
	Submit the sement Letter to dmission's Office	3. Admit the transferee and refers to the Guidance and Testing Center for Admission Examination	None		2 Minutes	Administrative Aide Admission Office	
	Take the nation on ied schedule	4. Administer and check examination, and issue the results	None		40 Minutes	Guidance Coordinator Office of the University Guidance Councilor	

WHERE TO SECURE

CHECKLIST OF REQUIREMENTS

5. Secure a Customer Survey Form at the Dean's office	5. Issues Customer Survey Form	None	3 Minutes	College Secretary CCS
6. Submit the required documents (checklist of requirements) for enrollment and the Customer Survey Form at the Dean's office	6. Receive the documents and advise the student to drop the Customer Survey Form at the designated drop box.	None	2 Minutes	College Secretary CCS
	TOTAL:	None	56 Minutes	



# **COLLEGE OF ENGINEERING AND ARCHITECTURE (CEA)**



## 1. Enrollment Online Procedure (OLD STUDENTS)

This describes the guideline and procedure for the enrollment of CEA students.

		1						
Of	Office or Division: College of Engineering and Architecture							
Cla	assification:	Simple						
Ту	Type of Transaction: G2C - Government to Citizen							
WI	/ho may avail: All bonafide students of DHVSU							
CHECKLIST OF REQUIREMENTS WHERE TO SECURE								
1	Clearance (1 origina	ıl)	1	Accour Pampa	nting Office, DHVS anga	SU Bacolor,		
2	Academic Evaluation	n (1 original)	2		of University Regisistration Bldg.)	strar(1st Floor,		
3	Letter of Intent, LOI (	1 original)	3	Deans	Office/CEA Officia	al FB SITE		
4	Pre-Advising Form (1	1 original)	4	Deans	Office/CEA Officia	al FB SITE		
5	Customer Survey Fo	rm (1 original)	5	Deans	Office/CEA Officia	al FB SITE		
CL	IENT STEPS	AGENCY ACTION		ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE		
	Secure a pre-advising m and LOI	1.Verify student's record	None		5 Minutes	Administrative Aides/ Faculty Adviser		
ac ad to	2.Submit the accomplished preadvising form and LOI to the Department Email for evaluation  2.Advise the student about the subjects be enrolled		None		20 Minutes	Chairperson/ Faculty Adviser		
	7	TOTAL:	N	lone	25 Minutes			
K		End of Transact	tion F	OR STL	JDENT	The same		
Su	The Department bmit the evaluated ms to the College an for approval	3.Approve the evaluated pre-registration form	None		2 Minutes	College Dean		
Su pre Of	The Department bmit the approved e-advising form to the fice of the Registrar encoding and	4.Encode the subjects and issue Certificate of Registration	None		1 Day	Administrative Aide Office of the University Registrar		



secure Certificate of Registration				
	TOTAL:	None	1 Day, 2 Minutes	

## 2. Issuance of Adding, Dropping, and Changing Forms (ONLINE)

This procedure covers the steps on the issuance of Adding, Dropping and Changing Form to all irregular students of the university.

	Changing Form to all irregular students of the university.						
Of	fice or Division:	College of Engineering and Architecture					
Cla	assification:	Simple					
	pe of ansaction:	G2C - Government to	o Citi	izen			
Wł	ho may avail:	All bonafide irregular	stuc	lents			
CH	ECKLIST OF REQ	UIREMENTS	WH	IERE TO	SECURE		
1	Certificate of Regist original)		1	Administ	University Regist		
2	Academic Evaluati original)	on Record (1	2		University Regist	rar (1st Floor,	
3	Adding, Dropping, original)	Changing Form (1	3 Deans Office/CEA Official FB SITE			FB SITE	
4	Customer Survey I	orm (1 original)	4	4 Deans Office/CEA Official FB SITE			
	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE	
Re and Ev	Secure a scan py of Certificate of egistration (COR) d Academic aluation Record m the Office of the egistrar	1.Issue a copy of the Certificate of Registration and Academic Evaluation Record	None		5 Minutes	Administrative Aides/ Faculty Adviser	
Dro Fo Off	Secure Adding, opping, Changing rm from Deans fice/CEA Official	2.Issue Adding, Dropping, Changing Form	None		5 Minute	Administrative Aides/ Faculty Adviser	



3. Submit the accomplished Adding, Dropping, Changing Form to the College Dean via Email for advising and approval	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	None	9 Minutes	Program Chairperson/ Faculty Adviser
4. Forward the approved Adding, Dropping, Changing Form to the Registrar's Office for processing		None	30 Minutes	Administrative Aide
	TOTAL:	None	30 Minutes	19

3. Transferring Procedure

This procedure describes the guidelines in assisting the students on what they must do to transfer in the university.

Of	fice or Division:	College of Engineering and Architecture					
Cla	assification:	Simple	Simple				
Ту	pe of Transaction:	G2C - Government to Citizen					
W	no may avail:	All bonafide students of DHVSU					
CH	ECKLIST OF REQU	IREMENTS	WHE	RE TO SECURE			
1	Official Transfer of Credentials (1 original, 1 photocopy)		1	School Last Attended			
2	Copy of Grades and other schools (1 ori	d credits earned in ginal, 1 photocopy)	2	School Last Attended			

			FEE!	S TO	PROCESSING	PERSON
6	6 Customer Survey Form (1 original)		6	Deans Office/CEA Official FB SITE		ial FB SITE
5	5 Valid ID		5	Internet Multimedia Center, DHVSU		
4	4 Birth Certificate (1 original, 1 photocopy)		4	Philippine Statistics Authority, City of San Fernando, Pampanga		
3	Certificate of Good photocopy)	Moral (1 original, 1	3	Scho	ol Last Attended	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Endorsement Letter and the required documents to the CEA Deans Office	1. Evaluate and endorse the transferee	None	10 Minutes	Program Chairperson
2.Submit the Endorsement Letter to the Admission Office	2. Schedule an entrance exam for the transferee	None	2 Minutes	Administrative Aide Admission Office
3. Take the examination on specified schedule	3.Administer the examination, check and issue the results	None	40 Minutes	Guidance Coordinator Office of the University Guidance Councilor
4.Submit the required documents for enrollment	4.Receive the documents and issue Customer Survey Form	None	3 Minutes	Administrative Aide
	TOTAL:	None	55 Minutes	



### 4. Excuse Letter Procedure

This procedure describes the guidelines in assisting the students on what they must do to transfer in the university.

04	Office or Division: College of Engineering and Architecture					
	fice or Division:	ng and Architecture				
	assification:	Simple				
Ту	pe of Transaction:	G2C - Government to	o Citize	en		
Wł	no may avail:	All bonafide students	of DH	VSU		
CH	IECKLIST OF REQU	JIREMENTS	WHE	RE TC	SECURE	
1	Excuse letter form		1	Dear	ns Office/CEA Offic	ial FB SITE
2	Valid ID		5	Interr	net Multimedia Cen	iter, DHVSU
3	Customer Survey F	orm (1 original)	6	Dear	ns Office/CEA Offic	ial FB SITE
CL	CLIENT STEPS AGENCY ACTION			FEES TO PROCESSING TIME		PERSON RESPONSIBLE
of	Secure a scan copy Excuse letter form m the CEA deans ice	1.Issue a copy of scan copy of Excuse letter form	No	ne	5 Minutes	Administrative Aides/ Faculty Adviser
acc Ex the	2.Submit the accomplished 2. Evaluate a Excuse letter form to the Department Office concerned Excuse Letter		No	ne	5 Minutes	Chairperson/ Faculty Adviser
the	3. Provide a copy of the approved letter to all faculty involved  3. Acknowledged the receipt of the letter		No	ne	2 Minutes	Faculty Concerned
	A CONTRACTOR OF THE PARTY OF TH	TOTAL:	No	ne	12 Minutes	



## COLLEGE OF HOSPITALITY AND TOURISM MANAGEMENT (CHTM)

### 1. Enrollment Procedure

This describes the guideline and procedure for the enrollment of college students.

Of	Office or Division: College of Hospitality and Tourism Management						
			stanty and roundin management				
	assification:	Simple					
	pe of Transaction:	G2C - Governmen					
	no may avail:	All bonafide stude					
CH	IECKLIST OF REQUI	REMENTS	WHI		SECURE		
1	Clearance (1 origina	ıl)	1	Pampa			
2	Academic Evaluation	n (1 original)	2		of University Regis istration Bldg.)	strar (1st Floor,	
3	Pre-registration Form	n (1 original)	3	Respe	ctive College/Cam	pus	
4	Customer Survey Fo	rm (1 original)	4	Respe	ctive College/Cam	pus	
CL	IENT STEPS	AGENCY ACTION		ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE	
reg fee De	Secure a pre- gistration and edback form at the ean's Office	1.Verify student's record	None		2 Minutes	Administrative Aide Ms Rona P. Encinas CHTM Secretary	
reg fee Fa	Submit the complished pre-gistration and edback forms to the culty in charge for aluation	2.Advise the student about the subjects to be enrolled	٨	lone	10 Minutes	Faculty in Charge College of Hospitality and Tourism Management	
for Ch	3.Submit the evaluated forms to the Program Chairperson for approval  3.Appro evaluated registrate			lone	2 Minutes	Program Chairperson BSHM/BSTM College of Hospitality and Tourism Management	
Cu	4. Fill out the Customer Satisfaction Survey Form  2. Collect the accomplished CSS Form		N	lone	3 Minutes	Administrative Aide Ms Rona P. Encinas CHTM	



5.Submit the approved pre-registration form to the Office of the Registrar for encoding	4.Encode the subjects and issue Certificate of Registration	None	1 Day	Administrative Aide Office of the University Registrar
and secure Certificate of Registration				-
TOTAL:		None	1 Day, 17 Minutes	

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

This procedure covers the steps on the issuance of Adding, Dropping and Changing Form to all irregular students of the university.

Of	fice or Division:	College of Hospitality	/ and	d Tourism	Management	
Cla	assification:	Simple				
_	pe of	000 0 11	0:4			
Tra	ansaction:	G2C - Government to	o Cit	izen		
WI	ho may avail:	All bonafide irregular	stuc	dents		- 3116
CH	ECKLIST OF REQ	UIREMENTS	WH	IERE TO	SECURE	-
1	Certificate of Regist original)	stration (1	1		f University Regist tration Bldg.)	rar(1st Floor,
2	Academic Evaluati original)	on Record (1	2	Office of University Registrar (1st Floor, Administration Bldg.)		
3	Adding, Dropping, original)	Changing Form (1	3	3 Respective College/Campus		
	CLIENT STEPS	AGENCY ACTION		EES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE
Registration (COR) the Celland Academic Registration Record Academic		1.Issue a copy of the Certificate of Registration and Academic Evaluation Record	- 10 m	None	1 Minute	Administrative Aide Ms Rona P. Encinas CHTM



2.Secure Adding, Dropping, Changing Form from the College Secretary  2.Issue Adding, Dropping, Changing Form		None	1 Minute	Administrative Aide Ms Rona P. Encinas CHTM
3. Submit the accomplished Adding, Dropping, Changing Form to the College Dean for advice and approval	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	None	9 Minutes	Program Chairperson BSHM/BSTM College of Hospitality and Tourism Management
4.Submit the approved Adding, Dropping, Changing Form to the College Secretary	4. Forward the approved Adding, Dropping, Changing Form to the Registrar's Office for processing	None	30 Minutes	Administrative Aide Ms Rona P. Encinas CHTM
5. Fill out the Customer Satisfaction Survey Form	2. Collect the accomplished CSS Form	None	3 Minutes	Administrative Aide Ms Rona P. Encinas CHTM
90	None	44 Minutes		



**3. Transferring Procedure**This procedure describes the guidelines in assisting the students on what they must do to transfer in the university.

	fice or Division:		y and Tourism Management				
Cla	assification:	Simple					
Ту	pe of Transaction:	G2C - Government to	o Citizen				
Wł	no may avail:	All bonafide students	of DH	VSU			
СН	ECKLIST OF REQU	JIREMENTS	WHE	RE TO	SECURE		
1	Official Transfer of original, 1 photocop		1	Scho	ol Last Attended		
2	Copy of Grades and other schools (1 ori	ginal, 1 photocopy)	2	Scho	ol Last Attended		
3	Certificate of Good photocopy)	Moral (1 original, 1	3		ol Last Attended		
4	Birth Certificate (1 o	original, 1 photocopy)	4		ppine Statistics Autl ando, Pampanga	hority, City of San	
5	Valid ID		5	Interr	net Multimedia Cen	ter, DHVSU	
CL	CLIENT STEPS AGENCY ACTION		FEE:		PROCESSING TIME	PERSON RESPONSIBLE	
En and door res	Submit dorsement Letter d the required cuments to the spective llege/Campus	1. Evaluate and endorse the transferee	None		10 Minutes	Program Chairperson BSHM/BSTM College of Hospitality and Tourism Management	
En	Submit the dorsement Letter to Admission Office	2. Schedule an entrance exam for the transferee	No	ne	2 Minutes	Administrative Aide Admission Office	
exa	3. Take the examination on specified schedule  3. Administer the examination, check and issue the results		No	ne	40 Minutes	Guidance Coordinator Office of the University Guidance Councilor	
do	Submit the required cuments for rollment	4.Receive the documents and issue Customer Survey Form	No	ne	3 Minutes	Administrative Aide Ms Rona P. Encinas CHTM	

5. Fill out the Customer Satisfaction Survey Form	2. Collect the accomplished CSS Form	None	3 Minutes	Administrative Aide Ms Rona P. Encinas CHTM
	None	55 Minutes		



# COLLEGE OF INDUSTRIAL TECHNOLOGY (CIT)



### 1. Enrollment Procedure

This describes the guideline and procedure for the enrollment of college students.

		I					
Office or Division: College of Industr				rial Technology (CIT)			
Cla	assification:	Simple					
Ту	pe of Transaction:	G2C - Governmen	nt to (	Citizen			
W	no may avail:	All bonafide CIT s	tuder	nts of DH	HVSU		
CH	IECKLIST OF REQUI	REMENTS	WHI	ERE TO	SECURE		
1	Clearance (1 original	)	1	Accour Pampa	nting Office, DHVS anga	SU Bacolor,	
2	Academic evaluation Student's grades (1 o		2		of the University R istrative Building)	egistrar (1 <sup>st</sup> Floor,	
3	Pre-Registration form	n (1 original)	3	Dean's	Office		
4	Customers Survey For QSP-ADMINSO-004	•	4	Dean's	Dean's Office		
5	5 Certificate of Registration (COR)		5	5 Dean's Office			
CL	IENT STEPS	AGENCY ACTION			PERSON RESPONSIBLE		
an Ev	Submit a clearance d Academic aluation records at e Dean's Office	1. Receive and check student's Academic Evaluation records and clearance compliance	None		5 Minutes	College Secretary CIT	
rec	Secure a pre- gistration form and edback forms at the an's Office	2.Issue Pre- Registration and feedback forms to students		lone	2 Minutes	College Secretary CIT	



	TOTAL:	None	16 Hours, 20 Minutes	
	4.3 Endorse the printed Certificate of Registration (COR) to the Office of the College Dean.	IVTS 1861	8 Hours	Administrative Aide Office of the University Registrar
4.Submit the evaluated form to the College Dean for approval	4.2 Encode the courses to be enrolled and print the Certificate of Registration (COR)	None	8 Hours	Administrative Aide Office of the University Registrar
	4. 1 Approve the pre-registration form and forward to the office of the University Registrar		2 Minutes	College Dean CIT
	designated drop box.			
feedback forms to the Program Chairperson for evaluation	the students  3.2 Advise the student to drop the feedback form to the	None	1 Minute	Program Chairperson CIT
3.Submit the accomplished pre-registration and	3.1 Evaluate/Revie w and Advise the courses to be enrolled by	None	10 Minutes	Program Chairperson CIT

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

This procedure covers the steps on the issuance of Adding, Dropping and

College of Industrial Technology

Changing Form to all irregular students of the university.

Office or Division:

Cla	assification:	Simple						
	pe of ansaction:	G2C - Government to	o Citi	zen				
	no may avail:	All bonafide irregular	stuc	lents				
CH	IECKLIST OF REQI				SECURE			
1	Certificate of Registoriginal)	tration (1	1	Office of the University Registrar (1st Floor Administration Bldg.)				
2	Academic Evaluation original)	, 	2		of the University Restration Bldg.)	egistrar (1st Floor,		
3	Adding, Dropping, original)	Changing Form (1	3	Dean's	Office			
	CLIENT STEPS	AGENCY ACTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Ce Re an Ev fro	Secure a copy of artificate of agistration (COR) d Academic aluation Record m the Office of the agistrar	1.Issue a copy of the Certificate of Registration (COR) and Academic Evaluation Record	None		1 Minute	Administrative Aide Office of the University Registrar		
Dro Fo	Secure Adding, opping, Changing rm from the llege Secretary	2.Issue Adding, Dropping, Changing Form	V/A	None	1 Minute	College Secretary CIT		
3. Submit the accomplished Adding, Dropping, Changing Form to the Program Chairperson for evaluation		3.Evaluate the student as to the courses to be added, dropped or changed	180	None	5 Minutes	Program Chairperson CIT		

4.Submit the evaluated Adding, Dropping, Changing Form to the College Dean for approval	4. Approve the courses added, dropped or changed	None	4 Minutes	College Dean CIT
5. Submit the approved Adding, Dropping, Changing form to the College Secretary	5. Forward the approved adding, Dropping, Changing form to the Office of the University Registrar for processing	None	30 Minutes	College Secretary CIT
	TOTAL:	None	41 Minutes	

**3. Transferring Procedure**This procedure describes the guidelines in assisting the students on what they must do to transfer in the university.

Office or Division: Classification:		College of Industrial Technology (CIT) Simple				
Type of Transaction:		G2C - Government to Citizen				
Who may avail:		All bonafide students of DHVSU				
CH	ECKLIST OF REQU	JIREMENTS	WHERE TO SECURE			
1	Official Transfer of Credentials 1 Original (Honorable Dismissal)		1	School Last Attended		
2	Copy of Grades and credits earned in other schools (1 original, 1photocopy)		2	School Last Attended		
3	Certificate of Good Moral (1original, 1 photocopy)			School Last Attended		
4	Birth Certificate (1 Original, 1 photocopy) and marriage Certificate of Married		4	Philippine Statistics Authority, City of Sa Fernando, Pampanga		
5	2 copies of 2x2 pictures, full faced photo with white background		5	Any Photo Center		



CLIENT STEPS	1. Evaluate and endorse the transferee and advise to proceed to the Admission's Office  2. Admit the transferee and refers to the Guidance and		PROCESSING TIME	PERSON RESPONSIBLE
1.Present the required documents (checklist of requirements) at the Dean's Office			10 Minutes	Program Chairperson CIT
2.Submit the Endorsement Letter to the Admission's Office			2 Minutes	Administrative Aide Admission Office
3. Take the examination on specified schedule	mination on and issue the		40 Minutes	Guidance Coordinator Office of the University Guidance Councilor
4.Secure a customer survey form at the Dean's office	4. Issues Customer Survey Form	None	3 Minutes	College Secretary CIT
5. Submit the required documents (checklist of requirements) for enrollment and the Customer Survey Form at the Dean's office	advise the student to drop the Customer Survey at the Dean's		3 Minutes	College Secretary CIT
	None	56 Minutes		



# COLLEGE OF EDUCATION (COE)



## 1. Enrollment Procedure for Incoming First Year Students

This describes the standard procedure in the enrolment system of first year college students.

		T				
_	Office or College of Education					
אוט	Division: College of Education					
Cla	ssification:	Simple				
	pe of					
Tra	nsaction:	G2C - Government to	Citiz	en		
Wh	o may avail:	Incoming First Year C	Colleg	e Stude	ents	
СН	ECKLIST OF	REQUIREMENTS	WH	ERE TO	SECURE	
1	Form 138 (1	original)	1	High S	School where the stude	ent graduated
2		ertificate (1 original, 1	2		oine Statistics Authorit	y, Maimpis,
	photocopy)			City of	San Fdo. Pamp.	
3	( )		3	Previo	ous school attended	
	original, 1 ph					
4	2x2 picture w		4	Photo	Studio	
	background (					
5	Proof of Adm		5		U Office of Admission	s, Guidance
	University an	d Test Result		and Te	esting	
CL	CLIENT STEPS AGENCY ACTION			S TO PAID	PROCESSING TIME	PERSON RESPONSIB LE
1.Sign in the client log book		Instruct the client to sign in the log book	None		1 Minute	Office Secretary/ Faculty In Charge College of Education



111

Survey Form	accomplished CSS Form	None	o will tales	Education
5. Fill out the Customer Satisfaction	5. Collect the	None	3 Minutes	Program Chair College of
4.Submit the evaluated pre-registration form to the Program Chairperson	4. Approve the pre- registration form and forward it to the Office of the Registrar for encoding and secure Certificate of Registration	None	1 Day	Dean / Program Chair College of Education
3. Submit the accomplished pre-registration form for evaluation and advice	3.Evaluate/review and advise the student about the subjects to be enrolled	None	5 Minutes	Dean / Program Chair College of Education
	with attached documents			
2. Submit the required documents for evaluation	2.1 Check the student's name on the list of qualifiers issued by the Office of the Admission  2.2 Attach the student's complete documents to the pre-registration form  2.3 Issue the pre-registration form and feedback form	None	5 Minutes	Faculty In Charge College of Education



2. Issuance of Adding, Dropping and Changing Forms
This describes the standard procedure in the issuance of adding, dropping and changing forms.

	ice or vision:	College of Education					
Cla	ssificatio						
n:		Simple					
	oe of insaction						
:	iiisactioii	G2C - Government to Citiz	en				
Wh	o may ail:	Enrolled Irregular College S	Stude	nts			
СН	ECKLIST (	OF REQUIREMENTS	WH	ERE T	O SECURE		
1	Certificate	e of Registration	1	Offic	e of the Universit	y Registrar	
2	Academic	Evaluation Record	2	Offic	e of the Universit	y Registrar	
3	Adding, D form	Propping and Changing	3		e of the College [		
4	CSS Forn	n	3	Offic	e of the College [	Dean	
_	IENT EPS	AGENCY ACTION	FEES TO BE PAID		PROCESSIN G TIME	PERSON RESPONSIBLE	
	ign in the ent log ok	Instruct the client to sign in the log book	None		1 Minute	Office Secretary/ Faculty In Charge College of Education	
the req door for	Submit uired cuments aluation	2.1 Check the documents submitted by the student  2.2 Issue Adding, Dropping, Changing Form  2.3 Advise the student as to which subject to add, drop or change  2.4 Evaluate and encode the data  2.5 Approve the subjects to be added, dropped or changed	No	one	20 Minutes	Dean / Program Chair College of Education	

	2.6 Forward the approved Adding, Dropping, Changing Form to the Registrar's Office for processing		30 Minutes	Dean / Program Chair College of Education
3. Fill out the Customer Satisfaction Survey Form	3. Collect the accomplished CSS Form	None	3 Minutes	Program Chair College of Education
	TOTAL:	None	54 Minutes	



## **COLLEGE OF SOCIAL SCIENCES AND PHILOSOPHY (CSSP)**



1. Enrollment Procedure for Incoming First Year Students
This describes the standard procedure in the enrolment system of first year college students.

Office or Division: College of Social Sciences and Philosophy						
Cla	Classification: Simple					
Tra	oe of Insaction:	G2C - Government to				
	o may avail:	Incoming First Year C				
		REQUIREMENTS		1	SECURE	
1	Form 138 (1		1		School where the stud	
2		rtificate (1 original, 1	2		oine Statistics Authorit	y, Maimpis,
3	photocopy) Certificate of	Good Moral (1	3		San Fdo. Pamp.  us school attended	
	original, 1 ph	·		1 10010	do sonoor attended	
4	2x2 picture w		4	Photo	Studio	
	background (					
5	Proof of Adm		5		U Office of Admission	s, Guidance
	University an	d Test Result		and Te	esting	DEDOON
CL	IENT STEPS	AGENCY ACTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIB LE
	ign in the nt log book	1. Instruct the client to sign in the log book	None		1 Minute	Office Secretary/ Faculty In Charge College of Social Sciences and Philosophy
req	Submit the uired cuments for aluation	2.1 Check the student's name on the list of qualifiers issued by the Office of the Admission  2.2 Attach the student's complete documents to the pre-registration form  2.3 Issue the pre-registration form	N	one	5 Minutes	Faculty In Charge College of Social Sciences and Philosophy
		and feedback form		478		2/2

	with attached documents			
3. Submit the accomplished pre-registration form for evaluation and advice	3.Evaluate/review and advise the student about the subjects to be enrolled	None	5 Minutes	Dean / Program Chairperson College of Social Sciences and Philosophy
4.Submit the evaluated pre- registration form to the Program Chairperson	4. Approve the pre- registration form and forward it to the Office of the Registrar for encoding and secure Certificate of Registration	None	1 day	Dean / Program Chairperson College of Social Sciences and Philosophy
5. Fill out the Customer Satisfaction Survey Form	5. Collect the accomplished CSS Form	None	3 Minutes	Program Chairperson College of Social Sciences and Philosophy
	TOTAL:	None	1 day, 14 Minutes	

2. Issuance of Adding, Dropping and Changing Forms
This describes the standard procedure in the issuance of adding, dropping and changing forms.

	ice or vision:	College of Social Sciences and Philosophy					
Cla	Classification: Simple						
	oe of						
Tra	insaction:	G2C - Government to	Citiz	en			
Wh	Who may avail: Enrolled Irregular College Students						
СН	ECKLIST OF	REQUIREMENTS	WHERE TO SECURE				
1	Certificate of	Registration	1	Office of the University Registrar			
2	Academic Ev	aluation Record	2	Office of the University Registrar			
3	Adding, Drop	ping and Changing	3				
	form			Office of the College Dean			
4	CSS Form	40000	3	Office of the College Dean			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in the client log book	Instruct the client to sign in the log book	None	1 Minute	Office Secretary/ Faculty In Charge College of Social Sciences and Philosophy
	2.1 Check the documents submitted by the student			
	2.2 Issue Adding, Dropping, Changing Form			
2. Submit the required documents for evaluation	2.3 Advise the student as to which subject to add, drop or change	None	20 Minutes	Dean / Program Chairperson College of Social Sciences and Philosophy
	2.4 Evaluate and encode the data			a FT / N
	2.5 Approve the subjects to be added, dropped or changed			
	2.6 Forward the approved Adding,		30 Minutes	Dean / Program Chairperson
010	Dropping, Changing Form to the Registrar's Office for processing	- V/I	SU	College of Social Sciences and Philosophy
3. Fill out the Customer Satisfaction Survey Form	3. Collect the accomplished CSS Form	None	3 Minutes	Program Chairperson College of Social Sciences and Philosophy
	TOTAL:	None	54 Minutes	2 47 5



## **DATA PROTECTION OFFICE**

**External Service** 



## 1. Request for University Data, Records or Documents

The request of University documents from the different departments/offices related to RA 10173 or the Data Privacy Act of 2012

Office or Division: Data Privacy Office						
Classification:	Simple	Simple				
		G2C – Gove				
Type of Transa		G2G – Gove			overnment	
Who may avail:		Concern Sta				
CHECKLIST OF					SECURE	
1 Data Privacy	Request	Form (1	1		rivacy Office (Gro	
original)	//	. 1			sity Learning Reso	
2 DPO Clearan	ce (1 ori	ginai)	2		rivacy Office (Gro	
CLIENT	1				sity Learning Reso	
CLIENT STEPS	AGEN	CY ACTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in the client log book	to sig book	ct the client n in the log	None		1 Minute	Administrative Aide Assistant Data Protection Officer Office of the Data Protection and Public Information
2. Submits the request letter personally to the ODPPI or emails the request letter at odppi@dhvs u.edu.ph	reque signa	ives the est. Affixes ture and of receipt.		None	1 Minute	Administrative Aide Assistant Data Protection Officer Office of the Data Protection and Public Information
3. Accomplish the Data Privacy Request Form	Priva form.	the Data cy Request	None		5 Minutes	Administrative Aide Data Protection Officer Office of the Data Protection and Public Information
4. Wait for the review of the request.	4. Revie detail reque	s of the	-5.2° at 5.200	None	3 Minutes	Administrative Aide Data Protection Officer Office of the Data Protection and Public Information



5. Submits the request to the EVP office for approval	5. Issues the request form for EVP approval	None		Executive Vice President Office of the EVP
6. Return the approved request to ODPPI and waits for the issuance of DPO clearance	6. Issue the corresponding clearance for the request	None	2 Minutes	Administrative Aide Data Protection Officer Office of the Data Protection and Public Information
7. Accomplish the customer survey form.	7. Issue the customer survey form	None	1 Minute	Administrative Aide Data Protection Officer Office of the Data Protection and Public Information
	TOTAL:	None	13 Minutes	

## 2. Request for Posting of Materials

The procedure for requesting approval for posting of bills, notices, announcements, tarpaulins, posters and other materials to be posted within the premises of the University.

Office or Division	n:	: Data Privacy Office				
Classification:	10.0	Simple			18	
	1	G2C – Gover				
Type of Transact	ions:	G2G – Gover	nment t	0 (	Government	
Who may avail:		Concern Stak	eholder	S		
CHECKLIST OF F	REQUIR	REMENTS	WHER	E.	TO SECURE	
1 Data Privacy Re original)					Privacy Office (Grersity Learning Res	
CLIENT STEPS	AGEN	CY ACTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the log book.		ot the client to the log book	None	2.70	1 Minute	Administrative Aide Office of the Data Protection and Public Information
2. Submits the draft of materials to be posted.	posted or thru	ves the fals to be d (Personally oddpi@.edu.ph)	None		1 Minute	Administrative Aide Office of the Data Protection and Public Information

3. Wait for the review of the materials.	3. Reviews the request for posting.	None	5 minutes	Assistant Data Protection Officer Data Protection Officer Office of the Data Protection and Public Information
4. Receive the approved materials for posting.	3. Stamps "approved" or affixes a watermark approval on the final materials to be posted.	None	1 Minute	Administrative Aide Assistant Data Protection Officer Office of the Data Protection and Public Information
4. Accomplish the customer satisfaction survey form.	4. Release the material for posting and issue customer survey form.	None	1 Minute	Administrative Aide Assistant Data Protection Officer Office of the Data Protection and Public Information
	TOTAL:	None	9 Minutes	



## **DATA PROTECTION OFFICE**

Internal Service



**1. Request for Posting of Materials**The procedure for clients in posting of tarpaulins, posters, and notices within the University premises.

Offiversity prefile	000.					
Office or Division	fice or Division: Data Privacy Office					
Classification:		Simple				
		G2C – Gover	_			
Type of Transac	ctions:	G2G – Gover	nme	ent to C	Government	
Who may avail:		Concern Stak	keho	lders		
CHECKLIST OF	REQUIF	REMENTS	WH	IERE	TO SECURE	
Data Privacy Request Form (1 original)			1	Data Privacy Office (Ground Floor, University Learning Resource Center)		
CLIENT STEPS	AGEN	CY ACTION	TC	EES D BE AID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward document/s to be posted		eive and request for	N	one	5 Minutes	Public Information Officer Data Privacy Office
2.Receive the document	2. Relea		N	one	1 Minute	Public Information Officer Data Privacy Office
	1	TOTAL:	N	one	6 Minutes	



## EXTENSION SERVICES MANAGEMENT OFFICE

**Internal Service** 



## 1. Processing of Request of Extension Service

This describes the process of responding and accommodating the request for extension services offered by the university to the general public/requesting client.

Office or Division:		Extension Services Management Office			
Classification:		Simple			
Type of Transaction:		G2C			
Who May Avail:		Commun	nity/General Public	,	
CHECKLIST REQUIRE	MENTS	WHERE	TO SECURE		
1	Request Letter with	Head of	the Requesting Co	ommunity	
2	Customer Survey Form	Extensio	n Service Manage	ement Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Forward the     request letter to     the President's     Office	Assess and response to the request	None	3 days	Administrative Aide President's Office Secretary, Director Extension Services Management Office	
Wait for the release of the response notification	2. Transmit or contact the requesting party for the response	None	1 day	Secretary, Director Extension Services Management Office	
3. Fill up the customer survey form	3. Receive the feedback from the survey form	None	1 day	Secretary Extension Services Management Office	
. Attend the discussion meeting for the Project Proposal plan and MOA	4. Conduct meeting with the requesting regarding the details of the Plan and MOA	None	1 day	Director, University Extension Staff Extension Services Management Office	



Solign the MOA upon agreement to all stipulated commitmen	5. Explain and finalize the provisions of the project plan and MOA	None	1 day	Director, University Extension Staff Extension Services Management Office	



# FINANCE MANAGEMENT SERVICES OFFICE

**Internal Services** 



## 1. Issuance of Obligation Request and Status for Fund 101 and Budget Utilization Request and Status for Fund 164.

This procedure is for the request as to the availability of funds for the payment of expenditures by the University in its day to day operations.

