



Republic of the Philippines
DON HONORIO VENTURA STATE UNIVERSITY
ISO 9001:2015 CERTIFIED
Cabambangan, Bacolor, Pampanga

CITIZEN'S CHARTER

2019 (1st Edition)





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.



V. LIST OF SERVICES

BACOLOR CAMPUS (Main Campus)	Page Number
OFFICE OF THE UNIVERSITY PRESIDENT	
Internal Service	
Issuance of Memorandum.....	11
OFFICE OF THE EXECUTIVE VICE PRESIDENT	
Internal Services	
Checking and Recording of Disbursement Vouchers	13
Preparation and Issuance of EVP Memorandum	14
OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS	
Internal Service	
Procedure for the Approval of Proposed External Seminars, Trainings, and Workshops related to Academic Affairs	16
OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION AND FINANCE	
Internal Service	
Release of Budget Utilization Request (BUR) and Obligation Request (OR).....	18
OFFICE OF THE VICE PRESIDENT FOR RESEARCH EXTENSION AND TRAINING	
Internal Service	
Procedure for the Approval of Proposed External Seminars, Trainings, and Workshops related to Research, Extension and Training.....	20
OFFICE OF THE VICE PRESIDENT FOR STUDENT AFFAIRS AND SERVICE	
Internal Service	
Procedure for the Approval of Proposed External Seminars, Trainings, and Workshops related to Student Affairs.....	22
ACCOUNTING OFFICE	
External Services	
Issuance of Certificate of Payment for Graduation Fee	24
Issuance of Clearance (for Students with Outstanding Balance)	26
Issuance of Clearance (for Students without Outstanding Balance).....	27
Issuance of Clearance (2nd Copy)	28
Issuance of Statement of Account (SOA).....	29
ADMINISTRATIVE SERVICES OFFICE	
External Service	



Hiring Process	31
Internal Services	
Application for Leave of Absence.....	36
Issuance of Certificate of Employment (COE).....	37
Issuance of Service Record.....	37
Request for Replacement of University Issued Identification Card.....	38
ADMISSION OFFICE	
External Services	
Application Procedure - General Admission	40
Application Procedure - Change of Campus	41
Application Procedure - Shifting	43
Application Procedure - Transferee	44
AUXILIARY SERVICES OFFICE	
External Service	
Application for Stall Rental	48
BIDS AND AWARDS COMMITTEE	
Internal Services	
Awarding of Procurement Project (Public Bidding)	52
Awarding of Procurement Project (Small Value Procurement)	53
Procurement of Goods and Services (Public Bidding)	54
Procurement of Goods and Services (Shopping)	56
Procurement of Goods and Services (Small Value Procurement)	57
Repair and Maintenance (Small Value Procurement)	59
Request for Procurement of Goods and Services	60
CAREER SERVICES OFFICE	
External Service	
Issuance of Final Endorsement for Internship to Host Training Establishment	62
CASHIERING OFFICE	
External Services	
Collection of Payment for Bidding Documents	65
Collection of Payments for the Issuance of Certifications	66
Collection of Payments for the Issuance of Certification for Good Moral Character	67
Collection of Payments for Rentals	68
Collection of Payments for Tuition Fees	69
Issuance of Official Receipt for Clearance/Statement of Account.....	70
Issuance of Official Receipt for the Reprinting of New Identification Card.....	71
Internal Services	
Issuance of Check for Infrastructures, Supplies and Materials.....	74
Issuance of Check for Wages of Employees, Scholarship Allowances, Refund of Tuition Fees	75



Issuance of Pay Slip	76
Preparation of Checks	77
CIVIL SECURITY UNIT	
External Service	
Issuance of Visitor's Pass	80
Internal Service	
Procedure for Students in Entering the University	82
COMPETENCY ASSESSMENT CENTER	
External Service	
Conduct of Competency Assessment.....	84
COLLEGES AND EXTENSION CAMPUSES	
External Services	
Enrollment Procedure.....	87
Issuance of Adding, Dropping, and Changing Forms.....	88
Transferring Procedure.....	90
DATA PRIVACY OFFICE	
External Service	
Request for Confidential Documents	92
Internal Service	
Request for Posting of Materials.....	94
EXTENSION SERVICES OFFICE	
Internal Service	
Request for Extension Services	96
FINANCE MANAGEMENT SERVICES OFFICE	
Internal Services	
Budget Execution Documents	99
Procedure for the Request of OR/BUR for Funds 101/164	102
GRADUATE SCHOOL	
External Services	
Enrollment Procedure for New Student	106
Enrollment Procedure for Old Student	109
Plagiarism Check	111
Internal Service	



Comprehensive Examination Procedure	114
GUIDANCE AND TESTING OFFICE	
External Service	
Issuance of Good Moral Character Certificate.....	118
Internal Services	
Counselling Service.....	121
Issuance of Class Admission Slip.....	122
Psychological Testing Process	123
LABORATORY HIGH SCHOOL	
External Service	
Enrollment Procedure for Junior High School	126
Internal Service	
Student Disciplinary Action	129
MANAGEMENT INFORMATION SYSTEM	
External Services	
ID Printing (New Student)	132
Replacement of ID (Old Student)	132
Internal Services	
Encoding of Student Grades	135
ID Printing for Employees	136
OFFICE FOR ALUMNI AFFAIRS	
Internal Services	
Giving and Acceptance of Donation	138
Request for Holding of Alumni Activities	138
OFFICE OF INTERNATIONAL PARTNERSHIPS AND PROGRAMS	
Internal Services	
Foreign Student Admission	141
Request for Travel Authority (Official Business)	142
Request for Travel Authority (Personal Travel)	143
OFFICE OF STUDENT AFFAIRS	
External Services	
ID Validation Procedure	145
Lost and Found Services.....	145
Request for Insurance Claim	146
Request for Replacement of Identification Card.....	147



Internal Services

Accreditation and Reaccreditation of Student Organization.....	150
Claiming Insurance.....	150
Filing and Resolving Incident or Case.....	151
Issuance of Certificate of Compliance for Outbound Activity	152

OFFICE OF STUDENT SERVICES

Medical Health Unit

External Service

Medical Check-up	155
------------------------	-----

Dental Unit

External Service

Oral Check-up (Oral Examination)	156
----------------------------------------	-----

OFFICE OF UNIVERSITY REGISTRAR

External Services

Application for Authentication of School Records.....	158
Application for Certification, Authentication and Verification (CAV) of School Records.....	159
Application for Certification of Document Requested.....	160
Application for Certificate of Completed Academic Requirements (CAR).....	162
Issuance of Diploma.....	163
Enrollment for New Students and Transferees.....	164
Enrollment for Old, Continuing and Returning Students.....	166
Application for Grade Discrepancy Form.....	167
Application for Incomplete Grade Agreement Form.....	167
Application for Transcript of Records and Form 137 (Simple).....	168
Application for Transcript of Records and Form 137 (Complex).....	170
Application for Transfer of Credentials (Honorable Dismissal) and Copy of Grades (COG).....	171
Filing of Application for Scholarship and Financial Assistance.....	173

PLANNING AND DEVELOPMENT OFFICE

Internal Services

Individual and Office Performance Commitment (IPC-OPC) Validation	177
Individual and Office Performance Commitment and Review (IPCR-OPCR) Evaluation	178

PUBLIC INFORMATION OFFICE

Internal Service

Approval for Posting of Materials	180
-----------------------------------------	-----



QUALITY ASSURANCE OFFICE

Internal Service

Internal Quality Audit	182
------------------------------	-----

RESEARCH AND DEVELOPMENT SERVICES OFFICE

Internal Services

Research Paper Application	186
Monitoring of Internally Funded Research	187

SENIOR HIGH SCHOOL

External Service

Enrollment Procedure for Senior High School	190
---------------------------------------------------	-----

Internal Service

Enrollment of the Learner Reference Number (LRN)	193
--------------------------------------------------------	-----

SPORTS AND DEVELOPMENT OFFICE

Internal Service

Request for the Utilization of the University Gymnasium	195
---------------------------------------------------------------	-----

UNIVERSITY CULTURE AND THE ARTS UNIT

Internal Service

Recruitment of University Cultural Performers	197
-----------------------------------------------------	-----

UNIVERSITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

Internal Services

Pre-conduct of Disaster Preparedness and Capacity Building Training	199
Conduct of Disaster Preparedness and Capacity Building Training	199
Pre-conduct of Earthquake and Fire Drill	200
Conduct of Earthquake and Fire Drill	201
Earthquake and Hazard Response	202
Fire Hazard Response	207
Heavy Rains Hazard Response	212
Disaster Prevention and Mitigation: Hazard Mapping	215
Disaster Recovery and Rehabilitation: Hazard Impact Assessment 202.....	218

UNIVERSITY LEARNING RESOURCE CENTER

External Services

Issuance of ULRC Card.....	222
Issuance of Books, Magazines, Tabloids, Newspaper and Other Literature.....	223



UNIVERSITY TRAINING SERVICES OFFICE

Internal Service

Request for Training Services 226





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

Office or Division:		Office of the University President (OUP)		
Classification:		Simple		
Type of Transaction:		G2G, G2B, G2C - Government to Government, Government to Business, Government to Citizen		
Who may avail:		Government agencies, Business entities and Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Appointment form (1 original)	1	Office of the University President (2 nd Floor, Admin Bldng.)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for issuance of memoranda	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)	<i>Administrative Aide</i> Office of the University President
2 Request for approval of disbursement vouchers, checks, appointment letters, and other correspondences	2 Receive and record the documents for approval of the University President	None	1 Day (upon the availability of the signatory)	<i>Administrative Aide</i> Office of the University President
3 Secure request form for an appointment with the University President	3. Receive the request form for appointment	None	2 Minutes	<i>Administrative Aide</i> 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 (EVP).

Office or Division:	Office of the Executive Vice President			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Accounting Office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Disbursement Voucher (1 original)		1	Accounting Office
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Disbursement Voucher	1.1 Receive and check the voucher if duly signed by designated authorities 1.2 Records the voucher's particulars in EVP Office Voucher Logbook if in order <i>* Note: If not in order, returns the voucher to the Accounting Office and if in order submits the voucher to the EVP for signing</i>	None	10 Minutes	<i>Administrative Aide</i> Office of the Executive Vice President
2. Wait for the release of the signed voucher to the office of the University President	2.Countercheck the voucher entries and sign the voucher that is in order and returns the same to the Office Secretary	None	10 Minutes	<i>Executive Vice President</i> Office of the Executive Vice Presidents
	3. Forward the signed voucher to the Office of the University President	None	1 Minute	<i>Administrative Aide</i> Office of the Executive Vice President
TOTAL:		None	21 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 the Executive Vice President			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Requesting Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Communication Letter (1 original)	1	Requesting Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit communication letter	1.1 Receive and log the communication letter from concerned unit/department	None	10 Minutes	<i>Administrative Aide</i> Office of the Executive Vice President
	1.2 Draft and submit the memorandum to the EVP for approval <i>*Note: If corrected by the EVP, re-encodes the memo</i>			
	1.3. Approve the memorandum	None	10 Minutes	<i>Executive Vice President</i> Office of the Executive Vice Presidents
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	5 Minutes	<i>Administrative Aide</i> Office of the Executive Vice President
TOTAL:		None	25 Minutes	



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.

Office or Division:		Vice President for Academic Affairs (VPAA) Office			
Classification:		Simple			
Type of Transaction:		G2G – Government to Government			
Who may avail:		All bona fide DHVSU employees and students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1	Complete documents signatories (1 original, 1 photocopy)	1	Designated Office		
2	Invitation Letter with Routing Slip (1 original)	2	Office of the President (2 nd Floor, Admin Bldng.)		
3	Request Letter (1 original)	3	Immediate Supervisor		
4	List of participants who will attend (1 original)	4	Immediate Supervisor		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for recommendation of approval of the Immediate Supervisor to the VPAA Office		1. Receive and check the submitted document	None	10 Minutes (upon the availability of the signatory)	Administrative Aide VPAA Office
2. Wait for the release of the memorandum		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
3. Receive the approved memorandum from VPRET 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
TOTAL:			None	1 Hour, 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.

Office or Division:		Office of the Vice President for Administration and Finance		
Classification:		Simple		
Type of Transaction:		G2G, G2C, G2B		
Who may avail:		Personnel from the DHVSU Administrative Office and Accounting Office, students and business entities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Complete and signed BURS and ORS from the Budget Office (1 original)	1	Office of the Vice President for Administration and Finance (2 nd Floor, Admin Bldng.)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Have the BURS and ORS received	1 Record the documents subject for the recommendation for approval by the VPAF	None	1 Day (upon the availability of the signatory)	<i>Administrative Aide</i> 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)	<i>Administrative Aide</i> Office of the Vice President for Administration and Finance
TOTAL:			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			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All bona fide DHVSU employees and students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Complete documents signatories (1 original, 1 photocopy)	1	Designated Office	
2	Invitation Letter with Routing Slip (1 original)	2	Office of the President (2 nd Floor, Admin Bldg.)	
3	Request Letter (1 original)	3	Immediate Supervisor	
4	List of participants who will attend (1 original)	4	Immediate Supervisor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for recommendation of approval of the Immediate Supervisor at the VPRET Office	1. Receive and check the submitted document	None	10 Minutes (upon the availability of the signatory)	<i>Administrative Aide</i> VPRET Office
2. Wait for the release of the memorandum	2.1 Prepare the memorandum and route it for approval 2.2 Issue and disseminate the memorandum to the requesting client	None	1 Hour	<i>Administrative Aide</i> VPRET Office
3. Receive the approved memorandum from VPRET Office	3. Provide the Immediate Supervisor of the requesting client a copy of the memorandum approved by the VPRET	None	10 Minutes	<i>Administrative Aide</i> VPRET Office
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			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All bona fide DHVSU employees and students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Complete documents signatories (1 original, 1 photocopy)	1	Designated Office	
2	Invitation Letter with Routing Slip (1 original)	2	Office of the President (2 nd Floor, Admin Bldg.)	
3	Request Letter (1 original)	3	Immediate Supervisor	
4	List of participants who will attend (1 original)	4	Immediate Supervisor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents for recommendation of approval of the Immediate Supervisor to the VPSAS Office	1. Receive and check the document	None	10 Minutes (upon the availability of the signatory)	Administrative Aide VPSAS Office
2. Wait for the release of the memorandum	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 VPSAS Office
3. Receive the approved memorandum from the VPSAS Office	3.1 Provide the Immediate Supervisor of the requesting client a copy of the memorandum approved by the VPSAS	None	10 Minutes	Administrative Aide VPSAS Office
TOTAL:		None	1 Hour, 20 Minutes	



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.

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All bona fide students who are required to secure certificate of payment of graduation fee from this office.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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, 1 st Floor, Administration Bldg. - Window 11	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and request for Certificate of Payment for Graduation Fee at the Accounting Office	1. Verify student's balance from the system and instruct to make payment for the certification.	None	1 Minute	<i>Administrative Aide</i> Accounting Office
2. Pay the necessary amount at the Cashiering Office.	2. Collect Payment and issue OR for the payment made.	PHP 50	1 Minute	<i>Administrative Officer</i> Cashiering Office
3. Present OR at the Accounting Office	3. Print and release Certificate of Payment for Graduation Fee	None	1 Minute	<i>Administrative Aide</i> Accounting Office
TOTAL:		PHP 50	3 Minutes	



SCHEDULE OF FEES AND OTHER CHARGES

	CHM, CSSP, CBS, COE, CEA, CIT	Tourism, Accountancy	CAS, Sociology	CCS, BSEE	EOC	Soc. Work	GS
TUITION FEE	<u>220/unit</u>	<u>220/unit</u>	<u>220/unit</u>	<u>220/unit</u>	<u>1,250.00</u>	<u>350/unit</u>	<u>450/350</u>
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



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.