Office or Division:		Finance Management Services Office			
Classification:		Simple			
Type of Tran	nsaction:	G2G - 0	G2G – Government to Government		
Who may av	/ail:	Internal	/Exterr	nal Clients requesting allotment for	
		paymen			
	OF REQUIREMENTS			RE TO SECURE	
1.	All necessary documentare evidence of paymer Personnel Services (PS Maintenance & Other Operating Expenses (M Equipment Outlay (EO) Capital Outlay (CO) – (a necessary documents see original)	nt for S), IOOE), & all	1.	Departments/Colleges/Other Government Agencies, Private Companies, Individuals, etc.	
	1. PS 1. Approved Page 2. Remittance L 3. List of Actual Retirees 4. 1.1.4 Computat ADMINSO	ist			
	2. MOOE 1. Itinerary of trawith attachme 2. Official Recei 3. Statement of Accounts 4. Billing Statem 5. Sales Invoice 6. Purchase Ord 7. Approved Burner Proposal 8. Liquidation R 9. Duly Signed I Letter of Allot	ents pts nent der dget eport Request	V 186	rsu	

	1.2.10 Job Order		
	Contract		
1.3	CO		
	1.3.1	Contract	
Agre	ement		
	1.3.2	Approved Request	
		_etter for	
Mobi	lization		
	1.3.3	PPMP	
	1.3.4	APP	
1.4	EO		
	1.4.1	Contract	
		Agreement	
	1.4.2	Purchase Order	
	1.4.3	PPMP	
	1.4.4	APP	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONS IBLE
1. Submit to FMS Office all the necessary documents for funding purposes.	1. Receives, stamps, records documents for obligation/utilization of expenses/expenditures and forwards to the Designated Administrative Assistant VI and Administrative Aide 1	None	5 Minutes	Administrati ve Aide I Finance Manageme nt Services Office
2. Client may leave the documents after the Admin Aide is done checking the completeness of the documents.	2. Check the completeness of the supporting documents and verify allotment/budget based on the approved APP for the processing of ORS/BURS. However, if found incorrect, incomplete and not in	None	5 Minutes	Administrati ve Aide I Finance Manageme nt Services Office

conformance with the supporting documents, it will be returned to the client for correction			
2.1Prepares and records ORS/BURS forms and forwards to the Administrative Assistant VI/Designated Administrative Aide I.	None	10 Minutes	Administrati ve Aide I Finance Manageme nt Services Office
2.2 Checks and verify the amount obligated, the date, serial number, fund source, payee, particulars, MFO/PAP, UACS code, extension and sub-totals of the amounts and forwards the same to Budget Officer Note: if found incorrect, it will be returned to the Administrative Aide I for correction.	None	10 Minutes	Admin. Assistant VI Finance Manageme nt Services Office
2.3 Checks ORS/BURS forms and the required supporting documents and forwards to the Director of Finance	None	5 Minutes	Budget Officer Finance Manageme nt Services Office

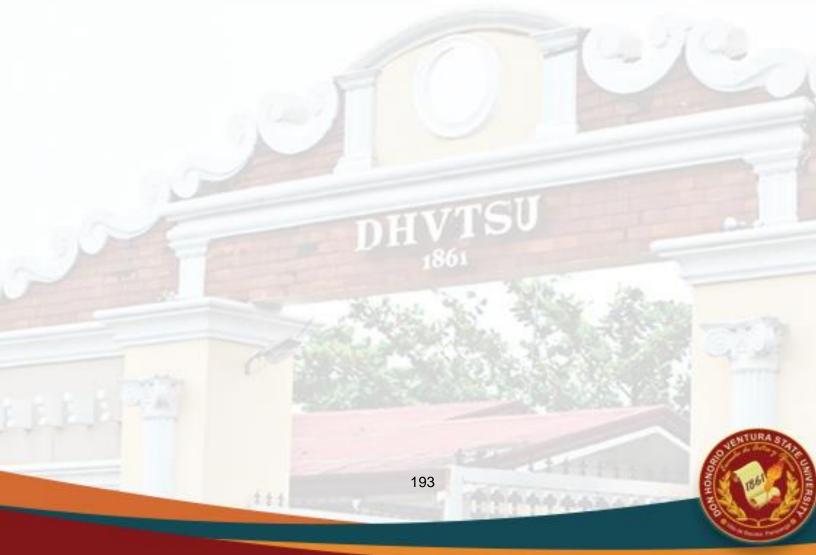
Management Services Office (FMSO) Note: if found incorrect, it will be returned to the officer in charge for correction.  2.4 Reviews ORS/BURS forms and supporting documents and certify as to the allotment/budget availability and obligation/ utilization of expenses/ expenditures for the purpose. Note: if found incorrect, it will be returned to the	None	5 Minutes	Chief Administrati ve Officer Finance Manageme nt Services Office
officer in charge for correction.	1		( -
2.5 Secures initial copy of the signed ORS/BURS forms and supporting documents and forwards three copies to the Office of the Vice President for Administration and Finance Services	None	1 Hour	Administrati ve Aide I Finance Manageme nt Services Office
TOTAL:	LONE !	1 Hour, 40 Minutes	8



### 2. BUDGET PREPARATION PROCESS FOR GENERAL FUND 101 (GAA)

This describes the guidelines in the processing of budget proposal for General Fund 101 by allotment class as to Personnel Services (PS), Maintenance and Other Operating Expenses (MOOE), Equipment Outlay (EO), and Capital Outlay (CO) of the University. It enables the university to plan and manage its financial resources and help ensure the delivery of programs and projects within the fiscal year and consequently achieve the annual growth and development of the university.

Office or Division:	Finance Management Services Office				
Classification:	Highly Technical				
Type of Transaction	G2G – Go	G2G – Government to Government			
Who may avail:	Internal/External Clients				
CHECKLIST OF RE	QUIREMENTS		WHERE	TO SECURE	
1	Budget Call		1	DBM Website	
CLIENT STEPS	AGENCY	ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



DBM requires     online data entry and     submission of Budget     Proposal	1. Prints the budget call posted online by the Department of Budget and Management (DBM Website)		15 Minutes.		
	Starts preparing the budget proposal for General fund 101 by using the budget call that provides pertinent guidelines, instructions and forms to formulate Tier1 and Tier 2	None	2 Hours.		
	Distributes Budget Forms (BP Forms) to be accomplished by different offices and departments with deadline for			Administrative Aide VI Finance	
6	submission to the Budget and Finance Offices 1. Planning Office BP Form A BP Form A-1 BP Form B BP Form B-I		3 Hours.	Management Services Office	
	2. Budget Office BP Form C BP Form D BP Form200 BP Form201 BP Form 201-B BP Form 201-D	VTS	SU		
	3. Accounting Office BP Form100-B 4.Administrative Office BP Form 201-A BP Form204 BP Form205				
	5. Office of Physical Plant and Facilities BP Form 202	450		SVENTUR	
				E-VANA	

		1000
6. GAD Office BP Form 400 BP Form 400-A		
Collects all BP Forms from offices/ departments concerned.		
Prepares the formulation of Tier 2 composing budget proposal for new PAP and infrastructure projects.	30 Minutes	
Prepares the formulation of Tier 1 upon issuance of the Forward Estimates (FEs) by DBM that prescribes the agency budget ceiling for its on-going programs and projects composing of mandatory filled position for Personnel Service (PS), Mandatory expenditures item for maintenance and Other Operating Expenses (MOOE) and Capital Outlay (CO).	VTSU 861	
Starts encoding of Tier 1 and Tier 2 on the Online Submission of Budget Proposal System (OSBPS) and print in triplicate.	3 Days	OVENTUR 4.8

Initializes all online printed budgetary forms and forward the same to the budget officer, planning officer, accountant and personnel officer for review and signature of their concerned respective accomplished budgetary forms and return the same to the budget office (Admin. Asst.VI).  Forwards all budgetary forms tothe Budget Officer		15 Minutes	
		5 Minutes.	190
1.2Verifies the online generated reports of budget proposal (Tier 1 and Tier 2) if it conforms with the NEP	VT:	30 Minutes.	
If found correct and in conformance with the NEP, affixes his/her signature to all budgetary forms and forwards the same to	None	5 Minutes.	Budget Officer Finance Management Services Office

the Director for Finance. However, if found incorrect and not in conformance with the NEP, it will be returned to the officer in charge for correction.			
1.3Reviews the online generated reports of budget proposal (Tier 1 and Tier 2) if it conforms with the NEP		30 Minutes	
If found correct andinconformance with the NEP, affixes his/her signature &forwards the sameto the Admin Asst. VI. However, if found incorrect and not in	None	5 Minutes	Chief Administrative Officer Finance Management Services Office
conformance with the NEP, it will be returned to the officer in charge for correction.			100
1.4 Consolidates all budgetary forms for submission to DBM and NEDA.	VAL N	1 Day	
Waits for the release of National Expenditure Program (NEP) that reflects the government's resolve on which programs and projects are better planned and can be executed and completed within the budget year. (shows	861	4 Months	Administrative Aide VI Finance Management Services Office
what programs and	47		8//

	projects were		
	projects were approved and		
	disapproved)		
	αισαρριστού		
	Makes necessary		
	adjustments on the		
	affected budgetary		
	forms online (due to		
	disapproved programs		
	and projects included		
	in the budget proposal)		
	upon issuance of the		
	NEP, print in triplicate,		
	affix his/her signature		
	and forward the same		
	to the budget officer.		
	1.5 Verifies the online		
	generated reports of budget proposal (Tier		
	1 and Tier 2) if it		
	conforms with the NEP	30 Minutes	
	Comornio With the NET	30 Will lates	
	If found correct and in		
	conformance with the		FT1
	NEP, affixes his/her		Budget Officer
	signature to all		Finance
	budgetary forms and		Management
	forwards the same to		Services Office
10	the Director for		
	Finance.	5 Minutes	
	However, if found incorrect and not in	5 Mirrutes	
	conformance with the		
A CONTRACTOR OF THE PARTY OF TH	NEP, it will be returned	TALL NOW!	
	to the officer in charge		The state of the s
	for correction.	861	The same of the sa
	1.6 Reviews the online	30 Minutes	
	generated reports of	The second second	St
	budget proposal (Tier	The Street of	Chief
	1 and Tier 2) if it	A SEC. THE MARKS	Administrative Administrative
	conforms with the NEP	MATERIAL STREET	Officer
			Finance
	If found correct and in	T.N.	Management Services Office
	conformance with the	5 Minutes	Services Office
	NEP,		STUR

affixes his/her signature &forward the same to the	ds		
Admin Asst. VI.			
However, if found incorrect and not in conformance with NEP, it will be retu to the officer in chafor correction.	the rned		
1.7 Consolidates a budgetary forms for submission to DBN and NEDA.	or	1 Day	
Waits for the releas of National Expenditure Progra (NEP) that reflects	am the		
government's reso on which programs and projects are be planned and can be executed and	etter		100
completed within the budget year. (show what programs and	vs	4 Months	Administrative Aide VI Finance
projects were approved and disapproved)	H VTS		Management Services Office
Makes necessary adjustments on theaffected budget forms online (due to		Aura .	
disapproved progrand projects including the budget property.	ams led osal)		020
upon issuance of t NEP, print in triplic affix his/her signate	ate, ure		
and forward the sa to the budget office			SUENTURA S

1.8 Reviews and verifies the necessary adjustments made on the budgetary forms for disapproved programs and projects based on the NEP  Affixes his/her signature on the adjusted budgetary forms and forwards the same to the Director forFinance	30 Mi	inutes	Budget Officer Finance Management Services Office
1.9 Reviews and verifies the necessary adjustments for the disapproved programs	30 Mi	inutes	Chief Administrative Officer

	and projects based on the NEP			Finance Management Services Office
	Affixes his/her signature on the adjusted budgetary forms and forwards the same to the Admin. Assistant VI.		5 Minutes	
	Forwards all budgetary forms to the office of the VP for Administration and Finance for review.			
	1.10 Reviews all budgetary formsandaffix his/her signature		30 Minutes	VP for Admin and Finance
	Forwards all the budgetary forms to the University President for approval		5 Minutes	19
90	1.11 Reviews and verifies all budgetary forms and affix his signature as an approval for the university budget.	200	30 Minutes	University President
	1.12 Sorts out all budgetary forms for compilation and binding.	861	1 day	
	Prepares transmittal letters and submit copy of thebinded approved budget to DBM, RDC Region III, Senate of the Philippines and House ofRepresentatives		15 Minutes	Administrative Aide VI Finance Management Services Office
	- Circoprocentatives	- 1	-T1000	8//

2. Fill-up the Online Customer Survey Form	Provides the customer/client with DHVSU Customer Survey Form Retrieval and filing of the Customer Survey Form		5 Minutes	Administrative Aide VI Finance Management Services Office
	TOTAL:	None	181 Days, 12 Hours	

## 3. PREPARATION OF PROGRAM OF RECEIPTS AND EXPENDITURES (PRE)

This describes the procedure in the preparation of budget for the Program of Receipts and Expenditures for Income (Fund164).

Office or Division:		Finance Ma	Finance Management Services Office				
Classification:	1	Simple					
Type of Transaction:	7 7	G2G – Government to Government					
Who may avail:	1 4	Internal/Ex	ternal Cl	ents			
CHECKLIST OF REQU	IREMENTS		WHERI	TO SECURE			
1 R	equest from the	DBM	1	Email			
CLIENT STEPS AGENCY AC		ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. DBM requires the submission of Budget Proposal for Income Fund 164	Obtains a copy of the following from the respective offices;      Enrollment Projection from the		None	2 Days	Administrative Aide I Finance Management		
	Registrar'sOf •Approved So Fees from the AccountingDo	chedule of e	479		Services Office		

•Cash balance for			
Income Fund(164) at the AccountingOffice •Annual ProcurementPlan			
Budget Proposals     from different     departments     andcolleges			
Prepares the PRE using CMO 20, s.2011, policies and guidelines based on the documents to compute the estimated receipts and expenditures for the year in accordance with GAM and UACS			
Prepares the Executive Brief to be attached to the PRE		T	0100
Forwards the PRE to the Budget Officer			
1.2 Checks and verifies the computation of the PRE report based on all the documents gathered from the different offices involved	VTS	U	Budget Officer Finance
Note: If correct, affix his/her signature in the prepared by portion of the PRE However, if found incorrect and not in conformance with the supporting documents, it will be returned to	None	2 Hours.	Management Services Office

the officer in charge for correction  Reviews the Executive Brief according to the prepared PRE  Forwards the PRE to the Director of Finance			
Management Services Office (FMSO)  1.3 Reviews the PRE and the Executive Brief Signs the reviewed portion of the PRE However, if found incorrect and not in conformance with the supporting documents, it will be returned to the budget officer for correction  Forwards the PRE back to the Designated Administrative Aide I	None	30 Minutes.	Chief Administrative Officer Finance Management Services
1.4 Forwards the PRE and Executive Brief to the Office of the Vice President for Admin, Finance and to the Executive Vice President for the final review and recommending approval.	None	5 Minutes.	Administrative Aide I Finance Management Services Office
TOTAL:		2 Days, 2 Hours, 35 Minutes	00



### 4. BUDGET EXECUTION PROCESS

This describes the guidelines in the processing of budget execution documents (BEDs) which are formulated based on the National Expenditure Program (NEP). The annual BEDs which contains the university plans, spending schedules and physical targets are prepared by the university and reviewed by the DBM, to facilitate the release of funds and enable prompt implementation of programs and projects, including the early procurement activities.

Office or Division:			Finance M	1anagem	ent Services Offic	e
Classification:			Complex			
Type of Transaction	n:		G2G – G	vernmer	nt to Government	
Who may avail:		All Internal and External Clients				
CHECKLIST OF REQUIREMENTS		WHER	E TO SECURE			
1 National Expenditure Program (NEP)		re	1	Unified Reporting	g System (URS)	
CLIENT STEPS		AGENCY A	CTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. DBM requires on data entry and submission of Budg Execution Documer	et	1. Shall prepare the budget execution based on the National Expenditure Program and accomplishing the following forms:  a. BED 1 – Financial Plan  b. BED 2 – Physical Plan  c. BED 3 – Monthly Disbursement Program  d. BED 4 – Annual Procurement Plan for Common Use Supplies and Equipment		None	5 Days	Administrative Assistant VI Finance Management Services Office
	0	1.2Note: BED 1 shall be prepared by the Budget Officer BED 2 shall be prepared by the Planning Officer BED 3 shall be prepared by the Budget Officer		None	2 Days	Administrative Assistant VI Finance Management Services Office

BED 4 shall be prepared by the Supply			
Officer  1.3Shall encode the excel file of BEDs to the Unified Reporting System (URS)	None	30Minutes	Administrative Assistant VI Finance Management Services Office
1.4 Shall print the online generated reports of BEDs  Affixes his/her initials to the budget execution documents  Forward the online generated report of BEDs to the BEDs to the Budget Officer	None	5 Minutes	Administrative Assistant VI Finance Management Services Office
1.5 Check and verifies the online generated reports of budget execution documents are based on the figures of National Expenditure Program (NEP)	None	15 Minutes	Budget Officer Finance Management Services Office
1.6 Affixes his/her signatures to the online generated reports ofBEDs However, if found incorrect and not in conformance with the NEP, it will be returned to the officer in charge for correction.	None	2 Minutes	Budget Officer Finance Management Services Office
1.7 Forward the said forms to the Director of Finance Management Services Office (FMSO) for review	None	2 Minutes	Budget Officer Finance Management Services Office

1.8 Review and verifies the online generated reports of budget execution documents are based on the figures of National Expenditure Program (NEP)	None	15 Minutes	Chief Administrative Officer Finance Management Services Office
1.9 Affixes his/her signatures to the online generated reports ofBEDs However, if found incorrect and not in conformance with the NEP, it will be returned to the budget officer for correction.	None	5 Minutes	Chief Administrative Officer Finance Management Services Office
1.10 Forward the said forms back to the Administrative Assistant VI	None	5 Minutes	Chief Administrative Officer Finance Management Services Office
1.11 Forward the BEDs to the Officeof the Vice Presidentfor Administration and Finance for review and approval together with the transmittal letter address to the Director of DBM	None	1 Minute	Administrative Assistant VI Finance Management Services Office
1.12 signed BEDs shall be submittedto DBM for review and release of NCA	None	2 Hours	Administrative Assistant VI Finance Management Services Office
1.13 Provides the customer/client with DHVSU Customer Survey Form. Retrieval and filing of the CustomerSurvey Form	None	5 Minutes	Administrative Aide I Finance Management Services Office

	Note: Obligation of allotment shall start upon the release of GeneralAppropriations Act (GAA) which can be viewed and downloaded at the DBM website.for bidding of infrastructure shall start uponthe release of National Expenditure Program (NEP) which can be viewed and downloaded at the DBM website.for Disbursement and payment of expenses shall start upon issuance of the Notice of Cash			
2. Fill-up the Online Customer Survey Form	Allocations(NCA)  2. Provides the customer/client with DHVSU Customer Survey Form.  Retrieval and filing of the Customer Survey Form	None	5 Minutes	Administrative Aide I Finance Management Services Office
	TOTAL:	None	7 Days, 3 Hours, 25 Minutes	

# 5. PROCESS FOR THE REQUEST OF SPECIAL ALLOTMENT RELEASE ORDER (SARO) AND NOTICE OF CASH ALLOCATION (NCA)

This describes the procedure in the preparation for the request of Special Allotment Release Order (SARO) and Notice of Cash Allocation (NCA) in the General Fund 101 which are under the "For Later Release" programs that constitutes the negative list (NL) or through submission of a special budget request SARO/NCA. It involves funding for filled and/or creation of positions, retirement gratuity, terminal leave benefits, monetization and others that requires documents and clearances to DBM.

Office or Division:	Finance Management Services Office	
Classification:	Simple	VENTURA
	Control of the Contro	19/1

Type of Transaction:						
Who may avail:		Internal (				
CHECKLIST OF REQUI			WHERE	TO SECURE		
OF	ograms of wor PPF		1	Finance		
	oject Profile fr	om				
CLIENT STEPS	AGENCY A	ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit complete documents to the Finance Management Services Office	1. Receives supporting documents regarding an needing required Special Allo Release Ord (SARO) and of Cash Allo (NCA) which under the "FRelease Programme of Prog	ccounts quest for stment der d Notice ocation h are	None	5 Minute	Administrative Aide I Finance Management Services Office	
2. Client may leave once the Admin Aide is done checking the completeness of the supporting documents.	2. Checks the completene supporting documents, complete However, if incomplete, returned to	he ss of the if found it will be	None	10 Minutes	Administrative Aide I Finance Management Services Office	
	2.1 Prepare certification Availability of Savings and letter for SA NCA address DBM	of Non of d request ARO and	None	20 Minutes	Administrative Aide I Finance Management Services Office	
	2.2 Forward certification request lette the supporti documents budget office	and er with ing to the	None	5 Minutes	Administrative Aide I Finance Management Services Office	



2.3 Checks and verifies the completeness of the supporting documents and the computation for the request.	None	10 Minutes	Budget Officer Finance Management Services Office
2.4 Verifies non-availability of savings and affix his/her initials to the certification. However, if found incorrect and not in conformance with the supporting documents, it will be returned to the officer in charge for correction	None	10 Minutes	Budget Officer Finance Management Services Office
2.5 Forwards the documents to Director of Finance Management Services	None	10 Minutes	Budget Officer Finance Management Services Office
2.6 Reviews request letter and supporting documents	None	10 Minutes	Chief Administrative Officer Finance Management Services Office
2.7 Signs the certification of Non-Availability of Savings	None	5 Minutes	C Chief Administrative Officer Finance Management Services Office
2.8 Affixes initials to the request letter to DBM. However, if found incorrect and not in conformance with the supporting documents, it will be returned to the officer	None	5 Minutes	Chief Administrative Officer Finance Management Services Office

	TOTAL:	None	5 Hour, 47 Minutes	
3. Fill-up the Online Customer Survey Form	3. Provides the customer/client with DHVSU Customer Survey Form.  Retrieval and filing of the Customer Survey Form	None	2 Minutes	Administrative Aide I Finance Management Services Office
	2.11 Submits the documents to the DBM.	None	4 Hours	Administrative Aide I Finance Management Services Office
	2.10 Forwards the documents to office of VP for Administration and Finance for review and approval of the President then forward back to the budget office.	None	10 Minutes	Administrative Aide I Finance Management Services Office
	2.9 Forwards the documents to Administrative Aide I.	None	5 Minutes	Chief Administrative Officer Finance Management Services Office
	in charge for			

# 6. PREPARATION OF QUARTERLYSTATEMENT OF APPROVED BUDGET, UTILIZATIONS, DISBURSEMENTS FOR FUND 101 (FAR 1/FAR 1A) AND FORINCOME FUND (FAR 2/FAR 2A)

This describes the the procedure in the preparation of Statement of Approved Budget, Utilizations, Disbursements and Balances for General Fund 101 (FAR 1 and FAR 1A) and for Income Fund 164 (FAR2 and FAR2A)

Office or Division:	Finance Management Services Office				
Classification:	Simple				
Type of Transaction:	G2G – Government to Government				
Who may avail:	Internal/External Clients				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				

1	 neral Provision of the Annual General ropriations Act (GAA)	1	Website	
CLIENT STEP	AGENCY ACTION	FEE S TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E
DBM require on data entry and submission of Financial Accountability Rep	1.1 Prepares the excel file of the FAR with its corresponding account, amounts and UACS codes in the Approved Budget / Authorized Appropriation column of the report using the SAOB as basis	None	2 Days	Administrative Aide VI Finance Management Services Office
	1.2 Encodes adjustments for realignments /augmentation if any	None	1 Day	Administrative Aide VI Finance Management Services Office
	1.3 Encodes the amount of obligations incurred for the quarter and reconcile with the Accounting Office	None	1 Day	Administrative Aide VI Finance Management Services Office
	1.4 Gets a copy of the total amount of quarterly disbursements from the accounting office and encode it to the FAR	None	1 Day	Administrative Aide VI Finance Management Services Office
910	1.5 Extracts the balances of Unobligated Allotment by deducting the obligations from the approved allotment	None	1 Day	Administrative Aide VI Finance Management Services Office
	1.6 Determines unpaid obligations (Accounts Payable) by deducting total obligations from total disbursements and reconcile with the Accounting Office	None	1 Day	Administrative Aide VI Finance Management Services Office
	1.7 Checks the footings and balances of the amounts beforeforwarding to the Budget Officer	None	1 Day	Administrative Aide VI Finance Management Services Office



1.8 Prints and forwards the prepared FAR to the Budget Officer for checking and signature	None	1 Day	Administrative Aide VI Finance Management Services Office
1.9 Checks and verify the amounts in the excel file of FAR for the quarter and its supporting documents	None	1 Day	Budget Officer Finance Management Services Office
1.10 Affixes his/her signature in the certified correct portion of the FAR However, if found incorrect and not in conformance with the supporting documents, it will be returned to the officer in charge for correction	None	1 Day	Budget Officer Finance Management Services Office
1.11 Forwards the FAR to the Accounting Office for signature by the accountant	None	1 Day	Budget Officer Finance Management Services Office
1.12 Reviews the FAR and all its supporting documents	None	1 Day	Chief Administrative Officer Finance Management Services Office
1.13 Signs in the recommending approval portion of the FAR However, if found incorrect and not in conformance with the supporting documents, it will be returned to the budget office for correction	None	1 Day	Chief Administrative Officer Finance Management Services Office
1.14 ForwardstheFARbacktotheDesignat ed Administrative Assistant VI	None	1 Day	Chief Administrative Officer Finance Management Services Office
1.15 Forwards the FAR to the Office of the Vice President for Admin, Finance and Auxiliary Services for review and approval	None	1 Day	Administrative Aide VI Finance Management Services Office
1.16 Logs in into the URS of DBM website by using the username and password of the designated staff to access the system	None	1 Day	Administrative Aide VI Finance Management Services Office

	1.17 Encodes in the department, agency, budget year, status, FAR	Nans	4 Day	Administrative Aide VI
	type etc	None	1 Day	Finance Management Services Office
	1.18 Encodes the excel file of FAR in the System Checks the accounts and amounts encoded in the system	None	1 Day	Administrative Aide VI Finance Management Services Office
	1.19 Performs series of saving the report from "pending" status to "submitted" status for the report/s to be viewed as "SUBMITTED" by DBM	None	1 Day	Administrative Aide VI Finance Management Services Office
	1.20 Prints hard copies of the report/s encoded in the system Forwards the printed copies for signature, to the Budget Officer, Accountant, Director of FMSO and the President for final approval	None	1 Day	Administrative Aide VI Finance Management Services Office
	1.21 Prepares transmittal letter and submit theprinted copies of the reports to DBM	None	1 Day	Administrative Aide VI Finance Management Services Office
2. Fill-up the Online Customer Survey Form	Provides the customer/client with DHVSU Customer Survey Form  Retrieval and filing of the Customer Survey Form	None	1 Day	Administrative Aide VI Finance Management Services Office
	TOTAL:	None	3 Days	



# **Graduate School**

**External Services** 



### 1. Graduate School Enrolment Procedure (New Student)

**Graduate School** 

This describes the procedure in enrollment.

Office or Division:

tag; and long brown envelope to

the Dean's Office

of the Graduate

School.

CI	assification:		Simple					
Ту	pe of Transaction:		G2C – Gove	rnm	ent to Citiz	en		
W	ho may avail:		Graduate an	d P	ost Gradua	te students		
CH	HECKLIST OF REQ	UIREM	ENTS	W	HERE TO	SECURE		
1	Advising Form (1 o	original)		1	Graduate School Bl	School Office, 2 <sup>nd</sup> dg.	Floor, Graduate	
2	Certificate of Regist original)	stration	(COR) (1	2		he University Regiation Bldg.	strar (OUR), 1 <sup>st</sup> Floor,	
3	Official Receipt (1	original	ginal)  3 Cashiering Office, 1 <sup>st</sup> Floor, Admin. Bldg. – Window 11					
4	4 Identification Card (1 original)			4	Internet Multimedia Center (IMC), (at the back of Admin. Bldg.) - Room 1			
5	5 Interview Guide Form (1 original)			5	Graduate School Office, 2 <sup>nd</sup> Floor, Graduate School Building			
6	6 Transcript of Record (1 photocopy), Personal Data Sheet (1 original), 2x2 Picture with Name Tag (1 original), Long Brown envelope			6	Possible I	Enrolee		
	CLIENT STEPS	AGEN	CY ACTION		EES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.	1. Submit the following check the requirements: Photocopy of		neck the equirements	a m	None	2 Minutes	Faculty In-charge/ Program Chairperson Graduate School Office	
Transcript of 1.2. Ensure that Record; Personal the Graduate Data Sheet; 2x2 School					Faculty In-charge/			

None

5 Minutes

Program Chairperson

Graduate School

Office

registers on

the log Sheet

and issue the

Guide Form

Interview

2. Accomplish and submit the Interview Guide Form to the	2.1. Receive the documents and conduct interview	None	5 Minutes	Faculty In-charge/ Program Chairperson Graduate School Office
Dean's Office of the Graduate School.	2.2. Issue advising form to GSS	None	2 Minutes	Faculty In-charge/ Program Chairperson Graduate School Office
	2.3. Advise the GSS to copy the schedule	None	5 Minutes	Faculty In-charge/ Program Chairperson Graduate School Office
	2.4. Check and sign the Advising form	None	3 Minutes	Faculty In-charge/ Program Chairperson Graduate School Office
	2.5. Advise the GSS to proceed to the Registrar's office	None	2 Minutes	Faculty In-charge/ Program Chairperson Graduate School Office
3. Submit the approved Advising Form to the University Registrar's Office	3.1. Encode the courses to be enrolled and print the Certificate of Registration (COR)	None	3 Minutes	Administrative Aide Office of the University Registrar
	3.2. Advise the GSS to proceed to the Cashiering office for payment	None	1 Minute	Administrative Aide Office of the University Registrar
4. Pay the necessary amount at the Cashiering office.	4. Receive the payment and issue Official Receipt (OR) for the payment made.	See table for the Schedule of Fees and Other Charges	2 Minutes	Administrative Aide Cashiering Office
5. Present the COR to the IMC for the issuance of I.D.	5. Print Identification Card (ID) for GSS	None	10 Minutes	Administrative Aide Internet Multimedia Center



_				
		See table		
		for the		
	TOTAL.	Schedule of	20 Minutes	
	TOTAL:	Fees and	38 Minutes	es
		Other		
	SCHE DULE OF FEE	s al Chargaser	CHARGES	
_				

TM ITI <u>C'</u> d FEE	CBS, COE, CEA, CIT	Accountancy	CAS, Sociology	CCS, BSEE	EOC	Soc. Work	GS
OTHER FEEREIEMERAL FM LAD mdm-ss-an Fees at het-cFees Com   Juter Fees							160.00
Cutura Fees Do'e opsent Fees, ROF Entrance Fees	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00
Gu-dance Feez Gu-dance Fees-CB SEP		50.00	W. CÇ	50.00	50.00	W. CC	
Handlaak Fees n swance Lasaratan.•Fees L-larar,•Fees Med-ca7°DentaFees	50.00	50.00 450.00	50.00 2.500.00	50.00	5C.CC	SC.CC 1 ST C C 1 SC.CC BC.cc	
V-zce aneouz Reg=strat-OnFees	70.00	7C.OC	70.00	7C.OC	70.00	70.00	70.00
5 ch a O D F e e s Ut6_• F e e Tata I		150.00	150.00			1 SC.CC	
OT HER FE ES-+R U st Fu o D ext. Fe g.s- Co e ° e Fe g. D ext. Fe g.s- nd u str-a -st	7C. <b>70.00</b>	5C.CC 70.00 7C.DC	SC.CC 7C.CC 70.00	5C.CC 7 C. 7 C.DC	5C.CC 7 C. 7 C.DC	SC.CC, 7C.CC, 70.00	70.00
Caxt. Fee.s-U5C/"55C Tata I	70.00	7 0.50	70.00	7 0.50	70.50	70.00	70.00

# 2. Graduate School Enrolment Procedure (Old Student) This describes the procedure in enrolment.

TOTAL OT HER F EEC

Office or Division:	Graduate School					
Classification:	Simple	Simple				
Type of Transaction:	G2C – Gov	G2C – Government to Citizen				
Who may avail:	Graduate and Post Graduate students					
CHECKLIST OF REQUI	REMENTS	WHERE TO SECURE				
1 Clearance Academic F		1	Graduate School Office, 2 <sup>nd</sup> Floor, Graduate			
Evaluation (APE) Form	n (1 original)		School Bldg.			
2 Advising Form (1 original)			Graduate School Office, 2 <sup>nd</sup> Floor, Graduate School Bldg.	0		

3 Certificate of Registration (COR) (1 original)		3		the University Req ministrative Bldg.	gistrar (OUR), 1 <sup>st</sup>
Official Receipt (1 original)			Cashierin Window	ng Office, 1 <sup>st</sup> Floor,	Admin. Bldg. –
f Identification Ca	ard (1 original)	5		Multimedia Center . Bldg.) - Room 1	(IMC), (at the back
CLIENT STEPS	AGENCY ACTION		EES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for the requirement s needed to enroll at the Graduate School	1.1. Check student's academic evaluation records and clearance compliance.		None	5 Minutes	Faculty In-charge/ Program Chairperson Graduate School Office
office.	1.2. Ensure that the Graduate School Student (GSS) registers on the log Sheet		None	5 Minutes	Faculty In-charge/ Program Chairperson Graduate School Office
	1.3. Issue an advising form to GSS and require the GSS to copy the schedule		None	2 Minutes	Faculty In-charge/ Program Chairperson Graduate School Office
2. Accomplish the Advising Form and submit to the Graduate	2.1. Check and sign the Advising form		None	5 Minutes	Faculty In-charge/ Program Chairperson Graduate School Office
School Office	2.2. Advise the GSS to proceed to the Registrar's office	THE PERSON IN	None	2 Minutes	Faculty In-charge/ Program Chairperson Graduate School Office



3. Present the Approved Advising Form to the University Registrar's Office.	3.1. Encode the courses to be enrolled and print the Certificate of Registration (COR)	None	3 Minutes	Administrative Aide Office of the University Registrar
	3.2. Advise the GSS to proceed to the Cashier's office for payment	None	1 Minute	Administrative Aide Office of the University Registrar
4. Pay the necessary amount at the Cashiering office.	4. Receive the payment and issue Official Receipt (OR) for the payment made.	See table for the Schedule of Fees and Other Charges	2 Minutes	Administrative Aide Cashiering Office
5. Present the COR to the IMC for the issuance of I.D.	5. Print Identification Card (ID) for GSS	None	10 Minutes	Administrative Aide / Internet Multimedia Center
	TOTAL:	See table for the Schedule of Fees and Other Charges	35 Minutes	



|--|

SCHEDOLE OF TEES AND OTHER CHARGES										
CHM, CSSP,										
	CBS, COE,	Tourism,	CAS,							
	CEA, CIT	Accountancy	Sociology	CCS, BSEE	EOC	Soc. Work	GS			
TUITION FEE	220/unit	220/unit	220/unit	220/unit	1,250.00	350/unit	450/350			
OTHER FEES-GENERAL FUND										
Admission Fees	-	-	-	-	-	-	-			
Athletic Fees	160.00	160.00	160.00	160.00	160.00	160.00	160.00			
Computer Fees	200.00	200.00	200.00	200.00	-	200.00	200.00			
Cultural Fees	100.00	100.00	100.00	100.00	100.00	100.00	100.00			
Development Fees-IRSF	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00			
Entrance Fees	100.00	100.00	100.00	100.00	100.00	100.00	100.00			
Guidance Fees	50.00	50.00	50.00	50.00	50.00	50.00	50.00			
Guidance Fees-CB SEP	-	-	-	-	-	-	-			
Handbook Fees	100.00	100.00	100.00	100.00	100.00	-	-			
Insurance	50.00	50.00	50.00	50.00	50.00	50.00	50.00			
Laboratory Fees	150.00	450.00	2,500.00	600.00	150.00	150.00	150.00			
Library Fees	150.00	150.00	150.00	150.00	150.00	150.00	150.00			
Medical/Dental Fees	80.00	80.00	80.00	80.00	80.00	80.00	80.00			
Miscellaneous	70.00	70.00	70.00	70.00	70.00	70.00	70.00			
Registration Fees	100.00	100.00	100.00	100.00	100.00	100.00	100.00			
ROTC/CWTS	330.00	330.00	330.00	330.00	330.00	-	-			
School ID Fees	150.00	150.00	150.00	150.00	150.00	150.00	150.00			
Utility Fee	-	-	-	-	-	-	300.00			
Total	3,490.00	3,790.00	5,840.00	3,940.00	3,290.00	3,060.00	3,360.00			
OTHER FEES-TRUST FUND										
Devt. Fees-College Fee	50.00	50.00	50.00	50.00	50.00	50.00	50.00			
Devt. Fees-Industrialist	70.00	70.00	70.00	70.00	70.00	70.00	70.00			
Devt. Fees-USC/SSC	70.00	70.00	70.00	70.00	70.00	70.00	70.00			
Total	190.00	190.00	190.00	190.00	190.00	190.00	190.00			
				•	•					
TOTAL OTHER FEES	3,680.00	3,980.00	6,030.00	4,130.00	3,480.00	3,250.00	3,550.00			

3. Plagiarism Check
The systematic approach to the treatment of plagiarism, in academic work.

Office or Division:	Graduate School of Studies					
Classification:	Simple	See	a the second second			
Type of Transaction:	G2C - Gov	ernme	ent to Citizen			
Who may avail:	All bonafide	grad	graduate school students of the University			
CHECKLIST OF REQUIRE	MENTS	WHERE TO SECURE				
1 Manuscript (1 soft copy)		1	Client			
2 Assessment Slip (1 original)		2	Graduate School Research Laboratory,			
			3 <sup>rd</sup> Floor Graduate School Bldng.)			
3 Official Receipt (1 photocopy)			Cashiering Office (1st Floor, Admin Bldg.)			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the soft copy of the manuscript to the Graduate School of Studies	1. Verify the accuracy of the manuscript or if it follows the format of plagiarism check	None	3 Minutes	Administrative Staff Office of the Graduate School

2. Pay the necessary fee	2.1 Issue an assessment slip 2.2 Receive payment 2.3 For Undergraduate 2.4 For Graduate School	PHP 45.00/ page	4 Minutes	Administrative Aide Office of the Graduate School  Administrative Officer Cashiering Office
3. Submit the Assessment slip and a photocopy of the official receipt (OR)	3.1 Verify the payment made through OR and run the document using the plagiarism test. 3.2 Advise the client for edit, following the suggested modification and return for another plagiarism test should the manuscript fail, including grammar check	None	1 Day, 3 Minutes	Administrative Aide Office of the Graduate School
4 Receive issued Certificate of Plagiarism	4 Ensure that GSS submit the edited manuscript for final checking and Issue the Certificate of Plagiarism duly signed by the Research Laboratory Coordinator	None	10 Minutes	Administrative Aide Office of the Graduate School
	TOTAL:	PHP 45.00/ page	1 Day, 21 Minutes	Silv.

# **Graduate School**

**Internal Services** 



1. Comprehensive Examination Procedure
This procedure describes the guidelines in taking the Comprehensive Examination.

Office or Division: Graduate School							
Classification:	Simple						
Type of Transact	ion: G2C – Go	vern	ment to C	itizen			
Who may avail:			School Student (GSS) who has completed the academic nts prior to taking up thesis/dissertation writing.				
CHECKLIST OF I	REQUIREMENTS	W	HERE TO	SECURE			
1 Transcript of Record (2 photocopies)			Registra	r's Office, 1 <sup>st</sup> Floor,	, Admin. Bldg.		
2 Assessment S	lip ( 1 original )	2	Registra	r's Office, 1 <sup>st</sup> Floor,	, Admin. Bldg.		
3 Official Receip	t (1 photocopy)	3	Cashieri	ing Office, 1st Floor,	, Admin. Bldg.		
4 Letter of Intent	(1 original)	5	Dean's Office, Graduate School (GS) – 2 <sup>nd</sup> Floor				
6 2x2 picture (2	original)	6	6 Dean's Office, Graduate School (GS) – 2 <sup>nd</sup> Floor				
CLIENT STEPS AGENCY ACTION					PERSON RESPONSIBLE		
1. Apply at the Dean's office for Comprehensi ve Examination	1.1. Ensure that Graduate School Student registers on the Log Sheet.		None	2 Minutes	Administrative Aide Dean's Office Graduate School		



	1.2. Evaluate the eligibility of the student to take the Comprehensi ve Examination and issue an Assessment Slip to the GSS.	None	5 Minutes	Administrative Aide Dean's Office Graduate School
2. Present the Assessment Slip and pay the necessary amount to the	2.1. Issue official receipt (OR) to the GSS.	See table for the Schedule of Fees	10 minutes	Cashier Cashiering Office
Cashiering Office.		and other Charges		
3. Present the OR to the Dean of Grad. School	3.1. Record the OR number in the Log Sheet.	None	1 Minute	Administrative Aide Dean's Office Graduate School
	3.2. Inform the student regarding the schedule of the orientation.  Note: The orientation will be done three  (3) weeks after the enrolment.	None	1 minute	Administrative Aide Dean's Office Graduate School



4. Attend the	4.1. Orient the			
Orientation as scheduled.	GSS regarding the policies on taking the CE	None	1 Hour	Dean Dean's Office Graduate School
	4.2. Require the GSS to submit the following requirement s:    Application Letter for CE; 2 copies of 2x2 picture; and TOR prior to Examination .	None	1 Minute	Dean / Administrative Aide Dean's Office Graduate School
5. Submit the required documents to the Dean's Office	5.1. Issue an Examination permit after the orientation and ensure that the GSS submits all the requirement s.	None	2 Minutes	Administrative Aide I 2nd floor, Dean's Office, Graduate School
	5.2. Post a list of examinees before the examination.  Note: The Schedule will be posted two (2) weeks after the orientation.	None	3 Minutes	Administrative Aide I Graduate School



6. If qualified, present valid I.D. and permit to take	6.1. Check the ID and permit of the GSS	None	5 Minutes	Proctor / Examiner Graduate School
the examination following the required examination schedule.	6.2. Give test instructions.	None	10 Minutes	Proctor / Examiner Graduate School
	TOTAL:	None	1 Hour, 35 Minutes	



#### SCHEDULE OF FEES AND OTHER CHARGES

SCHEDULE OF FEES AND OTHER CHARGES							
	CHM, CSSP,						
	CBS, COE,	Tourism,	CAS,				
	CEA, CIT	Accountancy	Sociology	CCS, BSEE	EOC	Soc. Work	GS
TUITION FEE	220/unit	220/unit	220/unit	220/unit	1,250.00	350/unit	450/350
OTHER SEES CONTRACTOR							
OTHER FEES-GENERAL FUND							
Admission Fees	450.00	450.00	450.00	450.00	450.00	450.00	450.00
Athletic Fees	160.00	160.00	160.00	160.00	160.00	160.00	160.00
Computer Fees	200.00	200.00	200.00	200.00	-	200.00	200.00
Cultural Fees	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Development Fees-IRSF	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00
Entrance Fees	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Guidance Fees	50.00	50.00	50.00	50.00	50.00	50.00	50.00
Guidance Fees-CB SEP	-	-	-	-	-	-	-
Handbook Fees	100.00	100.00	100.00	100.00	100.00	-	-
Insurance	50.00	50.00	50.00	50.00	50.00	50.00	50.00
Laboratory Fees	150.00	450.00	2,500.00	600.00	150.00	150.00	150.00
Library Fees	150.00	150.00	150.00	150.00	150.00	150.00	150.00
Medical/Dental Fees	80.00	80.00	80.00	80.00	80.00	80.00	80.00
Misce llaneous	70.00	70.00	70.00	70.00	70.00	70.00	70.00
Registration Fees	100.00	100.00	100.00	100.00	100.00	100.00	100.00
ROTC/CWTS	330.00	330.00	330.00	330.00	330.00	-	-
School ID Fees	150.00	150.00	150.00	150.00	150.00	150.00	150.00
Utility Fee	-	-	-	-	-	-	300.00
Total	3,490.00	3,790.00	5,840.00	3,940.00	3,290.00	3,060.00	3,360.00
OTHER FEES-TRUST FUND							
Devt. Fees-College Fee	50.00	50.00	50.00	50.00	50.00	50.00	50.00
Devt. Fees-Industrialist	70.00	70.00	70.00	70.00	70.00	70.00	70.00
Devt. Fees-USC/SSC	70.00	70.00	70.00	70.00	70.00	70.00	70.00
Total	190.00	190.00	190.00	190.00	190.00	190.00	190.00
TOTAL OTHER FEES	3,680.00	3,980.00	6,030.00	4,130.00	3,480.00	3,250.00	3,550.00



# **GUIDANCE AND TESTING OFFICE**

**External Service** 



#### 1. Issuance of Certificate of Good Moral Character

Issuance of Certificate of Good Moral Character to students who are applying for scholarships, work immersion (OJT), to those who wish to transfer to other schools and alumni/alumnae seeking board examination and employment.

					rd examination and	а еттрюуттетт.	
-	ce or Division:	3					
	ssification:	Simple					
	e of Transaction:	G2C-Govern					
<b>_</b>	o may avail:				dents, alumni/alun	nnae.	
CHE	CKLIST OF REQU				O SECURE		
1	University Issued original)		1		VSU bona fide stu		
2	Certificate of Enro Transfer Credenti original)	als (1	2		ice of University R ng.)	egistrar's (1 <sup>st</sup> Floor, Admin	
3	Request for Paym the Issuance of C Good Moral Char	ertificate of acter	3	Stu	dent Affairs and S		
4	Official Receipt (C		4		shiering Office (1st	Floor, Admin Bldng.)	
C	CLIENT STEPS	Documentar y Stamps (2 pieces)	FEES TO BE PAID	BE PROCESSING PERSON RESPONSIBLE			
Ceri Mor the Tes 1.2 Cas	Request for tificate of Good al Character at Guidance and ting Center. Proceed to the hiering office	1. Interview and evaluate the client's request and verify records	None		3 Minutes	Administrative Aide Guidance and Testing Center	
t - 6	Present the OR to the Guidance and Testing Center and register in the Visitor/ client Log Sheet	2. Print the Certificate for Good Moral Character and affix documentar y stamp For TRANSFER EES to other school interview and instruct to fill out the	None		1 Minute 5 Minutes	Administrative Aide Guidance and Testing Center  Guidance Counselor Guidance and Testing Center	

	Exit Interview Form			
3.Wait for the issuance of Good Moral Character Certificate at the Guidance and Testing Center	3. Release the Good Moral Charact er Certificat e duly signed by the Guidanc e Counsel or and request the client to fill out Custome r Survey Form.	None	5 Minute	Administrative Aide Guidance and Testing Center
	TOTAL:	PHP 50	9 Minutes/14 Minutes (for transferring students)	



# **GUIDANCE AND TESTING CENTER**

Internal Services



#### 1. Counseling Intervention Services

Office or Division:

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 the person.

Guidance and Testing Center

CI	assification:	Simple				
Ту	pe of Transactio	n: G2C - Government t	o Ci	tizen	; G2G- Governme	ent to Government
W	ho may avail:	Clients who are mos administrative emplo	-			y members and
Cŀ	HECKLIST OF RE	QUIREMENTS	W	HERI	E TO SECURE	
1	University Issued	Student ID (1 original)	1	bacl	k of Administration	
2	Certificate of Reg	gistration (1 original)	2		ce of University Renin Bldng.)	egistrar's (1 <sup>st</sup> Floor,
3	Call Slip (1 origin	al)	3	Stud	dent Affairs and Se	Center (1 <sup>st</sup> Floor, ervice Bldng.)
4	Referral Form		4 Guidance and Testing Center (1st Floor, Student Affairs and Service Bldng.)			Center (1 <sup>st</sup> Floor, ervice Bldng.)
(	CLIENT STEPS AGENCY AC		1	EES FO BE AID	PROCESSING TIME	PERSON RESPONSIBLE
	Register to the Visitor/ Client basic info. in the Log Sheet for Counseling	1.1 Answer counselee's initial inquiries	- N	one	1 Minute	Guidance Associate Guidance & Testing Center
	Services at the Guidance and Testing Center.	1.2. Set an appointment to the counselee			2 Minutes	
		1.3. Facilitate interview using Intake Summary Form and			20 Minutes	Guidance Counselor Guidance & Testing Center

_					
		Individual			
		Information Sheet			
	2. Attend the	2.1. Evaluate			
	scheduled	counselee's			
	counseling	problem, conducts			
	session and	case			
	other	conceptualization			Guidance
	assessment as	2.2. Analyze pertinent			Coordinator/
		data and information	None	1 Hour	Guidance Counselor
	required by the Guidance and	of the counselee			Guidance & Testing
					Center
	Testing Center.	2.3. Plan counseling intervention			
		2.4. Set counseling			
	O A ( ) . I ( I .	goals			
	3. Attend the	3.1. Conduct series of		4.5.11	_
	scheduled	counselling		1.5 Hours	Guidance
	follow-up	session	<b>N</b> 1		Coordinator/
	session/s at the	3.2. Evaluate and	None		Guidance Counselor
	Guidance and	Terminate			Guidance & Testing Center
	Testing Center	counselling		- W	Center
		progress			
				2 Hours, 53	_
		The same of		Minutes	
		7 20 7		4.11	
		A		1 Hour,	
		TOTAL:	None	23 Minutes (for	
				first session)	
				4.5.1	
				1.5 hours (for	
			6 966	succeeding	
	D. Defermale	115	10,740	sessions)	
	B. Referrals		.961		
	4. Decister	4 ADagaina	Nlavas	4 Minute	Guidance Associate
	1. Register	1. 1Receive	None	1 Minute	Guidance & Testing Center
		accomplished		C -FAMILY	Center
	O Attornal the a	Referral Form			75.30FV20
	2. Attend the	2.1 Gather information		Mills No world	
	intake interview	to the referee and	<b>新市市</b>	00.14	Guidance Associate
	with a Guidance	conduct Intake	None	22 Minutes	Guidance & Testing
	Associate.	Interview to the		The state of the s	Center
-	O Attained the	counselee			
	3. Attend the	3.1. Evaluate	None	1 Hour	Guidance
L	scheduled	counselee's problem,		de la company	Coordinator
					10/V

counseling session and other assessment as required by the Guidance and Testing Center.	conducts case conceptualization 3.2. Analyze pertinent data and information of the counselee 3.3. Plan counseling intervention 3.4. Set counseling goals			Guidance Counselor Guidance & Testing Center
4.1.Attend the scheduled follow-up session/s at the Guidance and Testing Center	4.1 Conduct series of counseling session 4.2 Evaluate and Terminate counseling progress	None	1.5 Hours	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center
	TOTAL:	None	2 Hours, 53 minutes  1 Hour, 23 Minutes (for first session)  1.5 hours (for succeeding sessions)	40100

### 2. Online Counseling Intervention Services

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. Online Counseling is a process of conducting intervention and counseling sessions over the phone or computer. Common means of communication for the session may include text messaging, audio calling and video chatting and conference.

Office or Division:	Guidance and Testing Center					
Classification:	Simple					
Type of Transaction:	G2C – Government to Citizens					
Who may avail:	Client who are mostly from students, faculty members and administrative employees of the University.					
CHECKLIST OF BEOLI	IDEMENTS WHERE TO SECURE					

CHECKLIST OF REQUIREMENTS WHERE TO SECURE

1	Intake Interview Sheet (Student Counseling google form)				e link posted in the	
2	Mental Health ar	d Psychosocial	2	Online link posted in the Guidance		e Guidance and
	Support for Empl	oyees Google form		l estii <b>EES</b>	ng Center Facebo	ok page.
(	CLIENT STEPS	AGENCY ACTION	T	O BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	1. Fill out Student counseling google form or	1.1. Verify accomplished Student Counseling	FAID		3 Minutes	Administrative Aide Guidance & Testing Center
	MHPS google form to set an appointment posted in the Guidance and testing center Facebook page.	google form and MHPS google form  1.1.1. Schedul e the Intake Interview/counsel ing sessions	٨	lone	2 Minutes	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center
2.	Attend the scheduled intake interview with a Guidance Associate.	2.Guidance Associate facilitates intake interviews and refer the student or employee to the Guidance Counselor.		lone	22 Minutes	Guidance Associate Guidance & Testing Center
SC CC Sc CC Au	Attend the heduled online ounseling ession via Video onference or udio calling thru acebook essenger.	3.1Evaluates counselee's problem, conducts case conceptualization.  3.2 Analyzes pertinent data and information of the counselee.  3.3 Plans counseling intervention.  3.4 Sets counseling goals.	N. S. C. S.	V 1	1 Hour	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center

4.	Attend to the scheduled online Counseling Session via Video conference or Audio calling thru Facebook messenger	4. Conducts series of Counseling Sessions	None	1.5 hour	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center
5.	Attend the scheduled online follow-up session/s	5.Facilitates follow-up session/s	None	30 Minutes	
		TOTAL:	None	3 Hours, 27 Minutes  1 Hour, 27 Minutes (for first session)  1.5 hours (for succeeding sessions)	4 7 4

# 3. Issuance of Class Admission Slip

Issuance of Class Admission Slips to students who incurred absences due to creditable reasons.

Of	ffice or Division:	Guidance and Test	Guidance and Testing Center			
CI	assification:	Simple	U	M	1	
Ту	pe of Transaction	n: G2C – Government	to	Citize	ns	
W	ho may avail:	Clients who are DH	VS	U bon	afide students.	in a
CH	HECKLIST OF RE	T OF REQUIREMENTS WHERE TO SECURE				Ma Scriptor
1	University Issued	Student ID (1 Original)	1	1 DHVSU Bona fide Students		
2	Duly Signed Excu	use letter (1 Original)	2	Parents/Guardian		
3	Valid Documents of absence/tardin	supporting the cause ess (all Original)				al's Office,
(	CLIENT STEPS	AGENCY ACTION	T	EES O BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Sign in the Visitor/ Client Log Sheet and request for class admission slip.		None	3 Minutes	
2.Present excuse letter and other documents (e.g medical certificate)	2.Verify records in the anecdotal index card	None	2 Minutes	Guidance Counselor
3.Attend Interview with the Guidance Counselor/ Guidance Associate	3. Conducts interviews based on the explanation letter and verify supporting documents.	None	10 Minutes	Guidance & Testing Center
4. Secure Class admission Slip and accomplish Customer Survey form	4. Issues Class Admission Slip and request student to fill out customer survey form	None	1 Minutes	
	TOTAL:	None	16 Minutes	- 37/8

# 4. Psychological Testing Services

This describes the process of 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.

0	ffice or Division:	Guidance and Test	Guidance and Testing Center					
C	lassification:	Simple	Simple					
Ty	pe of Transaction:	G2C – Government	G2C – Government to Citizens					
W	ho may avail:	All bonafide DHVSI	All bonafide DHVSU students for self assessment and counseling,					
		Student will have the	eir	OJT a	nd applicant for DI	HVSU employment		
C	HECKLIST OF REQU	WHERE TO SECURE						
1	Request Letter (for	OJT) 1 Dean's Office / Principal's Office				l's Office		
2	Endorsement Letter purposes)	( for hiring 2 Administrative Services Office (1st Floor, Admin Bldng.)						
	CLIENT STEPS	AGENCY ACTION	T	EES O BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		

1.	Request for Psychological testing and present the Request Letter or Endorsement Letter	1.Receives and checks Request letter (for OJT) and endorsement letter from Human Services	None	2 Minutes	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center
2.	Register in the Visitor/ Client Log Sheet	2. Advise the applicant to register in the Visitor/ Client Log Sheet	None	1 Minute	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center
3.	Take the battery test at the Guidance and Testing Center and Accomplish customer survey form	3. Administers the Test Battery 3. Distributes and collects Customer Survey Form	None	1 Hour (OJT) 2.5 Hours (Psychological Assessment) 2 Hours (Teaching, Non-teaching Applicants and Newly Hired)	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center
4.	Accomplish the customer Survey Form	4. Instruct the student/ applicant to accomplish the customer survey form		1 Minute	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center
			4 9 44	1 Hour, 4 Minutes (For OJT/Work Immersion)	
		TOTAL:	None	2 Hours, 34 Minutes (Psychological Assessment)  2 Hours, 4 Minutes (Teaching and Non-Teaching applicant and newly hired)	

#### **5. Issuance of Test Permit Process**

This describes the process of issuance of test permits to all incoming Junior and Senior High School, transferees, and first year college applicants.

Off	ice or Division:	Guidance and Testing Center				
Cla	ssification:	Simple				
Тур	oe of Transaction:	G2C-Government to Citizen				
Wh	o may avail:			ng Junior and Senior High School, transferees,		
		underg	rad	uate, graduate and post graduate school applicant		
СН	<b>ECKLIST OF REQUI</b>	REMENTS	IENTS WHERE TO SECURE			
1	1 Test stub (1 original)		1	Admissions Office (1st Floor, Student Affairs and		
				Services Bldng.)		
2 Photocopy of Form 138		2	Student applicant's current School			
3 Official Receipt of Testing Fee		3	Cashiering Office (1st Floor, Admin Bldng.)			
(for student applicant not						
covered by RA 10931						
4	4 Picture (1 passport size)					

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present UAT test stub and required documents.	1.Receives and check UAT test permit and required documents	None	2 Minutes	Administrative Aide Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center
Register on the test Schedule Log Sheet.	2.Requests student to register on the log sheet	None	3 Minutes	Administrative Aide Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center
3. Sign and Secure UAT Test permit. Accomplish customer survey form	3.Issues examination schedule or Test permit	None	5 Minutes	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center
	TOTAL:	PHP 300 (student applican t not covered	10 Minutes	

by RA	
10931)	

## 6. University Admission Test (UAT) Administration Process

This describes the process for administration of the University Admission Test (UAT) to all student applicants seeking admission in the university.

Office or Division	: Guidance a	Guidance and Testing Center					
Classification:	Simple	Simple					
Type of Transacti	on: G2C-Gove	G2C-Government to Citizen					
Who may avail:	Who may avail: All incoming Junior and Senior High School, transferees,						
		ıate,	gradu	ate school applican	t and applicants for Juris		
	Doctor						
CHECKLIST OF F	,	WH		TO SECURE			
1 Testing permit(	1 original)	1	l l	•	Center (2 <sup>nd</sup> Floor, Student		
				rs and Service Bldr	<del>0</del> /		
2 School ID		2		ent applicant's curr			
3 Official Receipt	_	3	Cash	niering Office (1st Fl	oor, Admin Bldng.)		
(for student app							
covered by RA		4	Λ alvas	inniana Office / Ast I	There Otted and Affaire and		
students)	4 Application form(for graduate			Admissions Office (1st Floor, Student Affairs and Services Bldg.)			
Students)		C	EES	lces blug.)	7-1-		
CLIENT STEPS	AGENCY ACTION	TO	BE AID	PROCESSING TIME	PERSON RESPONSIBLE		
Present UAT     test permit and     required     documents.	1.Receives and checks UAT test permit and required documents	None		1 Minute	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center		
2.Listen to the instruction of the proctor and fill out the answer sheets	2.1 Introduce and distribute the answer sheets for the UAT. 2.2 Instructs to fill out the answer sheets	No	one	13 Minutes	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center		



3. Answer the sample questions and take the UAT.	3.1. Distributes the test booklets. 3.2. Instructs the test procedures. 3.3. Administers the University Admission test.	None	50 Minutes	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center
4. Listen to the announcement of the proctor regarding schedule of the test results and accomplish customer Survey form	4.1. Collects test booklets and answer sheets 4.2. Distributes customer Survey Form 4.3. Instructs the Schedule of test results.	None	5 Minutes	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center
	TOTAL:	None	1 Hou <mark>r, 9</mark> Minut <mark>es</mark>	

# 7. Individual Inventory Service Process

This describes the process of distribution, collection and retrieval of individual inventory sheets to first year college students, grade 7, grade 11, graduate school, and transferee students.

Type of Transaction:		Simple G2C-Government to Citizen							
Who may avail:	All DHVSU								
CHECKLIST OF REQ	UIREMENTS WHERE TO SECURE								
1 N/A	366	10 m							
2 N/A		50 522							
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE					

Accomplish     the Individual     Information     Sheet.	1. Instructs the student to accomplish the individual information sheet.	None	20 Minutes	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center
2.Accomplish the Customer Survey form	2. Distribute the Customer Survey Form	None	1 Minute	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center
	TOTAL:	None	21 Minutes	

#### 7. Guidance Program Evaluation

This describes the process of evaluating the different guidance services to assess the effectiveness, how well it achieves its goal and in view of improving the guidance services. The data obtained in this service are being used for innovations in the programs in designing interventions.

Office or Division	ո։	Guidance and Testing Center						
Classification:		Simple	Simple					
Type of Transact	ion:	G2C-Gover	nment to C	Citizen				
Who may avail:				d Senior H <mark>igh Sc</mark> ho				
				·	ate school applicant			
CHECKLIST OF F	REQUI	REMENTS	WHERE	TO SECURE				
1 N/A		- A						
2 N/A	- 1							
CLIENT STEPS	CLIENT STEPS AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Accomplish the Individual Information Sheet.	lı s a tl C F	stribute and nstruct students to accomplish he Guidance Program Evaluation Form.	None	10 Minutes	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center			
		TOTAL:	None	10 Minutes				



#### 8. ON-THE-JOB Training

This describes the process of on-the-job training of Grade 12 and graduating students in the Guidance and Testing Center. It aims to acquaint them formally to a real-life work place environment which will help to explore the relationship between knowledge and skills acquired in college and those required in the work place.

Office or Division	1:	Guidance a	Guidance and Testing Center					
Classification:	-	Simple						
	Type of Transaction: G2C-Government to Citizen							
Who may avail: All incoming Junior and Senior High School, transferees,								
				_		ate school applicant		
CHECKLIST OF F		REMENTS	WH		TO SECURE			
1 Endorsement le				Dear	n's office/ Principal	s office/ OJT Coordinator		
2 Student Resum	ne				<u> </u>			
CLIENT STEPS		ACTION	ТО	ES BE AID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Sign in the Visitor/Client Log Sheet	1. Receives Endorseme nt Letter from the Dean/Princi pal/OJT Coordinator		No	one	2 Minutes	Administrative Aide Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center		
2.Attend the OJT Orientation	2. Orient the OJT Trainees on their task, activities and confidentiali ty nature of work and information in the Guidance and Testing		No	one	VTSU 86 1 Hour	Administrative Aide Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center		
3. Read and Sign the Non- Disclosure Agreement	3. Ins	Center Instructs the trainees to carefully read and sign the Non-		one		Administrative Aide Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center		

	Disclosure Agreement			
4. Accomplish the Customer Survey Form	4. Distribute Customer Survey Form	None	1 Minute	Administrative Aide Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center
	TOTAL:	None	1 Hour, 3 Minutes	

# **Laboratory High School (LHS)**

**External Service** 



#### 1. Enrollment Procedure

This describes the guideline and procedure for the enrollment of Junior High School students.

Office of Division		Laboratory High Schoo	I (I HS)		
Classific		Simple	1 (1110)		
Type of	ation.	OiiTipic			
Transac	tion:	G2C - Government to C	Citizen		
	/ho may avail: All bonafide LHS students of DHVSU				
CHECKL		QUIREMENTS	WHE	RE TO SECURE	
	For Grade	<del>2</del> 7			
1.	Form 9 (1		1	School – where he/she graduated Grade 6	
2		e of Good Moral (1 I photocopy	2	School – where he/she graduated Grade 6	
3	backgrour	e with white nd (1 original)	3	Preferred Photo Studio	
4		Certificate (1 photocopy	4	Philippine Statistics Authority (PSA)	
5	Accomplished Pre- Registration form (1 original)		5	DHVSU Website – LHS Page or Principal's Office c/o LHS Secretary	
6	Form 137 request form / Form 137		6	Request form: DHVSU- Office of the University Registrar (1st Floor, Administrative Building) Form 137: School – where he/she graduated Grade 6	
7	Pre-Asses	ssment Form	7	Cashier's Office (1st Floor, Administrative Building)	
-	For Grade	e 8-10	D. V	30 00	
1	Form 9 (1	Original)	1	LHS Faculty Adviser	
2	Clearance	e (1 original)	2	Accounting Office, DHVSU Bacolor, Pampanga	
3	backgrour	e with white nd (1 original)	3	Preferred Photo Studio	
4	Accomplis Registration	shed Pre- on form (1 original)	4	Principal's Office c/o LHS Secretary	
5	Pre-Assessment Form		5	Cashier's Office (1st Floor, Administrative Building)	
6	Certificate	e of Registration (COR)	6	Office of the University Registrar (1st Floor, Administrative Building)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the required documents for evaluation	Receive and check student's Academic Evaluation records and clearance compliance	None	5 Minutes	Assigned Faculty LHS
2. Submit the accomplished pre-registration form for evaluation and advice	2.Issue Pre- Registration and feedback forms to students	None	5 Minutes	Assigned Faculty LHS
3. Submit the evaluated pre-registration form to the Unit Coordinator	3.Evaluate/Review and Advise the section to be enrolled by the students	None	5 Minutes	Assigned Faculty LHS
4. Proceed to the Office of the Registrar, Accounting and Cashier's Office for enrollment proper	4. 1 Approve the pre- registration form and forward to the office of the University Registrar  4.2 Encode the courses to be enrolled and print the Certificate of Registration (COR)	To be determined	5 Minutes	Administrative Aide Office of the University Registrar
~	TOTAL:	None	25 Minutes	



# **Management Information System**

**External Service** 



#### 1. ID Printing (New Student)

This describes the procedure for ID printing for new students.

Office				Contor			
	or Division:		Encoding (	Jenier – – – – – – – – – – – – – – – – – – –			
Classi	Classification: Simple						
Type o	of Transaction:	G2G	- Governn	ment to Governme	nt		
Who r	nay avail:	All D	HVSU Emp	oloyees			
CHEC	KLIST OF REQUIF	REMENTS	WHER	RE TO SECURE			
Certificate of Registration (1 original)			1	Office of the Registrar (1st Floor Administrative Bldg.)			
CI	LIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Present Certificate of Registration (COR)		1. Verify payment in the COR	None	3 Minutes	Administrative Aide MIS Encoding Center		
	pare for photo ing and affix e- ure	2. Capture photo and e-signature	None	5 Minutes	Administrative Aide MIS Encoding Center		
on the ID card i		3. Verify information before printing	None	1 Minute	Administrative Aide MIS Encoding Center		
4. Wai	t for the ID Card	4. Print and issued ID card	None	5 Minutes	Administrative Aide MIS Encoding Center		
	No.	TOTA	L: None	9 Minutes			

## 2. Replacement of ID (Old Student)

This describes the procedure to request for replacement of old or lost ID.

Office o	r Division:	MIS	MIS Encoding Center				
Classifi	cation:	Simp	ole				
Type of	Transaction:	G2G – Government to Government					
Who ma	ay avail:	All DHVSU Employees					
	LIST OF REMENTS		WHERE TO SECURE				
1	Official Receipt (1 original)		1	Cashiering Office (1st Floor, Admin. Bldng.)			

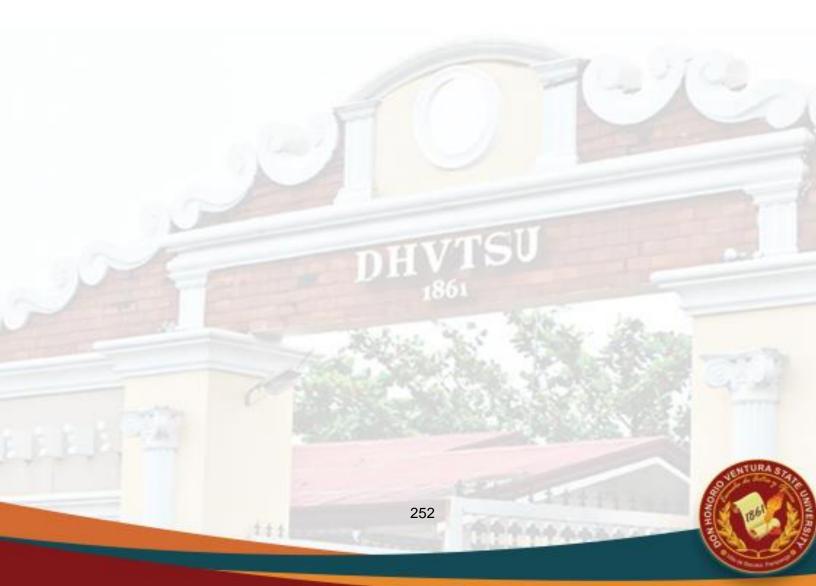
2	Old School ID (1	2	ID issued by the previous school
	original)		

3	ID Printing Form ( 1 original)	3	Office of Student Affairs, 1st Floor, Student Affairs and Services Bldng.)		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
Request replacement of ID	1. Issue ID printing form	None	3 Minutes	Administrative Aide Office of the Administrative Services	
2. Pay necessary fee	2. Collect payment and issue official receipt	PHP 150	2 Minutes	Administrative Aide Cashieri ng Office	
3. Present ID printing form and Official Receipt (OF	3. Verify ID printing form and OR	None	2 Minute	Administrative Aide MIS Encoding Center	
4. Prepare for photocapturing and affix e-signature	4. Capture photo and e-signature	None	5 Minutes	Administrative Aide MIS Encoding Center	
5. Validate information on the ID card	5. Verify information before printing	None	1 Minute	Administrative Aide MIS Encoding Center	
6. Wait for the ID Card	6. Print and issued ID card	None	5 Minutes	Administrative Aide MIS Encoding Center	
	PHP 150	18 Minutes			



# **Management Information System**

Internal Service



#### 1. Encoding of Students Grade

MIS Encoding Center provides access to the School Management System for the DHVSU Faculty to encode grades and to assist them throughout the process.