Office or Division:		Accounting Office			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		All bona fide students who are required to secure student's clearance from this office.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1	Student's Identification Card (1 Original)	1	Internet Multimedia Center (IMC), (at the back of Admin. Bldg.) DHVSU, Bacolor, Pampanga		
2	Official Receipt of Payment (1 Original)	2	Cashiering Office, 1 st Floor, DHVSU Admin. Bldg. – Window 11		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for verification of outstanding balance at the Accounting Office		1. Verify student's outstanding balance from the system.	None	1 Minute	<i>Administrative Aide</i> Accounting Office
2. Payment of outstanding balance at the Cashiering Office		2. Verify student's record and collect Payment	See Table for Schedule of Fees and Other Charges below.	1 Minute	<i>Administrative Officer</i> 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	<i>Administrative Aide</i> Accounting Office
		TOTAL:	See Table for Schedule of Fees and Other Charges below.	4 Minutes	



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		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All bona fide students who are required to secure student's clearance from this office.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Student's Identification Card (1 Original)	1	Internet Multimedia Center (IMC), (at the back of the Admin. Bldg.) DHVSU, Bacolor, Pampanga	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Clearance at the Accounting Office.	1. Verify student balance from the system and print clearance	None	1 Minute	<i>Administrative Aide</i> Accounting Office
2. Receive the Clearance from the Accounting Office.	2. Release the Clearance signed by the Accountant.	None	1 Minute	<i>Administrative Aide</i> Accounting Office
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.

Office or Division:		Accounting Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All bona fide students who are required to secure student's clearance from this office.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and request for 2 nd Copy of Clearance at the Accounting Office	1. Verify student's balance from the system and instruct the student to make payment for the request made.	None	1 Minute	<i>Administrative Aide</i> Accounting Office
2. Pay the necessary amount at the Cashiering Office	2. Collect Payment and issue OR for the payment made.	PHP 50	1 Minute	<i>Administrative Officer</i> Cashiering Office
3. Present OR to the Accounting Office	3. Print and release Clearance signed by the University Accountant	None	2 Minute	<i>Administrative Aide</i> Accounting Office
TOTAL:		PHP 50	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:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All bona fide students who are required to secure statement of account.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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)	3	Bureau of Internal Revenue (BIR), Sindalan, CSFP	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Statement of Account at the Accounting Office.	1. Verify student records	None	2 Minutes	<i>Administrative Aide</i> Accounting Office
2. Payment of Fee at the Cashiering Office	2. Collect Payment	PHP 50	2 Minutes	<i>Administrative Officer</i> Cashiering Office
3. Present the Official Receipt to the Accounting Office.	3. Print SOA and affix documentary stamp	None	2 Minutes	<i>Administrative Aide</i> Accounting Office
4. Wait for the issuance of SOA from the Accounting Office.	4. Release the statement of account signed by the University Accountant	None	2 Minutes	<i>Administrative Aide</i> Accounting Office
TOTAL:		PHP 50	8 Minutes	



ADMINISTRATIVE SERVICES OFFICE

External Service





1. Hiring Process for Non-Academic Personnel under Contract of Service (COS)

This describes the Standard Procedures for Manpower Recruitment and Selection following CSC MC. No. 24, series of 2017 (Omnibus Rules on Appointments and Other Human Resource Actions)

Office or Division:	Human Resources Department, Administrative Services Office (ADMINSO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All potential candidates for non-academic personnel under Contract of Service status			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Manpower Request Form (1 original)	1	Administrative Services Office, First Floor, DHVSU Admin. Building	
2	Scoring Sheet (4 original)	2	Administrative Services Office, First Floor, DHVSU Admin. Building	
3	Application letter addressed to the University President (1 original)	3	Potential Candidate	
4	Curriculum Vitae/ Resume (1 original)	4	Potential Candidate	
5	Transcript of Records (TOR) (1 original or 1 photocopy)	5	School last attended	
6	Diploma (1 original or 1 photocopy)	6	School last attended	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the announcement of the agency with regard to the needs of personnel under contract of service (COS)	1. Prepare the content of the announcement regarding the manpower needs that will be posted in the university's website, HR Facebook account and the ADMINSO Bulletin Board.	None	5 Minutes	<i>Supervising Administrative Officer</i> Administrative Services Office



<p>2. Submit application and necessary requirements personally at the ADMINISO or via email: dhvsu.hrd@gmail.com</p>	<p>2. Review and make an initial evaluation of the qualifications of all the applicants.</p>	<p>None</p>	<p>1 Hour</p>	<p><i>Supervising Administrative Officer</i> Administrative Services Office</p>
<p>3. Wait for the evaluation of application and notification for interview</p>	<p>3.1. Photocopy all the letter of intent of qualified applicants and submit the same to the Office of the University President together with the approved Manpower Request Form.</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Administrative Aide</i> Administrative Services Office</p>
	<p>3.2. Prepare the schedule for the panel interview.</p>	<p>None</p>	<p>1 Hour</p>	<p><i>Supervising Administrative Officer</i> Administrative Services Office</p>
	<p>3.3. Inform the qualified applicants on the schedule of interview</p>	<p>None</p>	<p>2 Hours</p>	<p><i>Administrative Aide</i> Administrative Services Office</p>
<p>4. Attend to the scheduled interview.</p>	<p>4.1. Conduct the panel interview.</p>	<p>None</p>	<p>3 Hours</p>	<p><i>HRMPSB</i> Administrative Services Office</p>
	<p>4.2. Deliberate on the final result of the interview.</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>HRMPSB</i> Administrative Services Office</p>
	<p>4.3. Prepare the list of successful applicants for approval</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Administrative Aide</i> Administrative Services Office</p>



5. Wait for the result of the Interview.	5.1. Inform the applicants regarding the result of their interview and the status of their application.	None	20 Minutes	Administrative Aide Administrative Services Office
	5.2. Present the successful applicants to the Executive Vice President and the University President.	None	5 Minutes	HRMPSB Administrative Services Office
	5.3. Approve / Disapprove the Recommendation of the HRMPSB.	None	10 Minutes	SUC President Office of the University President
	5.4. Issue Pre-Employment Requirements	None	10 Minutes	Supervising Administrative Officer Administrative Services Office
6. Prepare for the submission of the Pre-Employment Requirements to the ADMINISO.	6. Prepare the Contract of Service of the successful applicants.	None	10 Minutes	Administrative Aide Administrative Services Office
7. Sign the Contract of Service at the ADMINISO	7.1. Sign for approval the Contract of Service of the newly-hired employees	None	10 Minutes	SUC President Office of the University President
	7.2. Issue the Manpower Endorsement Form to the newly hired employees and provide a copy to the concerned dean, principal	None	10 Minutes	Supervising Administrative Officer Administrative Services Office



and campus director.			
7.3. Enroll the newly-hired employee in the Biometrics	None	10 Minutes	<i>Supervising Administrative Officer Administrative Services Office</i>
TOTAL	None	1 Day, 1 Hour, 30 Minutes	





ADMINISTRATIVE SERVICES OFFICE

Internal Services





1. Application for Leave of Absence

The processing of leave application among the DHVSU personnel under Casual, Temporary, and Permanent status.

Office or Division:	Human Resource Management, Administrative Services Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Employees of DHVSU with Casual, Temporary, and Permanent status.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	CSC Form 6 – Leave Form (2 original copies)	1	HRM, ADMINISO, DHVSU Administrative Bldg. Official DHVSU Website Official CSC Website (www.csc.gov.ph)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish CSC Form 6	1. Verify and indicate the personnel's leave credits	None	10 Minutes	<i>Administrative Assistant 1 V</i> ADMINISO
2. Wait for the verified CSC Form 6	2. Certify the correctness of the number of leave credits	None	5 Minutes	<i>Supervising Administrative Officer</i> ADMINISO
3. Forward the CSC Form 6 to the Immediate Superior	3. Recommend the approval of the application for leave	None	20 Minutes	<i>Dean/ Unit Director</i> DHVSU
4. Forward the signed CSC Form 6 to the HRM	4. Recommend the approval of the application for leave	None	3 Minutes	<i>Chief Administrative Officer</i> ADMINISO
5. Wait for the approval of the application for leave	5. Approve / Disapprove the application for leave	None	2 Minutes	<i>University President</i> Office of the University President Administrative Bldg
TOTAL:		None	40 Minutes	



2. 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:	Human Resource Management (HRM), Administrative Services Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Employees of DHVSU (Job Order, Casual, Temporary, and Permanent)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Government issued ID (1 original)	1	Any ID issuing government agency	
2	COE Request Form (1 original)	2	HRM, ADMINISO, DHVSU Administration Bldg.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish Certificate of Employment Request Form	1. Prepare and print the Certificate of Employment (COE)	None	3 Minutes	<i>Administrative Aide</i> 1 ADMINISO
2. Wait for the issuance of COE	2. Verify and sign the COE	None	5 Minutes	<i>Chief Administrative Officer</i> ADMINISO
TOTAL:		None	8 Minutes	

3. 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 Division:	Human Resource Management (HRM), Administrative Services Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Employees of DHVSU (Job Order, Casual, Temporary, and Permanent)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Government issued ID (1 original)	1	Any ID issuing government agency	
2	Service Record Request Form (1 original)	2	HRM, ADMINISO, Ground Floor, Administration Bldg.	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish Service Record Request Form	1. Verify and prepare the service record	None	5 Minutes	<i>Administrative Assistant 1 V</i> ADMINSO
2. Wait for the issuance of COE	2. Certify the correctness of the service record	None	5 Minutes	<i>Chief Administrative Officer</i> ADMINSO
TOTAL:		None	10 Minutes	

4. Request for Replacement of University Issued Identification Card

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

Office or Division:	Human Resource Management, Administrative Services Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Employees of DHVSU (Job Order, Casual, Temporary, and Permanent)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	ID Request Form (1 original)	1	HRM, ADMINSO, Ground Floor Administrative Bldg.	
2	Affidavit of Loss for lost ID (1 original)	2	Law Firm / Notary Public	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish ID Request Form	1. Update data (<i>if there's any changes</i>) in the Personnel Management and Payroll System	None	10 Minutes	<i>Administrative Aide 1</i> ADMINSO
2. Wait for the approval of the request	2. Approve/ Disapprove request	None	5 Minutes	<i>Chief Administrative Officer</i> ADMINSO
TOTAL:		None	10 Minutes	



ADMISSION OFFICE

External Services





1. Application Procedure - General Admission

This describes the process of efficient and effective assistance to student 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.

Office or Division:	Office of Admissions			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All graduating Senior High School Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Application Form (1 original)	1	Office of Admissions (1 st Floor, Student Affairs and Services Bldg.)	
2	Senior High School Report Card (1 original, 1 photocopy,)	2	School of origin	
3	Good Moral Certificate (1 original, 1 photocopy)	3	School of origin	
4	PSA Birth Certificate (1 original, 1 photocopy)	4	Philippine Statistics Authority, Maimpis, CSFP	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to the Admissions Office	1.1. Verify the submitted documents of the applicant including grade requirement and issue the Application Form	None	2 Minutes	<i>Administrative Aide</i> Office of Admissions
	1.2. Once verified, issue the Application Form to be filled out by the applicant.	None	1 Minute	<i>Administrative Aide</i> Office of Admissions
2. Submit accomplished Application Form & additional requirements to the Admissions Office.	2.1. Check the Application Form if appropriate fields are properly filled out for Profiling.	None	2 Minutes	<i>Administrative Aide</i> Office of Admissions



	2.2. Profile and save students' personal information in the enrolment system.	None	5 Minutes	Administrative Aide Office of Admissions
3. Double check personal information in the profiling system of the Admissions Office.	3.1. Issue Test Stub and instruct the student to proceed to the Guidance & Testing Center	None	2 Minutes	Administrative Aide Office of Admissions
	3.2. Secure schedule for the University Admission Test	None	3 Minutes	Administrative Aide Office of Admissions
TOTAL:		None	15 Minutes	

2. Application Procedure - Change of Campus

This describes the process of assisting students who plan to transfer from extension campus to main campus and vice-versa.

Office or Division:	Office of Admissions			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail?:	All DHVSU College Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Application Form (1 original)	1	Office of Admissions (1 st Floor, Student Affairs and Services Bldg.)	
2	Clearance (1 original)	2	School of origin (Releasing Campus)	
3	Original Copy of Grades (1 original, 1 photocopy)	3	University Registrar, 1 st Floor Administration Bldg.	
4	Valid ID and specimen signature of Parent/Legal Guardian (1 original, 1 photocopy)	4	Respective Parent/Legal Guardian	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit for verification the required documents to the Admissions Office.	1. Verify the submitted documents and issue Application Form to Change of Campus.	None	3 Minutes	Administrative Aide Office of Admissions



2. Submit accomplished Application Form to Change of Campus at the Admissions Office.	2.1. Check the Application Form if appropriate fields are properly filled out.	None	3 Minutes	<i>Administrative Aide</i> Office of Admissions
	2.2. Sign the endorsement form and advise the student to proceed to their respective college dean/campus director for the approval of the request to change campus prior to enrolment.	None	2 Minutes	<i>Director</i> Office of Admissions
TOTAL:		None	8 Minutes	



3. Application Procedure - Shifting

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

Office or Division:	Office of Admissions			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students in the tertiary level who wish to change academic program			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Application Form (1 original)	1	Office of Admissions (1 st Floor, Student Affairs and Services Bldg.)	
2	Shifting Form (1 original)	2	Office of Admissions (1 st Floor, Student Affairs and Services Bldg.)	
3	Profile Updating form (1 original)	3	Office of Admissions (1 st Floor, Student Affairs and Services Bldg.)	
4	Copy of Grades (1 original, 1 photocopy)	4	University Registrar's Office, 1 st Floor, Administration Bldg.	
5	Clearance Form (1 original, 1 photocopy)	5	Accounting Office (1 st Floor, Administration Bldg.)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents for Shifting to the Admissions Office.	1.1. Verify and check documents of student applicant specially the grade requirement for the degree program the student decide to shift into.	None	2 Minutes	<i>Administrative Aide</i> Office of Admissions
	1.2. Issue Application Form to shift.	None	1 Minute	<i>Administrative Aide</i> Office of Admissions
2. Submit accomplished Application Form & other requirements to	2.1. Check the application form if appropriate fields are properly filled out.	None	3 Minutes	<i>Administrative Aide</i> Office of Admissions



the Admissions Office.	2.2. Sign the Endorsement Form and advise the student to proceed to their respective college dean/campus director for the approval of the request to shift prior to enrolment.	None	2 Minutes	<i>Director</i> Office of Admissions
TOTAL:		None	8 Minutes	

4. Application Procedure - Transferee

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

Office or Division:	Office of Admissions			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students in tertiary level who plans to enroll in the university except graduating students.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Application Form (1 original)	1	Office of Admissions (1 st Floor, Student Affairs and Services Bldg.)	
2	Honorable Dismissal (1 original, 1 photocopy)	2	School of origin	
3	Transcript of Records (1 original, 1 photocopy)	3	School of origin	
4	PSA Birth Certificate (1 original, 1 photocopy)	4	Philippine Statistics Authority, Maimpis, CSFP	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for verification to the Admissions Office.	1. Verify and check submitted documents specially the grade requirement of	None	3 Minutes	<i>Administrative Aide</i> Office of Admissions



	the degree program the student decide to take.			
2. Submit the accomplished Application Form & requirements to the Admissions Office	2.1. Check the Application Form if appropriate fields are properly filled out	None	5 Minutes	<i>Administrative Aide</i> Office of Admissions
	2.2. Input student's personal information in the enrolment system (Profiling) and advise them to proceed at the Guidance and testing Center for University Admission Test (UAT) Schedule.	None	5 Minutes	<i>Administrative Aide</i> 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.	3.1. Verify student's qualification based on the UAT result with respect to the admission and retention requirements of the college.	None	5 Minutes	<i>Administrative Aide</i> Office of Admissions
	3.2. Issue Admission Slip to those who qualified.	None	1 Minute	<i>Administrative Aide</i> Office of Admissions



4. Accomplish the Admission Slip to be signed by the Director for Admissions.	4. Sign the Admission Slip and instruct the transferee to the college dean / campus director where he plans to transfer	None	5 Minutes	<i>Director</i> Office of Admissions
5. Secure approval of the Admission Slip from the college dean / campus director where the student plans to transfer	5. Approve/ Disapprove the Admission Slip for Transfer.	None	1 Minute	<i>College Dean / Campus Director</i> DHVSU Main and Extension Campuses
TOTAL:		None	25 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.