Office o	r Division:	MIS	Encodin	g Center			
Classific	cation:	Simp	Simple				
Type of	Transaction:	G2G	– Gove	rnment to Govern	ment		
Who ma	y avail:	All D	HVSU T	eaching Personne	el		
CHECKI	IST OF REQU	•		E TO SECURE			
Faculty Schedule Program ( 1 photocopy)			1	VPAA's Office/Respective Colleges/Campuses			
2	Grade Sheet ( original)	1	2	Management Inf Floor, Admin Blo	ormation System (2 <sup>nd</sup> dng.)		
CLIE	CLIENT STEPS AGEN		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Request to encode grades and provide the MIS staff a copy of class schedule		1. Update the class schedule of the faculty in the enrolment system.	None	5 Minutes	Administrative Aide MIS Encoding Center		
grades facu whe		2. Assist faculty whenever possible	None	1 Hour	Faculty DHVSU  Administrative Aide MIS Encoding Center		
of the grade sheets the g shee and a		3. Print the grade sheets and affix initials	None	3 Minutes	Administrative Aide MIS Encoding Center		
	00m	TOTAL:	None	1 Hour, 8 Minutes			



**2. ID Printing for Employees**This describes the procedure for ID printing among DHVSU personnel.

Office of	or Division	:	MIS E	ncoding Cente	r				
Classifi	cation:		Simple	9					
Type of	Transacti	on:	G2G -	G2G – Government to Government					
	ay avail:		All DH	VSU Employe	es				
_	LIST OF REMENTS			WHERE TO	SECURE				
1	Employee Form (1 c		•	1	1 Administrative Services Office (1 Floor, Admin Bldng.)				
CLIEN.	T STEPS	AGEN ACTI	_	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
Employe	Present 1. Verify records in the Personnel Manage ment System		None	3 Minutes	Administrative Aide MIS Encoding Center				
2. Prepa photo ca and affix signatur	apturing x e-	2. Captu photo signat	and e-	None	5 Minutes	Administrative Aide MIS Encoding Center			
3. Valida informat the ID c	tion on ard	3. Ver inform before printin	nation e g	None	1 Minute	Administrative Aide MIS Encoding Center			
4. Wait Card	for the ID	4. Prir issued card		None	5 Minutes	Administrative Aide MIS Encoding Center			
		T	OTAL:	None	9 Minutes				



# **OFFICE FOR ALUMNI AFFAIRS**

**Internal Services** 



## 1. Giving and Acceptance of Donation

The procedure covers the receiving and acknowledging of donations.

I he procedure covers the receiving and acknowledging of donations.							
	or Division:		Office for A	lumni Affai	rs		
Classi	fication:		Simple				
	of Transaction:		G2C – Gov	ernment to	Citizen		
Who n	nay avail:		Donors				
CHEC	KLIST OF REQ			WHERE	TO SECURE		
1	Letter of Intent	t (1 origir	nal)	1	Donor		
2	Donation Forn	n (1 origir	nal)	2	Office for Alumn Floor, University	•	
3	Deed of Dona	tion (1 or	iginal)	3	Office for Alumn concerned unit -	i Affairs and the	
4	Certificate of Appreciation (	1 original	)	4	Office for Alumn Floor, University	`	
CLII	ITIENI CIEDE		ENCY	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE	
				PAID			
1. Submit the documents for donation		1.1. Info Adminis Office 1.2. Pre accepta program	epare the	None	1 Day	OAA Director Office for Alumni Affairs	
Program		2. Cond		None	1 Day	OAA Director Office for Alumni Affairs	
	omplish mer Survey	3. Co accomp survey		None	10 Minutes	Office Secretary Office for Alumni Affairs	
		Z	TOTAL:	None	2 Days and 10 Minutes		



2. Request for Holding Alumni Activities

The process of requesting and documenting the holding of alumni activities.

The process of requesting and documenting the holding of alumni activities.						/ities.	
Office or Division: Office				Office for Alumni Affairs			
Classification: Simple							
Type of Transac	tion:		G2G – G0	vernmer	nt to Governmer	nt	
Who may avail:			DHVSU A	lumni			
CHECKLIST OF	REQUIRE	EMENTS	3	WHER	E TO SECURE		
1	Request	Form (1	original)	1	Office for Alum Floor, Universit	`	
CLIENT ST	EPS	_	ENCY	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIB LE	
request for evaluation re		1.2. S appro reque top	<ul><li>1.1. Evaluate the request</li><li>1.2. Secure approval of the request to the top management</li></ul>		10 Minutes	OAA Director Office for Alumni Affairs	
2. Wait for the rel the memorandum			e randum activity	None	10 Minutes	University President Office of the President	
document the activity f		3. Receive and file the documentation		None	10 Minutes	Office Secretary Office for Alumni Affairs	
		ect the plished form	None	10 Minutes	Office Secretary Office for Alumni Affairs		
			TOTAL:	None	40 Minutes	120	



# OFFICE FOR INTERNATIONAL PARTNERSHIPS AND PROGRAMS

**Internal Services** 



#### 1. FOREIGN STUDENT ADMISSION

This describes the process of foreign students` admission in the University.

Office or Divi	sion:	Office for Internation	nal Par	tners	hips and Program	ns (OIPP)
Classification	1:	Highly Technical				,
Type of						
Transaction:		G2C – Governmer	nt to Cit	izen		
Who may ava		FOREIGN STUDE				
CHECKLIST (	OF REQ	UIREMENTS	WHER	E TC	SECURE	
1	Letter of original	of Intent (1 I)	1	Stud	dent applicant	
2	Applica origina	ation Form (1 I)	2		ce for Alumni Affai versity Hostel)	irs ( 1 <sup>st</sup> Floor,
3	Studer photoc	nt visa ( 1 opy)	3	Phili	ippine Embassy	
CLIENT ST		AGENCY ACTION	FEES BE P		PROCESSING TIME	PERSON RESPONSIBLE
Submit the required docuited docuited to the required documents of the requirement o	ments	Evaluate the submitted documents	None		1 Day	Director OIPP
2. Attend the orientation on rules and regulation of the University	lations	2. Orient the students about rules and regulations of the University	None		1 Day	Director, OIPP
3. Attend regu classes and sessions	lar	3. Monitor and facilitate students' learning	Nor	ie	(Depends on the program)	ESL Coaches and Instructors
4. Attend the completion ceremony  4. Prepare and issue certificates of completion		Nor	ie	1 Day	Administrative Aide OIPP	
5. Accomplish Customer Survey Form  5. Collect the accomplished survey form		accomplished	None		10 Minutes	Office Secretary OIPP
100		TOTAL:	Nor	ne	Approximately more than 20 Days	Alama T



## 2. REQUEST FOR TRAVEL AUTHORITY (OFFICIAL BUSINESS)

This describes the process of requesting Travel Authority for Official Business among university personnel and staff with Temporary and Permanent status.

	Office or							
Divisi	-	Office for International	al Part	nershi	ps and Programs (	(OIPP)		
Class	ification:	Complex						
Туре								
	action:	G2G - Government to						
Who	may avail:	All bonafide DHVSU						
CHECKLIST OF REQUIREMENTS WHERE TO SECURE								
1	Letter of Re	equest (1 original)	1	Requ	esting Staff/Facult	У		
2	Certificate of original)	of Personal Travel (1	2	Requ	esting Staff/Facult	y		
3	Travel Requ	uest Form (1 original)	3		e for International I rams (1 <sup>st</sup> Floor, Un	•		
CLIE	NT STEPS	AGENCY ACTION		S TO	PROCESSING TIME	PERSON RESPONSIBLE		
require	nents for	Evaluate the submitted documents	ed None		1 Day	Director OIPP		
approv evalua docum	nents	2.1 Endorse the letter of request and evaluated documents to the Board of Regents for approval  2.2 Forward the approved request to CHED -IAS	No	one	2 Days	<i>Director</i> OIPP		
		3. Evaluate, approve/ disapprove the request for travel	None		15 Days	Director, CHED-IAS		
approv	nents	4. Issue the approved Travel Authority	None		None		1 Day	Administrative A <mark>ide</mark> OIPP
	complish mer Survey	5. Collect the accomplished survey form	None		None		10 Minutes	Office Secretary OIPP
	TOTAL: None 19 Days and 10 Minutes							

**3. REQUEST FOR TRAVEL AUTHORITY (PERSONAL TRAVEL)**This describes the process of requesting Travel Authority for personal travels abroad among university personnel and staff with Temporary and Permanent status.

Office	or					
Divisi	-	Office for Interna	ational	Partne	erships and Progra	ams
	ification:	Simple	ational	· artir	orompo ana r rogn	anno
Туре		Cirripio				
	saction:	G2G- Governme	ent to (	Goverr	nment	
Who	may avail:	REQUESTING S				
		QUIREMENTS			SECURE	
1	Letter of Rec	uest (1 original)	1	Requ	esting Staff/Facul	ty
2		Personal Travel	2	Requ	esting Staff/Facul	lty
3	Travel Reque	est Form (1	3		e for International rams (1 <sup>st</sup> Floor, Ur	•
01.15	, ,	AGENCY	FEE	S TO	PROCESSING	PERSON
CLIE	ENT STEPS	ACTION	BE I	PAID	TIME	<b>RESPONSIBLE</b>
1. Sub	omit the	1. Review the				Director
requir	ed	submitted	None		1 Hour	<i>Director</i> OIPP
docun	nents	documents				OII I
		1.2. Prepare the endorsement letter and travel authority	None		1 Hour	Administrative Aide OIPP
		2.2. Sign the documents	No	ne	1 Hour	Chief Administrative Officer
		2.3. Approve the travel authority	No	ne	1 Hour	University President
	2. Receive the 2. Issue the		No	ne	1 Hour	Administrative Aide OIPP
Customer Survey		3. Collect the accomplished survey form	No	ne	10 Minutes	Office Secretary OIPP
		TOTAL:	No	ne	5 Hours, 10 Minutes	



# OFFICE OF PHYSICAL PLANT AND FACILITIES

**Internal Services** 



#### 1. Goods and Services Purchase Process

This describes the Goods and Services Purchase Process of individual building and facilities of DHVSU Main Campus.

Office or Division: Office of Physical Plant and Facilities								
Clas	ssification:		Complex					
	e of Transactio	n:	G2G – G0	overnment to Government				
	o may avail:		DHVSU					
CHE	CKLIST OF RE			WH		SECURE		
1	1 Approved Letter of Request			1		the End User		
2	Plans			2		lanning and Design		
3	Estimated Cost	t / Program of Wo	orks	3		ocumentation Sect	on	
		<u> </u>		4		Main Campus	D=D001	
CL	LIENT STEPS	AGENCY A	CTION		EES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. DH	IVSU/OPPF	Receive the approvements of the second Request and Design Technical Staff for the to determine the sco	ate a specific e said project		None	1 day	Director Office of Physical Plant and Facilities	
2. DH	IVSU/OPPF	Coordinate the reque end user and report relative to the scope the Director	port the findings		None	2 hours	Administrative Aide Office of Physical Plant and Facilities	
	IVSU/OPPF	Designate a specific planning staff to do the plan for the said purchase request		None		10 minutes	Director Office of Physical Plant and Facilities	
4. DH	IVSU/OPPF	Provide plan for the project and present it to the Director		None		2 days	Administrative Aide Office of Physical Plant and Facilities	
5. DH	IVSU/OPPF	plan to Technical Sta and preparation of es	Check, approve and forward the plan to Technical Staff for review and preparation of estimate cost for the purchase request		None	1 hour	Director Office of Physical Plant and Facilities	
6. DH	IVSU/OPPF	Provide estimate cos purchase request	st for the	18	None	1 day	Administrative Aide Office of Physical Plant and Facilities	
7. DH	7. DHVSU/OPPF Receive and verify the cost for the purchase re			None		30 minutes	Director Office of Physical Plant and Facilities	
7. DH	IVSU/OPPF	Present the approve estimated cost to the do the purchase requapproval to supply a procurement office, I Head of Hope.	e end user to uest for nd		None	1 hour	Administrative Aide Office of Physical Plant and Facilities	

TOTAL	Nana	C days	
IOIAL:	None	5 days	

#### 2. Repair and Improvement Process (Small Value Procurement)

This describes the Repair and Improvement Process (Small Value Procurement) of individual building and facilities of DHVSU Main Campus.

			I					
Office or Division: Office of Ph				ysical Plant and Facilities				
Clas	ssification:		Highly Techr	nica	al			
Тур	e of Transaction	:	G2G – Gove	rnn	nent to Go	vernment		
	may avail:		DHVSU					
CHE	CKLIST OF REC	QUIREMENTS		W	HERE TO	SECURE		
1	Approved Letter	of Request		1	Office of	the End User		
2	Plans			2	OPPF Pla	anning and Design S	Section	
3	3 Program of Works			3	OPPF Do	PPF Documentation Section		
4	Actual Pictures			4	4 DHVSU Main Campus			
			7	5 Bids and Award Committee (BAC)				
С	LIENT STEPS	AGENCY A	ACTION		EES TO BE PAID	PROCESSING TIME	PERSON RESPONSI BLE	
1. D	HVSU/OPPF		clusion and ent of the tin the APP ar.	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	None	1 day	Director Office of Physical Plant and Facilities	



project to determine the

scope of works.

2. DHVSU/OPPF	Coordinate the request to the			Administrativ
	end user and report the findings relative to the scope of works to the Director	None	2 hours	e Aide Office of Physical Plant and Facilities
3. DHVSU/OPPF	Prepare draft plan and forward it to the Draftsman	None	1 hour	Director Office of Physical Plant and Facilities
4. DHVSU/OPPF	Provide plan for the project and present it to the Director	None	2 days	Administrativ e Aide Office of Physical Plant and Facilities
5. DHVSU/OPPF	Check, approve and forward the plan to Technical Staff for review and preparation of specifications and program of works	None	1 hour	Director Office of Physical Plant and Facilities
6. DHVSU/OPPF	Estimate the cost and do the Program of Works then forward it to the Director	None	2 days	Administrativ e Aide Office of Physical Plant and Facilities
7. DHVSU/OPPF	Receive and verify the estimated cost submitted by the Office Staff	None	30 minutes	Director Office of Physical Plant and Facilities
8. DHVSU/OPPF	Produce the initial print out of the estimated cost.  Reproduce three (3) copies for the signed completed output and furnish a copy to BAC	None	1 hour	Administrativ e Aide Office of Physical Plant and Facilities

9. DHVSU/OPPF	Prepare documents for bidding process responsible for posting small value procurement (SVP) and awarding of contract to lowest responsive bidder.	None		Bids and Award Committee (BAC)
	TOTAL:	None	6 days	

#### 3. Repair and Improvement Process (Public Bidding)

This describes the Repair and Improvement Process (Public Bidding) of individual building and facilities of DHVSU Main Campus.

Off	fice or Division:		Office of Ph	e of Physical Plant and Facilities				
Cla	assification:	Highly Technical						
Ту	pe of Transactio	on:	G2G – Gov	ernment to Go	overnment	JT1 1		
Wr	no may avail:		DHVSU			1		
СН	ECKLIST OF RE	EQUIREMENTS		WHERE TO	SECURE			
1	Approved Lette	er of Request	A I	1 Office of the	he End User			
2	Plans		2 OPPF Planning and Design Section			Section		
3	Program of Wo	orks		3 OPPF Documentation Section				
4	Actual Pictures	3		4 DHVSU Main Campus				
K			DH	5 DPWH				
С	LIENT STEPS	AGENCY	ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE		
1. I	1. DHVSU/OPPF Receive the Letter of Requeive Verify the included budget allotments.		clusion and	None	1 day	Director Office of Physical Plant and Facilities		



	T		T	1
	identified project in the APP for the Fiscal Year.			
	Designate a specific Technical Staff for the said project to determine the scope of works.			
2. DHVSU/OPPF	Coordinate the request to the end user and report the findings relative to the scope of works to the Director	None	2 hours	Administrative Aide Office of Physical Plant and Facilities
3. DHVSU/OPPF	Prepare draft plan and forward it to the Draftsman	None	2 hours	Director Office of Physical Plant and Facilities
4. DHVSU/OPPF	Provide plan for the project and present it to the Director	None	3 days	Administrative Aide Office of Physical Plant and Facilities
5. DHVSU/OPPF	Check, approve and forward the plan to Technical Staff for review and preparation of specifications and program of works	None	1 hour	Director Office of Physical Plant and Facilities
6. DHVSU/OPPF	Prepare the Program of Works, ABC, Bar Chart and Specification then forward it to the Director.	None	3 days	Administrative Aide Office of Physical Plant and Facilities
7. DHVSU/OPPF	Receive and verify the Program of Works, ABC, Bar Chart and Specification submitted by the Office Staff	None	30 minutes	<i>Director</i> Office of Physical Plant and Facilities



8. DHVSU/OPPF	Produce the initial print out of the Program of Works, ABC, Bar Chart and Specifications.  Provide Soft copy of the plan through CD	None	2 hours	Administrative Aide Office of Physical Plant and Facilities
9. DHVSU/OPPF	Forward print out of Program of Works, ABC, Bar Chart and Specifications to head of HOPE for signing.	None	1 hour	Administrative Aide Office of Physical Plant and Facilities
10. DHVSU/OPPF	Submit the Program of Works, ABC, Bar Chart, Specifications signed by the Head of HOPE and Trasmittal Office produce by the Head of Hope to DPWH for checking and review.	None	3 hours	Administrative Assistant Office of Physical Plant and Facilities
11. DHVSU/OPPF	Receive, Review and Evaluate submitted Program of Works, ABC, Bar Chart, Specifications signed by the Head of HOPE	None		Deparment of Public Works and Highways
12. DHVSU/OPPF	Get the Checked POW, ABC, Bar Chart and Specification to DPWH for final editing.	None	3 Hours	Administrative Assistant Office of Physical Plant and Facilities



13. DHVSU/OPPF	Edit Program of Works, ABC, Bar Chart and Specification checked by DPWH	None	2 days	Administrative Aide Office of Physical Plant and Facilities
14. DHVSU/OPPF	Receive, Review and Finalized the Program of Works, ABC, Bar Chart and Specification submitted by the Office Staff	None	1 hour	Director Office of Physical Plant and Facilities
15. DHVSU/OPPF	Produce print out of finalized Program of Works, ABC, Bar Chart and Specifications.  Provide Soft copy of the plan through CD	None	2 Hours	Administrative Aide Office of Physical Plant and Facilities
16. DHVSU/OPPF	Forward print out of Program of Works, ABC, Bar Chart and Specifications to the head of HOPE for signing.	None	1 hour	Administrative Aide Office of Physical Plant and Facilities
17. DHVSU/OPPF	Submit the Program of Works, ABC, Bar Chart, Specifications signed by the Head of HOPE and Trasmittal Office produce by the Head of Hope to DPWH for bidding	None	3 hours	Administrative Assistant Office of Physical Plant and Facilities
18. DHVSU/OPPF	Prepare documents for bidding process responsible for posting project (Repair and Improvement) and awarding of contract to lowest responsive bidder	None		Deparment of Public Works and Highways

TOTAL:	None	12 days	

**4. Procedure in Processing of Contractor's Payment Request**This describes the procedure in processing Contractor's Payment request at DHVSU Main Campus.

	Office or Division: Office of				f Physical Plant and Facilities			
	Classification:		Complex	(				
	Type of Transaction	n:	Private to	to Government				
	Who may avail:			racto	or with pro	ject in the univer	sity	
	CHECKLIST OF RE	EQUIREMENTS		W	HERE TO	SECURE		
	1 Request Letter	, pictures		1	Contrac	tor		
		, COC and COA	١	2	OPPF D	ocumentation Se	ection	
	3 Logbooks, SPA	4		3	Contrac	tor		
	4 Surety Bond an Materials	nd Affidavit of La	abor and	4	Contrac	tor		
	CLIENT STEPS	AGENCY A	CTION		EES TO E PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
	1. DHVSU/OPPF	Receive the let billing request office of the Pr	from the		None	30 Minutes	Administrative Aide Office of Physical Plant and Facilities	
	2. DHVSU/OPPF	Present the let request to the for the approva preparation of documents	Director al in		None	30 Minutes	Administrative Aide Office of Physical Plant and Facilities	
L. C.	3. DHVSU/OPPF  Receive the approved letter of request and instruct the concerned engineer to evaluate work accomplished		at and ncerned aluate		None	1 hour	Administrative Aide Office of Physical Plant and Facilities	
	4. DHVSU/OPPF	DHVSU/OPPF  Conduct site inspection together with the contractor or contractor's representative to determine the actual work accomplished		47.00	None	2 hours	Technical Staff Office of Physical Plant and Facilities	
	5. DHVSU/OPPF	Submit reconci approved state			None	1 hour	Technical Staff Office of Physical Plant and Facilities	

	work accomplished to the documentation section			
6. DHVSU/OPPF	Prepare and forward the encoded statement of work accomplished to director for review and verification	None	5 minutes	Administrative Aide Office of Physical Plant and Facilities
7. DHVSU/OPPF	Review and approve encoded statement of work accomplished	None	2 minutes	Office Director Office of Physical Plant and Facilities
8. DHVSU/OPPF	Receive and prepare the approved statement of work accomplished, inspection report and certificate of payment for partial billing and additional documents like certificate of completion and certificate of acceptance for final billing.	None	35 minutes	Administrative Aide Office of Physical Plant and Facilities
9. DHVSU/OPPF	Print and submit final copies of billing documents to the Director, for signing	None	10 minutes	Administrative Aide Office of Physical Plant and Facilities
10. DHVSU/OPPF	Inform the contractor or its representative for signing the statement of work accomplished and certificate of completion.	IVIS	JU	Administrative Aide
	If final payment is requested, additional requirements like surety bond, affidavit of labor and materials, 3 sets of As-Built Plan, after construction pictures and 2 sets of logbook	None	4 days	Office of Physical Plant and Facilities



11. DHVSU/OPPF	Route the billing documents for signing to HOPE	None	30 minutes	Administrative Aide Office of Physical Plant and Facilities
12. DHVSU/OPPF	Photocopy duly signed billing documents, pictures, surety bond, affidavit of labor and materials	None	5 minutes	Administrative Aide Office of Physical Plant and Facilities
13. DHVSU/OPPF	Submit all original billing documents and other requirements to the Office of the Accountant for the preparation of voucher for payment	None	10 minutes	Administrative Aide Office of Physical Plant and Facilities
14. DHVSU/OPPF	File all billing documents copies	None	10 minutes	Administrative Aide Office of Physical Plant and Facilities
	TOTAL:	None	5 Days	



# **OFFICE OF THE STUDENT AFFAIRS**

**External Services** 



#### 1. ID Validation

This describes the process of validating the Identification Cards of all bona fide students in the University.

Office or Division:			Office	of Stude	nt Δffairs	
Classification:		Office of Student Affairs Simple				
Type of Transaction	n.		G2G – Government to Government			
Who may avail:					HVSU students	CIIL
CHECKLIST OF RI	FOLII	REMENT			E TO SECURE	
1	Cer	tificate of istration (		1		versity Registrar
2	Offic	cial Identifi d (ID)		2	Management In	formation System
CLIENT STEPS		AGEN ACTI		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		1. Instruction to state the log b	sign in ook	None	1 Minute	Administrative Aide Office of Student Affairs
2. Submit the required documents to the Administrative Aide in charge for verification		2. Receive required documer upon verification	nts	None	2 Minutes	Administrative Aide Office of Student Affairs
3. Wait for the release of the validated document  Attavali		3. Mark to COR with Rubber states the Validation Sticker of ID of the student	n OSA stamp ne ID n	None	3 Minutes	Administrative Aide Office of Student Affairs
4. Receive the validated document the validated to the stu		ated ID	None	1 Minute	Administrative Aide Office of Student Affairs	
5. Fill out the customer satisfaction rating  5. Provid Custome Satisfaction Rating for the stude		er ion orm to	None	3 Minutes	Administrative Aide Office of Student Affairs	

TOTAL:	None	10 Minutes	
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Office of Student Affairs

#### 2.Replacement of Old/Lost ID

Office or Division:

This describes the process of replacing the lost or old Identification Card (ID) of all bona fide students in the University.

Office of Division.	Office of Student Affairs					
Classification:		Simple	Simple			
Type of Transaction	on:	G2G -	Govern	ment to Governme	ent	
Who may avail:		All bon	a fide DI	HVSU students		
CHECKLIST OF RI	EQUIREMENT	S	WHER	E TO SECURE		
1	Certificate of		1	Office of the Uni	versity Registrar	
	Registration	(COR)		0		
2	Official Old	Cond	2	Students' old ID		
	Identification (ID)	Card				
3	ID Printing Fo	orm	3	Office of Studen	t Affairs	
CLIENT STEPS AGEN		NCY	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
		ict the sign in book	None	1 Minute	Administrative Aide Office of Student Affairs	
2. Submit the require documents to the Administrative Aide charge for verification	in docume upon verificat Issue ID printing	ion form to	None	2 Minutes	Administrative Aide Office of Student Affairs	
3. Fill out the ID printing form and submit to the Administrative Aide in charge for checking  Administrative Aide in charge for checking		to fill ne items in the d the eness	None	3 Minutes	Administrative Aide Office of Student Affairs	

4. Wait for further instruction on the next step	4. Instructs the student to pay at the cashiers' office for payment of the ID replacement and to present	None	1 Minute	Administrative Aide Office of Student Affairs
	the Official Receipt at the MIS office for the printing of the new ID			
5. Fill out the customer satisfaction rating	5. Provide the Customer Satisfaction Rating form to the student	None	3 Minutes	Administrative Aide Office of Student Affairs
	TOTAL:	None	10 Minutes	

## 3. Accreditation and Re-Accreditation of Student Organizations

This describes the process of giving due recognition to accredited student organizations in the University.

Office or Division	:	Office of Student Affairs		
Classification:		Simple		
Type of Transact	on:	G2G – G	overnment to Government	
Who may avail:		All recog Universit	nized student organizations in the y	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Re-Accreditation		10.766	50	
	Accomplishment Report (USC Form 001)	1861	University Student Council Office	
2	Audited Financial Report (USC Form 002)	2	University Student Council Office	
3	Certificate of Compliance	3 University Student Council Office		
For New Organization	ation	A CHARLES	MATERIAL STATE OF	
1	Letter of Intent	1	Student Organization concern	

2	Endorsement letter	2	College Deans/	Campus Directors
3	List of Elected Officers	3	Student Organization concern	
4	Approved Constitution and By- Laws	4	Student Organiz	zation concern
5	Action Plan (USC Form 100)	5	Office of the Un Student Council	
6	Photocopy of ID's with	6	Student Organiz	zation concern
	specimen signature			
7	Certificate of Oath of Office	7	Office of Studer	nt Affairs
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	ROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book	Instruct the client to sign in the log book	None	1 Minute	Officer in charge USC Office
2. Submit the required documents to the officer in charge at the USC office for checking and validation	2. Receive and review the documents submitted by the student organization	None	3 Minutes	Officer in charge USC Office
3. Wait for the documents to be evaluated for approval	3. Evaluates the documents submitted by the student organization	None	20 Minutes	Officer in charge USC Office
4. Wait for the approval of the accreditation/reaccreditation of the organization	Approves or disapproves (if necessary) the accreditation or reaccreditation of the student organizations	None	3 Minutes	Director Office of Student Affairs

satisfaction rating	Satisfaction Rating form to the student  TOTAL:	None	None	Affairs  30 Minutes
5. Fill out the customer	5. Provide the Customer	None	3 Minutes	Administrative Aide Office of Student

#### 4. Lost and Found Services

This describes the process of reporting a lost and found object/item of a student within the premises of the University

Office or Division:	Office of Student Affairs					
Classification:	Simple					
Type of Transaction:		G2G – Government to Government				
Who may avail:		All bona fide DHVSU students				
CHECKLIST OF REQUIR	WHERE TO SECURE					
1	Incident Repo	ident Report		Office of Student Affairs		
2	Claim form	nim form 2		Office of Student Affairs		
CLIENT STEPS		AGENCY ACTION		PROCESSING TIME	PERSON RESPONSIBLE	
1. Sign in the client log book	client to	1. Instruct the client to sign in the log sheet		1 Minute	Administrative Aide Office of Student Affairs	
2. Report/ surrender the lost/found item to the Administrative Aide in charge	report or surrende item from concern student a logs in th sheet for	surrendered item from the concern student and logs in the log sheet for lost and found		3 Minutes	Administrative Aide Office of Student Affairs	



3. Wait for the confirmation/verification of the lost or found item(s)	3. Post the announcement for lost and found item(s) on designated areas  Contact the student, in case of the item(s) found and ask them to describe the	None	15 Minutes	Administrative Aide Office of Student Affairs
4. Wait for the release of the item	4. Release/return the item found to the rightful owner after verification	None	3 Minute	Administrative Aide Office of Student Affairs
5. Fill out the customer satisfaction rating	5. Provide the Customer Satisfaction Rating form to the student	None	3 Minutes	Administrative Aide Office of Student Affairs
	T <mark>OTAL</mark> :	None	25 Minutes	

## 5. Filing and Resolving an Incident Procedure

This describes the process of filing and resolving an incident or case involving a student or group of students, who violated certain provisions on student discipline and are subject to disciplinary action.

Office or Division: Office of Student Affairs			Affairs	
Classification:		Simple		
Type of Transacti	on:	G2G – Government to Government		
Who may avail:	All bona fide DHVSU students			
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE		
1	Incident Report		1	Office of Student Affairs
2	Narrative Report corroborated by two disinterested parties		2	Students involved



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	DCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book	Instruct the client to sign in the log sheet	None	1 Minute	Administrative Aide Office of Student Affairs
2. Submit the Incident Report to the Administrative Aide in charge	2. Receive the Incident Report Form and logs in the Record book for Student cases	None	5 Minutes	Administrative Aide Office of Student Affairs
3. Wait for the issuance of notice from either the prefect of discipline or the OSA Director	3.  a. Issue a memorandum to concern students for initial interview about the case filed against them	None	1 day 3-5 days	Director Office of Student Affairs
	b. Call for the meeting of the Disciplinary Committee to further investigate and deliberate on the case		(Depending on the availability of the members of the committee)	Director Office of Student Affairs



4. Wait for the decision of the Disciplinary Committee	4. Makes the decision based on the investigation conducted and the gathered information during the interview  Inform the students concern about the decision thru an issuance of Office Order	None	3 days	Disciplinary Committee Director Office of Student Affairs
5. Receives the decision from the committee	5. Explain the sanctions due to the involved students	None	20 Minutes	Director Office of Student Affairs
6. Fill out the customer satisfaction rating	6.Provide the Customer Satisfaction Rating form to the student	None	3 Minutes	Administrative Aide Office of Student Affairs
	TOTAL:	None	9 days and 29 Minutes	

#### 6. Insurance Claim

This describes the process of claiming an insurance of a particular student who encountered an accident related case, either in school, or outside the school, and even at home, 24/7.

Office or Division	:	Office of	Stude	nt Affairs
Classification:		Simple		
Type of Transacti	on:	G2G – G	overnr	ment to Government
Who may avail:	36.5	All bona fide DHVSU students		
CHECKLIST OF R	REQUIREMENTS	WHERE TO SECURE		
1	Police Report or incid report as the case ma		1	Police station
2	Certificate of Registration		2	Office of the University Registrar

Photocopy of ID of the Student Claimant		3	Student Con	cern	
4		atement of two sted parties	4	From two wit	tnesses
5	Policy co		5	Office of Stu	dent Affairs
6	medicine	Receipts for es and purchased	6	Drugstores of where the mulicontact purchased	or Pharmacy edicines were
7	Medical hospitaliz	Abstract, if zed	7	Hospital whe	ere the ent was confined
8	Official F	Receipts of hospital	8	<u> </u>	ent was confined
9		Certificate issued tending physician	9	From the atte physician du confinement	ring the
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	OCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client lo	g book	1. Instruct the client to sign in the log sheet	None	1 Minute	Administrative Aide Office of Student Affairs
2. Report the incident to the Administrative Aide in charge		2. Receive the report and issue the checklist of requirements when claiming for an insurance	None	5 Minutes	Administrative Aide Office of Student Affairs
3. Prepare all the requirements needed as stated in the checklist provided and submit these to the Administrative Aide in charge		3. Receive the requirements submitted	None	5 Minutes	Administrative Aide Office of Student Affairs



3. Wait for the verification of the requirements submitted	3. Checks the requirements submitted by the student claimant	None	15 Minutes	Administrative Aide Office of Student Affairs
4. Wait for the endorsement from the Office of Student Affairs	4. Issue an endorsement letter to the claimant	None	5 Minutes	Director Office of Student Affairs
5. Fill out the customer satisfaction rating  5. Provide the Customer Satisfaction Rating form to the student		None	3 Minutes	Administrative Aide Office of Student Affairs
	TOTAL:	None	34 Minutes	

#### 7. OUTBOUND ACTIVITY

This describes the process of complying with the requirements for an outbound activity.