Office or Division:	Auxiliary Services Office				
Classification:	Simple				
Type of Transaction:	G2B - Government to Business				
Who may avail:	Prospective Lessee				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1	Letter of Intent (1 original)	1	Prospective Lessee		
2	Application Form for Lease(1 original)	2	Office of the Auxiliary Services (1 st Floor, University Hostel)		
3	Application for Contract of Lease (1 original)	3	Office of the Auxiliary Services (1 st Floor, University Hostel)		
4	Receipt for the payment of initial deposit (1 original, 1 photocopy)	4	Cashiering Office (1 st Floor, Admin Bldg.)		
5	Permits; Mayors Permit, Sanitary Permits, Fire Safety and ID Application Form (1 original, 1 photocopy)	5	Municipality of Bacolor; Office of the Auxiliary		
6	Contract of Lease (1 original, 1 photocopy)	6	Office of the Auxiliary Services(1 st Floor, University Hostel)		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for the availability of stalls from Office of the Auxiliary		1. Check the List of the existing Lessee	None	5 Minutes	<i>Administrative Aide</i> 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	<i>Administrative Aide</i> Office of the Auxiliary Services



<p>3. Forward the approved documents with the attached memo to the Office of the Auxiliary; Check the Availability of the stalls</p>	<p>3. Check the List of the existing Lessee</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Administrative Aide</i> Office of the Auxiliary Services</p>
<p>4.1 Wait for the evaluation of application</p> <p>4.2 Secure and submit the lease application for store rental and application for DHVSU Contract of Lease</p> <p>4.3 Acquire the Letter for the Eligible to open an account from the Office of the Auxiliary Services</p> <p>4.4 Proceed to the Accounting Office for the Account opening</p>	<p>4.1 Evaluate the application of prospective lessee</p> <p>4.2 Receive the Lease Application Form and Application for DHVSU Contract of Lease</p> <p>4.3 Issue the Letter for the Eligible to open an account to the lessee</p> <p>4.4 Open the Account for lease</p>	<p>None</p>	<p>2 Hours</p>	<p><i>Director of the of the Office of the Auxiliary Services</i> Office of the President</p> <p><i>Administrative Aide</i> Office of the Auxiliary Services</p> <p><i>Administrative Aide</i> Accounting Office</p>





5.1 Settle payment for 2 months deposit and 1-month advance	5.1 Receive payment and issue Receipt; ceremony			
5.2 Submit all the required documents to the Office of the Auxiliary Services	5.2 Receive the required documents; DTI, Mayors Permit, Sanitary Permit, Fire Safety Permit and ID Application	Food and Beverage (with Lunch) - PHP. 5,000.00; Food and Beverage (snacks Only) - PHP. 3,000.00; Photocopier - PHP. 2,000.00 per machine	40 Minutes	<i>Administrative Aide</i> Cahier's Office
5.3 Receive and Sign the Contract for lease	5.3 Review and issue the Contract of Lease	None		<i>Administrative Aide</i> Office of the Auxiliary Services
5.4 Acquire a copy of the Notary of Contract and secure Stall ID	5.4 Issue the copy of the Notary of Contract and Stall ID			
TOTAL:		Food and Beverage (with Lunch) - PHP. 5,000.00; Food and Beverage (snacks Only) - PHP. 3,000.00; Photocopier - PHP. 2,000.00 per machine	3 Hours, 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.

Office or Division:	Bids and Awards Committee			
Classification:	Complex			
Type of Transactions:	G2B – Government to Business G2G – Government to Government			
Who may avail:	Procuring unit (Department/College/Office)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	BAC Resolution (1 original)	1	BAC Office, 2 nd Floor, University Food Center	
2	Contract Agreement (1 original)	2	BAC Office, 2 nd Floor, University Food Center	
3	Notice of Award (1 original)	3	BAC Office, 2 nd Floor, University Food Center	
4	Notice to Proceed (DHVSU) (1 original)	4	BAC Office, 2 nd Floor, University Food Center	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the confirmation of award	1.1 Prepare BAC Resolution recommending the award to winning bidder for Board of Regents confirmation 1.2 Confirmation of award of procurement project	None	3 Days (Upon schedule)	<i>BAC Secretariat</i> BAC Office <i>DHVSU Board of Regents</i>



2. Wait for the issuance of Notice of Award (NOA), Contract Agreement (CA) and Notice to Proceed (NTP)	2.1 Prepare and issue the NOA, CA and NTP 2.2 Post the NOA, CA and NTP in the PhilGEPS website, University website, and conspicuous places in the University premises 2.3 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	6 Days	Head, BAC Secretariat BAC Office
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.

Office or Division:	Bids and Awards Committee			
Classification:	Complex			
Type of Transactions:	G2B – Government to Business G2G – Government to Government			
Who may avail:	Procuring unit (Department/College/Office)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	BAC Resolution (1 original)	1	BAC Office, 2 nd Floor, University Food Center	
2	Contract Agreement (1 original)	2	BAC Office, 2 nd Floor, University Food Center	
3	Notice of Award (1 original)	3	BAC Office, 2 nd Floor, University Food Center	
4	Purchase Order (1 original)	4	Supply and Procurement Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Wait for the issuance of Notice of Award (NOA), Contract Agreement (CA) and Notice to Proceed (NTP) or Purchase Order (PO)	1. Prepare and issue the NOA, CA and NTP or PO	None	4 Days	Head, BAC Secretariat BAC Office
	2. Post the NOA, CA and NTP in the PhilGEPS website, University website, and conspicuous places in the University premises	None	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:	Complex		
Type of Transactions:	G2B – Government to Business G2G – Government to Government		
Who may avail:	Procuring unit (Department/College/Office)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1	Abstract of Bids (1 original, 1 photocopy)	1	BAC Office, 2 nd Floor, University Food Center



2	Pre-procurement Conference Memoranda (1 original, 1 photocopy)	2	BAC Office, 2 nd Floor, University Food Center
3	Bid Evaluation Report (1 original, 1 photocopy)	3	BAC Office, 2 nd Floor, University Food Center
4	Invitation to Observers (1 original)	4	BAC Office, 2 nd Floor, University Food Center
5	Notice of Post Qualification (1 original)	5	BAC Office, 2 nd Floor, University Food Center
6	Post Qualification Report (1 original)	6	BAC Office, 2 nd Floor, University Food Center
7	Attendance Form (1 original)	7	QA Office, 1 st Floor, Research and Development Center

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	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	None	34 Days	<i>Head, BAC Secretariat</i> BAC Office
2. Attend Pre-procurement conference	2. Conduct Pre-procurement conference	None	1 Hour	<i>BAC Members</i> BAC office <i>Procuring Unit Representatives</i> DHVSU
3. Attend Opening of Bids	3. Convene for the submission, receipt and opening of Bids document	None	2 Hours	<i>BAC Members</i> BAC office <i>Procuring Unit Representatives</i> DHVSU Bidder Representative
4. Attend Bid Evaluation	4. Conduct Bid Evaluation	None	1 Hour	<i>BAC Members</i> BAC office <i>Procuring Unit Representatives</i> DHVSU



5. Visit the winning bidder	5. Conduct Post Qualification	None	30 Days	Procuring Unit Representatives DHVSU
TOTAL:		None	64 Days, 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		WHERE TO SECURE		
1	Request for Quotation (1 original)	1	Supply and Procurement Office	
2	Notice of Award (1 original)	2	BAC Office, 2 nd Floor, University Food Center	
3	Purchase Order (1 original)	3	Supply and Procurement Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the release of goods	1.1 Prepare Request for Quotation 1.2 Send Request for Quotation	None	2 Day	<i>BAC Secretariat</i> BAC Office <i>Administrative Aide</i> 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	

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 Awards Committee		
Classification:	Complex		
Type of Transactions:	G2G – Government to Government		
Who may avail:	Procuring unit (Department/College/Office)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1	Pre-procurement Conference Memoranda (1 photocopy)	1	BAC Office, 2 nd Floor, University Food Center
2	Request for Quotation (1 original, 1 photocopy)	2	Supply and Procurement Office, DHVSU Main-Campus
3	Price Quotation (1 original, 1 photocopy)	3	Supplier
4	Bid Evaluation Report (1 original)	4	BAC Office, 2 nd Floor, University Food Center



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	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	None	3 - 7 Days	<i>Head, BAC Secretariat BAC Office</i>
2. Wait for the opening of proposals	2. Prepare request for quotations and price quotation form	None	1 Day	<i>Head, BAC Secretariat BAC Office</i>
3. Attend Opening of Supplier's Proposal	3. Convene for the submission, receipt and opening of Supplier's proposals	None	2 Hours	<i>BAC Members BAC office Procuring Unit Representatives DHVSU Supplier Representative</i>
4. Attend Bid Evaluation	4. Conduct Bid Evaluation	None	1 Hour	<i>BAC Members BAC office Procuring Unit Representatives DHVSU</i>
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.

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		WHERE TO SECURE		
1	Pre-procurement Conference Memoranda (1 photocopy)	1	BAC Office, 2 nd Floor, University Food Center	
2	Request for Quotation (1 original, 1 photocopy)	2	Supply and Procurement Office, DHVSU Main-Campus	
3	Price Quotation (1 original, 1 photocopy)	3	Supplier	
4	Bid Evaluation Report (1 original)	4	BAC Office, 2 nd Floor, University Food Center	
5	Program of Works (Repair and Maintenance)	5	Office of the Physical Plant and Facilities, (2 nd Floor, Administration Bldng.)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	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	None	3 - 7 Days	<i>Head, BAC Secretariat</i> BAC Office
2. Wait for the opening of proposals	2. Prepare request for quotations and price quotation form	None	1 Day	<i>Head, BAC Secretariat</i> BAC Office
3. Attend Opening of Supplier's Proposal	3. Convene for the submission, receipt and opening of Supplier's proposals	None	2 Hours	<i>BAC Members</i> BAC office <i>Procuring Unit Representatives</i> DHVSU
4. Attend the Negotiation Meeting	4. Negotiate with the supplier with the lowest bid	None	1 Hour	<i>Supplier Representative</i>



5. Attend Bid Evaluation	5. Conduct Bid Evaluation	None	1 Hour	BAC Members BAC office Procuring Unit Representatives DHVSU
TOTAL:		None	5 - 9 Days, 4 Hours	

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:	Procuring unit (Department/College/Office)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Letter of Request (1 original)	1	End user Unit (Procuring Unit)	
2	Purchase Request (1 original, 1 photocopy)	2	Supply and Procurement Office	
3	Project Procurement Management Plan (1 original, 1 photocopy)	3	Supply and Procurement Office	
4	Market Study (1 photocopy)	4	End user Unit (Procuring Unit)	
5	Annual Procurement Plan (1 original, 1 photocopy)	5	Supply and Procurement Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit checklist of requirements	1. Verify completeness of documents and in accordance with the approved APP.	None	20 Minutes	Administrative Aide BAC Office
	2. Route the documents to the BAC Members	None	1 Day	Administrative Aide BAC Office
	3. Determine the mode of procurement	None	10 Minutes	BAC Members
TOTAL:		None	1 Day, 30 Minutes	



CAREER SERVICES OFFICE

External Service





1. Issuance of Final Endorsement for Internship to Host Training Establishment

This procedure covers the issuance of final endorsement to different host training establishments.

Office or Division:	Office of Career Services (OCS)				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	All DHVSU College Students who are enrolled and qualified to undergo internship.				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1	Duly Signed Endorsement Papers (1 original)	1	DHVSU SIPP College Coordinator		
2	Final Endorsement for Host Training Establishment where the student will undergo internship (1 original)	2	Office of Career Services (1 st Floor, Student Affairs and Services Bldng.)		
4	Signed Parental/Guardian Consent (1 original)	4	Office of Career Services (1 st Floor, Student Affairs and Services Bldng.)		
5	Parent/Guardian's ID (1 Photocopy)	5	Any ID issued by public or private company		
6	Notarized Individual Student Internship Contract (1 Original)	6	Office of Career Services (1 st Floor, Student Affairs and Services Bldng.)		
7	Notarized Memorandum of Agreement (MOA) (1 Original)	7	Office of Career Services (1 st Floor, Student Affairs and Services Bldng.)		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the log book for Qualified Student for Internship at the Career Services Office Note: Only students with complete documents will be entertained.		1. Verify student's year level and course.	None	1 Minute	Administrative Aide Office of Career Services



2. Submit internship documents at the Career Services Office for checking.	2.1. Check the completeness of documents	None	2 Minutes	<i>Administrative Aide</i> Office of Career Service
	2.2. Validate the submitted documents most specially the ID of parents, the student's picture on the certification form and if the submitted documents are original.	None	1 Minute	<i>Coordinator</i> Office of Career Services
	2.3. Issue the final endorsement for the HTE where the student will undergo internship.	None	2 Minutes	<i>Coordinator</i> Office of Career Services
TOTAL:		None	6 Minutes	



CASHIERING OFFICE

External Services





1. Collection of Payment for Bidding Documents

Issuance of Official Receipt for payment of bid documents.

Office or Division:		Cashiering Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Contractors and Suppliers who are required to secure Official Receipts for bid documents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Payment Form (1 original)	1	Supply and Procurement Office, DHVSU, Bacolor, Pampanga	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present accomplished Payment Form to the collecting officer at the Cashiering Office.	1. Verify/check request form (name/nature of request)	None	1 Minute	<i>Administrative Officer</i> Cashiering Office
2. Pay the necessary amount and secure OR for the payment made at the Cashiering Office.	2. Receive payment and issue an OR for the payment made.	See Table for Payment for Bidding Documents	2 Minutes	<i>Administrative Officer</i> Cashiering Office
TOTAL:		See Table for Payment for Bidding Documents	3 Minutes	

PAYMENT FOR BIDDING DOCUMENTS	
Approved Budget for the Contract	Maximum Cost of Bidding Documents (in Philippine Peso)
500,000 and below	PHP 500.00
More than 500,000 up to 1 million	PHP 1,000.00
More than 1 million up to 5 million	PHP 5,000.00
More than 5 million up to 10 million	PHP 10,000.00
More than 10 million up to 50 million	PHP 25,000.00
More than 50 million up to 500 million	PHP 50,000.00
More than 500 million	PHP 75,000.00



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:		Cashiering Office, DHVSU, Bacolor, Pampanga				
Classification:		Simple				
Type of Transaction:		G2C – Government to Citizen				
Who may avail:		All clients who are required to secure Official Receipts for the issuance of certifications.				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE				
1	Student Request Form (1 original)	1	Office of University Registrar, (1st Floor of Admin. Bldg.)			
2	Official Receipt for Payment Made (1 original)	2	Cashiering Office (1 st Floor Admin. Bldg - Window 11)			
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		
PROCESSING TIME		PERSON RESPONSIBLE				
1.	Present the Student Request Form to the Cashiering Office.	1.	Verify student request form (Name and student number)	None	1 Minute	Administrative Aide Cashiering Office
2.	Prepare the exact amount for payment at the Cashiering Office.	2.	Receive and ensure accuracy of payment made by the client.	See Table for Schedule of Fees and Other Charges below	1 Minute	Administrative Aide Cashiering Office
3.	Secure Official Receipt for the payment made at the Cashiering Office	3.	Issue Official Receipt for the payment made	None	1 Minute	Administrative Officer Cashiering Office
		TOTAL:		See Table for Schedule of Fees and Other Charges below	3 Minutes	



PAYMENTS FOR THE ISSUANCE OF CERTIFICATIONS	
Certification	PHP 50.00
Certificate of Grades	PHP 50.00
CAV	PHP 100.00
Transcript of Records	PHP 110.00 /page
Diploma	PHP 100.00
Completion Form	PHP 100.00
SOA	PHP 50.00
Certification of Enrollment	PHP 50.00
Hon. Dismissal	PHP 50.00
Copy of Grades	PHP 110.00

3. Collection of Payments for the Issuance of Certification for Good Moral Character

Payment for issuance of Certifications for the issuance of certification for Good Moral Character which shall be used for legal purpose only.

Office or Division:	Cashiering Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All clients who are required to secure Official Receipts for the issuance of certifications.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Request Form for the Issuance of Good Moral Character (1 original)	1	Guidance and Testing Office (1 st Floor Student Affairs and Services Bldng.)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Request Form for the issuance of Good Moral Certificate to the Cashiering Office.	1. Check and verify student's Request Form	None	1 Minute	<i>Administrative Officer</i> Cashiering Office
2. Pay the necessary amount and secure OR for the payment made at the Cashiering Office.	2. Receive payment and issue an OR for the payment made.	PHP 50	2 Minutes	<i>Administrative Officer</i> Cashiering Office
TOTAL:		PHP 50	4 Minutes	



4. Collection of Payments for Rentals

Payment for issuance of Certifications for Rentals.

Office or Division:		Cashiering Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All clients who are required to secure Official Receipts for the issuance of certifications.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Payment Form (1 original)	1	Auxiliary Service Office (1st Floor, University Hostel)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the accomplished Payment form to the Cashiering Office.	1. Verify the name and the amount to be paid.	None	1 Minute	<i>Administrative Officer</i> Cashiering Office
2. Pay the necessary amount and secure OR for the payment made at the Cashiering Office.	2. Receive payment and issue an OR for the payment made.	See Table for Payment for Rentals	2 Minute	<i>Administrative Officer</i> Cashiering Office
TOTAL:		See Table for Payment for Rentals	3 Minutes	

PAYMENTS FOR RENTALS			
TYPE OF COMMERCIAL STALL	MEASUREMENT IN METERS	MAIN CAMPUS RENTAL RATE	SATELLITE CAMPUS RENTAL RATE
Snacks and Lunch with Stall	4 x 2.85	PHP 5,000.00	PHP 4,000.00
Snacks Only with Stall	4 x 2.85	PHP 3,000.00	PHP 2,000.00
Snacks and Lunch without Stall	Cart Only	PHP 4,000.00	PHP 3,500.00
Snacks Only without Stall	Cart Only	PHP 2,000.00	PHP 1,500.00
Office and School Supplies Stall	3 x 2	PHP 3,000.00	PHP 2,000.00
Loading Station Stall	2.5 x 2	PHP 1,500.00	N/A
Photocopying Machine Only	N/A	PHP 2,000.00 / machine	PHP 1,500.00 / machine
Photocopying Machine with Stall	2.5 x 2	PHP 2,000.00 / machine	PHP 1,500.00 / machine
		PHP 1,000.00 (stall)	PHP 800.00 (stall)
Booth (for university events)	Cart Only	PHP 1,000.00 / day	PHP 800.00



5. Collection of Payments for Tuition Fees

Collection of Payments for Tuition Fees

Office or Division:	Cashiering Office, DHVSU, Bacolor, Pampanga			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All DHVSU bona fide students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Student's Identification Card (1 original)	1	Internet Multimedia Center (IMC), (at the back of Admin. Bldg.)	
2	Student's Assessment Form (1 original)	2	Cashiering Office, (1 st Floor, Admin. Bldg. - Window 11)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Student Assessment Form at the Cashiering Office.	1. Verify student assessment form (Name and student number)	None	1 Minute	<i>Administrative Officer</i> Cashiering Office
2. Prepare the exact amount for payment at the Cashiering Office	2. Receive and ensure accuracy of payment made by the client.	See Table for Schedule of Fees and Other Charges	1 Minute	<i>Administrative Officer</i> Cashiering Office
3. Secure Official Receipt for the payment made at the Cashiering Office.	3. Issue Official Receipt of the payment made	None	1 Minute	<i>Administrative Officer</i> Cashiering Office
TOTAL:		See Table for Schedule of Fees and Other Charges	3 Minutes	



SCHEDULE OF FEES AND OTHER CHARGES

	CHM, CSSP, CBS, COE, CEA, CIT	Tourism, Accountancy	CAS, Sociology	CCS, BSEE	EOC	Soc. Work	GS
TUITION FEE	<u>220/unit</u>	<u>220/unit</u>	<u>220/unit</u>	<u>220/unit</u>	<u>1,250.00</u>	<u>350/unit</u>	<u>450/350</u>
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

6. Issuance of Official Receipt for Clearance/Statement of Account

Issuance of Official Receipt (OR) for clearance/Statement of Account (SOA) as proof of payment for documents requested by an individual.

Office or Division:	Cashiering Office, DHVSU, Bacolor, Pampanga		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All bona fide students who are required to secure Official Receipts.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1	Student's Identification Card (1 original)	1	Internet Multimedia Center (IMC), (at the back of Admin. Bldg.)



2	Request Form for the Issuance of Statement of Account (1 Original)	2	Cashiering Office (1 st Floor, Administration Bldg. - Window 11)		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Statement of Account/ Clearance at the Cashiering Office.		1. Verify student request form	None	1 Minute	<i>Administrative Officer</i> Cashiering Office
2. Pay the necessary amount and secure OR for the payment made at the Cashiering Office.		2. Receive payment and issue an OR for the payment made.	PHP 50	2 Minutes	<i>Administrative Officer</i> Cashiering Office
TOTAL:			PHP 50	3 Minutes	

7. Issuance of Official Receipt for the Reprinting of New Identification Card.

Issuance of Official Receipt for client who needs to have a newly issued Identification Card.

Office or Division:	Cashiering Office				
Classification:	Simple				
Type of Transaction:	G2C - Government to Citizen				
Who may avail:	All bona fide students who are required to secure Official Receipts.				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1	Request Form (1 original)	1	Office of Student Affairs (1 st Floor, Student Affairs and Services Bldg.)		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Request Form for reprinting of new ID at the Cashiering Office.		1. Verify the student's name and number.	None	1 Minute	<i>Administrative Officer</i> Cashiering Office
2. Pay the necessary amount and secure OR for the payment made at the		2. Receive payment and issue an OR for the payment made.	PHP 50	2 Minutes	<i>Administrative Officer</i> Cashiering Office



Cashiering Office.			
TOTAL:	PHP 50	3 Minutes	





CASHIERING OFFICE

Internal Services





1. Issuance of Checks for Infrastructures, Supplies and Materials

Payment for the construction of buildings, services, supplies and materials incurred by the university.

Office or Division:	Cashiering Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government; G2B – Government to Business			
Who may avail:	Internal and External Contractors and Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
1	Any valid ID (1 original, 1 photocopy)	1	Any ID issued by public or private company	
Representative				
1	Any valid ID (1 original, 1 photocopy)	1	Any ID issued by public or private company	
2	Duly Signed Authorization Letter (1 original)	2	Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the valid ID to claim for the check at the Cashiering Office. Note: If thru representative, present duly signed authorization letter attached with the photocopy of the owner's ID, and 1 original and one (1) photocopy of the representative's ID at the Cashiering Office.	1.1. Verify the valid ID of the Principal Owner	None	1 Minute	<i>Admin. Assistant</i> Cashiering Office
	<i>For Representative</i> 1.1.1. Verify the following: Owner's ID (1 Original, 1 photocopy); Authorization Letter from the Principal Owner, and Representative's ID (1 Original, 1 photocopy)	None	5 Minutes	<i>Admin. Assistant</i> Cashiering Office
2. Wait for the issuance of the check at the Cashiering Office.	2. Once validated, issue the check to the client.	None	2 minutes	<i>Admin. Assistant</i> Cashiering Office



TOTAL:	None	8 Minutes	
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2. Issuance of Check for Wages of Employees, Scholarship Allowances, Refund of Tuition Fees

Payment for wages of Employees, Scholarship Allowances, Refund of Tuition Fees

Office or Division:	Cashiering Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G-Government to Government			
Who may avail:	All bona fide DHVSU employees and students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
1	Any valid ID (1 original, 1 photocopy)	1	Requesting Party	
Representative				
1	Any valid ID (1 original, 1 photocopy)	1	Requesting Party	
2	Duly Signed Authorization Letter (1 original)	2	Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the valid ID to claim for the check at the Cashiering Office. Note: If thru representative, present duly signed authorization letter attached with the photocopy of the owner's ID, and 1 original and one (1) photocopy of the representative's ID at the Cashiering Office.	1.1. Verify the valid ID of the Principal Owner	None	1 Minute	<i>Admin. Assistant</i> Cashiering Office
	<i>For Representative</i> 1.1.1 Verify the following: Owner's ID (1 Original, 1 photocopy); Authorization Letter from the Principal Owner, and Representative's ID (1 Original, 1 photocopy)	None	5 Minutes	<i>Admin. Assistant</i> Cashiering Office
2. Wait for the issuance of the check at the Cashiering Office.	2. Once validated, issue the check to the client.	None	2 minutes	<i>Admin. Assistant</i> Cashiering Office



3. Issuance of Pay Slip

This covers the procedure for the issuance of Pay slip to academic and non-academic personnel of the university.

Office or Division:	Cashiering Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All academic, academic-related and non-academic personnel of DHVSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
1	Employee's Valid I.D. (1 original)	1	Any ID issued by public and private company	
Representative's additional requirement				
1	Duly signed Authorization Letter (1 Original)	1	Person being represented	
2	Representative's Valid I.D. (1 Original, 1 photocopy)	2	Any ID issued by public and private company	
3	Valid ID of the person being represented (1 Photocopy)	3	Any ID issued by public and private company	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Payslip	1. Encode and prints pay slip	None	5 Minutes	<i>Administrative Aide / Cashiering Office</i>
TOTAL:		None	5 Minutes	
TOTAL:		None	8 Minutes	



4. Preparation of Checks Process

The processing of checks as payment for salaries, bonuses, incentives, honoraria, allowances, fund requests and reimbursements.

Office or Division:	Cashiering Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business			
Who may avail:	This covers the process and mode of payment for University-related expenses such as salaries, bonuses, incentives, honoraria, allowances, fund requests and reimbursements.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Disbursement Voucher (1 original)	1	Administrative Services Office (1 st Floor, Admin. Bldg.)	
2	Check/Voucher/ACIC ADA (1 original)	2	Cashiering Office (1 st Floor, Admin. Bldg.)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the Issuance of Check/s at the Cashiering Office.	1.1. Receive the approved Disbursement Voucher (DV) from the Office of the University President	None	2 Minute	<i>Administrative Assistant</i> Cashiering Office
	1.2. Prepare the checks according to Fund: Fund 101; Fund 164; Fund 184; Fund 184-SHS	None	5 Minutes	<i>Administrative Assistant</i> Cashiering Office
	1.3. Prepare Advice to Debit Account (ADA)	None	5 Minutes	<i>Administrative Assistant</i> Cashiering Office
	1.4. Prepare Advice of	None	5 Minutes	<i>Administrative Assistant</i>



Check Issued and Cancelled (ACIC)			Cashiering Office
1.5. Review the prepared checks/ADA and ACIC for corrections or errors	None	5 Minutes	<i>Administrative Aide</i> Cashiering Office
1.6. Submit the reviewed checks/ADA and ACIC to Acting Cashier	None	1 Minute	<i>Administrative Aide</i> Cashiering Office
1.7. Sign Checks/ADA and ACIC	None	5 Minutes	<i>Acting Cashier</i> Cashiering Office
1.8. Submit the signed documents to the President's Office for signing.	None	2 Minutes	<i>Acting Cashier</i> Cashiering Office
TOTAL:	None	30 Minutes	



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.

Office or Division:	Civil Security Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Visitors who have Official Business and Transaction within the university			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Any Valid ID's Card (1 original)	1	Any ID issued by public and private company	
2	Visitor's Pass (1 original)	2	Gate Security Services Office	
3	Routing Slip (1 original)	3	Gate Security Services Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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	<i>Gate Security Personnel Entrance Gate, DHVSU Campus</i>
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	<i>Gate Security Personnel Entrance Gate, DHVSU Campus</i>
3. Receive the Visitor's Pass and Routing Slip	3. Allow the entry of the visitor in the university	None	15 Seconds	<i>Gate Security Personnel Entrance Gate, DHVSU Campus</i>
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	<i>Gate Security Personnel Entrance Gate, DHVSU Campus</i>
TOTAL:		None	3 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 REQUIREMENTS		WHERE TO SECURE		
1	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	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 Division:	Competency Assessment Center			
Classification:	Complex			
Type of Transactions:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government			
Who may avail:	K-12 Students, TVET Graduating Students, TVET Graduate, Industry Workers, OFW			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Application Form (1 original)	1	Competency Assessment Center (1 st Floor, Research and Development Bldg.)	
2	Self-Assessment Guide (1 original)	2	Competency Assessment Center (1 st Floor, Research and Development Bldg.)	
3	Official Receipt (1 photocopy)	3	Cashiering Office (1 st Floor, Admin Bldng.)	
4	Passport size pictures (3 copies, with white background, with collar shirt/blouse, with name printed at the back)	4	Photo Studios	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Self-Assessment Guide and accomplish Application Form	1. Review the completeness of requirements and administer the Self-Assessment Guide	None	30 Minutes	<i>Assessment Center Processing Officer</i> Assessment Center
2. Pay assessment fee	2. Collect assessment fee	Refer to the Approved TESDA Assessment Fees	2 Minutes	<i>Administrative Officer V</i> Cashiering Office, DHVSU, Administrative Bldg
3. Present the Official Receipt	3. Enroll the candidate online through TESDA T2MIS	None	5 Minutes	<i>Assessment Center Manager</i> Assessment Center
4. Wait for the approved assessment schedule	4. Coordinate with TESDA Pampanga and post approval of assessment details	None	1 Day	<i>Assessment Center Manager</i> Assessment Center <i>Officer-In-Charge</i> TESDA Pampanga TESDA PPO
5. Take Competency Assessment	5. Supervise the conduct of	None	1 Day	<i>Assessment Center Processing Officer</i> Assessment Center



	Competency Assessment			
6. Wait for the Assessment Result	6. Encode the Assessment Results in the TESDA T2MIS	None	5 Minutes	Assessment Center Manager Assessment Center
7. Wait for the issuance of National Certificate	7. Issue the National Certificate (for <i>candidates found competent</i>)	None	5 Minutes	TESDA Personnel TESDA PPO
TOTAL:		Refer to the Approved TESDA Assessment Fees	2 Days, 47 Minutes	



Colleges and Extension Campuses

College of Arts and Science (CAS)

College of Business Studies (CBS)

College of Computing Studies (CCS)

College of Education (COE)

College of Engineering and Architecture (CEA)

College of Tourism and Hospitality Management (CTHM)

College of Industrial Technology (CIT)

College of Social Sciences and Philosophy (CSSP)

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.