Office or Division:	Office of Student Affairs	Office of Student Affairs					
Classification:	Simple	Simple					
Type of Transaction:	G2C – Government to	Governm	nent				
Who may avail:	All bona fide DHVSU st	udents					
CHECKLIST OF REQU	JIREMENTS	WHE	RE TO SECURE				
1	Letter of invite	1	From the organizing committee				
2	Memorandum issued by the College/Department	2	Office of the College Dean				
3	Outbound activity forms (OSA Form 001 and 002	3 1	Office of Student Affairs				
4	Duly notarized parental consent	4	Parents concern				
5	Photocopy of ID of parents with 3 specimen signature	5	Parents concern				
6	Itinerary of activity	6	Office of the College Dean				
7	List of participants	7	Office of the College Dean				



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	DCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book	Instruct the client to sign in the log sheet	None	1 Minute	Administrative Aide Office of Student Affairs
2. Request for Outbound Activity Forms	2.Release the forms requested upon presenting the letter of invite	None	5 Minutes	Administrative Aide Office of Student Affairs
3. Prepare all the requirements needed and submit these to the	3. Receive, record and review the documents	None	10 Minutes	Administrative Aide Office of Student Affairs
Administrative Aide in charge	submitted by the students			
4. Wait for the certificate of compliance	3.Evaluates the documents submitted by the students  Issue the Certificate of Compliance after meeting all the requirements	None	15 minutes	<i>Director</i> Office of Student Affairs
5. Fill out the customer satisfaction rating	5. Provide the Customer Satisfaction Rating form to the student	None	1 Minute	Administrative Aide Office of Student Affairs
100000	TOTAL:	None	32 Minutes	



#### **8. ONLINE TRANSACTION**

This describes the process of requesting a document such as certification non-issuance of ID thru the official email address and FB page of the Office of Student Affairs.

Office or Division:		Office of	Student A	ffairs			
Classification:			Simple	Simple			
Type of Transaction:	•		G2G – G	overnmen	t to Governmen	t	
Who may avail:			All bona f	ide DHVS	U students		
CHECKLIST OF REC	UIREN	MENTS		WHERE	TO SECURE		
1	Certif (COF	ficate of Regi R)	stration	1	Office of the U	Iniversity Registrar	
2	Incide	ent Report Fo	orm	2	Office of Stud	ent Affairs	
CLIENT STEPS AGENCY ACTION			FEES TO BE PAID	OCESSING TIME	PERSON RESPONSIBLE		
1. Send request via the official email and page of the OSA (messenger)  2. Responding inquiry or reduirement the request		equest eeded its for	None	1 Minute	Administrative Aide Office of Student Affairs		
2. Wait for the issuand the soft copy of the document requested	ce of	3. Prepare requested document, send the so to the client	and oft copy	None	3 Minutes	Administrative Aide Office of Student Affairs	
5. Fill out the customer survey form(Google form)  5. Instruct the client to answ the Customer survey form		swer ner	None	1 Minute	Administrative Aide Office of Student Affairs		
	10		TOTAL:	None	5 Minutes		



# OFFICE OF THE UNIVERSITY REGISTRAR

**External Services** 



## 1. Enrolment Procedure

This procedure covers the process when a tertiary student enrolls in the university.

_	ice or ision:	Office of the Univ	niversity Registrar				
Cla	ssification:	Simple					
Тур	e of Transaction:	G2C – Governm	- Government to Citizen				
Wh	o may avail:	All incoming Free regular students		shiftee	s, transferees, retu	rnees and all	
СН	ECKLIST OF REQUIRE			RE TO	SECURE		
1	Senior High School Re		1		ce of the University		
	original, 1 photocopy) - College applicant			Siuc	dent Affairs and Ser	vices blug.)	
2	Grade 6 Report Card ( photocopy) – For Grad applicant	1 original, 1 e 7	2	Sch	ool of origin		
3	Good Moral Certificate original, 1 photocopy)	(1	4	Sch	ool of origin	ETT IN	
4	PSA Birth Certificate (1 original, 1 photocopy)	3	5	5 Philippine Statistics Authority, Maimpis			
5	Transcript of Records ( original, 1 photocopy) - School applicant, Tran	- For Graduate	6	Sch	ool of origin		
CL	IENT STEPS	AGENCY ACTION	FEES BE P		PROCESSING TIME	PERSON RESPONSIBLE	
Visi spe sch Pro	new students: Its THIS LINK for your cific enrolment edule.  ceeds to your	D	1 V	T S	SU		
sub doc belo sha	pective campus to mit your enrolment tuments. If you are low 21 years of age, you all be represented by a lent/ guardian.						
Obs	serves the DHVSU Task	,		475		SVENTURA SV pa doma	

Force COVID-19 Guidelines, which may be found HERE  Proceeds to the designated registration counters for evaluation of the following documents:  • original or photocopy of Form 138;  • original or photocopy Certificate of Good Moral Character; • photocopy of PSA Birth Certificate; and, • three (3) pieces of 2x2 pictures.  The counters are located as follows:  • Bacolor Campus: Ground Floor, College of Education Building Mexico Campus: Room 1 (Ground Floor), Academic Building Porrac Campus: Room 105 (Ground Floor), Academic Building Porrac Campus: Room 3 (Ground Floor) Sto. Tomas Campus: Room 3 (Ground Floor) Sto. Tomas Campus: Room 1, Building 2  For those enrolling at the Apalit Campus and the Candaba Campus, submit the documents to the following focal persons in your respective mulcipalities: Apalit Campus: Normando C. Simon with mobile number  For Irregular Students,  For Irregular Students						
registration counters for evaluation of the following documents:  • original or photocopy of Form 138;  • original or photocopy Certificate of Good Moral Character; • photocopy of PSA Birth Certificate; and, • three (3) pieces of 2x2 pictures.  The counters are located as follows: • Bacolor Campus: Ground Floor, College of Education Building • Mexico Campus: Room 1 (Ground Floor), Academic Building • Lubao Campus: Room 105 (Ground Floor), Academic Building • Porac Campus: Room 105 (Ground Floor) • Sto. Tomas Campus: Room 3 (Ground Floor) • Sto. Tomas Campus: Room 4 (Diffice of the University Registrar Students) • For Irregular Students, Shiftees, University Registrar Iransferees		Guidelines, which may be				
Bacolor Campus:     Ground Floor, College of Education Building     Mexico Campus: Room 1 (Ground Floor), Academic Building     Lubao Campus: Room 105 (Ground Floor), Academic Building     Porac Campus: Room 3 (Ground Floor)     Sto. Tomas Campus: Room 1, Building 2  For those enrolling at the Apalit Campus and the Candaba Campus, submit the documents to the following focal persons in your respective municipalities: Apalit Campus: Normando C. Simon with mobile number      Stidents:  Stidents  Stidents  Stidents  Stiftees, Transferees  Stidents  Stidents  Stidents  Stidents  Stidents  Stidents  Stidents  Stidents  Stidents  Stiftees, Transferees		registration counters for evaluation of the following documents:  • original or photocopy of Form 138;  • original or photocopy Certificate of Good Moral Character;  • photocopy of PSA Birth Certificate; and,  • three (3) pieces of 2x2 pictures.  The counters are located			10 Minutes	
<ul> <li>Lubao Campus: Room 105 (Ground Floor), Academic Building</li> <li>Porac Campus: Room 3 (Ground Floor)</li> <li>Sto. Tomas Campus: Room 1, Building 2</li> <li>For those enrolling at the Apalit Campus and the Candaba Campus, submit the documents to the following focal persons in your respective municipalities: Apalit Campus: Normando C. Simon with mobile number</li> <li>Lubao Campus: Room 105 (Ground Floor), Academic Building 2</li> <li>For Regular Students:</li> <li>For Regular Students:</li> <li>Prepares the Academic Evaluation Program.</li> <li>For Irregular Students, Shiftees, Transferees</li> </ul>		<ul> <li>Bacolor Campus:         Ground Floor, College         of Education Building</li> <li>Mexico Campus: Room</li> </ul>			5 Minutes	9/9
105 (Ground Floor), Academic Building Porac Campus: Room 3 (Ground Floor) Sto. Tomas Campus: Room 1, Building 2  For those enrolling at the Apalit Campus and the Candaba Campus, submit the documents to the following focal persons in your respective municipalities: Apalit Campus: Normando C. Simon with mobile number  Processes the enrollment of the students.  Processes the enrollment of the students.  Administrative Aide Office of the University Registrar			Care 7	1	E Minutes	
Academic Building Porac Campus: Room 3 (Ground Floor) Sto. Tomas Campus: Room 1, Building 2  For those enrolling at the Apalit Campus and the Candaba Campus, submit the documents to the following focal persons in your respective municipalities: Apalit Campus: Normando C. Simon with mobile number  Academic Building enrolment of the students.  For Regular Students:  Prepares the Academic Goffice of the University Registrar  Administrative Aide Office of the University Registrar  Administrative Aide Office of the University Registrar  Administrative Aide Office of the University Registrar  For Irregular Students, Shiftees, Transferees			Processes the		5 Minutes	Administrative Aide
<ul> <li>Porac Campus: Room 3 (Ground Floor)</li> <li>Sto. Tomas Campus: Room 1, Building 2</li> <li>For those enrolling at the Apalit Campus and the Candaba Campus, submit the documents to the following focal persons in your respective municipalities: Apalit Campus: Normando C. Simon with mobile number</li> <li>For Regular Students:</li> <li>For Irregular Students, Shiftees, Transferees</li> </ul>						
3 (Ground Floor) Sto. Tomas Campus: Room 1, Building 2  For those enrolling at the Apalit Campus and the Candaba Campus, submit the documents to the following focal persons in your respective municipalities: Apalit Campus: Normando C. Simon with mobile number  For Regular Students:  Prepares the Academic Evaluation Program.  For Irregular Students, Shiftees, Transferees  For Irregular Students, Shiftees, Transferees		-				
<ul> <li>Sto. Tomas Campus: Room 1, Building 2</li> <li>For those enrolling at the Apalit Campus and the Candaba Campus, submit the documents to the following focal persons in your respective municipalities: Apalit Campus: Normando C. Simon with mobile number</li> <li>For Regular Students:</li> <li>Prepares the Academic Evaluation Program.</li> <li>For Irregular Students, Shiftees, Transferees</li> </ul>			Studenton		and the same of th	University Registrar
For those enrolling at the Apalit Campus and the Candaba Campus, submit the documents to the following focal persons in your respective municipalities:  Apalit Campus:  Normando C. Simon with mobile number  Students:  Prepares the Academic Evaluation Program.  Prepares the Academic University Registrar  Administrative Aide Office of the University Registrar  Administrative Aide Office of the University Registrar  Transferees			For Regular	O VAL N	out	
For those enrolling at the Apalit Campus and the Candaba Campus, submit the documents to the following focal persons in your respective municipalities: Apalit Campus: Normando C. Simon with mobile number  Prepares the Academic Evaluation Program.  Prepares the Academic Evaluation Program.  For Irregular Students, Shiftees, Transferees  Administrative Aide Office of the University Registrar		· · · · · · · · · · · · · · · · · · ·	Students:	IN AND IN		The state of the s
Apalit Campus and the Candaba Campus, submit the documents to the following focal persons in your respective municipalities: Apalit Campus: Normando C. Simon with mobile number  Academic Evaluation Program.  Prepares the Academic Evaluation Program.  For Irregular Students, Shiftees, Transferees  Administrative Aide Office of the University Registrar  Administrative Aide Office of the University Registrar				1861		
Candaba Campus, submit the documents to the following focal persons in your respective municipalities: Apalit Campus: Normando C. Simon with mobile number  Academic Evaluation Program.  Academic Evaluation Program.  For Irregular Students, Shiftees, Transferees  Office of the University Registrar  Administrative Aide Office of the University Registrar		For those enrolling at the		- Laborator	-	
the documents to the following focal persons in your respective municipalities: Apalit Campus: Normando C. Simon with mobile number  Transferees  Line Evaluation Program.  Evaluation Program.  For Irregular Students, Office of the University Registrar  University Registrar  Administrative Aide Office of the University Registrar	ı			200	THE WAY	
following focal persons in your respective municipalities: Apalit Campus: Normando C. Simon with mobile number  Program.  Program.  For Irregular Students, Shiftees, Transferees  Administrative Aide Office of the University Registrar			_ 400, 5403.7.1	Section 1	THE RESERVE	And the second s
in your respective municipalities: Apalit Campus: Normando C. Simon with mobile number For Irregular Students, Shiftees, Transferees Administrative Aide University Registrar			The second secon			Onvoidity Regional
respective municipalities: Apalit Campus: Normando C. Simon with mobile number  For Irregular Students, Shiftees, Transferees  Administrative Aide Office of the University Registrar			Fiograffi.	1000		CARL CLEAN
Apalit Campus: Normando C. Simon with mobile number  Students, Shiftees, Transferees  Office of the University Registrar			For Irregular			Administrative Aide
Normando C. Simon Shiftees, University Registrar Transferees			_		200	Office of the
with mobile number Transferees		7 ipani				University Registrar
,and Returnees:						VENTURA
			and Returnees:	- 52		8//

designated exit points.	TOTAL:	None	2 Days, 2 Minutes	
Proceeds to the				
5. Proceed to the designated exit points.				
09436392897 Maricel Tiongco with mobile number 09151210789				
with mobile number	shall be carried			
•	student for advising which			Office of the University Registrar
09658567321	Contacts the			Administrative Aide
Mayor's Office) with mobile number				
(Administrative Staff,	thru social media.			University Registrar
09175046833 Joy Bernardino	Announces specific schedule			Administrative Aide Office of the



## 2. Application for Authentication of School Records

The procedure in requesting for authentication, verification and certification of school records. A process done within the university to ensure that an individual's records and documents are authentic and legal.

	ce or Division:		Iniversity Regis	0
Clas	ssification:	Simple		
Тур	e of Transaction:	G2C – Government to Citizen		
Who	o may avail:	All students and alumni of DHVSU		
	CKLIST OF REQUIREMENTS		WHERE TO	SECURE
	cipal			
1	Application Form (1 Original)		1	Office of the University Registrar, 1st Floor, Administrative Bldg.
2	Student's ID or any government issued ID (1 Original)		2	Management Information System, DHVSU, Bacolor, Pampanga
3	Documentary Stamps (2 pieces)		3	Bureau of Internal Revenue (BIR), Sindalan, CSFP
4	Official Receipt (OR) as payment for the authentication (1 Original)		4	Cashiering Office, 1st Floor, Administrative Bldg.
5	Transcript of Records (TOR), Diploma and Certifications (1 Original and 1 Photocopy for each document)		5	Office of the University Registrar, 1st Floor, Administrative Bldg.
Rep	resentative's additional requir	The second secon	Mark Mark	
1	Duly Signed Authorization Lette	er (1 Original)	1	Person being represented



2	Any government issued ID of the	2	Any valid ID
	representative (1 photocopy)		issued by public
			and private
			government

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Application Form and present Student's ID and sign in the client Log Sheet at the OUR For representative, present any Government issued ID, Authorization Letter and sign in the client Log Sheet at the OUR	. Issue application form	None	5 Minutes	Administrative Aide VI Administrative Aide IV Administrative Aide I Office of the University Registrar
2. Submit application form including documents at the OUR.	2. Verif y and check the documents for authenticati on and issue a payment stub	None	5 Minutes	Administrative Aide VI Administrative Aide IV Administrative Aide I Office of the University Registrar
3. Pay at the Cashiering Office and present the official receipt (OR) to the OUR.	3. Sche dule the date of release and issue claim stub	PHP 50/ set	5 Minutes	Administrative Aide VI Administrative Aide IV Administrative Aide I Office of the University Registrar



4 Present the claim stub, Official Receipt and Authorization Letter (for a representative) for the issuance of the requested document/s and sign in the client Log Sheet at the OUR	4. Issue the client's requested certification	None	2 Minutes	Administrative Aide VI Administrative Aide IV Administrative Aide I Office of the University Registrar
	TOTAL:	PHP 50/set	17 Minutes	

# 2. Application for Certification, Authentication and Verification (CAV) of School Records

The covers the procedure in requesting for certification, authentication and verification of school records. It is a process done within the university to ensure that an individual's records and documents are authentic and legal.

Offic	Office or Division:		Office of the University Registrar (OUR)		
Clas	Classification:		Simple		
Тур	e of Transaction:	G2C - 0	Government to Citizen		
Who	o may avail:	All stud	ents and alumni of DHVSU		
CHE	CKLIST OF REQUIREM	ENTS	WHERE TO SECURE		
Prin	ncipal				
1	Application Form (1 Original)	1	Office of the University Registrar,  1st Floor Administration Bldg.		
2	Student's ID or one (1) government issued ID (1 Original)	2	Management Information Systems, 2 <sup>™</sup> Floor, DHVSU Admin. Bldg.		
3	Documentary Stamps (6 pieces)	3	BIR, Sindalan, CSFP		
4	Official Receipt (OR) as payment for CAV (1 Original)	4	Cashiering Office, DHVSU, 1st Floor, Administration Bldg.		



Diploma a Certificati Original, photocop	ons (1 2 ies)	5	Office of the Uni	versity Registrar, stration Bldg.
Representativ	e's additional	requirements		
the repre- Original)	ed ition Letter for sentative (1	1	Person being re	presented
2 Any gove issued ID represent Photocop	of the tative (1	2	Person being re	presented
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Application Form and present Student's ID and sign in the client Log Sheet at the OUR For represent ative, present any Government issued ID, Authorizat ion Letter and sign in the client Log Sheet at the OUR	1. Issue Applicati on Form for CAV of school records.	None	5 Minutes	Administrative Aide I Office of the University Registrar



2. Submit application form including documents at the Registrar's Office.	2. Verif y and check the documents for authenticati on and issue a payment stub	None	5 Minutes	Administrative Aide I Office of the University Registrar
3. Pay at the Cashiering Office and present the official receipt (OR) to the OUR	3. Sche dule the release and issue claim stub	PHP 150	5 Minutes	Administrative Aide I Office of the University Registrar
4. Prese nt the claim stub, Official Receipt and Authorization Letter (for a representa tive) for the issuance of the requested document/s and sign in the client Log Sheet at the OUR	Claiming of the requested document/s	none	3 days	Administrative Aide I Office of the University Registrar
TE	TOTAL:	PHP 150	3 days 15 Minutes	



## 3. Application for Certifications of Document/s Requested

This covers the procedure in requesting Certificate of Graduation, Certificate of English as a Medium Instruction, Certificate of Earned Units, Certificate of Enrolment and Certificate of Grades.

Office or Divis	ion:		Iniversity Registrar (OUR)		
Classification:		Simple			
Type of Transa	action:	G2C – Govern	ment to C	Citizen	
Who may avail	:	All students an	d alumni	of DHVSU	
CHECKLIST O	F REQUIREMEN	TS	WHERE	TO SECURE	
Principal					
1	Application Form (1 Original)		1	Office of the University Registrar, 1st Floor, Administration Bldg.	
2	Student's ID or any Government Issued ID (1 Original)		2	Management Information Systems, DHVSU, Bacolor, Pampanga	
3	Documentary Stamps (2 pieces)		3	BIR, Sindalan, CSFP	
4	Official Receipt (OR) as payment for the requested certifications (1 Original)		4	Cashiering O Administratio	ffice, 1st Floor, n Bldg.
Representative	e's additional red			Y	- FTV
1	Duly signed Authorization Letter for the representative (1 original)		1	Person being	represented
2	Any government issued ID of the representative (1 photocopy)		2	Any valid ID issued by public and private government	
CLIENT STEPS	AGENCY	ACTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSI BLE



1. Request for Application Form and present Student's ID and sign in the client Log Sheet at the OUR For representa tive, present any Governme nt issued ID, Authorizati on Letter and sign in the client	1. Issue Application Form for the issuance of the requested certification.	None	5 Minutes	Administrativ e Aide VI Administrativ e Aide IV Administrativ e Aide I Office of the University Registrar
Log Sheet at the OUR			74	100
	2. Verify and check the sub mitt ed documents and issue	None	5 Minutes	Administrativ e Aide VI Administrativ e Aide IV Administrativ e Aide I Office of the University Registrar



	A payment stub			
,	3. Schedule the release and issue claim stub	PHP 50/pa ge	5 Minutes	Administrativ e Aide VI Administrativ e Aide IV Administrativ e Aide I Office of the University Registrar
	TOTAL:	PHP 50/pa ge	15 Minutes	

# 4. Application Certification of Completed Academic Requirements (CAR)

this covers the procedure in applying for academic certificate that certifies a person has received and completed a specific education or has passed a test or series of tests.

Office or Division: Office of the University Registrar (OUR)			Registrar (OUR)	
Classificati	ion:	Simple		
Type of Tra	ansaction:	G2C - Government to Citizen		
Who may a	vail:	All students and alumni of DHVSU		
CHECKLIS	T OF REQUIREMENTS	WHERE TO SECURE		
Principal		1861		
1	Application Form (1 o	riginal)	1	Office of the University Registrar, 1st Floor, Administration Bldg



2	Student's ID or any government issued ID (1 original)	2	Management Information System, 2 <sup>nd</sup> Floor, Administration Bldg.			
3	Documentary Stamps (2 pieces)	3	Bureau of I Revenue (I Sindalan, C	BIR),		
4	Official Receipt as payment for CAR Certification (1 original)	4	Cashiering Office, 1st Floor, Administration Bldg.			
5	Comprehensive Exam Result (1 original)	Result (1 5 Graduate School DHVSU, Bacolo Pampanga				
Representati	ve's additional requirements					
1	Signed Authorization Letter (1 Original)	1	Person bei represente	•		
2	Two (2) Valid ID's of the person being represented (1 photocopy)			Person being represented		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAI D	PROCES SING TIME	PERSON RESPON SIBLE		



1. Request for	1. Issue Application Form			
Applicati on	<b>1</b>			
Form and				
present				
Student's				
ID and Compre				
hensive				
Examina				
tion Result				
and sign in				
the client Log Sheet				Administr ative
at the OUR				Aide I
For		Non		Office of the
represen		e	5 Minutes	University
tative,				Registrar
present any Govern				
ment				
issued ID,				
Authoriz				
ation Letter			Section 1	
Letter			7	J/ C
				A .
	The second second			
	71		No.	
and sign in				
the client		3011		
Log Sheet at the OUR	DiVI	البالم		and the same
at the OOK	261			
THE REAL PROPERTY.	1601		100	
- 40	Section Section	- K	Service Service	Country or
	TOTAL TOTAL			

2. Sub mit accomplishe d application form including documents to the Registrar's Office.		None	5	Administr ative Aide I Office of the	
			5 Minutes	University Registrar	
	DHV 186	rsi M			

3. Pay at the Cashiering Office and present the official receipt of payment to the Registrar's Office		PHP 50/p age	3 Minutes	Administr ative Aide I Office of the University Registrar
			7	199

4.	4.		e requeste	d				
Pre	docu	ments						
s ent the							Administr at	ive
claim stub, official							Aide I	
receipt and					Non e	- B 4:	Office of the	;
Authorizati							University	
o n Letter							Registrar	
(for a								
representa								
ti ve) to the Registrar's								
Office.								
						-y.	- FT1	
					1	-	- 4	-
					1			
			A		PHP		40	
				TOTAL:	50/pa	ge	18 Minutes	
		1	4				Williates	

## 5. Issuance of Diploma

This covers the procedure in the issuance of diploma issued by the university to students who have successfully completed a particular course of study.

Office or Division:	Office of the University Registrar (OUR)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen



Who may avail: All graduates of DHVSU									
	LIST OF REMENTS		WHERE 1	ΓΟ SI	ECURE				
Principa	al								
1		ID or any	1		nagement Informa				
		ent issued ID		Floo	or, Administration	Bldg.			
2	(1 origina	e (1 original)	2	۸۰۰	counting Office, 1st	Floor			
2	Clearanc	e (Tonginal)			ninistration Bldg.	1 1001			
Represe	entative's	additional requi	rements	7 1011	g.				
1	Duly sign	ied	1	Per	son being represe	ented			
		ation Letter (1			<b>.</b>				
2	,		2	Per	son being represe	ented			
CLIEN	T STEPS	AGENCY ACTION	FEES TO PAID	BE	PROCESSING TIME	PERSON RESPONSIBLE			
1. Request for the issuance of Diploma, sign in the client logbook and present Student ID at the Registrar's Office. Note: For representative, present any government issued ID and Authorization		1. Verify, check or retrieve the requested diploma and schedule the date of release	None		10 Minutes	University Registrar/ Registrar III/ Assistant Registrar/ Admin. Aide VI/ Admin. Aide IV/ Admin. Aide I Office of the University Registrar			
Lette	Lange Company	TOTAL:	None		10 Minutes				



## 6. Enrolment for New Students and Transferees

This covers the procedure for the enrolment of new students and transferees.

Office or	
Division:	Office of the University Registrar (OUR)
Classification:	Simple
Type of	
Transaction:	G2C - Government to Citizen

Who may All students who qualified in the University Admission Test avail:									
	KLIST OF REMENTS	WHERE TO SECURE							
1	Form 138/Copy of Grades of Transfere e (1 original)		From former school						
2	Certificat e of Good Moral Characte r (1 original)	2	From former school						
3	Transfer Credenti al/Honor able Dismissal (for transfere es) (1 original)	3	From former school						



	4	, 1	Certific		1original	4		Philippine Statistics Authority, Maimpis, San Fernando, Pampanga				
	5		ictures grou no s)		white	5	Ph	oto Studios				
	CLIEN STEPS			NCY	FEES TO BE PAID	PRO	CES	SING TIME	PERSONS			
	1. Secur Advis Form the	sing	1. Is Advis Form	sing	None		10 M	inutes	College	Dean		
	2. F the Advi Form an submit to College Dean's 0	d o the	No ne			D.		10 Mi	nutes	College	e Dean	
E	H	A A										

No			10 Mi	nutes	Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I
ne					Office of the University Registrar
No ne			10 Mi	nutes	Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar
		40. Minutes	S	-7	210
		7		1	1
	ne	No ne	No ne	No ne 10 Mi	No ne 10 Minutes

## 7. Enrolment for Old, Continuing and Returning Students

This describes the enrolment procedure for old, continuing and returning students.

Office or D	ivision:	Office of the University Registrar						
Classificat	ion:	Simple						
Type of Tra	ansaction:	G2C – Government to Citizens						
Who may a	avail:	Any student who are	e qualified to	re-	enroll at DHVSU			
CHECKLIS	T OF REQUIRE	MENTS		WH	IERE TO SECURE			
2	·	ed Student's ID (1 orig	,	     	Internet Multimedia Center (IMC), DHVSU, Bacolor, Pampanga Respective Colleges			
CLIEN T STEP S	ACTION PAID ING			S	PERSON RESPONSIBLE			
1. Secure an Advisi n g Form at the Colleg e Dean's Office	1. Issue Advisin Form	None	10 Minutes		College Dean			
- out the Advising	eck the quirements and vising form and ward the cuments to the fice of the iversity Registra encoding	None	10 Minu	ites	College Dean			



Office	2. Enc ode and print the Cert ificat e of Regi strat ion  3. For war d the	None	10 Minutes	Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar, DHVSU, Bacolor, Pampanga
	Certificate of Registration to the Dean/ Chairman of different colleges for distribution			Administrative Aide VI/ Administrative Aide IV/
		None	10 Minutes	Administrative Aide I Office of the University Registrar, DHVSU, Bacolor, Pampanga
	TOTAL:	None	40 Minutes	1200



## 8. Application for Grade Discrepancy Form

This covers the procedure in requesting for grade discrepancy form. It is a process done within the university to correct a posted grade of student.

a process done within the university to correct a posted grade of student.						
Office or Div	Office	of the U	nivers	ity Registrar (OUR	)	
Classification	on:	Simple	Simple			
Type of Trai	G2G -	G2G – Government-to-Government				
Who may av	DHVS	DHVSU Faculty				
CHECKLIST		WHERE TO SECURE				
1 Duly signed Grading Sheel original)		et (1	1	Management Information Systems, 2 <sup>nd</sup> Floor, Administration Bldg.		
2	Student Reco	ord (1	2	Conc	erned Instructor	
CLIENT STEPS	AGENO ACTIO		FEES BE P		PROCESSING TIME	PERSON RESPONSIBLE
Present The grading sheet to the University Registrar including the student record and sign in the client Log Sheet at the OUR.	e grading posted grade verify the student record, and issue Grade Discrepancy Form to the instructor ent Log eet at the		Non	е	University Registrar Office of the University Registrar	
Submit the Grade Discrepanc y Form including requirement s at the Registrar's Office.	1. Input the corrected grade and ensure produments.	roper	Non	V'e 86	3 Minutes	University Registrar Office of the University Registrar
	TO	OTAL:	Non	ne	8 Minutes	



## 9. Application for Incomplete Grade Agreement Form

The procedure in requesting Incomplete Grade Agreement form.

Office or Di	vision:	Office of th	e University Re	egistrar (OUR)			
Classification		Simple					
Type of Transaction	):		ernment to Citizen				
Who may av	vail:	All DHVSU College Students with an Incomplete Grade					
CHECKLIST OF REQUIREMENTS			WHERE TO S	SECURE			
1	Student's ID (1 original)		1	Management Information System 2 <sup>nd</sup> Floor Administration Bldg.			
2	Official Receipt (OR) as payment for the Incomplete Grade Agreement Form (1 original)		2	Cashiering Office, 1st Floor, Administration Bldg.			
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONS IBLE		
1. Reque st for Incom pl ete Grade Agree m ent Form, presen t Studen t's ID and sign in the client Log Sheet at the OUR.	th st s c fo in et gr ar is	cademi record or the compl	None HV	5 Minutes	Registrar III/ Administr ati ve Aide VI/ Administr ati ve Aide IV Administr ati ve Aide I/ Office of the University Registrar		



2. Pay at the Cashiering Office and present the official receipt of payment to the Registrar's Office	2. Issue the Incomplete Grade Agreement Form	PHP 100		5 Minutes	Registrar III/ Administrati ve Aide VI/ Administrati ve Aide IV Administrati ve Aide I/ Office of the University Registrar
Onico	TOTAL:	PHP 100		10 Minutes	
2	PSA Birth Certificate (1 Original, 1 photocopy)	2		Philippine Statistics Authority (PSA), Maimpis, CSFP	
3	Student's ID or any Government Issued ID (1 Original)	3		Management Information Systems, 2 <sup>nd</sup> Floor DHVSU Admin. Bldg., Bacolor, Pampanga	
4	Duly signed Clearance (1 Original)	4		Accounting Office, 1 <sup>st</sup> Floor DHVSU Admin. Bldg., Bacolor, Pampanga	
5	Documentary Stamps (2 pieces)	5		BIR, Sindalan, CSFP	
6	Official Receipt (OR) as payment for the TOR and Form 137 (1 Original)	6		Cashiering Office, 1st Floor DHVSU Admin. Bldg., Bacolor, Pampanga	
7	Duly signed Authorization Letter for the representative (1 Original)	7	H V	Person being repres	ented
8		Any gove issued ID represent Photocop	of the ative (1		Person being represented



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Application Form and present Student's ID and sign in the client Log Sheet at the OUR For  representativ e, present any Government issued ID, Authorizatio n Letter and	1. Issue Applicati on Form	None	5 Minutes	Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar
client Log Sheet at the OUR.				
2. Submit application form including the requirements at the Registrar's Office.	2. Verify , check or retrieve the requested documents and issue payment stub	None	5 Minutes	Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar



3. 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	3. Sche dule the date of release and issue claim stub	PHP 110/ page	2 Days	Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar
4. Present the claim stub, Official Receipt and Authorization Letter (for a representativ e) for the issuance of the requested document/s and sign in the client Log Sheet at the OUR	Release the requested document/s	None	5 Minutes	Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar
	TOTAL:	PHP 110/ page	2 Days, 10 Minutes	

## 11. Application for Transcript of Records and Form 137 (Complex)

The procedure in the application of permanent academic record of a student or alumni of DHVSU.

Office or Division	1:	Office of the University Registrar (OUR)			
Classification:	Complex				
Type of Transact	Type of Transaction: G2C – Government to Citizen'			nt to Citizen'	
Who may avail:	1	All students and alumni of DHVSU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
	Application For original)	rm (1	1	Office of the University Registrar, DHVSU, Bacolor, Pampanga	



2	PSA Birth Certificate (1 original, 1 photocopy)		2	Philippine Statistics Authority (PSA), Maimpis, CSFP		
3	3 Student's ID/One (1) Government Issued ID (1 original)		3	Management Ir Systems, DHVS Pampanga		
4			4		ce, 1₅ Floor DHVSU acolor, Pampanga	
5		umentary nps (2 pieces)	5	BIR, Sindalan,	CSFP	
6	Payr origi	ment Receipt (1 nal)	6	_	ce,1₅ Floor DHVSU acolor, Pampanga	
7	7 Authorization Letter (1 Original) with two (2) valid IDs of the representative (1 photocopy)		7	Person being re	Person being represented	
CLIENT STEF	'S	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E	
1. Request for Application Form and present Student's ID and sign in the client Log Sheet at the OUR For representative, present any Government issued ID, Authorization Letter and sign in		1. Issue Application Form	None	5 Minutes	Administrative Aide Office of the University Registrar	
Letter and sign in  2. Submit application form including the requirements at the Registrar's Office.		2. Verify, check or retrieve the requested documents and issue payment stub	None	5 Minutes	Administrative Aide Office of the University Registrar	



3. Pay at the Cashiering Office and present the receipt of payment to the Registrar's Office.	3. Schedul e the date of release and issue claim stub	PHP 110/pag e	6 Days	Administrative Aide Office of the University Registrar
4. Present the claim stub, Official Receipt and Authorization Letter (for a representative) for the issuance of the requested document/s and sign in the client Log Sheet at the OUR	4. Release the requested documents	None	5 Minutes	Administrative Aide Office of the University Registrar
<u> </u>	TOTAL:	PHP 110/pag e	6 Days, 15 Minutes	

# 12. Application for Transfer Credentials (Honorable Dismissal) and Copy of Grades

This describes the procedure in requesting for transfer of credentials certifying that a student has no pending accountabilities with the school and is eligible for transfer to another educational institution.

Office or Division:	: Office of the University Registrar (OUR)				
Classification:	Simple	Simple			
Type of					
Transaction:		G2C - Governr	G2C - Government to Citizen		
Who may avail:		All students of	All students of DHVSU		
CHECKLIST OF RI	EQUIREM	IENTS	WH	IERE TO SECURE	
1	Applica original	tion Form (1 )	1	Office of the University Registrar, 1st Floor Administration Bldg.	
PSA Birth Certific (1 original, 1 photocopy)		nal, 1	2	Philippine Statistics Authority, Maimpis, CSFP	



3		lent's ID/One (1) ernment Issued ID	3	Management Information Systems, 2 <sup>nd</sup> Floor Administration Bldg.					
4	Clea	rance (1 Original)	4	Acco	Accounting Office, 1st Floor Administration Bldg.				
5		umentary Stamps eces)	5		Sindalan, CSFP				
6		ial Receipt of ment (1 Original)	6	Cash	niering Office,1st Floor	Administration Bldg.			
7	Authorization Letter (1 original) with two (2) valid IDs (for a representative) (1 photocopy)			Person being represented					
CLIENT ST	CLIENT STEPS		FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBL E			
1. Request for Application Form and present Student's and sign the client Sheet at the OUR For represent Government issued ID Authorizate Letter and sign in the client Log Sheet at the OUR	ID In Log the ative any ent tion	1. Issue application form		one	5 Minutes	Registrar/ Registrar III/ Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar			



2. Submit application form including the requirements at the Registrar's Office.	2. Verify, check or retrieve the requested documents and issue payment stub	None	5 Minutes	University Registrar/ Registrar III/ Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar
3. Pay at the Cashiering Office and present the receipt of payment to the Registrar's Office	3. Schedule the date of release and issue claim stub	PHP 110/ page	2 Days	University Registrar/ Registrar III/ Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar
4. Present the claim stub, Official Receipt and Authorization Letter (for a representative) for the issuance of the requested document/s and sign in the client Log Sheet at the OUR	4. Release the requested documents	None	5 Minutes	University Registrar/ Registrar III/ Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar
	TOTAL:	PHP 110/ page	2 Days, 15 Minutes	mile .



# 13. FILING OF APPLICATION FOR SCHOLARSHIP & FINANCIAL ASSISTANCE

Application of scholarships & financial assistance program to all bona fide DHVSU tertiary level students.

to all bona fide DHVSU tertiary level students.								
Office or Division: Sci			holarships & Financial Assistance Unit					
Classification	Classification: Complex							
Type of Trans	saction:	G2C - (	G2C - Government to Citizen					
Who may ava	ail:	All bona	na fide DHVSU students who are in tertiary level					
CHECKLIST ( REQUIREME	_		WHE	ERE TO SECURE				
1	1 Application Form (1 original)		1	Scholarships &Financial Assistance Unit & Provider (Benefactor), University Registrar's Office, 1st Floor Administration Bldg.				
2	Registratio	Certificate of Registration (1 original and 1		University Registrar's Office, 1st Floor Administration Bldg.				
3	Certificate Grades (1 original)	Certificate of Grades (1		University Registrar's Office, 1st Floor Administration Bldg.				
4	University Student's I Photocopy	. D. (1	4	Internet Multimedia Center (at the back of Administration Bldg.)				
5	Original Co Good Mora Certificate	Original Copy of Good Moral Certificate (1 Original and 1		Guidance & Testing Center (infront of CAS Bldg.)				
6	ITR or Certificate of Indigency (1 Original and 1 photocopy)		ITR or Certificate of Indigency (1 Original and 1		6	BIR/ Respective Barangay		
7	Duly signe Letter of In Original)		7	DHVSU Student				



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for application form and requirement s at the University Registrar's Office.	1. Issue application form & requirement s	None	2 Minutes	Administrative Aide I Scholarships & Financial Assistance Unit University Registrar's Office
2. Submit accomplished application form & requirements at the University Registrar's Office.	2. Validate and evaluate submitted documents	None	2 Minutes	Administrative Aide I Scholarships & Financial Assistance Unit University Registrar's Office
3. Prepare for interview	3. Conduct Interview	None	15 Minutes	Administrative Aide I Scholarships & Financial Assistance Unit University Registrar's Office



4. Wait for the result of the interview  Note: The time of the result of the interview is highly dependent on the scholarship/ financial assistance applied for. Most government agencies (i.e. CHED and DOST) have their respective timetable of activities while private scholarship program takes around three (3) days to a week after the interview.	4. Inform the applicant on the result of the interview whether the applicant will be granted or not.	None	Varies timetable of each scholarship & financial assistance program s	Administrative Aide I Scholarships & Financial Assistance Unit University Registrar's Office
	TOTAL:	None	18 minutes plus varies timetable of each scholarship & financial assistance programs	



### PLANNING AND DEVELOPMENT OFFICE



### 1. Individual and Office Performance Commitment (IPC/OPC) Validation

This describes the validation of the Individual and Office Performance Commitment Forms which should be consistent to the agency's targets and strategic directions.

	Strategic direct	10113.	1					
				lanning and Development Office				
·			Simple	ple				
Type of Transaction: G2G – G					rnment to	Government		
Wh	o may avail:		All bona	fide	DHVSU (	employees		
СН	ECKLIST OF R	<b>EQUIREMENT</b>	S	WH	HERE TO	SECURE		
1		formance Comr original, 1 pho		1	Page, F	Official Website, Planning and Deve or, Admin.Bldng)		
2	Office Perform (OPC) Form	nance Commitm	nent	2				
CL	LIENT STEPS	AGENCY A	CTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE	
clie	Sign in the nt log book	1. Instruct the sign in the log	book	o None		1 Minute	Administrative Aide Planning and Development Office	
req doc Cou initi	Submit the uired cuments to unter 1 for all assessment to verification	2. Receive the required documents and check for completeness before forwarding them to the Planning Director		1	None	2 Minutes	Administrative Aide Planning and Development Office	
3. V rele vali	3. Wait for the release of the validated document success indicators to the agency`s targets and strategic directions		None		5 Minutes	Director Planning and Development Office		
vali	Receive the dated comments, suggestions, and recommendations on the accomplished forms			None	2 Minutes	Administrative Aide Planning and Development Office		
	2000		TOTAL:		None	10 Minutes	2 11	



# 2. Individual and Office Performance Commitment and Review (IPCR/OPCR) Evaluation

This describes the validation of the Individual and Office Performance Commitment and Review document policies, procedures, and data to ensure excellent and quality delivery of services in consonance with the University Strategic Plan 2019-2023.

Off	ice or Division	:	Planning and Development Office						
			Simple						
•					5 – Government to Government				
	o may avail:					employees			
		EQUIREMENT				SECURE			
1		formance Comr		1	DHVSU	Official Website,	DHVSU FB		
	and Review (II	PCR) Form (1	original,			lanning and Deve			
	1 photocopy)					or, Admin.Bldng)			
2		nance Commitm		2		Official Website,			
	`	R) Form (1 origi	nal, 1			Planning and Deve	elopment Office		
	photocopy)					or, Admin.Bldng)			
CL	IENT STEPS	AGENCY A	CTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1 0	lian in the	4 In atmust the	aliant to	DI	EPAID	IIIVIE	Administrative		
	Sign in the nt log book	1. Instruct the sign in the log					Administrative		
Cile	iit log book		DOOK		None	1 Minute	Planning and		
						Development			
0.0	N. I	0.0					Office		
	Submit the	2. Receive the		None			Administrative Aide		
	uired uments to	required docur and check for	Herits			3 Minutes	Planning and		
	unter 1 for	completeness	before				Development		
							Office		
	al assessment verification	forwarding the							
and	verincation	Planning Direct	HOI			The state of the s			
2 1/	Voit for the	2 Droporo the		- 1	6 64 M				
	Vait for the ease of the	<ol><li>Prepare the evaluation rep</li></ol>		i 10	VAR BO		Director		
	luated	provide feedba			261		Planning and		
	ument	based on the i			None	10 Minutes	Development		
		performance/s			200	7900	Office		
		indicators	18083	323	180	75			
	Receive the	4. Record the		3.78	K. Hit.		Administrative		
	luated	individual and		The same of the sa		4 Minute	Aide		
doc	ument	performance reflected on the		63	None	1 Minute	Planning and Development		
1	4-16	validated docu					Office		
	9								
			TOTAL:		None	15 Minutes	OVEN		

### **PUBLIC INFORMATION OFFICE**



Approval for Posting of Materials
 This covers the procedure in seeking approval for posting of materials within the University premises

Office or Division:	Public Information Office						
Classification:	Simple	9					
Type of Transaction	:	G2C -	Gove	rnmen	t to (	Citizen	
Who may avail:		All Co	ncerne	ed Stal	kehc	olders	
CHECKLIST OF RE	QUIREMENTS	3		WHE	RE	TO SECURE	
1 Layout / Copy Posted (1 original	s to be				nation Office		
CLIENT STEPS				S TO PAID	PR	OCESSING TIME	PERSON RESPONSIBLE
Sign in the     Office Client     Logbook	Require clie     log in the Office     book	_		None		1 Minute	Administrative Aide Public Information Office
2. Submit a copy of the materials to be posted	2. Receive and review the materials to be posted		None		:	2 Minutes	Administrative Aide Public Information Office
3. Receive the approved materials (with stamp) for posting	3. Approve the materials for posting and re the details of transaction in DPO/PIO Log sheet	e ecord No		ne		2 Minutes	Administrative Aide Public Information Office

None

4 Minutes

TOTAL:



## **QUALITY ASSURANCE OFFICE**



### 1. Verification of Quality Activities

This describes the procedure in verifying quality activities and other related results that comply with ISO 9001:2015 Quality Management System (QMS). It also determines the effectiveness of the system.

REQUIREMENTS  Internal Quality Audit			Quality Assurance Office (1st Floor,				
CHECKLIST OF			WHERE TO SECURE				
avail:		All Units (i.e., A	ll Campuses)				
Who may							
Transaction: G2G - Governm			nent to Government				
Type of							
Classificati	ion:	on: Complex					
Division:		Quality Assurance Office					
Office or							

CHECKLIST OF REQUIREMENTS			WHERE TO	SECURE
1		nternal Quality Audit Master Plan (1 original)		Quality Assurance Office (1st Floor, Research and Development Bldng.)
2	Plan Plar	Quality Audit n (1 original)	2	Quality Assurance Office (1 <sup>st</sup> Floor, Research and Development Bldng.)
3	Quality Management System Checklist Plan (1 original)		3	Quality Assurance Office (1st Floor, Research and Development Bldng.)
4	Audit Memo Plan (1 original)		4	Quality Assurance Office (1st Floor, Research and Development Bldng.)
5	Internal Quality Audit Report Plan (1 original)		5	Quality Assurance Office (1st Floor, Research and Development Bldng.)
6	Internal Quality Audit Summary Log Sheet Plan (1 original)		6	Quality Assurance Office (1st Floor, Research and Development Bldng.)
7	Auditor's Performance 7 Evaluation Plan (1 original)		7	Quality Assurance Office (1st Floor, Research and Development Bldng.)
CLIENT'S AGENCY ACT		ON FEES T		



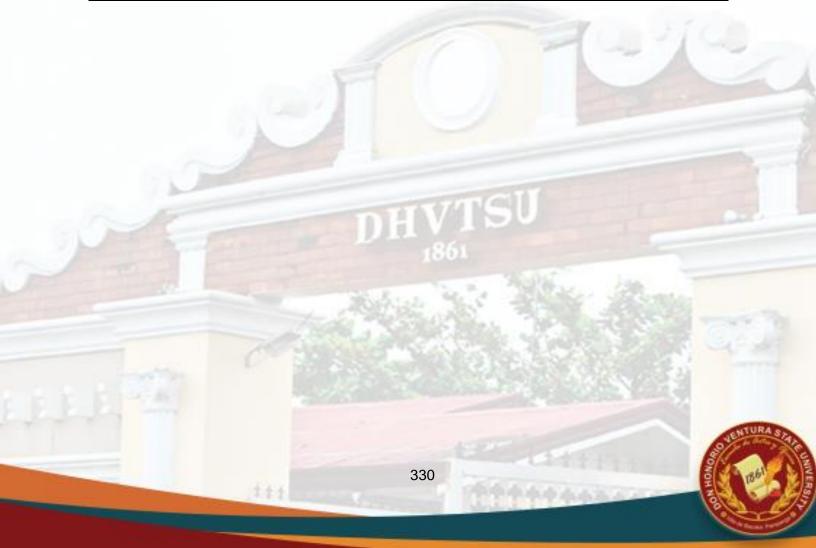
1. Inquire about the audit schedule or request for a reschedule in response to the Audit Memo	1.1 Prepare an Internal Quality Audit Master Plan for the next calendar year  1.2 Review and approve the Internal Quality Audit Master Plan  1.2 Prepare the Internal Quality Audit Plan which	None	5 Days	Lead Auditor/Audit Team Quality Assurance Office
	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			
	1.3 Prepare the Quality Management System Audit Checklist by reviewing and studying the standards, procedures, instruction and nonconformity noted on the previous audit	HV1	SU	



2. Prepare the necessary documents for audit	2. Conduct semi- annual audit based on the following methods: Desk audit -review of all applicable documents; Interview of the personnel assigned in the area being audited; Compliance check of actual implementation against the documented requirement; Results of audit are recorded on the applicable audit checklists.	None	5 Days	Lead Auditor/Audit Team Quality Assurance Office
3.1 Acknowledge the Internal	3.1. Generate an Internal Quality Audit Report	None	5 Days	Lead Auditor/Auditors



Quality Audit Report by	addressed to the auditee/person			Quality Assurance Office
signing the document	responsible in implementing the deviated			Auditor/Audit Team Quality Assurance Office
3.2 Prepare the necessary documents	procedure and instruction.  3.2 Conduct a			Internal Quality Auditor Quality Assurance
for follow-up audit	surprise follow-up audit within five (5)			Office
	working days based on the agreed date of corrective action			Top Management
	completion 3.3 Perform semi- annual audit			
	3.4 Evaluate the effectiveness of the Internal Audit			
	TOTAL:	None	15 Days	



# RESEARCH AND DEVELOPMENT SERVICES OFFICE



1. Research Paper Application
This covers review and endorsement of research proposals and completed outputs for presentation in the University In-House Review

O.	dipuis for prese	entation in the University	111-1 10026 1761	/ IC W				
	e or Division:	0 '						
Class	sification:	ation: Highly Technical						
Туре								
	saction:	G2G - Government to G	Sovernment					
	may avail:	Faculty Researchers						
CHE	CKLIST OF RI	QUIREMENTS	WHERE TO	SEC	URE			
1	Research Paporiginal)	per Processing Application	on Form (1	1	Research Ma Office (2 <sup>nd</sup> Flo Multidisciplina	or,		
2	Rubric for Re	search Paper Evaluation	(1 original)	2	Research Management Office (2 <sup>nd</sup> Floor, Multidisciplinary Bldng.)  Research Management Office (2 <sup>nd</sup> Floor, Multidisciplinary Bldng.)  Research Management Office (2 <sup>nd</sup> Floor, Multidisciplinary Bldng.)			
3	Hard and Sof original)	t Copies of Research Pa	per (1	3				
4	RMO Complia	ance Form (1 original)		4				
5	Enhanced Re	search Paper ( 1 or <mark>iginal</mark>	)	5	Researcher	1		
CLIE	NT STEPS	AGENCY ACTION	FEES TO BE PAID	PF	ROCESSING TIME	PERSON RESPONSIBLE		
docurequi the F Coor endo the D	ondary School	1. Check the submitted documents; Review the content of the proposals/ completed papers through the College Specialist/s	None	U	4 Days	Research Coordinator, College Specialists Research Management Office		



2. Comply with the recommendations of the College Specialist/s	2. Review the revised paper based on the recommendations of College Specialists; Submit the endorsement with the documentary requirements to the Research Management  Office (RMO) through	None	1 Day	Research Coordinator, College Specialists, Research Center Manager, Research Management Office
3. Wait for the result of the review process of the RMO through its Research Centers	its Research Centers  3. Facilitate the review process	None	15 Days	RMO Director, Research Center Manager, Research Center Specialist Research Management Office
4. Comply with the recommendations of the RMO	4. Review the compliance of the researcher/s; Endorse for presentation in the University In-House Review	None	1 Day	RMO Director, Research Center Manager, Research Center Specialist Research Management Office
	TOTAL:	None	21 Days	

2. Monitoring of Internally-Funded Research
This includes all research papers presented and approved in the University In House Review

Classification: Highly Technical	
Type of Transaction: G2G – Government to Government	
Who may avail: Faculty Researchers	
CHECKLIST OF REQUIREMENTS WHERE TO SECURE	-
Research/Project Implementation Research Management Office; Research	الداعيك
Agreement ( 1 original) Coordinator	
Status/Progress Report Form (1 2 Research Management Office; Research	
original) Coordinator	
Work and Financial Plan (1 3 Research Management Office; Research	
original) Coordinator	VENTUR

Terminal Report(1 original)	4	Research Management Office; Research Coordinator
Research Paper Processing Application Form (1 original)	5	Research Management Office; Research Coordinator
Hard and Soft Copy of the Research Paper	6	Researcher
Rubric for Research Paper Evaluation	7	Research Management Office; Research Coordinator

Lvaluation		Coordinator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Research/Project Implementation Agreement Form from the RMO, Status/Progress Report on a monthly/quarterly/ biannual basis and submit to the Research Coordinator following the Status Report Guidelines	1. Validate the Status/ Progress Report; Facilitate proper endorsement	None	5 Days	RMO Director, Research Center Manager, Research Center Specialist, Research Coordinator Research Management Office
2. Submit Terminal Report along with the completed manuscript with Abstract (hard and soft copies) to the Research Coordinator	2. Validate the submitted documents; Facilitate proper endorsement; Subject for review (plagiarism scan, technical soundness, content)	None	15 days	RMO Director, Research Center Manager, Research Center Specialist, IPO Staff, Technical Writers, Research Coordinator Research Management Office
	TOTAL:	None	20 Days	



## **Senior High School**

**External Service** 



### 1. Enrollment Procedure of Senior High School Students

This describes the standard procedure in the enrollment system of the Senior High School students.

Office or Division:		Senior High	Sch	ool			
Classification	:	Simple					
Type of Transaction:		G2C - Gove	Sovernment to Citizen				
Who may ava	il:	All bonafide PEAC Fund		cher recipi	ients of DHVSU-S	enior High School thru	
CHECKLIST C REQUIREMEN			WH	ERE TO	SECURE		
For Grad	le 11:						
—— Original I	Form	138					
Diploma							
Certificat	e of (	Good Moral					
ESC/QVR/LRN		N		D : : :	0.1		
Certification				Previou	s School Attended		
School ID						W	
	NCAE						
Photocop Birth Cer	-		F	Philippine Statistics Authority			
2x2 pictu white bad and nam	ckgro						
For Grad	le 12:						
Original I				Senior	High School Dep	artment	
Clearance				Univer	University-Accounting Office		
CLIENT STE	CLIENT STEPS AGENCY			EES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
List Directory		Verify if the student is included in the Master List	SALES OF SALES	None	1 Minute	Faculty in-charge	

Accomplish the pre-registration form	Issue the pre- registration form and feedback form with the attached documents	None	3 minutes	Faculty in-charge
Submit the pre- registration form to the Academic Instruction Chairperson	Evaluate/ Review and advise the subjects to be enrolled by the students	None	3 Minutes	Academic Instruction Chairperson
Seek the approval of the principal	Approve the pre- registration and forward it to the Office of the Registrar	None	2 Minutes	Principal

Verify LRN for assessment	Verify the LRN/ ESC/ QVR number of the student	None	2 Minutes	Registrar Staff
Pay for the corresponding fees to the cashier for non-voucher recipient	Advise the Grade 11 student to proceed to the Cashier for non-voucher	(Php8, 750) Grade 12 (Php 8, 405)	3 Minutes	Cashier



recipient and Accounting Office for the voucher recipient.		
Attach the Official Receipt and stamp the student's Certificate of Registration.		

~ A-	Advise the	ALVA	TAI NO	
	student to			
	proceed to the	P. Carlondon	064	
	Concerned	2	901	
	Accounting		Shalla	100
Proceed to the	staff.	Section .	Section 1888	Ser SECTION
Accounting Office	Receive the	TOWN THE		M. 19306923
for voucher	official receipt			
recipient	of the student	None	2 Minutes	Accounting Staff
100000	for non-			13 m
Part And	voucher			MANUAL MANUAL PROPERTY AND ADDRESS OF THE PARTY AND ADDRESS OF THE PART

	recipient.			
Receive the Assessment form from the concerned accounting staff	Print and issue the Assessment form.	None	2 Minutes	Accounting Staff
Return to the Office of the Registrar for stamping of	Encode the subjects to be enrolled and prints the	None	3 Minutes	Registrar Staff
Certificate of Registration	Certificate of Registration.			
	Issue the Certificate of Registration to the student.			749/9

DHVTSU

	Advise the student to go	100	Shorter.	les .
100	back to the	Server 9	200	Service Service
	Office of the	STAN		
Submit to the	Registrar for		THESE YEAR	
Accounting Office	stamping of	1	Parties and	
the triplicate copy	Certificate of			
of the Certificate	Registration	None	2 Minutes	Accounting Staff
of Registration				

	Receive the triplicate copy of the Certificate of Registration.			
Validate profile to the Office of the Student Affairs	Advise the Student to proceed to Office of the Student Affairs			
	Validate the student's profile.	None	2 Minutes	Office of the Student Affairs Staff
	Advise the Student to proceed to MIS			
Request for ID to the MIS	Check the ID capturing or validation of the student	None	4 Minutes	MIS Staff

DHVTSU

Submit customer survey satisfaction form	Instruct student to drop survey form at the	None	1 Minute	Faculty in-charge
	drop box		The state of the	



	Grade 11 (Php8, 750)		
TOTAL:		30 Minutes	
	Grade 12		
	(Php 8,		
	(Php 8, 405)		

# 2. Enrollment of Senior High School Students in the Private Education Assistance Committee's SHS Voucher Program System

This describes the enrolment procedure for Senior High School students who are voucher recipients.

	Willo alo voadiloi	oddier recipients.					
	fice or vision:	Senior High School					
Cla	assification:	Highly Technical					
_	pe of ansaction:	G2C - Governm	nent	to Citize	en		
W	ho may avail:	All bonafide voucher recipients of DHVSU-Senior High School thru PEAC Funds					
	HECKLIST OF EQUIREMENTS	WHERE TO SECURE					
Certification of ESC/QVR, photocopy of Form 138, photocopy of birth certificate, 2x2 picture			1 Online Application thru PEAC				
C	CLIENT STEPS	AGENCY ACTION		ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE	
ESC/QVR, photocopy of Form 138,photocopy of birth		1. Log in the Learner's Reference Number (LRN) and encode the corresponding information	DN	lone	2 Minutes	Class Adviser/ SHS Secretary	



2. Log in to PEAC system	2. Log in the Learner's Reference Number (LRN) and encode the corresponding information	None	3 Minutes	Class Adviser/ SHS-MIS Coordinator/SHS Secretary
3. Wait for the verification	3.1 Verify student's record  3.2 Enroll the learner thru PEAC voucher recipient funds	None	4 Minutes	Class Adviser / SHS-MIS Coordinator/SHS Secretary
	3.3 Encode and issue the billing statement			7 37
	4.1 Forward the billing statement to the University President for signature  4.2 Submit			Administrative Aide
4. Wait for the confirmation for the approval of the request	the signed billing statement to the Private Education Assistance Committee Regional Secretariat Office	None	3 Months	MIS Coordinator



	4.3 Track the billing statement thru PEAC system			
5. Wait for final update of release of billing statement	5. Confirm client about the status of PEAC voucher	None	1 Minute	MIS Coordinator/Class Adviser
	TOTAL:	None	3 Months, 10 Minutes	

# Senior High School



# 1. Enrollment of Senior High School Students in

DepEd Learner's Information System (LIS)
This procedure covers the enrollment of Senior High School students in the DepEd Learner's Information System (LIS).

Off	fice or Division:	Senior High	Senior High School						
	assification:	Simple	Simple						
	pe of ansaction:	G2G -Gove	G2G -Government to Government						
	no may avail:	All bonafide	Senior Hi	gh School St	udents of DHVSU				
	ECKLIST OF EQUIREMENTS	WHERE TO	SECURE						
1	Photocopy of FORM 138 (1 original, 1 photocopy)	1	School la	School last attended (Grade 10 Class Adviser)					
2	Certification of ESC/QVR/LRN (1 original, 1 photocopy)	2	Online Application thru PEAC						
	CLIENT STEPS	AGENCY	AGENCY ACTION FEES BE PA		PROCESSING TIME	PERSON RESPONSIBLE			
	Log in the SHS g Book	1. Issue Log	g Book	None	2 Minutes	Administrative Aide			
and pho 138 Ce	2. Present original and submit a photocopy of Form 138 and Certification of ESC/QVR/LRN		None	2 Minutes	Administrative Aide				
Dir	Secure Students ectory	3. Issue Stu Directory	idents	None	4 Minutes	Administrative Aide			
	Submit Students ectory	4. Check the student's record		None	1 Minute	Ad <mark>ministrative</mark> Aide			
rev	Submit the riewed student's cords	5. Encode student's information in the Learner's Information System		None	10 Minutes	Class Adviser			

6. Accomplish customer satisfaction survey form	6. Issue customer satisfaction survey form	None		Administrative Aide
	TOTAL	None	20 minutes	



### **SPORTS AND DEVELOPMENT OFFICE**



1. Request for the Utilization of the University Gymnasium
This describes the procedure in requesting for the utilization of the University Gymnasium.

0	ffice or Division:		Office of the Sports and Development					
С	lassification:		Simple					
Ty	ype of Transaction	n:	G2G – Governme	nt to	Govern	nment		
W	Who may avail: All DHVSU Faculty							
С	HECKLIST OF RI	EQUIRI	EMENTS	W	HERE 1	TO SECURE		
1	Letter Request Utilization (1 ori		versity Gym	1	Reque	esting Party		
2	Identification Ca	ard		2	privat	D issued by public e company		
3	University Gymi (1 original)	nasium	Reservation Form	3		of the Sports and or, University Gyr		
4	Customer Surve	ey Form	n (1 original)	4		of the Sports and or, University Gyr		
(	CLIENT STEPS	A	GENCY ACTION	T	EES O BE AID	PROCESSIN G TIME	PERSON RESPONSIBL E	
th of	Inquire for the availability of the University Gymnasium		Check for eservation x schedule mnasium ssue ervation form Customer ey Form		None	5 Minutes	Administrati ve Aide Office of the Sports and Developme nt	
re do	accomplished required accomplished required accomplished regularized accomplished required accomplished accom		Receive and k the mplished red documents orward the ments to the ersity nasium ager for	d uments None the		5 Minutes	Administrati ve Aide Office of the Sports and Developme nt	
re	Wait for the lease of the ansaction ip	3.1A ve th 3.2. I	pprove/Disappro e application Log the oved reservation release a		None	5 Minutes	University Gymnasiu m Manager Office of the Sports	

transaction slip			and Development
TOTAL:	None	15 Minutes	

# UNIVERSITY CULTURE AND THE ARTS UNIT



## 1. AUDITION AND SELECTION OF STUDENT CULTURAL ARTISTS AND PERFORMERS

This describes the process of recruiting and selecting "would be" members of the various Official Art and Cultural Groups of the University through face to face or virtual means.

Office or Division: Univers			Culture and the Arts Unit (UCAU)		
Classification:		Simple			
Type of Transaction	on:	G2C – Gov	vernmer	nt to Citizen	
Who may avail:		All bonafide DHVSU Students with talents in Culture			
		and variou			
CHECKLIST OF R	· · · · · · · · · · · · · · · · · · ·			E TO SECURE	
1	Certificate of Registra (COR)	tion	1	(OUR)	iversity Registrar
2	Validated Student ID		2	Office of the Stu	
3	UCAU (face to face Audition/Selection Revision 001, S.2020	Form	3	UCAU / UCAU (	Official FB Page
4	UCAU Audition Paren Consent Form (face to face/virtual)		4	UCAU / UCAU (	Official FB Page
5	/		5	Students online online audition/s	•
CLIENT STEP	S AGENCY A	ACTION	FEE S TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E
Logs/Registers     fills out the UCAU f	and 1. Instructs the	e student / gn in the to face) or ly through ogle ction Form dent	S TO BE		RESPONSIBL

UCAU Audition/ Selection Parental Consent Form (APCF) for those below 18 years old.				
3. Inquires on the actual/virtual audition/selection date for posting at the UCAU Official FB Page.	3. Posting of the schedule of audition at UCAU Official FB Page	None	2 Minutes	Administrative Aide I UCAU
4. Goes through a preliminary interview process (for face to face audition/selection processes) only	4. Initially interviews the auditionees/ applicants for face to face audition/selection.	None	3 Minutes	Head, UCAU UCAU
5. Performs/ presents artworks physically or uploads video performances/ artworks to respective Art Group Coordinators	5. Subjects all qualified auditionees/applicants to face to face or virtual audition/ selection process	None	5 Minutes	Art Group Coordinators UCAU
6. Wait for the FINAL POSTING of all qualified auditionees/ selected artworks at the UCAU Official FB Page	6. Posting of the list of audition/ selection qualifiers at the UCAU Official FB Page duly identified by Name, Course, Year Level and Section.	None	5 Days	Administrative Aide I UCAU
7. Accomplishes the Customer Satisfaction Survey Form physically or virtually	7. Collects the accomplished Customer Satisfaction Survey Form physically or virtually	None	1 Minute	Administrative Aide I UCAU
	TOTAL:	None	5 Days, 15 Minutes	



### UNIVERSITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

**Internal Services** 



### 1. Disaster Preparedness Capacity Building Training

This describes the guidelines and processes in conducting capacity building training which is under the Disaster Preparedness Program as an effective measure taken in advance to increase the level of awareness and enhance the capacity of the university to the threats and impacts of all hazards and ensure the readiness of the university to approach hazards by equipping with an appropriate response to the impact of hazards thus, preventing or minimizing the adverse effect of natural or man-made disasters.

Office or Divis	sion:	University Occupational Safety and Health Office		
Classification	•	Simple		
Type of Trans			overnment to Gov	ernment
Who may ava			fide DHVSU empl	
CHECKLIST O	DF REQUIREMENTS		TO SECURE	Јусс <b>з</b>
1.	Letter of permission	1.		esident ( 2nd floor,
1.	Letter of permission	'-	Administrative E	
2.	Attendance sheet of the	2.	UOSHO Office	
۷.	participants	۷.	Building)	(2-11001, 01-0
3.	Attendance sheet of the Trainers	3.	UOSHO Office	2 <sup>™</sup> Floor LIFC
0.	Attendance sheet of the Trainers	0.	Building)	2 11001, 01 0
4.	Accident waiver and release of	4.	UOSHO Office	2 <sup>nd</sup> Floor UFC
	liability form		Building)	(2 11001, 01 0
5.	Pre-evaluation training form	5.		2nd Floor, UFC
			Building)	( =,
6.	Post-evaluation training form	6.		(2nd Floor, UFC
		11	Building)	
7.	Trainer evaluation form	7.	O/	2nd Floor, UFC
			Building)	
8.	Checklist of every procedure	8.	UOSHO Office	2nd Floor, UFC
	included in the training		Building)	
9.	Certificate of completion and	9.	UOSHO Office	2nd Floor, UFC
1	participation		Building)	
CLIENT	AGENCY ACTION	FEES	PROCESSING	PERSON
STEPS	1	TO BE	TIME	RESPONSIBLE
		PAID	5.047 Le	1
1.Send a	1.Seeks permission from the	None	10 Minutes	UOSHO Director
letter of	President	ASS	19,710	UOSHO Office
request		1000		
2.Self-	2.Prepares the necessary	None	8 Hours	UOSHO
preparation	communication letters, needed	18.5.13		Secretary
physically	materials relative to training,	13 S		UOSHO Office
and mentally	lectures, and PowerPoint,		No. Control of	
	manual, and other documents.			ONTUR

		450	Minutes	OVENTUR.
		TOTAL:	4 Days, 1 Hour, 40	
the post- conference and give comments and suggestions	discuss suggestions and recommendations			UDRRMO Chairperson and DRRMO Trainers UOSHO Office
11. Evaluate the training properly 12. Attend	<ul><li>11. Evaluates of the training proper and speakers</li><li>12. Conducts post-conference to</li></ul>	None	5 Minutes 30 Minutes	UOSHO Secretary UOSHO Office UOSHO Director,
10. Attend the training	10. Conduct the 3-day virtual training	None	3 Days	UDRRMO Trainers UOSHO Office
8. Read carefully the form and sign	9. Secures waiver from the participants	None	5 Minutes	UOSHO Secretary UOSHO Office
7. Receive the letter and memorandum and take note of the date and schedule	7. Informs the selected UDRRMO trainer who is involved in the training	None	5 Minutes	DRRMO Chairperson and UOSHO Information Campaign Program Specialist UOSHO Office
5. Receive the letter and memorandum and take note of the date and schedule	6. Informs the unit/department included in the training about the details (involved personnel, schedule, and scope)	None	5 Minutes	DRRMO Chairperson and UOSHO Information Campaign Program Specialist UOSHO Office
and mentally  4. Receive the program and take note of the important items like needed to bring	4. Designs the event program with specific topics per day and time ( covering the 24 hours training or 8 hours per day)	None	30 Minutes	DRRMO Chairperson and UOSHO Information Campaign Program Specialist UOSHO Office
3. Self- preparation physically	3. Settles the virtual training room	None	10 Minutes	UOSHO Secretary UOSHO Office

# 2. Inter-Unit Collaboration For Disaster Resilience Education Program (IUC-DRED)

This describes the guidelines and processes in conducting the Inter-unit Collaboration for Disaster Resiliency Education Program (IUC-DRED) as a measure in disaster preparedness taken in advance to empower and increase each unit engagement with regard to school disaster resiliency and to intensify the collaboration of every unit of the university in cultivation the disaster resiliency culture among the stakeholders.