Office or Division:		All Colleges/Extension Campuses			
Classification:		Simple			
Type of Transaction:		G2C - Government to Citizen			
Who may avail:		All bonafide students of DHVSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1	Clearance (1 original)	1	Accounting Office, DHVSU Bacolor, Pampanga		
2	Academic Evaluation (1 original)	2	Office of University Registrar(1st Floor, Administration Bldg.)		
3	Pre-registration Form (1 original)	3	Respective College/Campus		
4	Customer Survey Form (1 original)	4	Respective College/Campus		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a pre-registration and feedback form at the Dean's Office		1. Verify student's record	None	2 Minutes	<i>Administrative Aide</i> Respective College/Campus
2. Submit the accomplished pre-registration and feedback forms to the Chairperson for evaluation		2. Advise the student about the subjects to be enrolled	None	10 Minutes	<i>Designated Chairperson</i> Respective College/Campus
3. Submit the evaluated forms to the College Dean for approval		3. Approve the evaluated pre-registration form	None	2 Minutes	<i>College Dean</i> Respective College/Campus
4. Submit the approved pre-registration form to the Office of the Registrar for encoding and secure Certificate of Registration		4. Encode the subjects and issue Certificate of Registration	None	1 Day	<i>Administrative Aide</i> Office of the University Registrar
		TOTAL:	None	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.

Office or Division:		All Colleges/Extension Campuses			
Classification:		Simple			
Type of Transaction:		G2C - Government to Citizen			
Who may avail:		All bonafide irregular students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1	Certificate of Registration (1 original)	1	Office of University Registrar(1st Floor, Administration Bldg.)		
2	Academic Evaluation Record (1 original)	2	Office of University Registrar (1st Floor, Administration Bldg.)		
3	Adding, Dropping, Changing Form (1 original)	3	Respective College/Campus		
CLIENT STEPS		AGENCY ACTION	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 the Certificate of Registration and Academic Evaluation Record	None	1 Minute	<i>Administrative Aide</i> Respective College/Campus
2. Secure Adding, Dropping, Changing Form from the College Secretary		2. Issue Adding, Dropping, Changing Form	None	1 Minute	<i>Administrative Aide</i> 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	<i>Program Chairperson/</i> 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	<i>Administrative Aide</i> Respective College/Campus
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:	All Colleges/Extension Campuses			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All bonafide students of DHVSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Official Transfer of Credentials (1 original, 1 photocopy)	1	School Last Attended	
2	Copy of Grades and credits earned in other schools (1 original, 1 photocopy)	2	School Last Attended	
3	Certificate of Good Moral (1 original, 1 photocopy)	3	School Last Attended	
4	Birth Certificate (1 original, 1 photocopy)	4	Philippine Statistics Authority, City of San Fernando, Pampanga	
5	Valid ID	5	Internet Multimedia Center, DHVSU	
CLIENT STEPS	AGENCY ACTION	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	<i>Designated Chairperson</i> Respective College/Campus
2. Submit the Endorsement Letter to the Admission Office	2. Schedule an entrance exam for the transferee	None	2 Minutes	<i>Administrative Aide</i> Admission Office
3. Take the examination on specified schedule	3. Administer the examination, check and issue the results	None	40 Minutes	<i>Guidance Coordinator</i> 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	<i>Administrative Aide</i> Respective College/Campus
TOTAL:		None	55 Minutes	



DATA PRIVACY OFFICE

External Service





1. Request for Confidential Documents

The request of University documents from the different departments/offices related to RA 10173 (Office of the Registrar, HRMO, Admission Office, Guidance)

Office or Division:	Data Privacy Office			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Concern Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Data Privacy Request Form (1 original)	1	Data Privacy Office (Ground Floor, University Learning Resource Center)	
2	DPO Clearance (1 original)	2	Data Privacy Office (Ground Floor, University Learning Resource Center)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request documents	1. Receive and review the request in accordance with RA 10173 provision	None	5 Minutes	<i>Public Information Officer</i> Data Privacy Office
2. Wait for the approval of the request	2. Forward the request to the Office of the Executive Vice President (EVP) for approval	None	3 Minute	<i>Executive Vice President</i> Office of the EVP
3. Wait for the issuance of DPO clearance	3. Issue corresponding clearance for the request	None	2 Minutes	<i>Public Information Officer</i> Data Privacy Office
TOTAL:		None	10 Minutes	



DATA PRIVACY OFFICE

Internal Service





2. Request for Posting of Materials

The procedure for clients in posting of tarpaulins, posters, and notices within the University premises.

Office or Division:	Data Privacy Office			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Concern Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Data Privacy Request Form (1 original)	1	Data Privacy Office (Ground Floor, University Learning Resource Center)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward document/s to be posted	1. Receive and review request for posting	None	5 Minutes	<i>Public Information Officer</i> Data Privacy Office
2. Receive the document	2. Release the document	None	1 Minute	<i>Public Information Officer</i> Data Privacy Office
TOTAL:		None	6 Minutes	



EXTENSION SERVICES OFFICE

Internal Service





1. Request for Extension Services

Rendering of Technical Assistance, Consultancy, Training, Technology Transfer and Other Extension Projects/Programs/Activities to Individuals and/or Communities

Office or Division:	Extension Services Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, G2G -Government to Government			
Who may avail:	All citizens/groups that need assistance of extension services offered by the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Request Letter (1 original)	1	Extension Service Office (2 nd Floor Research and Development Bldng.)	
2	Reply Notice (1 original)	2	Extension Service Office (2 nd Floor Research and Development Bldng.)	
3	Minutes of the Meeting (1 original)	3	Extension Service Office (2 nd Floor Research and Development Bldng.)	
4	Project Proposal/MOA Draft(1 original)	4	Extension Service Office (2 nd Floor Research and Development Bldng.)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request letter and submit to the Office of the President	1. Receive the client's request, stamp and route to University Extension Services Office thru the VP RET Office	None	1 Day	<i>Administrative Aide (Office Secretary)</i> Office of the President
2. Wait for the reply notice	2. Verify the client's request and send notice of acceptance or non-acceptance	None	1 Day	Director for Extension Services, Extension Services Staff Extension Services Office, Research, Extension and Training Bldg.
3. Attend meeting at the Extension Services Office	3. Coordinate with the Extension Services Office personnel; Discuss the project or service requested and assist in drafting a project proposal and	None	3 Day	Director and Staff, Extension Services Office, Research, Extension and Training Bldg.



	Memorandum of Agreement			
4. Receive copy of project proposal and draft of Memorandum of Agreement	4. Discuss the details of the extension services to be rendered	None	1 Day	<i>Administrative Officer (Office Secretary), Director for Extension Services, Extension Services Staff</i> Extension Services Office, Research, Extension and Training Bldg.
5. Bring valid ID and signed Memorandum of Agreement	5. Receive the signed Memorandum of Agreement	None	1 Day	<i>Administrative Officer (Office Secretary), Vice President for Research, Extension and Training, Director for Extension Services, Extension Services Staff</i> Extension Services Office, Research, Extension and Training Bldg.
TOTAL:		None	6 Days	



FINANCE MANAGEMENT SERVICES OFFICE

Internal Services





1. Budget Execution Documents (BEDS) 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 contain the university plans, spending schedules and physical targets are prepared by the university and reviewed by the DBM, to expedite the release of funds and enable prompt implementation of programs and projects, including the early procurement activities.

Office or Division:	Financial Management Services Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Department of Budget and Management (DBM)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	National Expenditure Program (NEP) (1 original or 1 photocopy)	1	Department of Budget and Management (DBM) website (https://www.dbm.gov.ph/index.php/dbm-publications/national-expenditure-program)	
2	Budget Execution Documents No. 1 – Financial Plan (1 original)	2	Financial Management Services Office (FMSO), First Floor, DHVSU Admin. Bldg.	
3	Budget Execution Documents No. 2 – Physical Plan (1 original)	3	Planning and Development Office, 2nd Floor, DHVSU Admin. Bldg.	
4	Budget Execution Documents No. 3 – Monthly Disbursement Program (1 original)	4	Financial Management Services Office (FMSO), First Floor, DHVSU Admin. Bldg.	
5	Budget Execution Documents No. 4 – Annual Procurement Plan for Common Use Supplies and Equipment (1 original)	5	Supply and Property Office, (beside Graduate School) (near Gate 3)	
6	General Appropriations Act (GAA) (1 original or 1 photocopy)	6	Department of Budget and Management (DBM) website (https://www.dbm.gov.ph/index.php/dbm-publications/national-expenditure-program)	
7	Notice of Cash Allocations (NCA) (1 original)	7	Department of Budget and Management	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Require the submission of Budget Execution of the agency based on National Expenditure	1.1. Prepare the budget execution documents NEP and accomplish the following forms: a. BED 1 – Financial Plan	None	5 Days	Administrative Aide Financial Management Services Office



Program (NEP)	b. BED 2 – Physical Plan prepared by the Planning Officer			
	c. BED 3 – Monthly Disbursement Program			
	d. BED 4 – Annual Procurement Plan for Common Use Supplies and Equipment prepared by the Supply Officer			
	1.2. Encode the excel file of BEDs to the Unified Reporting System (URS)	None	2 Days	<i>Administrative Aide</i> Financial Management Services Office
	1.3. Print the online generated reports of BEDs	None	30 Minutes	<i>Administrative Aide</i> Financial Management Services Office
	1.4. Affix his/her initials to the budget execution documents	None	5 Minutes	<i>Administrative Aide</i> Financial Management Services Office
	1.5. Forward the online generated report of BEDs to the Budget Officer	None	1 Minute	<i>Administrative Aide</i> Financial Management Services Office
1.6. Check and verify if the online generated reports of budget execution documents are based on the figures of	None	15 Minutes	<i>Supervising Administrative Officer</i> Financial Management Services Office	



National Expenditure Program (NEP)			
1.7. Affix his/her signature to the online generated reports of BEDs	None	2 Minutes	<i>Supervising Administrative Officer</i> Financial Management Services Office
1.8. Forward the BED Forms No. 1,2,3, and 4 to the Director of Finance Management Services Office (FMSO) for review	None	2 Minutes	<i>Supervising Administrative Officer</i> Financial Management Services Office
1.9. Review and verify if the online generated reports of budget execution documents are based on the figures of National Expenditure Program (NEP)	None	15 Minutes	<i>Director</i> Financial Management Services Office
1.10. Affix his/her signature to the online generated reports of BEDs	None	5 Minutes	<i>Director</i> Financial Management Services Office
1.11. Forward the BED Forms No. 1,2,3, and 4 back to the Administrative Assistant VI	None	5 Minutes	<i>Director</i> Financial Management Services Office



	1.12. Forward the BEDs to the Office of the Vice President for Administration and Finance for review and approval together with the transmittal letter address to the Director of DBM	None	30 Minutes	Administrative Assistant VI Financial Management Services Office
	1.13. Submit signed BEDs to DBM for review and release of NCA	None	2 Hours	Administrative Assistant VI Financial Management Services Office
TOTAL:	None	7 Days, 3 Hours, 50 Minutes		

2. Procedure for the Request of OR/BUR for Funds 101/164

This covers the request for payment of expenditures by the university on its day to day operations.

Office or Division:	Finance Management Services Office (FMSO)		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen, G2B-Government to Business, G2G-Government to Government		
Who may avail:	Internal/External Clients requesting allotment for payment		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1	1.1 All necessary documents that are evidence of payment for Personnel Services (PS), Maintenance & Other Operating Expenses (MOOE), Equipment Outlay (EO) & Capital Outlay (CO) – (all necessary documents should be original)	1	Departments/Colleges/Other Government Agencies, Private Companies, Individuals, etc.
	1.1.1 PS		
	1.1.1 Approved Payroll		
	1.1.2 Remittance List		
1.1.3 List of Actual Retirees			



	1.1.4	Computation from ADMINISO			
	1.2	MOOE			
	1.2.1	Itinerary of travel with attachments			
	1.2.2	Official Receipts			
	1.2.3	Statement of Accounts			
	1.2.4	Billing Statement			
	1.2.5	Sales Invoice			
	1.2.6	Purchase Order			
	1.2.7	Approved Budget Proposal			
	1.2.8	Liquidation Report			
	1.2.9	Duly Signed Request Letter of Allotment			
	1.2.10	Job Order Contract			
	1.3	CO			
	1.3.1	Contract Agreement			
	1.3.2	Approved Request Letter for Mobilization			
	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 RESPONSIBLE	
1. Submit to FMS Office all the necessary documents for request of allotment and payment of expenses	1.1 Receive, validate, and process supporting documents 1.2 Forward the documents to the Office of the Vice President for Admin & Finance	None	17 Minutes	<i>Administrative Aide I</i> Finance Management Services Office	
TOTAL:		None	17 Minutes		



1.1. Review request letter and supporting documents.	None	10 Minutes	<i>Chief Administrative Officer</i> Finance Office
1.2. Sign the certification of Non-Availability of Savings	None	5 Minutes	<i>Chief Administrative Officer</i> Finance Office
1.3. Affix initials to the request letter to DBM.	None	5 Minutes	<i>Chief Administrative Officer</i> Finance Office
1.4. Forward the documents to office of VP for Administration and Finance for review and approval of the President.	None	10 Minutes	<i>Administrative Aide I</i> Finance Office
1.5. Submit the documents to the DBM.	None	4 Hours	<i>Admin. Assistant VI</i> Finance Office
TOTAL:	None	5 Hours, 30 Minutes	



Graduate School

External Services





1. Graduate School Enrolment Procedure (New Student)

This describes the procedure in enrolment.