Office or Divis	ion:	Universit Office	ty Occupational Sa	afety and Health
Classification:		Simple		
		<del></del>	overnment to Gove	ornmont
Type of Transa				
Who may avail	:	students	fide DHVSU empl	byees and
	CHECKLIST OF REQUIREMENTS			
			TO SECURE	
1.	Letter of permission	1.	Office of the pre Administrative B	sident ( 2 <sup>nd</sup> floor, Building)
2.	Letter of request	2.	Requesting part	у
3.	Attendance sheet of the participants	3.	UOSHO Office ( Building)	
4.	Attendance sheet of the Trainers	4.	UOSHO Office ( Building)	( 2 <sup>nd</sup> Floor, UFC
5.	Accident waiver and release of liability form	5.	UOSHO Office ( Building)	( 2 <sup>nd</sup> Floor, UFC
6.	Pre-evaluation training form	6.	UOSHO Office ( Building)	2nd Floor, UFC
7.	Post-evaluation training form	7.	UOSHO Office ( Building)	2nd Floor, UFC
8.	Trainer evaluation form	8.	UOSHO Office ( Building)	(2nd Floor, UFC
9.	Checklist of every procedure included in the training	9.	UOSHO Office ( Building)	2nd Floor, UFC
10.	Certificate of completion and participation	10.	UOSHO Office ( 2nd Floor, UFC Building)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Secures a permit of training from the president	Waits for the letter of request signed by the president	None	10 Minutes	Requesting Party



2. Submits the letter to UOSHO	2. Receives the letter and log	None	10 Minutes	UOSHO Secretary UOSHO Office
3. Accomplishes the form of request	3. Provides the letter of the request form	Non	5 Minutes	UOSHO Secretary UOSHO Office
4. Waits for the evaluation result, keep the line of communication and be ready to answer the queries	4. Evaluates and screening ( specific request and topics)	None	20 Minutes	UDRRMO Chairperson UOSHO Office
5. Establishes google link and send to UOSHO	5. Receives the advice on the virtual training link	None	1 Hour	UDRRMO Chairperson and Requesting Party Representative UOSHO Office
6. Suggests and make comments	6. Designs the activity program	None	30 Minutes	UDRRMO Chairperson and Requesting Party Representative UOSHO Office
7. Advices the participants to secure needed materials in their respective houses	7. Preparation of needed materials, lecture, communication letters	None	2 Hours	UDRRMO Chairperson and Requesting Party Representative UOSHO Office
8. Waits for the list of trainers	8. Informs the specific involved DRRMO trainers	None	5 Minutes	UOSHO Secretary UOSHO Office
9. Informs the involved participants and send the list to UOSHO	9. Receives the list of participants	None	5 Minutes	Requesting Party Representative
10. Attend the training and advice the participants to attend the training	10. Conducts the requested seminar or training	None	8 Hours	UDRRMO Trainers UOSHO Office

11. Evaluates the training	11. Evaluates of the activity	None	5 Minutes	UDRRMO Chairperson and Requesting Party Representative UOSHO Office
12. Attend the post-conference and give comments and suggestions	12. Conducts post Conference	None	30 Minutes	UDRRMO Chairperson and Trainers UOSHO Office
		TOTAL:	1 Day, 5 Hours	

### 3. Disaster Preparedness: Earthquake Drill ( During Pandemic)

This describes the guidelines and processes in conducting the disaster preparedness earthquake drill to help students and university personnel learn how to react immediately and appropriately when the earthquake hazard occurs. Further, to test the ability of school members to make the most appropriate decisions to ensure their safety.

Office or Division	:	University Occupational Safety and Health Office		
Classification:		Simple		
Type of Transacti	on:	G2G- Go	vernment to Gove	rnment
Who may avail:		All bonafi	de DHVSU emplo	yees and students
CHECKLIST OF R	EQUIREMENTS	WHERE	TO SECURE	- 4
1.	Letter of consent to conduct the earthquake drill	1.	Office of the president ( 2 <sup>nd</sup> floor, Administrative Building)	
2.	Attendance and list of names of facilitators and participants	2.	UOSHO Office ( 2nd Floor, UFC Building)	
3.	Post- evaluation form (hard copy) Post- evaluation google form ( soft copy)	3.	UOSHO Office ( 2nd Floor, UFC Building)	
3.	Photo documentation	4.	Per unit, departr	ment, and extension university
4.	Memorandum	5.	Office of the pre Administrative B	sident (2nd floor, building)
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Reviews the earthquake drill procedure while	1. Secures a permit from the University President	None	10 Minutes	UDRRMO Chairperson UOSHO Office

waiting for the	to conduct an			
approval  2. Reviews the earthquake drill procedure	earthquake drill  2. Conducts a general meeting with the UDRRMO personnel and UOSHO focal person per unit/extension campus	None	40 Minutes	UOSHO Director UOSHO Office
3. Reviews the earthquake drill procedure	3. Prepares and sends a letter of request to the Municipality Mayor to ask assistance from the MDRRMO Bacolor and BFP to serve as external evaluator	None	10 Minutes	UOSHO Director UOSHO Office
4. Receives the memorandum and follow	4. Informs all offices regarding the earthquake drill activity	None	20 Minutes	UOSHO Secretary UOSHO Office
5. Gives the exact count of the personnel	5. Identifies the number of university personnel present per building during the usual business operation.	None	20 Minutes	UDRRMO Deputy UOSHO Office
6. Helps in preparing the physical condition of the respective area of work	6. Prepares the physical condition of the university. All paths, roads, and corridors should be hazard-free.	None	30 Minutes	Logistics Head UOSHO Office
7. Attends the awareness webinar and note the important steps on how to perform and react during the drill	7. Conducts an awareness webinar on the earthquake drill procedure and proper response among the university non –teaching personnel, teaching and students who are staying in their respective houses.	None	30 Minutes	UDRRMO Chairperson UOSHO Office
8. Response properly to the drill based on the procedure	8. Conducts the earthquake drill following the 3 distinct phases; Alarm, Response (duck, cover, and hold), and evaluation.	None	1 Minute	UOSHO Personnel UOSHO Office
9. Documents the response of the department	9. Documents	None	1 Minute	Per unit and extension campus

10. Reflects the response done during the drill	10. Evaluates of the earthquake drill	None	5 Minutes	External Government Agencies
11. Conducts self- evaluation regarding the drill response and write comments and suggestion	11. Evaluates of the earthquake drill	None	5 Minutes	Participants
12. Listens and take note of the comments	12. Discuss the negative and positive comments from the external evaluators.	None	15 Minutes	UOSHO/UDRRMO and external agencies UOSHO Office
		TOTAL:	3 Hour, 7 Minutes	

### 4. Disaster Preparedness: Fire Drill

This describes the guidelines and processes in conducting the disaster preparedness fire drill to help the university personnel and students to understand the basics of fire prevention and also help to prepare the university in dealing with an emergency situation that may arise because of a fire inside the school premises.

Office or Divi	sion:	University Occupational Safety and Health Office		
Classification: Simple				
Type of Trans	saction:	G2G- G	overnment to Gov	ernment
Who may ava	il:	All bonaf	ide DHVSU empl	oyees
CHECKLIST (	OF REQUIREMENTS	WHERE	TO SECURE	
1.	Letter of permission	1.	Office of the president (2 <sup>nd</sup> floor, Administrative Building)	
2.	Attendance sheet of the participants	2.	UOSHO Office ( 2nd Floor, UFC Building)	
3.	Attendance sheet of the facilitators	3.	UOSHO Office ( 2 <sup>nd</sup> Floor, UFC Building)	
4.	Accident waiver and release of liability form	4.	UOSHO Office (Building)	( 2 <sup>nd</sup> Floor, UFC
5.	Post-evaluation form	5.	UOSHO Office (Building)	( 2nd Floor, UFC
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Waits for instructions	Secures a permit from the University President to conduct a fire drill	None	10 Minutes	UOSHO Director UOSHO Office

and official information				
2. Waits for instructions and official information	2. Invites and asks assistance from the BFP, during the preparation, actual drill, and evaluation phase.	None	10 Minutes	UOSHO Director UOSHO Office
3. Waits for instructions and official information	3. Conducts a general meeting together with BFP	None	40 Minutes	UDRRMO Chairperson UDRRMO Office
4. Receives the memorandum for the activity and be prepared	4. Informs all offices regarding the fire drill activity	None	10 Minutes	UOSHO Secretary UOSHO Office
5. Follows the designated evacuation site and cooperate during the actual drill	5. Identifies the possible evacuation site and designated meeting place to be used per cluster if a fire hazard occurs.	None	4 Hours	UDRRMO Deputy UOSHO Office
6. Gives the exact number of personnel and students present in the area/ workplace	6. Identifies the number of university personnel and students present per building during the usual business operation.	None	2 Hours	UDRRMO Deputy UOSHO Office
7. Sees and understand the route of evacuation based on the plan	7. Prepares and posts the clear and easy-to-understand evacuation plan per room and office with proper labeling and direction. ( evacuation routes)	None	2 Days	UDRRMO Chairperson UOSHO Office
8. Participates in preparing the physical design of the workplace	8. Prepares the physical condition of the university. All paths, roads, and corridors should be hazard-free.	None	2 Days	UDRRMO/ UOSHO Focal Persons UOSHO Office
9. Waits for instructions and official information	9. Conducts a general orientation with the UDRRMO team and UOSHO	None	40 Minutes	UDRRMO/UOSHO Focal Persons UOSHO Office

10. Attends the general meeting/ Waits for instructions and official information	10. Calls a general meeting among the deans and heads per cluster to orient them regarding the process of the fire drill and their parts on the activity.	None	40 Minutes	UDRRMO Chairperson UOSHO Office
11. Attends the awareness seminar	11. Conducts an awareness seminar among the university personnel regarding the fire drill.	None	40 Minutes	UDRRMO Chairperson UOSHO Office
12. Reads and sign the waiver	12. Secures an accident waiver and release of liability form	None	5 Minutes	UDRRMO Chairperson UOSHO Office
Participates in the fire drill based on the orientation	Conducts the Fire drill and actual fire management	None	20 Minutes	UDRRMO Chairperson UOSHO Office
Reflects the response done during the drill	Evaluates the activity.	None	5 Minutes	External Evaluator ( BFP)
Conducts self- evaluation and give suggestions and comments	Asks for Self-evaluation	None	5 Minutes	Participants
Listens and takes note of the comments for enhancement	Discuss the negative and positive comments from the external evaluators.	None	15 Minutes	UOSHO Director and BFP
Prepares and Submit report and photo documentation	Documents (all comments must be documented and noted properly).	None	20 Minutes	Per unit / Participants
	The state of the s	TOTAL:	5 Days, 2 Hours, 20 Minutes	

### 5. Disaster Prevention And Mitigation: University Hazard Mapping

This describes the guidelines and processes in conducting the disaster prevention and mitigation university hazard mapping activity to prevent or minimize the potential adverse effect caused by natural or man-made hazards and to address or take immediate corrective measures to maintain

a safe academic environment. In addition, to help the planning team to analyze the university hazard vulnerability and risk. Further, to gather knowledge about hazards in the workplace to eliminate and/or reduce the risks of accidents and injuries.

Office or Division:		University Occupational Safety and Health Office		
Classification:		Simple		
Type of Transaction:	G2G- Go	vernment to Gove	ernment	
Who may avail:		All bonafi	ide DHVSU emplo	yees
CHECKLIST OF REQU	JIREMENTS	WHERE	TO SECURE	
1.	Letter of permission	1.	Office of the pre Administrative B	
2.	Hazard Mapping Checklist	2.	UOSHO Office ( Building)	2 <sup>rd</sup> Floor, UFC
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sends a letter of request	1. Secures a permit from the University President to conduct the hazard mapping.	None	10 Minutes	UOSHO Director UOSHO Office
2. Receives the memorandum and take necessary actions to accommodate the personnel who conduct hazard mapping	2. Informs all offices regarding the hazard mapping for them not to be destructed too much during the usual business operation	None	10 Minutes	UOSHO Secretary UOSHO Office
3. Answers all queries of the personnel who conduct hazard mapping / assist them if necessary	3. Conducts the hazard mapping per building and per area to cover the whole university that includes structural and non-structural using the checklist.	None	2 Hours	UOSHO Director and OPPF Representative (UOSHO Member) UOSHO Office
4. Assists the personnel who conduct hazard mapping	4. Documents and takes pictures of all hazards identified.	None	1 Hour	UDRRMO Chairperson UOSHO Office



5. Gives suggestions if needed	5. Consolidate the hazard mapping findings	None	30 Minutes	UOSHO Director and OPPF Representative (UOSHO Member) UOSHO Office
6. Gives suggestions and recommendations as needed (especially if within the working area)	6. Discuss the consolidated hazards identified and potential hazards that might occur relative to the existing hazard identified. (include the sources and possible measures to address it)	None	40 Minutes	UOSHO Director and OPPF Representative (UOSHO Member) UOSHO Office
7. Contributes to the suggestions during consolidation	7. Make recommendations and possible corrections to eliminate the hazards	None	30 Minutes	UOSHO Director and OPPF Representative (UOSHO member) UOSHO Office
8. Waits for the corrective actions once filed	8. Prepares a comprehensive report with recommendation  Submits the report to the Executive Vice	None	40 Minutes	UOSHO Director and Secretary UOSHO Office
	President (EVP) for review and evaluation.			
9. Waits for the corrective actions once approved	9. Forwards the consolidated findings and recommendation to the President	None	10 Minutes	UOSHO Secretary UOSHO Office
71		TOTAL:	5 Hours, 50 Minutes	

### 6. Earthquake Hazard Response

This describes the guidelines and processes in responding effectively to the earthquake hazard to prevent and minimize its adverse effect or even the disaster.

Office or Division:		University Occupational Safety and Health Office		
Classification	sification: Simple			
Type of Trans	saction:	G2G- Government to Government		
Who may ava	ail:	All bonafide DHVSU employees		
CHECKLIST	OF REQUIREMENTS	WHERE TO SECURE		
1.	Class Status Report	1. UOSHO Office ( 2rd Floor, UFC		
	Form	Building)		

2.	Business Continuity Plan	2.	EVP Office ( 2 <sup>nd</sup> Building)	Floor, Admin
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Perform the proper response for an earthquake based on the drill/practiced	Activate the UDRRMO- Operation Team	None	1 Minute	Incident Commander UOSHO Office
2. Stay inside the room /office till the shaking stops.	2. All university personnel and students shall be instructed to stay inside the room /office till the shaking stops.	None	1 Minute	Teachers/ Team head
3. Perform duck, cover, and hold properly	3. Instruct to perform Duck, Cover, and Hold	None	1 Minute	Teachers/ Team head
4. evacuate from room/office orderly	4. Instruct to evacuate from room/office orderly (as practiced during the drill)	None	1 Minute	Evacuation Team UOSHO Office
5. Evacuate safely, don't run, and don't push others.	5. Identify the number of students/ teachers who are moving out of the room/office	None	2 Minutes	Teacher/ Head per room
6. Evacuate safely, don't run, and don't push others.	6. Identify the number of students/ teachers who are moving out of the room/office	None	2 Minutes	Teacher/ Head per room
7. Proceed to the designated evacuation site.	7. Instruct to proceed to the designated evacuation site.	None	5 Minutes	Evacuation Team UOSHO Office
8. Stay in the evacuation site and wait for further instruction	8. Count the respective evacuees handled	None	2 Minutes	Assigned Head per room
9. Stay in the evacuation site and wait for further instruction	9. Report to the Communication Team Head ( counting result)	None	1 Minute	Head per room
10. Stay in the evacuation site and wait for further instruction	10. Establish the Incident command post	None	5 Minutes	Logistics Head UOSHO Office

11. Stay in the evacuation site and wait for further instruction	11. Instruct the Communication Team Head to get the number of the evacuees	None	5 Minutes	Incident Commander UOSHO Office
12. Stay in the evacuation site and wait for further instruction	12. Instruct the Site and Security team head to do the rounds to the entire university	None	5 Minutes	Incident Commander UOSHO Office
13. Refrains from entering the building once evacuated	13. Inspect all the rooms and buildings for any cracks and damages, then place caution tape	None	5 Minutes	Site and Security Team UOSHO Office
14. Give needed details	14. If there is a casualty stayed in the building or along the corridor, call the incident commander to report and ask for help.  Provide complete details (exact location, and number of casualties)	None	5 Minutes	Site and Security Team UOSHO Office
15. Keep calm and stay safe	15. Instruct the rescue Team Head to get the casualties safely and the Medical Team Head to provide medical intervention as needed.	None	10 Minutes	Incident Commander UOSHO Office
16. Keep calm and stay safe	16. Designate specific rescuers who will attend the casualties, what area, and how many. Deploy the Rescuers.	None	5 Minutes	Rescue Team Head UOSHO Office
17. Keep calm and stay safe	17. Assist, lift and move the casualties safely from the dangerous area to the established medical area.	None	5 Minutes	Rescue team UDRRMO Office
18. Keep calm and stay safe	18. Endorse the casualty to the medical team, report the case of the specific casualty rescued	None	5 Minutes	Rescue team UOSHO Office
19. Follow the instructions of the teacher for safety	19. Received the casualty and provide appropriate medical intervention.	None	10 Minutes	Medical Team UOSHO Office

20. Follow the instructions of the teacher for safety	20. List down on the board the number of the rescued casualties, complete details ( name, course, department, section, area found, injury, code)	None	5 Minutes	Communication Team UOSHO Office
21. Follow the instructions of the teacher for safety	21. Instruct the communication Team Head to call RHU if needed ambulance for a casualty who is in red and black code	None	2 Minutes	Incident Commander UOSHO Office
22. Keep away from the fire. Stay safe	22. Instruct the communication Team Head to call BFP if there is unmanageable fire.	None	1 Minute	Incident Commander UOSHO Office
23. Follow the instructions of the teacher for safety	23. If all are safe and sound, report to the EVP regarding the details of the earthquake incident including the damages reported and rescued casualties.	None	1 Minute	Incident Commander UOSHO Office
24. Follow the instructions of the teacher for safety	24. Report to the President	None	10 Minutes	Executive Vice President EVP Office
25. Listen to the official announcement	25. Declare to allow all university personnel and students to go home.	None	5 Minutes	University President President Office
26. Follow the instructions for safety	26. Instruct and assist evacuees in a properly and ordered manner of moving out from the university.	None	10 Minutes	Evacuation Team Head UOSHO Office
27. Safely go home or wait for the guardian	27. Document the incident and make a report	None	20 Minutes	UDRRMO Chairperson UOSHO Office
	Trade 1	TOTAL:	2 Hours, 7 Minutes	



### 7. Fire Hazard Response

This describes the guidelines and processes in responding effectively and efficiently to the Fire hazard to prevent or minimize its adverse effect.

Office or Division	:	University Occupational Safety and Health Office			
Classification:		Simple			
Type of Transaction	on:	G2G- G	overnment to Gover	rnment	
Who may avail:		All bonaf	fide DHVSU employ	yees	
<b>CHECKLIST OF R</b>	EQUIREMENTS	WHERE	TO SECURE		
1.	Class Status Report Form	1.	UOSHO Office ( Building)	2 <sup>rd</sup> Floor, UFC	
2.	Business Continuity Plan	2.	EVP Office ( 2 <sup>™</sup> I Building)	Floor, Admin	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Be alert and follow instructions, don't panic	1. Press the fire alarm	None	30 Seconds	Teacher / Personnel inside the room or within the area	
2. Follow the instruction, don't panic or shout	2. All university personnel and students are instructed to get out of the room /office safely	None	30 Seconds	Teacher / Personnel inside the room or within the area	
3. Stay away from the area of the incident	3. Activate the Operation Team Fire marshal	None	1 Minute	Incident Commander UOSHO Office	
4. Evacuate immediately and go to a safe place away from the area of incident	4. Instruct to evacuate and room/office orderly (as practiced during the drill) using the fire exit or available exit point away from the fire.	None	1 Minute	Fire Marshal UOSHO Office	
5. Follow the instruction, don't panic or shout	5. Instruct to proceed into the designated evacuation site ( meeting place)	None	30 Seconds	Fire Marshal UOSHO Office	
6. Stay away from the area of the incident. Stay in a safe place/ designated evacuation area	6. Contain Closed doors & windows	None	30 Seconds	Fire Marshal UOSHO Office	
7. Stay away from the area of	7. Extinguish the fire	None	1 Minute	Fire Marshal UOSHO Office	

President		TOTAL:	1Hour, 30 Minutes, 30 Seconds	MTUR
16. Follow the official instruction from the	16. Document the incident	None	20 Minutes	UDRRMO Chairperson UOSHO Office
15. Wait for further instruction	15. Forward the report to the University President for cancellation of classes and going home	None	30 Minutes	Executive Vice President EVP Office
14. Wait for further instruction	14. If all are safe and sound, report to EVP regarding the details of the fire incident including the damages reported and rescued casualties.	None	30 Minutes	Incident Commander UOSHO Office
13. Keep calm	13. Receive the casualty and provide appropriate medical intervention.	None	1 Minute	Medical Team UOSHO Office
12. Keep calm	12. If there is a casualty, deliver the person to the medical team	None	1 Minute	Rescue Team UOSHO Office
11. Stay away from the area of the incident. Stay in a safe place/ designated evacuation area	11. Instruct the Site and Security team head to do the rounds.	None	1 Minute	Safety and Security Team UOSHO Office
10. Count surely	moved out of the room/office  10. Count the respective evacuees handled	None	1 Minute	Teacher responsible
evacuation area  9. Count surely	9. Identify the number of students/teachers who	None	1 Minute	Teacher responsible
designated evacuation area  8. Stay away from the area of the incident. Stay in a safe place/ designated	8. Call BFP, if fire cannot be handled and is unmanageable	None	30 Seconds	Communication team head UOSHO Office
evacuation area	8 Call RED if fire cannot	None	30 Seconds	Communication

**Heavy Rains Hazard Response**This describes the guidelines and processes in responding effectively to the Typhoon/ Heavy Rains Hazard to prevent or minimize its adverse effect while the usual academic business operation is going on.

Office or Division:		University Occupational Safety and Health Office		
Classification:		Simple		
Type of Transaction:		G2G- Go	overnment to Gove	ernment
Who may avail:		All bonaf	ide DHVSU emplo	yees
CHECKLIST OF REQUIREMENTS		WHERE	TO SECURE	•
1.	ВСР	1.	EVP Office 2 <sup>nd</sup> flo	oor admin
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Follow the instruction	Activate the Operation Team	None	1 Minute	Incident Commander UOSHO Office
2. Wait for further official instruction	2. Communicate with the MDRRMO Bacolor regarding the status of Bacolor in terms of Municipality decision for suspension of classes and offices	None	10 Minutes	UDRRMO Chairperson UOSHO Office
3. Wait for further official announcement posted on social media ( official page) or from the head of the office and teachers	3. Update the UOSHO director regarding the status of Bacolor based on the info received from the MDRRMO	None	10 Minutes	UDRRMO Chairperson / PIO UOSHO Office/ PIO Office
4. Wait for further official announcement posted on social media( official page) or from the head of the office and teachers	4. Forward the info to the Executive Vice President	None	5 Minutes	UOSHO Director UOSHO Office
5. Wait for further official announcements posted on social	5. Dialogue regarding the situation and recommended action	None	10 Minutes	VPs ,UOSHO Director, and PIO

_			1		
	media( official page) or from the head of the office and teachers. Stay safe				
	6. Wait for further official announcement posted on social media( official page) or from the head of the office and teachers	6. Report to the University President	None	5 Minutes	Executive Vice President EVP Office
-	7. Follow the instructions and directly go home safely	7. Makes final decision for any class suspension or operation suspension	None	5 Minutes	University President President Office
	8. Follow the instructions and directly go home safely	8. Ordered UOSHO regarding the decision of the University President	None	10 Minutes	Executive Vice President EVP Office
	9. Follow the instructions and directly go home safely	9. Disseminates information through social media If classes are suspended. Give final announcement	None	10 Minutes	PIO Office
	10. Follow the instructions and directly go home safely	10. Instructs security guards to inform per office regarding the decision of the President and ask to follow the dismissal procedures (dismissal drill) If classes are suspened	None	20 Minutes	GSSO Director GSSO Office
	11. Follow the instructions and directly go home safely	11. Instructs the security guards to make sure all students are safe and dismissed properly in an orderly manner.	None	1 Minute	GSSO Director GSSO Office
	12. Follow the instructions and directly go home safely	12. Maintains the orderly dismissal of the students/university personnel	None	20 Minutes	GSSO Director GSSO Office
	13. Follow the instructions and	13. Inspects per room for the presence of	None	10 Minutes	GSSO Office

directly go safely	home	occupants, making sure no students remained in any rooms, offices, and building.			
14. Follow instructions directly go safely	the and home	14. Report to the UDRRMO Chairperson regarding university status.	None	5 Minutes	GSSO Office
15. Follow instructions directly go safely	the and home	15. Prepares documentation and written report	None	20 Minutes	UDRRMO Chairperson UOSHO Office
16. Follow instructions directly go safely	the and home	16. Report to the UOSHO director	None	10 Minutes	UDRRMO Chairperson UOSHO Office
17. Follow instructions directly go safely	the and home	17. Report to the Executive Vice President	None	5 Minutes	UOSHO Director UOSHO Office
18. Follow instructions directly go safely	the and home	18. Report to the University president	None	5 Minutes	Executive Vice President EVP Office
19. Stay at areas/ home	safe	19. documentation	None	10 Minutes	UDRRMO Chairperson UOSHO Office
		Control of	TOTAL:	2 Hours, 52 Minutes	

### 9. Disaster Recovery And Rehabilitation: Post-Hazard Checking

This describes the guidelines and processes in conducting the post-hazard checking activity that is done after the actual hazard occurs in the university. This is to immediately address the damages caused by the experienced hazard, to maintain a safe academic environment. In addition, to prevent or minimize further damage/s triggered by natural or man-made hazards in the university. This activity also involves the period between the occurrence of a hazard to rehabilitation and reconstruction for normalizing the business process of the university.

Office or Division:	University Occupational Safety and Health Office
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	All bonafide DHVSU employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1.	Post hazard checking form	1.	UOSHO Office ( 2nd Floor, UFC Building)	
2.	Memorandum	2.	Office of the Pres	sident
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Waits for further notice from the PIO	Secures a permit from the University President	None	10 Minutes	Director UOSHO Office
2. Waits for further notice from the PIO	2. Declares no classes or suspension of usual business operation as ordered by the president	None	5 Minutes	University President President Office
3. Follows the official order	3. Informs all offices regarding the conduct of impact hazard assessment.	None	5 Minutes	Secretary UOSHO Office
4. Follows the official order	4. Conducts the post hazard checking per building and per area to cover the whole university.	None	3 Hours	Safety Officers UOSHO Office
	Includes the structural and non-structural assessment.			
5. Waits for further notice from the PIO	5. Documents and take photos of all the affected areas/structures or facilities	None	20 Minutes	Safety Officers UOSHO Office
6. Waits for further notice from the PIO	6. Consolidate and discuss the results of the findings	None	20 Minutes	Safety Officers UOSHO Office
7. Waits for further notice from the PIO	7. Prepares a comprehensive report of the results	None	20 Minutes	Director UOSHO Office
8. Follows the official order	8. Makes necessary recommendations for correction and abrupt reconstruction ( if needed)	None	10 Minutes	Director UOSHO Office
9. Follows the official order	9. Submits the report to the Executive Vice President	None	10 Minutes	Director UOSHO Office
10. Waits for further notice from the PIO	10. Forwards the report to the university president	None	5 Minutes	Executive Vice President EVP Office

TOTAL:	5 Hours, 45 Minutes	

### 10. **Declaration Of Health Status**

This describes the guidelines and processes on how to declare the current health before entering the school premises. Its purpose is to assess if an employee or visitor is qualified to enter the university based on his/her health affirmation relative to COVID 19 to further protect and keep the university safe and healthy.

Office or Division	Office or Division: University Occupational Safety and He			Safety and Health
	Office			
Classification:		Simple		
Type of Transaction	on:	G2G- Government to Government		vernment
Who may avail:			afide DHVSU emp	loyees and
		students		
CHECKLIST OF R		WHERE	TO SECURE	
1.	Health Declaration form	1.	UOSHO Office ( Building)	2nd Floor, UFC
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gets the form make sure to wear a face mask and face shield	Provides Health     declaration form to the     visitors and employees upon     entering the university.	None	5 seconds	Security Guard
2. Accomplishes the form truthfully and completely	2. Instructs to accomplish completely and truthfully with readable penmanship.	None	1 Minute	Employee/Visitor
3. Waits for the confirmation and assessment result	3. Checks the accomplished health declaration form to know if the visitor/ employee is free from COVID 19 based on the health status declared relative to COVID 19.	None	1 Minute	Security Guard
4. Drops the form in the dropbox	4. Drops in the drops box the accomplished Health Declaration located at the assigned office	None	1 Minute	Employee/ Visitors
5. Enters the school	5. Destroys after 20 days from the date of accomplishment the accomplished declaration form following the National Archives of the Philippines protocol.	None	2 Minutes	Secretary per unit/ Security Guard

Total	5 Minutes, 5	
	Seconds	

### 11. Reporting Hazard Identification

This describes the guidelines and processes on how to report hazards that are identified in the workplace that need immediate action to ensure the safety and welfare of the stakeholders staying inside the school premises.

Office or Division:		University Occupational Safety and Health Office			
Classification:		Simple			
Type of Transa		G2G- Government to Government			
Who may avail	•	All bonaf	ide DHVSU emplo	yees	
CHECKLIST OF	F REQUIREMENTS	WHERE	TO SECURE		
1.	Hazard Identification Report form	1.	UOSHO Office ( Building)	2nd Floor, UFC	
CLIENT	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Follow the protocol	Identifies the hazard present in the workplace	None	1 Minute	Employee	
2. Complete the data needed for the reporting	2. Takes a photo of the particular hazard and identify the exact location	None	1 Minute	Employee	
3. Follow the protocol	3. Identifies the possible effect of the hazard to the students and personnel in the university	None	1 Minute	Employee	
4. Complete the data needed for the reporting	4. Accomplishes the Hazard Identification Report Form	None	2 Minutes	Employee	
5. Follow the protocol	5. Submits the form to the UOSH office	None	5 Minutes	Employee	
6. Wait for the action for the appropriate correction	6. Receives the form	None	2 Minutes	Secretary UOSHO Office	
7. Wait for the action for the appropriate correction	7. Makes necessary endorsement and recommendation of action to the responsible unit depends on the hazard identified and	None	5 Minutes	Safety Officer UOSHO Office	

	the extent of correction ( GSSO/ OPP)			
8. Wait for the action for the appropriate correction	8. Gets a receiving copy from the responsible office	None	2 Minutes	Secretary UOSHO Office
9. Wait for the action for the appropriate correction	9. Documents and record it.	None	5 Minutes	Safety Officer UOSHO Office
		TOTAL:	24 Minutes	

### 12. REPORTING AN INCIDENT

This describes the guidelines and processes on how to report an incident that happens inside the university to know the incident happens, its causes, and degree of injury. This is also used for proper documentation and recording to serve as the basis for the program enhancement for occupational safety and health of the university.

Office or Division:  University Occupational Safety and Health Office			ety and Health	
Classification:		Simple		
Type of Transaction:			vernment to Gover	nment
Who may avail:		All bonafi	de DHVSU employ	/ees
CHECKLIST OF REQU	JIREMENTS	WHERE	TO SECURE	-
1.	Incident Report Form (IRF)	1.	UOSHO Office ( Building)	2nd Floor, UFC
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a copy of the IRF form from UOSHO	1. Provide an IRF form	None	5 Seconds	Secretary UOSHO Office
2. Accomplish the IRF to report the incident to happen, complete the needed signatories	2. Instruct to accomplish the form with complete signatories	None	1 Minute	Secretary UOSHO Office
3. Submit the IRF to UOSHO	3. Receive the accomplished IRF and record it	None	5 Seconds	Secretary UOSHO Office
4. Get a copy of the submitted report signed by the UOSHO	4. Give a copy of the accomplished IRF with a received note	None	5 Seconds	Secretary UOSHO Office

representative as proof of reporting				
5. Wait for appropriate investigation, endorsement, and action	5. Review the IRF and take appropriate investigation, action, and endorsement to the appropriate office	None	30 Minutes	Safety Officer UOSHO Office
6. Wait for appropriate investigation, endorsement, and action	6. Document the action is done and follow up the result	None	20 Minutes	Safety Officer UOSHO Office
		TOTAL:	51 Minutes, 15 Seconds	

# UNIVERSITY LEARNING RESOURCE CENTER

**External Services** 



### 1. Application for New Library Card Procedure

Issuance of Library card is a requirement for availing the different services of the library.