Office or Division:	Graduate School			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Graduate and Post Graduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Advising Form (1 original)	1	Graduate School Office, 2 nd Floor, Graduate School Bldg.	
2	Certificate of Registration (COR) (1 original)	2	Office of the University Registrar (OUR), 1 st Floor, Administration Bldg.	
3	Official Receipt (1 original)	3	Cashiering Office, 1 st Floor, Admin. Bldg. – Window 11	
4	Identification Card (1 original)	4	Internet Multimedia Center (IMC), (at the back of Admin. Bldg.) - Room 1	
5	Interview Guide Form (1 original)	5	Graduate School Office, 2 nd Floor, Graduate School Building	
6	Transcript of Record (1 photocopy), Personal Data Sheet (1 original), 2x2 Picture with Name Tag (1 original), Long Brown envelope	6	Possible Enrolee	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the following requirements: Photocopy of Transcript of Record; Personal Data Sheet; 2x2 Picture with Name tag; and long brown envelope to the Dean's Office of the Graduate School.	1.1. Receive and check the requirements	None	2 Minutes	<i>Faculty In-charge/ Program Chairperson Graduate School Office</i>
	1.2. Ensure that the Graduate School Student (GSS) registers on the log Sheet and issue the Interview Guide Form	None	5 Minutes	<i>Faculty In-charge/ Program Chairperson Graduate School Office</i>
2. Accomplish and submit the Interview Guide Form to the	2.1. Receive the documents and conduct interview	None	5 Minutes	<i>Faculty In-charge/ Program Chairperson Graduate School Office</i>



Dean's Office of the Graduate School.	2.2. Issue advising form to GSS	None	2 Minutes	<i>Faculty In-charge/ Program Chairperson Graduate School Office</i>
	2.3. Advise the GSS to copy the schedule	None	5 Minutes	<i>Faculty In-charge/ Program Chairperson Graduate School Office</i>
	2.4. Check and sign the Advising form	None	3 Minutes	<i>Faculty In-charge/ Program Chairperson Graduate School Office</i>
	2.5. Advise the GSS to proceed to the Registrar's office	None	2 Minutes	<i>Faculty In-charge/ Program Chairperson Graduate School Office</i>
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	<i>Administrative Aide Office of the University Registrar</i>
	3.2. Advise the GSS to proceed to the Cashiering office for payment	None	1 Minute	<i>Administrative Aide Office of the University Registrar</i>
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	<i>Administrative Aide Cashiering Office</i>
5. Present the COR to the IMC for the issuance of I.D.	5. Print Identification Card (ID) for GSS	None	10 Minutes	<i>Administrative Aide Internet Multimedia Center</i>
TOTAL:		See table for the Schedule of Fees and Other Charges	38 Minutes	



SCHEDULE OF FEES AND OTHER CHARGES

	CHM, CSSP, CBS, COE, CEA, CIT	Tourism, Accountancy	CAS, 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



2. Graduate School Enrolment Procedure (Old Student)

This describes the procedure in enrolment.

Office or Division:	Graduate School			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Graduate and Post Graduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Clearance Academic Program Evaluation (APE) Form (1 original)	1	Graduate School Office, 2 nd Floor, Graduate School Bldg.	
2	Advising Form (1 original)	2	Graduate School Office, 2 nd Floor, Graduate School Bldg.	
3	Certificate of Registration (COR) (1 original)	3	Office of the University Registrar (OUR), 1 st Floor, Administrative Bldg.	
4	Official Receipt (1 original)	4	Cashiering Office, 1 st Floor, Admin. Bldg. – Window 11	
5	Identification Card (1 original)	5	Internet Multimedia Center (IMC), (at the back of Admin. Bldg.) - Room 1	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for the requirements needed to enroll at the Graduate School office.	1.1. Check student's academic evaluation records and clearance compliance.	None	5 Minutes	<i>Faculty In-charge/ Program Chairperson Graduate School Office</i>
	1.2. Ensure that the Graduate School Student (GSS) registers on the log Sheet	None	5 Minutes	<i>Faculty In-charge/ Program Chairperson Graduate School Office</i>
	1.3. Issue an advising form to GSS and require the GSS to copy the schedule	None	2 Minutes	<i>Faculty In-charge/ Program Chairperson Graduate School Office</i>



2. Accomplish the Advising Form and submit to the Graduate School Office	2.1. Check and sign the Advising form	None	5 Minutes	<i>Faculty In-charge/ Program Chairperson Graduate School Office</i>
	2.2. Advise the GSS to proceed to the Registrar's office	None	2 Minutes	<i>Faculty In-charge/ Program Chairperson Graduate School Office</i>
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	<i>Administrative Aide Office of the University Registrar</i>
	3.2. Advise the GSS to proceed to the Cashier's office for payment	None	1 Minute	<i>Administrative Aide Office of the University Registrar</i>
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	<i>Administrative Aide Cashiering Office</i>
5. Present the COR to the IMC for the issuance of I.D.	5. Print Identification Card (ID) for GSS	None	10 Minutes	<i>Administrative Aide / Internet Multimedia Center</i>
TOTAL:		See table for the Schedule of Fees and Other Charges	35 Minutes	



SCHEDULE OF FEES AND OTHER CHARGES

	CHM, CSSP, CBS, COE, CEA, CIT	Tourism, Accountancy	CAS, Sociology	CCS, BSEE	EOC	Soc. Work	GS
TUITION FEE	<u>220/unit</u>	<u>220/unit</u>	<u>220/unit</u>	<u>220/unit</u>	<u>1,250.00</u>	<u>350/unit</u>	<u>450/350</u>
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			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All bonafide graduate school students of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Manuscript (1 soft copy)	1	Client	
2	Assessment Slip (1 original)	2	Graduate School Research Laboratory, 3 rd Floor Graduate School Bldng.)	
3	Official Receipt (1 photocopy)	3	Cashiering Office (1 st 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	<i>Administrative Staff</i> 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	<i>Administrative Aide</i> Office of the Graduate School <i>Administrative Officer</i> 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	<i>Administrative Aide</i> 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	<i>Administrative Aide</i> Office of the Graduate School
TOTAL:		PHP 45.00/ page	1 Day, 21 Minutes	



Graduate School

Internal Service





1. Comprehensive Examination Procedure

This procedure describes the guidelines in taking the Comprehensive Examination.

Office or Division:	Graduate School			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Graduate School Student (GSS) who has completed the academic requirements prior to taking up thesis/dissertation writing.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Transcript of Record (2 photocopies)	1	Registrar's Office, 1 st Floor, Admin. Bldg.	
2	Assessment Slip (1 original)	2	Registrar's Office, 1 st Floor, Admin. Bldg.	
3	Official Receipt (1 photocopy)	3	Cashiering Office, 1 st Floor, Admin. Bldg.	
4	Letter of Intent (1 original)	5	Dean's Office, Graduate School (GS) – 2 nd Floor	
6	2x2 picture (2 original)	6	Dean's Office, Graduate School (GS) – 2 nd Floor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply at the Dean's office for Comprehensive Examination	1.1. Ensure that Graduate School Student registers on the Log Sheet.	None	2 Minutes	<i>Administrative Aide</i> Dean's Office Graduate School
	1.2. Evaluate the eligibility of the student to take the Comprehensive Examination and issue an Assessment Slip to the GSS.	None	5 Minutes	<i>Administrative Aide</i> Dean's Office Graduate School
2. Present the Assessment Slip and pay the necessary amount to the Cashiering Office.	2.1. Issue official receipt (OR) to the GSS.	See table for the Schedule of Fees and other Charges	10 minutes	<i>Cashier</i> Cashiering Office



3. Present the OR to the Dean of Grad. School	3.1. Record the OR number in the Log Sheet.	None	1 Minute	<i>Administrative Aide Dean's Office Graduate School</i>
	3.2. Inform the student regarding the schedule of the orientation. <i>Note: The orientation will be done three (3) weeks after the enrolment.</i>	None	1 minute	<i>Administrative Aide Dean's Office Graduate School</i>
4. Attend the Orientation as scheduled.	4.1. Orient the GSS regarding the policies on taking the CE	None	1 Hour	<i>Dean Dean's Office Graduate School</i>
	4.2. Require the GSS to submit the following requirements: Application Letter for CE; 2 copies of 2x2 picture; and TOR prior to Examination.	None	1 Minute	<i>Dean / Administrative Aide Dean's Office Graduate School</i>
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 requirements.	None	2 Minutes	<i>Administrative Aide I 2nd floor, Dean's Office, Graduate School</i>



	5.2. Post a list of examinees before the examination. <i>Note: The Schedule will be posted two (2) weeks after the orientation.</i>	None	3 Minutes	Administrative Aide / Graduate School
6. If qualified, present valid I.D. and permit to take the examination following the required examination schedule.	6.1. Check the ID and permit of the GSS	None	5 Minutes	Proctor / Examiner Graduate School
	6.2. Give test instructions.	None	10 Minutes	Proctor / Examiner Graduate School
TOTAL:		None	1 Hour, 35 Minutes	

SCHEDULE OF FEES AND OTHER CHARGES

	CHM, CSSP, CBS, COE, CEA, CIT	Tourism, Accountancy	CAS, 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



GUIDANCE AND TESTING OFFICE

External Service





1. Issuance of Good Moral Character Certificate

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

Office or Division:	Guidance and Testing Center				
Classification:	Simple				
Type of Transaction:	G2C-Government to Citizen				
Who may avail:	All bona fide DHVSU students, alumni/alumnae.				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1	University Issued Student ID (1 original)	1	DHVSU bona fide students		
2	Certificate of Enrolment, Transfer Credentials (1 original)	2	Office of University Registrar's (1 st Floor, Admin Bldng.)		
3	Request Form for the Issuance of Good Moral Character Certificate (1 original)	3	Guidance and Testing Center (2 nd Floor, Student Affairs and Service Bldng.)		
4	Official Receipt (OR) (1 original)	4	Cashiering Office (1 st Floor, Admin Bldng.)		
5	Documentary Stamps (2 pieces)	5	Bureau of Internal Revenue(BIR), Maimpis, CSFP		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Good Moral Character Certificate at the Guidance and Testing Center.		1. Verify student records and advise student to pay the processing fee for the certification	None	1 Minute	<i>Administrative Aide</i> Guidance and Testing Center
2. Pay the necessary amount at the Cashiering Office.		2. Receive the payment and issue OR for the payment made.	PHP 50	1 Minute	<i>Administrative Officer</i> Cashiering Office.
3. Present the OR to the Guidance and Testing Center		3. Print the Certificate for Good Moral Character and affix documentary stamp	None	1 Minute	<i>Administrative Aide</i> Guidance and Testing Center



4. Wait for the issuance of Good Moral Character Certificate at the Guidance and Testing Center	4. Release the Good Moral Character Certificate duly signed by the Guidance Counselor.	None	1 Minute	<i>Administrative Aide</i> Guidance and Testing Center
TOTAL:		PHP 50	4 Minutes	



GUIDANCE AND TESTING OFFICE

Internal Services





1. Counseling Services

This is the heart of the Guidance Program. It is a goal-oriented process between a professionally trained, competent counselor and an individual seeking help for the purpose of clarifying facts and issues to increase the individual's capacity to adjust satisfactorily to situations confronting him/her.

Office or Division:	Guidance and Testing Center			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen ; G2G- Government to Government			
Who may avail:	Client who are mostly from the ranks of students, faculty members and administrative employees of the University.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	University Issued Student ID (1 original)	1	Internet Multimedia Center (IMC) (at the back of Administration Bldg.)	
2	Certificate of Registration (1 original)	2	Office of University Registrar's (1 st Floor, Admin Bldng.)	
3	Call Slip (1 original)	3	Guidance and Testing Center (2 nd Floor, Student Affairs and Service Bldng.)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the Visitor/ Client basic info. in the Log Book for Counseling Services at the Guidance and Testing Center.	1.1. Verify student records and conduct initial interview	None	3 Minutes	<i>Administrative Aide</i> Guidance & Testing Center
	1.2. Schedule the counseling sessions		3 Minutes	<i>Guidance Coordinator</i> Guidance & Testing Center
2. Attend to the scheduled counseling session and other assessment as required by the Guidance and Testing Center.	2.1. Conduct the following and schedule follow-up session/s: 2.1.1. Assessment 2.1.2. Case Conceptualization, 2.1.3. Analyzes data and information of the client and define problem, 2.1.4. Plan counseling interventions, set counseling goals, 2.1.5. Conduct first counseling sessions	None	1 Hour	<i>Guidance Coordinator</i> Guidance & Testing Center



3. Attend the scheduled follow-up session/s at the Guidance and Testing Center	4. Administer guidance and counseling to the student.	None	3 Minutes	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center
TOTAL:		None	1 Hour, 9 Minutes	

2. Issuance of Class Admission Slip

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

Office or Division:	Guidance and Testing Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All bona fide DHVSU students who are required to secure class admission slip from their respective Colleges.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	University Issued Student ID (1 Original)	1	DHVSU Bona fide Students	
2	Duly Signed Letter of Excuse Form (1 Original)	2	Dean's Office / Principal's Office, Medical/Dental Clinic	
3	Valid Documents supporting the cause of absence/tardiness (all Original)	3	Dean's Office / Principal's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the issuance of Class Admission Slip at the Guidance and Testing Office.	1.1. Interview and verify student records and valid documents 1.2. Fill-up anecdotal index card for record purposes 1.3. Release Class Admission Slip signed by the Guidance Counselor	None	2 Minutes	Guidance Counselor Guidance and Testing Center
		None	2 Minutes	
		None	2 Minutes	
TOTAL:		None	6 Minutes	



3. Psychological Testing Process

This describes the process for administration of tests battery to all student applicants seeking for admissions, pre-employment of students enrolled in work immersion, on the job training and part of the hiring process.

Office or Division:		Guidance and Testing Center		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		All incoming Junior and Senior High School, transferees, undergraduate, graduate and post graduate school applicant		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Testing application stub (1 original)	1	Admissions Office (1 st Floor, Student Affairs and Services Bldg.)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and submit the application stub at the Guidance and Testing Center <i>Note: If the purpose of the examination is for hiring /promotion, the requesting party should present an Endorsement from the HR department.</i>	1. Receive and check testing application stub	None	2 Minutes	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
2. Register in the log book at the Guidance and Testing Center	2. Advise the applicant to fill out the Customer Survey Form and issues examination schedule	None	4 Minutes	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>



3. Take the battery test at the Guidance and Testing Center	3. Administer the Battery Test	None	For Hiring Process – 3 Hours For Students Admission – 1 Hour	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
TOTAL:		None	For Hiring Process – 3 Hours and 6 Minutes For Students Admission – 1 Hour and 6 Minutes	



Laboratory High School (LHS)

External Service





1. Enrollment Procedure for Junior High School

This describes the standard procedure in the enrolment system of Grades 7-10

Office or Division:	Laboratory High School			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Incoming Grade 7 students and old students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	For Grade 7: Form 9 (1 original)	1	Elementary School where the student graduated	
2	PSA Birth Certificate (1 original, 1 photocopy)	2	Philippine Statistics Authority, Maimpis, City of San Fdo. Pamp.	
3	Certificate of Good Moral (1 original, 1 photocopy)	3	Previous school attended	
4	2x2 picture with white background (1 original)	4	Photo Studio	
5	For Grade 8-10: Form 9 (1 original)	5	Laboratory High School (Principal`s Office, 1 st Floor, LHS)	
6	Clearance 9 (1 original)	6	Accounting Office, (1 st Floor Admin Bldng.)	
7	Pre-registration Form 9 (1 original)	7	Laboratory High School (Principal`s Office, 1 st Floor, LHS)	
8	Feedback Form 9 (1 original)	8	Laboratory High School (Principal`s Office, 1 st Floor, LHS)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for evaluation	1.1 For Grade 7: Check the student's name on the list of qualifiers issued by the Office of the Admission 1.2 For Grades 8-10: Check the student's Form 9 and clearance 1.3 Attach the student's complete documents to the pre-registration form	None	5 Minutes	<i>Faculty In Charge</i> Laboratory High School



	1.4 Issue the pre-registration form and feedback form with attached documents			
2. Submit the accomplished pre-registration form for evaluation and advice	2.Evaluate/review and advise the student about the subjects to be enrolled	None	5 Minutes	<i>Unit Coordinator</i> Laboratory High School
3.Submit the evaluated pre-registration form to the Unit Coordinator	3. Approve the pre-registration form and forward to the Office of the Registrar	None	5 Minutes	<i>Principal</i> Laboratory High School
4. Proceed to the Office of the Registrar, Accounting and Cashier's Office for enrollment proper	4.Advise the student to proceed with the enrollment proper	None	5 Minutes	<i>Administrative Aide</i> Office of the University Registrar Accounting Office Cashiering Office
TOTAL:		None	20 Minutes	



Laboratory High School (LHS)

Internal Service





1. Student Disciplinary Action

This describes the standard procedure in handling student disciplinary action.