Office or Division: University Learning Resource Center (ULRC)				enter (ULRC)		
Classification: Simple						
Type of Transaction	n:		G2C -	Governr	ment to Citizen	
Who may avail:			State L	Jniversity	udents of Don Ho who have complents for the issua	ied satisfactorily
CHECKLIST OF RE	EQUIREMENT	S	- Cara	WHER	E TO SECURE	
1	Certificate of original)	Registrati	on (1	1	University Regis	dmin. Bldg.
2	Valid ID (1 or	iginal)		2	Student Center, Library Bldg.	beside DHVSU
3	Passport size original)	picture (1	1	3	Any Photo shop the university	near Gate 3 of
CLIENT ST	EPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Logs in the Student Log     Sheet      Secures and fills up Library     Card Form (LCF) by     presenting personally the     Certificate of Registration     or Valid ID		Sh <mark>ee</mark> 1. Giv Libi Car For	ent Log t es rary rd	None	3 Minutes	Library Staff Information Desk, 1st Floor, ULRC, DHVSU
2. Submits LCF form to library staff together with the COR or Valid ID		filled up Card For verify stude Certif of Regis or Va togeth with 1 passr	rm and the ent lication stration lid ID her	None	1 Minute	Library Staff Information Desk, 1st Floor, ULRC, DHVSU

		1		
	Type and print new library card			Library Ctaff
	library card  2. Barcode the library card	None	3 Minutes	Library Staff Information Desk, 1 <sup>st</sup> Floor, ULRC, DHVSU
	Signs newly processed Library Card of students	None	1 Minute	University Librarian, Office of the Librarian, 1st Floor, ULRC, DHVSU
3. Receives Library Card	2. Releases library Card	None	1 Minute	Library Staff Information Desk, 1st Floor, ULRC, DHVSU
3. Accomplishes Receiving Log Sheet for Students and Customer Survey Form	4. Provides Receiving Log Sheet for Students and Customer Survey Form	None	1 Minute	Library Staff Information Desk, 1∗ Floor, ULRC, DHVSU
	TOTAL:	None	10 Minutes	1110
Logs in Faculty Log     Sheet      Secures and fills up     Library Card Form and     Library Card for     DHVSU Employees	Provides Faculty Log     Sheet      Gives Library Card     Form and Library Card     for DHVSU Employees	None	3 Minutes	Library Staff Information Desk, 1₅ Floor, ULRC, DHVSU
2. Submits LCF form to library staff together with 2pcs of 1x1 picture	2. Checks filled up Library Card Form and Library Card for DHVSU Employees together with 2pcs of 1x1 picture	None	1 Minute	Library Staff Information Desk, 1st Floor, ULRC, DHVSU
3. Receives Library Card	3. Releases Library Card	None	1 Minute	Library Staff Information Desk, 1st Floor, ULRC, DHVSU



Accomplishes Receiving     Log Sheet for Employees     and Customer Survey     Form	Provides Receiving Log     Sheet for Employees     and Customer Survey     Form	None	1 Minute	Library Staff Information Desk, 1st Floor, ULRC, DHVSU
	TOTAL:	None	6 Minutes	

### 2. Borrowing and Returning of Printed Library Resources Procedure

Borrowing and Returning of books is a mandated function of the library services. As a matter of requirement, students have to secure personal library card to have access on said services.

Office or Division:	University Learning Resource Center (ULRC)					
Classification:	Simple					
Type of Transaction:	G2C – Government to Citizen					
Who may avail:	have complied satisfac	All bona fide students of Don Honorio Ventura State University who have complied satisfactorily all the requirements imposed by the Office of the University Learning Resource Center				
CHECKLIST OF REQU	JIREMENTS	WHERE	TO SECURE	1000		
1	Student's Library card (1 original)	1	University Learnir Center, DHVSU L			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
BORROWING OF BOO						
Personally present his/her library card	Verifies student     Library Card  A Dravides Student	None	1 Minute	Library Staff Circulation Desk, 2nd Floor ULRC, DHVSU		
1. Logs in the Student Log Sheet	Provides Student     Log Sheet	1861	State Co.	OLNO, DITVO		
2. Browses card catalog for needed materials	2. Assists the clientele on the requested materials	None	3 Minutes	Library Staff Circulation Desk, 2 <sup>∞</sup> Floor ULRC, DHVSU		
3. Proceeds to the book shelves to get the desired library resources	3. Assists in retrieving desired library materials	None	3 Minutes	Library Staff Circulation Desk, 2 <sup>™</sup> Floor ULRC, DHVSU		

Presents the	1. Instructs students	None	2 Minutes	
book, fills out	in filling out the			Library Staff
the book card	book card			Circulation Desk,
and surrender				2 <sup>™</sup> Floor
Library Card				ULRC, DHVSU
2. Accomplishes	2. Provides	None	1 Minute	Library Staff
Customer Survey	Customer Survey			Circulation Desk,
Form	Form			2 <sup>nd</sup> Floor
				ULRC, DHVSU
	TOTAL:	None	10 Minutes	
RETURNING OF BOO	)K/S			_
1. Returns	<ol> <li>Scans books for</li> </ol>			
borrowed	any damaged			
material/s				Library Staff
				Circulation Desk,
	Checks in-book	None	1 Minute	2 <sup>™</sup> Floor
				ULRC, DHVSU
	2. Returns book			
_	card inside the book			
2. Claims library	2. Releases	None	1 Minute	Library Staff
card and	Library Card and		700	Circulation Desk,
accomplishes	Customer Survey			2 <sup>™</sup> Floor
Customer Survey	Form			ULRC, DHVSU
Form	Security I			,
	TOTAL:	None	2 Minutes	

Office or D	Division:	University Learning Resource Center (ULRC)			
Classificat	tion:	Simple			
Type of Transaction	on:	G2C – Government to Citizen			
Who may	avail:	All bona fide employees of Don Honorio Ventura State University who have complied satisfactorily all the requirements imposed by the Office of the University Learning Resource Center			
CHECKLIS REQUIRE		WHERE TO SECURE			
1	DHVSU Employe es Library card	1	University Learning Resource Center, DHVSU Library Bldg.		

(1 original)				
CLIENT STEPS			PROCESSING TIME	PERSON RESPONSIBL E
BORROWING OF B	OOK/S			
Logs in the     Employees     Log Sheet	Provides     Employees Log     Sheet			Library Stoff
1. Browses card catalog for needed materials	card clientele on the catalog for requested materials		2 Minutes	Library Staff Circulation Desk, 2 <sup>™</sup> Floor ULRC, DHVSU
2. Proceeds to the book shelves to get the desired library resources	Assists in retrieving desired library materials	None	2 Minutes	Library Staff Circulation Desk, 2 <sup>™</sup> Floor ULRC, DHVSU
3. Presents the book, fills out the book card and surrender Library Card	book, fills out the book card and surrender Library students in filling out the book card		1 Minute	Library Staff Circulation Desk, 2 <sup>™</sup> Floor ULRC, DHVSU
4. Accomplishe s customer survey form	4. Provides Customer Survey Form	None	1 Minute	Library Staff Circulation Desk, 2 <sup>™</sup> Floor ULRC, DHVSU
	TOTAL:	None	6 Minutes	
1. Returns borrowed	1. Scans books for any damaged	None	1 Minute	Library Staff Circulation
material/s	1. Checks in-book			Desk, 2∞ Floor ULRC, DHVSU
	2. Returns book card inside the book			VENTUR

2. Claims Library Card and accomplishes Customer Survey Form	2. Releases Library Card and Customer Survey Form	None	1 Minute	Library Staff Circulation Desk, 2 <sup>∞</sup> Floor ULRC, DHVSU
	TOTAL:	None	2 Minutes	

### 3. Baggage Area Procedure

Baggage area is an area in the library where in student/s surrenders their bag/s and other things except their valuables before entering the library. Valuables any object that is of value to student/s or may cost money once lost but is not limited to cell phones, wallets and other gadgets.

Office or Division:			University Learning Resource Center (ULRC)				
Classification:			Simple				
Type of Transactio	n:		G2C – Government to Citizen				
Who may avail:			All bona fide students of Don Honorio Ventura State University who have complied satisfactorily all the requirements imposed by the Office of the University Learning Resource Center				
CHECKLIST OF RE	QU	REMENT	S	WHERE T	O SECURE	170	
1		ident's Lib d (1 origin		1	University Learning Resource Center, DHVSU Library Bldg.		
CLIENT STEPS AGENCY ACTION		1	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Personally presents his/her library card  1. Logs in to Student Log Sheet  1. Provides Student Log Sheet  1. Provides Student Log Sheet		None	1 Minute	Library Staff Baggage Area, 1 Floor ULRC, DHVSU			



Proceeds to     Baggage Area			30 Seconds	
1.Removes valuable from bag	Instructs     students to     remove     valuables		30 Seconds	
2. Surrenders bag	from his/her bag	None	30 Seconds	Library Staff Baggage Area, 1₅ Floor ULRC, DHVSU
	2. Receives students bag and places bag in baggage area shelf		30 Seconds	
3. Claims baggage number	3. Provides baggage area number			
2. Surrenders baggage number	2. Retrieves student baggage		30 Seconds	
3.1.Claims bag	1. Releases students bag	None	30 Seconds	Library Staff Baggage Area, 1 <sup>st</sup> Floor ULRC, DHVSU
Accomplishes customer survey form	3. Provides Customer Survey Form	None	1 Minute	Library Staff Baggage Area, 1∗ Floor ULRC, DHVSU
	TOTAL:	None	5 Minutes	



Office or Division:		University Learning Resource Center (ULRC)				
Classification: Simple			, ,			
Type of Transaction: G2C –			- Government to Citizen			
Who may avail:				ide researchers who	<u>-</u>	
					osed by the Office of	
			•	arning Resource Ce	nter	
CHECKLIST OF R			WHERE	TO SECURE		
1	Referral Letter	r (1	1	1 Respective Libraries		
2	original) School ID/Vali	IN ID	2	Respective School	/I Injugreity	
		u iD	FEES			
CLIENT STEPS	AGENCY ACTION		TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Personally     presents his/he     Referral Letter     and School     ID/Valid ID	er Referra	Referral Letter and School ID/Valid ID  1. Provides Visitors Log Sheet			Library Staff	
1. Logs in to Visitors Lo Sheet	Visit She			2 Minutes	Baggage Area, 1 <sup>st</sup> Floor ULRC, DHVSU	
2. Proceeds to		T A		30 Seconds	Library Staff	
Baggage Area	1. Instructs outside		None		Baggage Area, 1st Floor ULRC, DHVSU	
2.1 Removes valuables from bag  2.2 Surrenders	remove va from his/he 1. Recei	researchers to remove valuables from his/her bag  1. Receives outside		30 Seconds		
2.3 Claims baggage number	bag a	s bag ggage	None	30 Seconds	Library Staff Baggage Area, 1st Floor ULRC, DHVSU	
A STATE OF THE STA	3. Probaggage a number	vides rea	None	30 Seconds	Library Staff Baggage Area, 1 Floor ULRC, DHVSU	

3. Surrenders baggage number	Retrieves     outside     researchers     baggage     number	None	30 Seconds	Library Staff
3.1.Claims bag	Releases     outside     researchers     bag	None	30 Seconds	Baggage Area, 1 <sup>∞</sup> Floor ULRC, DHVSU
4. Accomplishes Customer Survey Form	2. Provides Customer Survey Form	None	1 Minute	Library Staff Baggage Area, 1∗ Floor ULRC, DHVSU
	TOTAL:	None	6 Minutes	17/6

4. Lost Library Card Procedure

Issuance of Library card is a requirement for availing the different services of the library.

CLIENT STEPS	AGENCY ACTION	FEES TO		PROCESSING TIME	PERSON RESPONSIBLE	
2	Passport size picture (1 original)	2 Any Photo shop near Gate 3 of the university				
1	Valid ID (1 original)	1	St	udent Center, beside DHV	SU Library Bldg.	
CHECKLIST OF REC	UIREMENTS	WH	ERI	E TO SECURE	537042	
	have complied satisfactorily all the requirements for the issuance of the library card					
Who may avail:	All bona fide studer	nts of	Do	n Honorio Ventura State U	niversity who	
Type of Transaction:	G2C – Government to Citizen					
Classification:	Simple	Simple				
Office or Division:	University Learning Resource Center (ULRC)					

		BE		
		PAID		
1. Logs in the Student Log Sheet  1.1 Secures and fills up Lost Library Card Form and Affidavit of Lost by presenting personally his/her Valid ID	1. Provides Student Log Sheet  1. Gives Lost Library Card Form and Affidavit of Lost	None	3 Minutes	Library Staff Information Desk, 1≝ Floor ULRC, DHVSU
2. Submits Lost Library Card Form and Affidavit of Lost to library staff together with 1pc passport size picture and Valid ID	<ol> <li>Checks filled up Lost Library Card Form and Affidavit of Lost</li> <li>Verifies the student's Valid ID together with 1pc passport size picture</li> </ol>	None	1 Minute	Library Staff Information Desk, 1≝ Floor ULRC, DHVSU
	<ol> <li>Types and prints new library card</li> <li>Barcodes the Library Card</li> </ol>	None	3 Minutes	Library Staff Information Desk, 1st Floor ULRC, DHVSU
	1. Signs duplicate processed Library Card of students	None	1 Minute	University Librarian, Office of the Librarian, 1 Floor ULRC, DHVSU
3. Receives Library Card	Releases     library card	None	1 Minute	Library Staff Information Desk, 1st Floor ULRC, DHVSU
4. Accomplishes Receiving Log	Provides     Receiving Log	None	1 Minute	Library Staff Information Desk,

Sheet for Students and Customer Survey Form	Sheet for Students and Customer Survey Form			1ª Floor ULRC, DHVSU
2. Submits Lost Library Card Form and Affidavit of Lost to library staff together with 1pc passport size picture and Valid ID	<ol> <li>Checks filled up Lost Library Card Form and Affidavit of Lost</li> <li>Verifies the student's Valid ID together with 1pc passport size picture</li> </ol>	None	1 Minute	Library Staff Information Desk, 1ª Floor ULRC, DHVSU
	<ul><li>3. Types and prints new library card</li><li>4. Barcodes the Library Card</li></ul>	None	3 Minutes	Library Staff Information Desk, 1∗ Floor ULRC, DHVSU
	2. Signs duplicate processed Library Card of students	None	1 Minute	University Librarian, Office of the Librarian, 1 Floor ULRC, DHVSU
3. Receives Library Card	2. Releases library card	None	1 Minute	Library Staff Information Desk, 1st Floor ULRC, DHVSU
4. Accomplishes Receiving Log Sheet for Students and Customer Survey Form	2. Provides Receiving Log Sheet for Students and Customer Survey Form	None	1 Minute	Library Staff Information Desk, 1st Floor ULRC, DHVSU
2. Submits Lost Library Card Form and Affidavit of Lost to library staff together with 1pc passport size picture and Valid ID	<ul> <li>3. Checks filled up Lost Library Card Form and Affidavit of Lost</li> <li>3. Verifies the student's Valid ID</li> </ul>	None	1 Minute	Library Staff Information Desk, 1≝ Floor ULRC, DHVSU

together with 1pc passport size picture			
TOTAL:	None	10 Minutes	

**5. Interlibrary Request Letter Procedure**Interlibrary loan is a service whereby a patron of one library can take advantage of services offered by other libraries.

Office or Division:	University Learning Resource Center (ULRC)					
Classification:	Simple					
Type of Transaction:	G2C – Government to					
Who may avail:	All bona fide students and employees of Don Honorio Ventura State University who have complied satisfactorily all the requirements for the issuance of the library card					
<b>CHECKLIST OF REQUIR</b>			TO SECURE			
1	Library Card (1 original)	1	Library Bldg.	k, ULRC, DHVSU		
2	2 pcs Long Bond Paper	2	Any supply shop the university	near Gate 3 of		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Logs in Student Log     Sheet or Faculty Log     Sheet      Sheet      Sheet      Letter Form	Provides Student     Log Sheet or     Faculty Log     Sheet      Gives     Interlibrary     Request Letter     Form	None	2 Minutes	Library Staff Information Desk, 1st Floor ULRC, DHVSU		
2. Submits Interlibrary Request Letter Form together with 2pcs long bond paper	Checks     information written in     the Interlibrary     Request Letter Form      1. Encodes and     prints     Interlibrary     Request     Letter	None	30 Seconds  1 Minute	Library Staff Information Desk, 1st Floor ULRC, DHVSU		

2. Signs Interlibrary Request Letter	30 Seconds	
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3. Receives signed Interlibrary Letter	<ol><li>Releases</li><li>Interlibrary</li><li>Request Letter</li></ol>	None	30 Seconds	Library Staff Information Desk, 1≝ Floor ULRC, DHVSU
4. Accomplishes Receiving Log Sheet and Customer Survey Form	4. Provides Receiving Log Sheet and Customer Survey Form	None	30 Seconds	Library Staff Information Desk, 1st Floor ULRC, DHVSU
	None	5 Minutes		

# 6. Use of Audio Visual Room and Discussion Room Procedure (6 and 7)

This procedure covers the process of requesting the use of the Audio Visual Room and Discussion Room of the University Learning Resource Center by the faculty and students

Office or Division:		University Learning Resource Center (ULRC)			
Classification:		Simple			
Type of Transaction:	-	G2C – Government to Citizen			
Who may avail:	Luci	All bona fide students and employees of Don			
		Honorio Ventura State University who have			
				rily all the require	ements for the
		issuance of the library card			
CHECKLIST OF REQU	REMENTS		WHER	E TO SECURE	
1	Library Card (1 original)		1	Information Des	
~		TA B. VAS	1-1	DHVSU Library	Bldg.
2	Request Letter	ALLEN AVE	2	Personally made letter	
CLIENT STEPS	AGENCY	ACTION	FEE S TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E
Logs in Student L Sheet or Faculty Log Sheet	1. Provides Student Log Sheet or Faculty Log Sheet  1. Gives Discussion and AVR		None	2 Minutes	Library Staff Information Desk, 1st Floor ULRC, DHVSU

Secures and fills     up Discussion and     AVR     Reservation Form	Reservation Form			
2. Submits form together with the request letter	<ol> <li>Checks         submitted documents</li> <li>Checks         Discussion and         AVR schedule</li> <li>Approves         requested         schedule</li> </ol>	None	30 Seconds  1 Minute  30 Seconds	Library Staff Information Desk, 1st Floor ULRC, DHVSU
3. Accomplishes Customer Survey Form	3. Provides Customer Survey Form	None	1 Minute	Library Staff Information Desk, 1st Floor ULRC, DHVSU
	TOTAL:	None	5 Minutes	

7. Signing of Clearance
This procedure covers the process of signing of clearance among bona fide students, academic, academic-related and non-academic personnel in the Library.

Office or Division:	ffice or Division: Univers			ity Learning Resource Center (ULRC)			
Classification:	Classification: Simple						
Type of Transaction	1:		G2C – Government to Citizen				
Who may avail:			All bona fide students and employees of Don Honoric Ventura State University who have complied satisfactorily all the requirements for the issuance of the library card			complied	
CHECKLIST OF REC	QUIR	EMENTS		WHERE TO SECURE			
1	Libra	ary Card (1 or	riginal)	1	Information Desk Library Bldg.	, ULRC, DHVSU	
2	Stud	udents Clearance		2	Accounting Office Bldg.	e, 1st Floor Admin	
3	Emp	Employees Clearance		3	HR Office, 1st Floor	or Admin Bldg.	
CLIENT STEPS		AGENCY A	ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	

Logs in Student     Log Sheet or     Faculty Log Sheet	Provides Student     Log Sheet or     Faculty Log Sheet	None	1 Minute	Library Staff Information Desk, 1st Floor ULRC, DHVSU
2. Presents library card and clearance	2. Checks library card, list of overdue books (for students) and library card pockets (for faculty)	None	1 Minute	Library Staff Information Desk, 1st Floor ULRC, DHVSU
	Signs students clearance		30 Seconds	Library Staff Information Desk, 1st Floor ULRC, DHVSU
	2. Signs employees clearance		7	University Librarian, 1≝ Floor ULRC, DHVSU
3. Receives clearance and accomplishes Customer Survey Form	3. Releases clearance and provides Customer Survey Form	None	30 Seconds	Library Staff Information Desk, 1st Floor ULRC, DHVSU
10	TOTAL:	None	3 Minutes	

# 3. Submission of Thesis/Dissertation Procedure

This procedure covers the process of submitting and accepting copies of thesis and dissertation of students of DHVSU as part of donation of resources

Office or Division:	University Learning Resource Center (ULRC)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All bona fide students and employees of Don Honorio Ventura State University who have complied satisfactorily all the requirements for the issuance of the library card
CHECKLIST OF REQUIR	REMENTS WHERE TO SECURE

1	Copy of	1	Personally prod	uced copies
2	Thesis/Dissertation Photocopy of Thesis/Dissertation front page	2	Personally prod	uced copies
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E
Logs in Student Log     Sheet or Faculty     Log Sheet      Accomplishes     Thesis/Dissertatio     n Receiving Log     Sheet	Provides Student     Log Sheet or     Faculty Log Sheet      Instructs clientele     to log in the     Thesis/Dissertatio     n Receiving Log     Sheet	None	2 Minutes	Library Staff Information Desk, 1∗ Floor ULRC, DHVSU
2. Submits Photocopy of Thesis/Dissertation front page	Receives and stamps Photocopy of Thesis/Dissertation front page      Returns receiving copy to clientele	None	30 Seconds	Library Staff Information Desk, 1st Floor ULRC, DHVSU
3. Drops Thesis/Dissertation copies in the book drop box	3. Instructs clientele to drop copies Thesis/ Dissertation in the book drop box	None	30 Seconds	Library Staff Information Desk, 1st Floor ULRC, DHVSU
4. Accomplishes Customer Survey Form	4. Provides Customer Survey Form	None	30 Seconds	Library Staff Information Desk, 1st Floor ULRC, DHVSU
	TOTAL:	None	4 Minutes	



### ). Online Services Procedure

This procedure refers to any information and services provided over the internet. This includes assistance to DHVSU community in retrieving book inquiry and appointment scheduling for thesis and dissertation users.

# **Book inquiry**

Office or Division:		University Learning Resource Center (ULRC)			er (ULRC)
Classification:		Simple			
Type of Transaction	n:	G2C – Government to Citizen			
Who may avail:		All bona fide students and employees of Don Honor Ventura State University who have complied satisfactorily all the requirements set by University Learning Resource Center			complied
CHECKLIST OF RE	QUIREMENTS		WHERE	TO SECURE	
1	Sends inquiry r thru DHVSU-U page or email a Gmail account	LRC fb	1	Personal Facebo account	ok and email
CLIENT STEPS	AGENCY	ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends inquiry message thru DHVSU-ULRO page or email ULRC Gmail account	inque to the control of the control	uiry in cebook ssenger d email s book on	None	2 Minutes	Librarians Admin of ULRC FB Page and Gmail account
2. Selects chapt or topics relevant to their needed information	captures of table of coa book  1. Ser		None	2 Minutes	Librarians Admin of ULRC FB Page and Gmail account

3. Sends back the page number or topic needed	3. Sends captured or scanned table of content document/s	None	5 Minutes	Librarians Admin of ULRC FB Page and Gmail account
4. Accomplishes and submits customer survey form (in google form)	4. Provides customer survey form (in google form)	None	1 Minute	Librarians Admin of ULRC FB Page and Gmail account
	TOTAL:	None	10 Minutes	

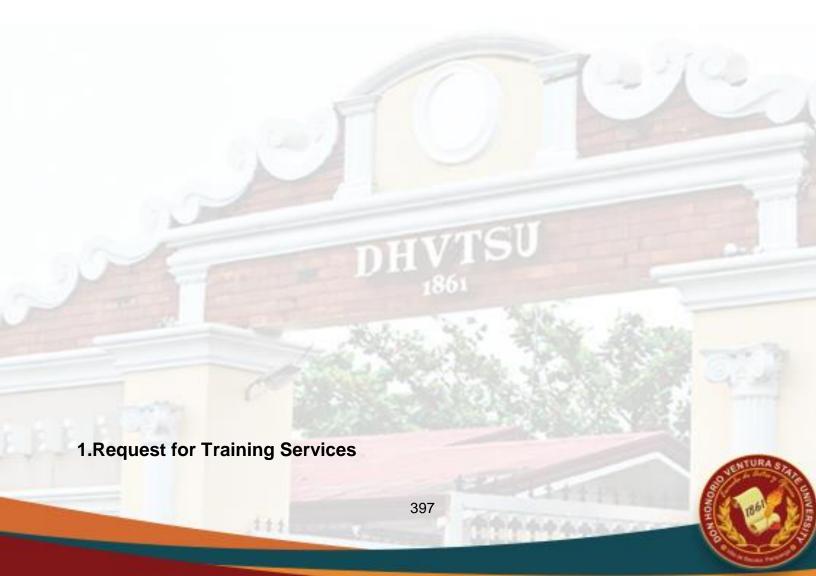
# Appointment scheduling

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sends message     thru DHVSU-     ULRC fb page or     email at ULRC     Gmail account	Ask     preferred     date of visit     in the library			
Ginali account	1.1. Checks     availability of     preferred date of     the clientele  1.2. Informs clientele     on the     availability of     requested date	None	1 Minute	Librarians Admin of ULRC FB Page and Gmail account
2. Agrees on the date of the visit	Schedules     and marks the     date of visit	None	1 Minute	Librarians Admin of ULRC FB Page and Gmail account
3. Accomplishes and submits customer survey form (in google form)	3. Provides customer survey form (in google form)	None	1 Minute	Librarians Admin of ULRC FB Page and Gmail account
C.	TOTAL:	None	3 Minutes	Markey Toronto



# UNIVERSITY TRAINING SERVICES OFFICE

Internal Service



This describes the procedure for the request of assistance to the Office by private or government agencies for appropriate training program/project for their participants.

Office or Division:		Training	Services 0	Office	
Classification:	Classification:		Simple		
Type of Transaction:		G2G - G	G2G - Government to Government; G2B-Government to Business		
			ncy that ne enhancem		se of the Office for
CHECKLIST OF REC	QUIREMENTS		WHERE	TO SECURE	
1	Request letter (1 original, 1 photocopy, 1 softcopy)		1	Office of the U	Iniversity President
2	Training proposa (1 original, 1 phot 1 softcopy)		2	Training Servi (2 Floor, Res Development	earch and
3	Memorandum of Agreement (MOA) (1 original, 1 softcopy)		3	Training Services Office ( 2- Floor, Research and Development Bldng.)	
CLIENT STEPS	AGEN ACTIO		FEES TO BE PAID	OCESSING TIME	PERSON RESPONSIBLE
1. Forward the reques	st 1. Coordin	ate			
letter to the President Office		ffice of	None	1 Day (upon the routing of request letter to training office)	Administrative Aide Training Services Office  Director Training Services Office

	2.3. Assign trainer/s for the training proper			<i>Director</i> Training Services Office
3. Receive the approval of the TSO Director for the training request (as per MOA)	3. Issue the approved request for training	as per MOA	5 Minutes	Center Manager Training Services Office  Director Training Services Office
	TOTAL:	As per MOA	1 Day, 1 Hour, 5 Minutes	



# **VI. FEEDBACK AND COMPLAINTS**

FEEDBACK AND COMPLAINTS MECHANISM			
How to send a feedback?	<ol> <li>Get and Fill-out our Client Feedback Form available at the Public Assistance and Complaints Desk (PACD) and at the entrances/exits of every office.</li> <li>Drop the filled-out Feedback Form in our designated box.</li> </ol>		
How feedbacks are processed?	1. Every last Friday of the month, Human Resource Staff will get all the accomplished Feedback Forms from the different offices/colleges/campuses for consolidation.  2. The Human Resource Staff will then submit the consolidated feedback forms to the office of Quality Assurance for Client Satisfaction Measurement Report.		
To the second of	<ol> <li>The Result of the Client Satisfaction         Measurement will then be forwarded to the         Director of Administrative Services Office.</li> <li>The Director of the Administrative Services         Office will then submit the report to the         University President for appropriate action.</li> </ol>		
	Get and Fill-out our Customer Complaint Form available at the Public Assistance and Complaints Desk (PACD) and at the entrances/exits of every office.		
	Drop the filled-out Customer Complaint Form in our designated box.		
How to file a complaint?	Clients may also write or email us at <a href="mailto:adhvcat@yahoo.com">adhvcat@yahoo.com</a> by indicating the following:		
	3.1 Complete Name and Signature of the complainant;		
	3.2 Complete address and contact numbers of the complainant;		

	3.3 Date and Time of the incident;  3.4 The delivering office, service requested and
	the person being complained; and
	3.5 Details of the complaints
	Every last Friday of the month, Human     Resource Staff will get all the accomplished     Customer Complaints Forms from the different     offices/colleges/campuses for consolidation.
How complaints are processed?	Complaints which are sent through email will be checked for consolidation by the HR staff on a weekly basis.
	3. The HR Staff will submit the consolidated complaints to the DHVSU Anti Red Tape Unit (ARTU).
	ARTU will then convene to take necessary action/s on the complaint/s.



Executive Vice President – 0910-023-6632 VP for Academic Affairs – 0921-611-9919

VP for Administration and Finance – 0920-656-3981

# Contact Information of CCB, PCC, ARTA

VP for Research, Extension, and Training – 0929-887-5556

VP for Student Affairs & Services – 0910-023-6625 DHVSU HOTLINE: (045)-458-3815

ARTA :complaints@arta.gov.ph (02) 8478-5093

PCC: 8888

CCB: 0908-881-6565 (SMS)

## VII. LIST OF OFFICES

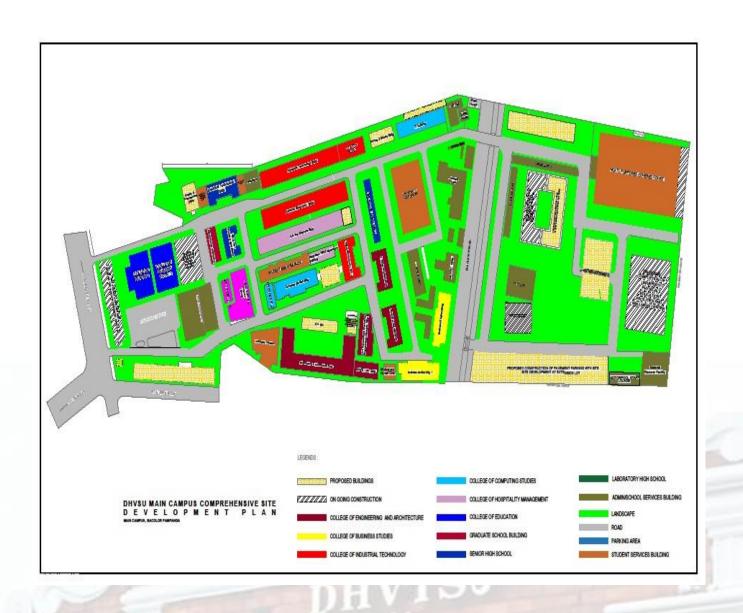
Office	Address	Contact Information
Office of the University President	Second Floor, Administration Building, DHVSU, Bacolor, Pampanga	+639173205705
Office of the Executive Vice President	Second Floor, Administration Building, DHVSU, Bacolor, Pampanga	+639177756399
Office of the Vice President for Academic Affairs	Second Floor, Administration Building, DHVSU, Bacolor, Pampanga	+639988834969
Office of the Vice President for Administration and Finance	Second Floor, Administration Building, DHVSU, Bacolor, Pampanga	+639088890908

Office of the Vice President for Research, Extension and Training Services	DHVSU, Bacolor, Pampanga	+639175958817
Office of the Vice President for Student Affairs and Services	Second Floor, Graduate School Building, DHVSU, Bacolor, Pampanga	+639999979760
Accounting Office	Ground Floor, Administration Building, DHVSU, Bacolor, Pampanga	(045) 900-0691
Administrative Services	Ground Floor, Administration Building, DHVSU, Bacolor, Pampanga	+639209648415
Admission Office	DHVSU, Bacolor, Pampanga	+639328872871
Auxiliary Services	DHVSU, Bacolor, Pampanga	+639177190209
Career Services Office	DHVSU, Bacolor, Pampanga	(045) 458-3815
Cashiering Office	Ground Floor, Administration Building, DHVSU, Bacolor, Pampanga	(045) 458-3815
College of Arts and Sciences	DHVSU, Bacolor, Pampanga	+639167231022
College of Business Studies	DHVSU, Bacolor, Pampanga	+639455067289
College of Computing Studies	DHVSU, Bacolor, Pampanga	+639185951281
College of Education	DHVSU, Bacolor, Pampanga	+639192796729
College of Engineering and Architecture	DHVSU, Bacolor, Pampanga	+639423490149
College of Hospitality  Management	DH <mark>VSU</mark> , Bacolor, P <mark>ampa</mark> nga	+639553595112
College of Industrial Engineering	DHVSU, Bacolor, Pampanga	+639333888060

College of Social Sciences and Philosophy	DHVSU, Bacolor, Pampanga	+639359003673
Data Privacy Office/ Public Information Office	Ground Floor, University Learning Resource Center, DHVSU, Bacolor, Pampanga	+639971724399
Disaster Management, General Services and Security Office	DHVSU, Bacolor, Pampanga	+639498803827
Extension Services Office	DHVSU, Bacolor, Pampanga	+639456858324
Finance Management Services	Ground Floor, Administration Building, DHVSU, Bacolor, Pampanga	+639189653529
Guidance and Testing Center	DHVSU, Bacolor, Pampanga	(045) 458-3815
International Partnerships and Programs / Alumni Affairs	DHVSU, Bacolor, Pampanga	+639359873647
Laboratory High School	DHVSU, Bacolor, Pampanga	+639324196391

Lubao Campus	Lubao, Pampanga	+639208739325
Management Information System	Second Floor, Administration Building, DHVSU, Bacolor, Pampanga	+639153836726
Mexico Campus	Mexico, Pampanga	+639257445483
Office of Physical Plant and Facilities	Second Floor, Administration Building, DHVSU, Bacolor, Pampanga	+639224592863
Office of Student Affairs	DHVSU, Bacolor, Pampanga	+639953175006
Office of Student Services - Dental Unit	DHVSU, Bacolor, Pampanga	+639430634898
Office of Student Services - Medical Health Unit	DHVSU, Bacolor, Pampanga	+639430634898
Office of the University Registrar	Ground Floor, Administration Building, DHVSU, Bacolor, Pampanga	(045) 458-3815
Planning and Development Office	Second Floor, Administration Building, DHVSU, Bacolor, Pampanga	+639161745589
Porac Campus	Porac, Pampanga	+639989559520
Quality Assurance Office	First Floor, Research Center DHVSU, Bacolor, Pampanga	+639771388046
Research and Development Services	2 <sup>nd</sup> Floor, Research Center DHVSU, Bacolor, Pampanga	+639430100362
Senior High School	DHVSU, Bacolor, Pampanga	+639322874947
Sports Development	1 <sup>st</sup> Floor, University Gymnasium DHVSU, Bacolor, Pampanga	+639175046833
Sto. Tomas Campus	Sto. Tomas, Pampanga	+639176355306
Training Services	2 <sup>nd</sup> Floor, Research Center DHVSU, Bacolor, Pampanga	+639155518680
University Learning Resource Center Office	1 <sup>st</sup> Floor, University Learners` Center DHVSU, Bacolor, Pampanga	(045) 458-3815







# DHVSU ADMINISTRATIVE COUNCIL MEMBERS

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MR. JAYSON G. MAGAT	Public Information Officer	