Office or Division:	Laboratory High School			
Classification:	Simple			
Type of Transaction:	G2C, G2G - Government to Citizen, Government to Government			
Who may avail:	Laboratory High School students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Parent's Needed Letter (1 original)	1	Class Adviser of the client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive a complaint	1. Address complaint/s or problems to the Class Adviser	None	10 Minutes	<i>Faculty In Charge</i> Laboratory High School
2. Receive a parent's needed letter	2.1 Discusses the complaint to the concerned student 2.2 Release a parent's needed letter to student whose complaint has an effect on the student's behaviour and on academic performance	None	30 Minutes	<i>Respective Class/Section Adviser</i> Laboratory High School
3 Bring his/her parent/guardian	3.1 Discuss the complaint in the presence of the guardian, Discipline Coordinator, Student concerned, and faculty concerned 3.2 Takes account of the complaint and the discussion.	None	1 Hour	<i>Discipline Coordinator</i> Laboratory High School or <i>Principal</i> Laboratory High School or



Guidance Counselor
Laboratory High
School

	<p>3.3 Discuss the violation and the possible sanction as stated in the Student Manual</p> <p>3.4 Keep all the agreements and monitors the student</p> <p>3.5 Endorse the situation to the Principal for final sanction/possible intervention</p> <p>3.6 Give the sanction/intervention</p> <p>3.7 Endorse the student with serious/very serious situation/offense to the LHS Guidance Counselor/Guidance Office Staff/OSA Staff</p> <p>3.8 Monitor and give intervention to student who committed serious or major offense</p>			
	TOTAL:	None	1 Hour, 40 Minutes	



Management Information System

External Services





1. ID Printing (New Student)

This describes the procedure for ID printing for new students.

Office or Division:		MIS Encoding Center		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All DHVSU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Certificate of Registration (1 original)	1	Office of the Registrar (1 st Floor Administrative Bldg.)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Certificate of Registration (COR)	1. Verify payment in the COR	None	3 Minutes	<i>Administrative Aide</i> MIS Encoding Center
2. Prepare for photo capturing and affix e-signature	2. Capture photo and e-signature	None	5 Minutes	<i>Administrative Aide</i> MIS Encoding Center
3. Validate information on the ID card	3. Verify information before printing	None	1 Minute	<i>Administrative Aide</i> MIS Encoding Center
4. Wait for the ID Card	4. Print and issued ID card	None	5 Minutes	<i>Administrative Aide</i> MIS Encoding Center
TOTAL:		None	9 Minutes	

2. Replacement of ID (Old Student)

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

Office or Division:		MIS Encoding Center		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All DHVSU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Official Receipt (1 original)	1	Cashiering Office (1 st Floor, Admin. Bldng.)	
2	Old School ID (1 original)	2	ID issued by the previous school	
3	ID Printing Form (1 original)	3	Office of Student Affairs, 1 st Floor, Student Affairs and Services Bldng.)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Request replacement of ID	1. Issue ID printing form	None	3 Minutes	<i>Administrative Aide</i> Office of the Administrative Services
2. Pay necessary fee	2. Collect payment and issue official receipt	PHP 150	2 Minutes	<i>Administrative Aide</i> Cashiering Office
3. Present ID printing form and Official Receipt (OR)	3. Verify ID printing form and OR	None	2 Minute	<i>Administrative Aide</i> MIS Encoding Center
4. Prepare for photo capturing and affix e-signature	4. Capture photo and e-signature	None	5 Minutes	<i>Administrative Aide</i> MIS Encoding Center
5. Validate information on the ID card	5. Verify information before printing	None	1 Minute	<i>Administrative Aide</i> MIS Encoding Center
6. Wait for the ID Card	6. Print and issued ID card	None	5 Minutes	<i>Administrative Aide</i> MIS Encoding Center
TOTAL:		PHP 150	18 Minutes	



Management Information System

Internal Services





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 or Division:	MIS Encoding Center			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DHVSU Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Faculty Schedule Program (1 photocopy)	1	VPAA's Office/Respective Colleges/Campuses	
2	Grade Sheet (1 original)	2	Management Information System (2 nd Floor, Admin Bldng.)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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	<i>Administrative Aide</i> MIS Encoding Center
2. Encode students' grades	2. Assist faculty whenever possible	None	1 Hour	<i>Faculty</i> DHVSU <i>Administrative Aide</i> MIS Encoding Center
3. Request for printout of the grade sheets	3. Print the grade sheets and affix initials	None	3 Minutes	<i>Administrative Aide</i> MIS Encoding Center
TOTAL:		None	1 Hour, 8 Minutes	

2. ID Printing for Employees

This describes the procedure for ID printing among DHVSU personnel.

Office or Division:	MIS Encoding Center			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DHVSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Employee ID Request Form (1 original)	1	Administrative Services Office (1 st Floor, Admin Bldng.)	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Employee ID Request Form	1. Verify records in the Personnel Management System	None	3 Minutes	<i>Administrative Aide MIS Encoding Center</i>
2. Prepare for photo capturing and affix e-signature	2. Capture photo and e-signature	None	5 Minutes	<i>Administrative Aide MIS Encoding Center</i>
3. Validate information on the ID card	3. Verify information before printing	None	1 Minute	<i>Administrative Aide MIS Encoding Center</i>
4. Wait for the ID Card	4. Print and issued ID card	None	5 Minutes	<i>Administrative Aide MIS Encoding Center</i>
TOTAL:		None	9 Minutes	



OFFICE FOR ALUMNI AFFAIRS

Internal Services





1. Giving and Acceptance of Donation

The procedure covers the receiving and acknowledging of donations.

Office or Division:	Office for Alumni Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Donors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Letter of Intent (1 original)	1	Donor	
2	Donation Form (1 original)	2	Office for Alumni Affairs (1 st Floor, University Hostel)	
3	Deed of Donation (1 original)	3	Office for Alumni Affairs and the concerned unit - Benefactors	
4	Certificate of Appreciation (1 original)	4	Office for Alumni Affairs (1 st Floor, University Hostel)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents for donation	1.1. Inform the Administration Office 1.2. Prepare the acceptance program	None	1 Day	<i>OAA Director</i> Office for Alumni Affairs
2. Attend the Program	2. Conduct the program	None	1 Day	<i>OAA Director</i> Office for Alumni Affairs
TOTAL:		None	2 Days	

2. Request in Holding Alumni Activities

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

Office or Division:	Office for Alumni Affairs			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DHVSU Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Request Form (1 original)	1	Office for Alumni Affairs (1 st Floor, University Hostel)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit letter of request for evaluation	1.1. Evaluate the request 1.2. Secure approval of the request to the top management	None	10 Minutes	<i>OAA Director</i> Office for Alumni Affairs
2. Wait for the release of the memorandum	2. Issue memorandum for the activity	None	10 Minutes	<i>University President</i> Office of the President
3. Prepare the report and document the activity	3. Receive and file the documentation	None	10 Minutes	<i>Office Secretary</i> Office for Alumni Affairs
TOTAL:		None	30 Minutes	



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 Division:		Office for International Partnerships and Programs (OIPP)			
Classification:		Highly Technical			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		FOREIGN STUDENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1	Letter of Intent (1 original)	1	Student applicant		
2	Application Form (1 original)	2	Office for Alumni Affairs (1 st Floor, University Hostel)		
3	Student visa (1 photocopy)	3	Philippine Embassy		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents		1. Evaluate the submitted documents	None	1 Day	<i>Director OIPP</i>
2. Attend the orientation on the rules and regulations of the University		2. Orient the students about rules and regulations of the University	None	1 Day	<i>Director, OIPP</i>
3. Attend regular classes and sessions		3. Monitor and facilitate students' learning	None	(Depends on the program)	ESL Coaches and Instructors
4. Attend the completion ceremony		4. Prepare and issue certificates of completion	None	1 Day	<i>Administrative Aide OIPP</i>
		TOTAL:	None	Approximately more than 20 Days	



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 Division:	Office for International Partnerships and Programs (OIPP)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All bonafide DHVSU Staff and Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Letter of Request (1 original)	1	Requesting Staff/Faculty	
2	Certificate of Personal Travel (1 original)	2	Requesting Staff/Faculty	
3	Travel Request Form (1 original)	3	Office for International Partnerships and Programs (1 st Floor, University Hostel)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for evaluation	1. Evaluate the submitted documents	None	1 Day	<i>Director</i> OIPP
2. Wait for the approval of the evaluated documents	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	None	2 Days	<i>Director</i> OIPP
3. Wait for the approval of the evaluated documents	3. Evaluate, approve/ disapprove the request for travel	None	15 Days	Director, CHED-IAS
4. Receive the approved documents	4. Issue the approved Travel Authority	None	1 Day	<i>Administrative Aide</i> OIPP
TOTAL:		None	19 Days	



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 Division:		Office for International Partnerships and Programs			
Classification:		Simple			
Type of Transaction:		G2G- Government to Government			
Who may avail:		REQUESTING STAFF AND FACULTY			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1	Letter of Request (1 original)	1	Requesting Staff/Faculty		
2	Certificate of Personal Travel (1 original)	2	Requesting Staff/Faculty		
3	Travel Request Form (1 original)	3	Office for International Partnerships and Programs (1 st Floor, University Hostel)		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents		1. Review the submitted documents	None	1 Hour	<i>Director</i> OIPP
		2. Prepare the endorsement letter and travel authority	None	1 Hour	<i>Administrative Aide</i> OIPP
		3. Sign the documents	None	1 Hour	Chief Administrative Officer
		4. Approve the travel authority	None	1 Hour	University President
2. Receive the documents		5. Issue the travel authority	None	1 Hour	<i>Administrative Aide</i> OIPP
		TOTAL:	None	5 Hours	



OFFICE OF THE STUDENT AFFAIRS

External Services





1. ID Validation Procedure

This describes the process of student ID validation implemented by the Office of Student Affairs.

Office or Division:		Office of the Student Affairs (OSA)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All bona fide students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Certificate of Registration (COR) (1 original)	1	Office of the University Registrar (1 st Floor, Admin Bldng.)	
2	Student Identification Card (1 original)	2	Internet Multimedia Center, DHVSU	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Office Client Log book	1. Require client to log in the Office log book	None	1 Minute	<i>Administrative Aide</i> Office of the Student Affairs
2. Present COR and ID for validation	1. Check and stamp the COR with OSA stamp	None	3 Minutes	<i>Administrative Aide</i> Office of the Student Affairs
3. Receive the validated ID	3. Release the student ID with validation sticker	None	2 Minutes	<i>Administrative Aide</i> Office of the Student Affairs
TOTAL:		None	5 Minutes	

2. Lost and Found Services

This covers the procedure in surrendering and claiming lost and found items.

Office or Division:		Office of Student Affairs		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students who are reported to have lost or found an item(s) within the premises of the University.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Incident report duly signed by the student concerned (1 original)	1	Concerned Student	
2	Brief description of the item lost or found (either verbal or written description)	2	Concerned Student	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report the lost/found item(s) at the Office of Student Affairs	1. Interview the student who lost/found an item and post an announcement about the lost/found item	None	5 Minutes	<i>Administrative Aide</i> Office of Student Affairs
2. Surrender/Claim the item at the Office of Student Affairs.	1.1. For found items, record and receive the item for safekeeping	None	2 Minutes	<i>Administrative Aide</i> Office of Student Affairs
	1.2. For claiming of items, verify the claim and release the item	None	3 Minutes	<i>Administrative Aide</i> Office of Student Affairs
TOTAL:		None	10 Minutes	

3. Request for Insurance Claim

This describes the process of Insurance Claim of a student who encountered an accident either in school, or even outside the school

Office or Division:	Office of the Student Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students who are enrolled for a particular semester/trimester/year			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Certificate of Registration (1 photocopy)	1	Office of the University Registrar (1 st Floor, Admin Bldng.)	
2	Student Identification Card (1 original)	2	Internet Multimedia Center, DHVSU	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit incident report, certificate of registration and student identification card	1.1 Receive incident report 1.2 Verify the Certificate of Registration and ID of the student 1.3 Issue list checklist of requirements and advice client about the claiming process	None	15 Minutes	<i>Administrative Aide</i> Office of the Student Affairs
2. Submit required documents for insurance claim	2. Check/verify the required documents and submit to the insurance provider	None	10 Minutes	<i>Director</i> Office of the Student Affairs
3. Wait for the update of the status of the claim	3. Update the client about the status of the insurance claim through text message	None	5 Minutes	<i>Director</i> Office of the Student Affairs
TOTAL:		None	30 Minutes	

4. Request for Replacement of Identification Card

This covers the procedure in replacing lost or old ID of all bona fide DHVSU students.

Office or Division:	Office of Student Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All bona fide DHVSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Certificate of Registration (1 original)	1	University Registrar's Office, 1 st Floor DHVSU Admin. Bldg., Bacolor, Pampanga	
2	Old DHVSU Identification Card (1 original)	2	Internet Multimedia Center (IMC), DHVSU, Bacolor, Pampanga	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for ID Replacement and report the lost ID or surrender the	1. Issue ID request form to the student	None	2 Minutes	<i>Administrative Aide</i> Office of Student Affairs



old ID at the Office of Student Affairs				
2. Pay at the Cashier's Office and secure OR for the payment made.	2. Collect payment and issue OR.	PHP 150	3 Minutes	<i>Administrative Aide</i> Cashiering Office
3. Proceed to the Internet Multimedia Center (IMC) and present the approved request form and the OR for the issuance of the new ID.	3. Check the approved Request Form and OR and issue the new ID to the student.	None	10 Minutes	<i>Administrative Aide</i> Internet Multimedia Center
TOTAL:		PHP 150	15 Minutes	





OFFICE OF THE STUDENT AFFAIRS

Internal Services





1. Application of Accreditation/Re-accreditation of a Student Organization

This describes the process of an application for accreditation/re-accreditation of a student organization for recognition as a mandated organization in the University.

Office or Division:	Office of the Student Affairs			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All student organization formed inside the University			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Application form (1 original)		1	University Student Council Office (1 st Floor, Student Affairs and Services Bldng.)
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for accreditation/ re accreditation of their organization	1.1 Issue application form and Checklist of requirements 1.2 Explain the nature of the requirements needed	None	5 Minutes	<i>Officer-in-Charge</i> University Student Council Office
2. Prepare and submits the required documents to the Office for Student Affairs for approval	2.1 Evaluate the required documents submitted 2.2 Approve/ disapprove the application 2.3 Issue Certificate of Accreditation	None	15 Minutes	<i>Director</i> Office of the Student Affairs
TOTAL:		None	20 Minutes	

2. Claiming Insurance

The process of claiming insurance for any incident that is covered by the insurance policy.

Office or Division:	Office of Student Affairs		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All bona fide DHVTSU Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	



1	Police Report or Incident Report (1 original)	1	Police Station of the assigned police officer who record the report of incidence		
2	Certificate of Registration (COR) (1 original)	2	University Registrar's Office, 1 st Floor Admin. Bldg.		
3	Claimant's ID (1 photocopy)	3	Internet Multimedia Center		
4	Sworn Statement of two (2) disinterested parties (1 original)	4	DHVSU Student		
5	Policy Contract (1 photocopy)	5	Office of Student Affairs, DHVSU, Bacolor, Pampanga		
6	Official receipts of medicines and supplies purchased (1 original)	6	Hospital where the medical examination took place		
7	Medical Abstract (if hospitalized) (1 original)	7	Hospital where the medical examination took place		
8	Official receipts of hospital bills (1 original copy each)	8	Hospital where the medical examination took place		
9	Medical Certificate issued by the Attending Physician (1 original)	9	Hospital where the medical examination took place		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report the incident and request for insurance claim at the Office of Student Affairs		1. Issue checklist of requirements for insurance claim	None	2 Minutes	<i>Administrative Aide</i> Office of Student Affairs
2. Submit all the requirements for the insurance claim at the Office of the Student Affairs		2. Check and evaluate the documents submitted by the claimant and endorse the claimant to the Insurance Agency	None	10 Minutes	<i>Director</i> Office of Student Affairs
TOTAL:			None	12 Minutes	

3. Filing and Resolving Incident or Case

Any student who has violated provisions on student discipline as stipulated in the student manual as reported by either the fellow student or the teacher or any person in authority within the jurisdiction of the university.



Office or Division:		Office of Student Affairs		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All bona fide DHVSU Students and Teachers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Incident report duly signed by the student/teacher complainant (1 original)	1	Concerned Student	
2	Narrative report corroborated by two (2) disinterested parties (1 original)	2	Witnesses	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report the incident to the Office of Student Affairs	1. Assess the report and issue an Incident Report Form to the complainant	None	2 Minutes	<i>Director</i> Office of Student Affairs
2. Accomplish the Incident Report Form and submit it to the Office of the Student Affairs	2. Study and analyze the case	None	30 Minutes	<i>Director</i> Office of Student Affairs
3. Wait for the action to be taken for the case	3. Recommend necessary sanction or solution	None	10 Minutes	<i>Director</i> Office of Student Affairs
TOTAL:		None	42 Minutes	

4. Issuance of Certificate of Compliance for Outbound Activity

Any student/group of students who will attend a seminar/training/workshop, or any other related activity that is held outside the university.

Office or Division:		Office of Student Affairs (OSA)		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		DHVSU bona fide Students who will have an activity held outside the University.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Letter of Invitation (1 original)	1	Concerned College, Dean's Office	

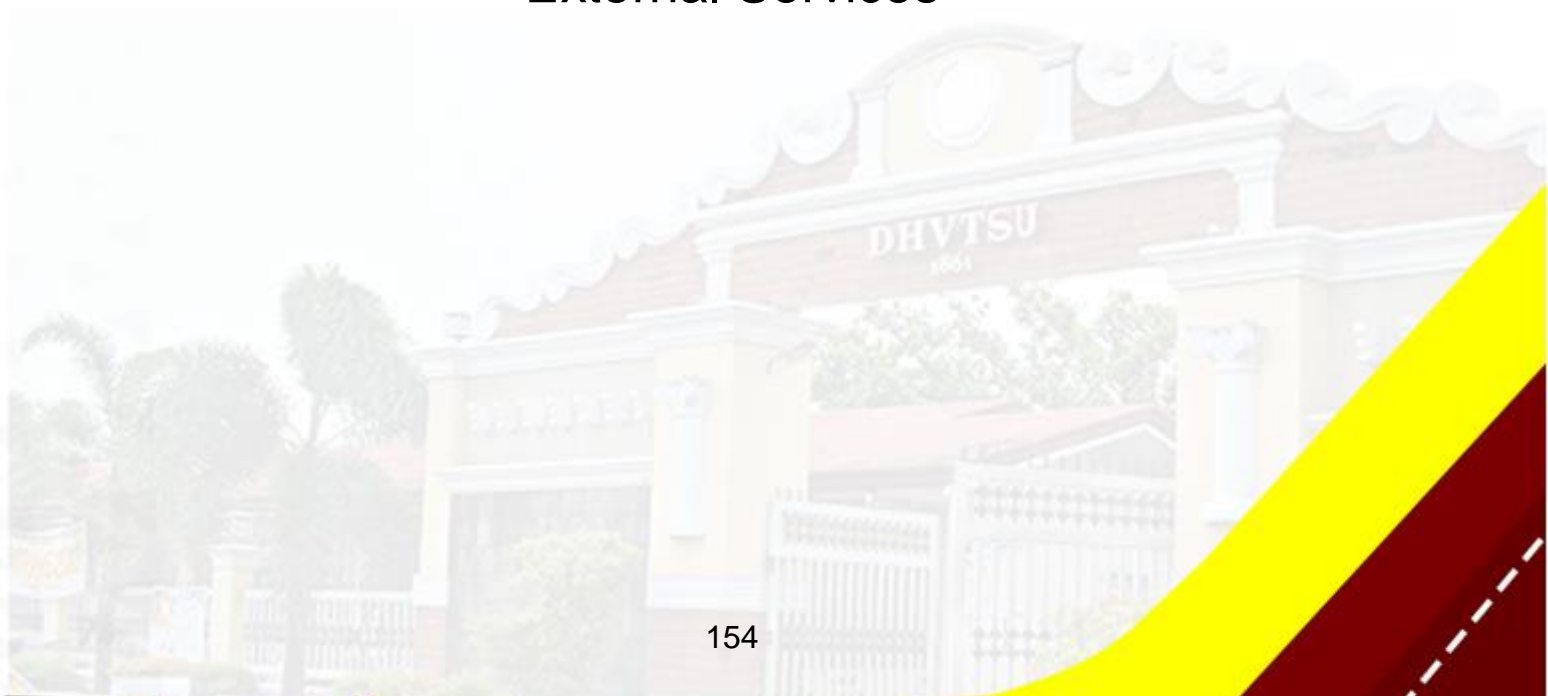


2	Memorandum Order issued by the college/department. (1 original)	2	Concerned College, Dean's Office		
3	Outbound Activity Form (OSA Form No. 001-002) (1 original)	3	Office of Student Affairs (1 st Floor, Student Affairs and Services Bldng.)		
4	Duly Signed Parental consent (Handwritten and notarized) (1 original)	4	Student's Parent		
5	Any government issued ID of parent/guardian with 3 specimens of signature (1 photocopy)	5	Student		
6	Itinerary of activity (1 original)	6	Concerned College, Dean's Office		
7	Approved List of participants (1 original)	7	Concerned College, Dean's Office		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the Outbound Activity Log Book of the OSA		1. Issues Outbound Activity Forms	None	1 Minute	<i>Administrative Aide</i> Office of Student Affairs
2. Accomplish the Outbound Activity Form at the OSA		2. Issue the needed requirements	None	1 Minute	
3. Submit all the requirements needed to the OSA		3. Evaluate the submitted requirement	None	5 Minutes	
4. Wait for the issuance of the Certificate of Compliance		4. Sign the documents and issue Certificate of Compliance	None	8 Minutes	<i>Director</i> Office of Student Affairs
TOTAL:			None	15 Minutes	



OFFICE OF THE STUDENT SERVICES

External Services





1. MEDICAL CHECK-UP

Perform medical examination to patients and give immediate treatment to their concerns and chief complains regarding health.

Office or Division:		Medical Health Unit		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		All bona fide DHVSU students with particular emphasis on those facing the greatest health risk.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	University Issued Student ID (1 original)	1	Internet Multimedia Center (IMC), DHVSU, Bacolor, Pampanga	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register the patient in the General Gog Book and Departmental Log Book of the Medical Health Unit	1.1. Take patient's data (chief complaint, vital signs)	None	3 Minutes	<i>Medical Officer</i> Medical and Dental Clinic
	1.2. Perform Physical Examination, Diagnosis and treatment	None	8 Minutes	<i>Medical Officer</i> Medical and Dental Clinic
	1.3. Give prescribed medicines	None	2 Minutes	<i>Medical Officer</i> Medical and Dental Clinic
	1.4. Advice for follow-up check-ups or referral to specialist for severe cases	None	2 Minutes	<i>Medical Officer</i> Medical and Dental Clinic
TOTAL:		None	15 Minutes	



2. ORAL CHECK-UP (ORAL EXAMINATION)

Perform oral examination to patients and give immediate solution to their concerns and chief complains regarding oral health.

Office or Division:		Dental Health Unit		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All bona fide DHVSU students with particular emphasis on those facing the greatest oral health risk.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	University Issued Student ID	1	Internet Multimedia Center (IMC) Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register on the Patient's Daily Record Form at the Dental Health Unit	1.1. Gather patient's data (major complaint)	None	2 Minutes	<i>Dental Aide</i> Medical and Dental Clinic Building
	1.2. Perform Oral Examination and treatment planning	None	15 Minutes	<i>University Dentist III</i> Medical and Dental Clinic Building
	1.3. Administer case explanation and give medications	None	2 Minutes	<i>University Dentist III</i> Medical and Dental Clinic Building
	1.4. Advice for follow-up check-ups or referral to specialist for severe cases	None	1 Minute	<i>Dental Aide</i> Medical and Dental Clinic Building
TOTAL:		None	20 Minutes	



OFFICE OF THE UNIVERSITY REGISTRAR

External Services





1. 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.

Office or Division:	Office of the University Registrar (OUR)				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	All students and alumni of DHVSU				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Principal					
1	Application Form (1 Original)	1	Office of the University Registrar, 1 st 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, 1 st 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, 1 st Floor, Administrative Bldg.		
Representative's additional requirements					
1	Duly Signed Authorization Letter (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	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Student's ID/Government issued ID/Authorization Letter and sign in the client logbook at the OUR		1. Issue application form	None	5 Minutes	<i>Administrative Aide VI Administrative Aide IV Administrative Aide I</i> Office of the University Registrar
2. Submit application form including documents at the OUR.		2. Verify and check the documents for authentication and issue a payment stub	None	5 Minutes	<i>Administrative Aide VI Administrative Aide IV Administrative Aide I</i> Office of the University Registrar



3. Pay at the Cashiering Office and present the official receipt (OR) to the OUR.	3. Schedule the date of release and issue claim stub	PHP 50/ set	5 Minutes	Aide VI Administrative Aide IV Administrative Aide I Office of the University Registrar
4. Wait for the issuance of the requested certification at the Registrar's Office.	4. Issue the client's requested certification	None	2 Minutes	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.

Office or Division:	Office of the University Registrar (OUR)				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	All students and alumni of DHVSU				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Principal					
1	Application Form (1 Original)	1	Office of the University Registrar, 1 st Floor Administration Bldg.		
2	Student's ID or one (1) government issued ID (1 Original)	2	Management Information Systems, 2 nd 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, 1 st Floor, Administration Bldg.		
5	Transcript of Records, Diploma and Certifications (1 Original, 2 photocopies)	5	Office of the University Registrar, 1 st Floor Administration Bldg.		
Representative's additional requirements					
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	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. For representative, present any Government issued ID, Authorization Letter and sign in the client logbook at the Registrar's Office.	1. Issue Application 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. Verify and check the documents for authentication 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 of payment made to the Registrar's Office	3. Schedule the release and issue claim stub	PHP 150	5 Minutes	Administrative Aide I Office of the University Registrar
TOTAL:		PHP 150	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 Division:	Office of the University Registrar (OUR)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All students and alumni of DHVSU
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



Principal					
1	Application Form (1 Original)	1	Office of the University Registrar, 1 st 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 Office, 1 st Floor, Administration Bldg.		
Representative's additional requirements					
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	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Application Form and present Student's ID. Note: For representative, present any Government issued ID, Authorization Letter and sign in the client logbook at the Registrar's Office.		1. Issue Application Form for the issuance of the requested certification.	None	5 Minutes	<i>Administrative Aide VI Administrative Aide IV Administrative Aide I Office of the University Registrar</i>
2. Submit application form including documents to the Registrar's Office		2. Verify and check the submitted documents and issue a payment stub	None	5 Minutes	<i>Administrative Aide VI Administrative Aide IV Administrative Aide I Office of the University Registrar</i>
3. Pay at the Cashiering Office and present the receipt of payment to the Registrar's Office		3. Schedule the release and issue claim stub	PHP 50/page	5 Minutes	<i>Administrative Aide VI Administrative Aide IV Administrative Aide I Office of the University Registrar</i>



TOTAL:	PHP 50/page	15 Minutes	
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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)			
Classification:		Simple			
Type of Transaction:		G2C - Government to Citizen			
Who may avail:		All students and alumni of DHVSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Principal					
1	Application Form (1 original)	1	Office of the University Registrar, 1 st Floor, Administration Bldg.		
2	Student's ID or any government issued ID (1 original)	2	Management Information System, 2 nd Floor, Administration Bldg.		
3	Documentary Stamps (2 pieces)	3	Bureau of Internal Revenue (BIR), Sindalan, CSFP		
4	Official Receipt as payment for CAR Certification (1 original)	4	Cashiering Office, 1 st Floor, Administration Bldg.		
5	Comprehensive Exam Result (1 original)	5	Graduate School Office, DHVSU, Bacolor, Pampanga		
Representative's additional requirements					
1	Signed Authorization Letter (1 Original)	1	Person being represented		
2	Two (2) Valid ID's of the person being represented (1 photocopy)		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 Comprehensive Exam Result at the Registrar's Office. Note: For representative,		1. Issue Application Form	None	5 Minutes	<i>Administrative Aide I</i> Office of the University Registrar



present any Government issued ID, Authorization Letter and sign in the client logbook at the Registrar's Office.				
2. Submit accomplished application form including documents to the Registrar's Office.	2. Verify, check or retrieve the requested documents and issue payment stub	None	5 Minutes	<i>Administrative Aide I</i> Office of the University Registrar
3. Pay at the Cashiering Office and present the official receipt of payment to the Registrar's Office	3. Schedule the date of release and issue claim stub	PHP 50/page	3 Minutes	<i>Administrative Aide I</i> Office of the University Registrar
4. Present the claim stub, official receipt and Authorization Letter (for a representative) to the Registrar's Office.	4. Release the requested documents	None	5 Minutes	<i>Administrative Aide I</i> Office of the University Registrar
TOTAL:		PHP 50/page	18 Minutes	

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
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



Principal					
1	Student's ID or any government issued ID (1 original)	1	Management Information Systems, 2 nd Floor, Administration Bldg.		
2	Clearance (1 original)	2	Accounting Office, 1 st Floor Administration Bldg.		
Representative's additional requirements					
1	Duly signed Authorization Letter (1 Original)	1	Person being represented		
2	Any government issued ID (1 Photocopy)	2	Person being represented		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	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. <i>Note: For representative, present any government issued ID and Authorization Letter</i>		2. 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
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 avail:	All students who qualified in the University Admission Test			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Form 138/Copy of Grades of Transferee (1 original)	1	From former school	
2	Certificate of Good Moral Character (1 original)	2	From former school	



3	Transfer Credential/Honorable Dismissal (for transferees) (1 original)	3	From former school			
4	PSA Birth Certificate (1original, 1 photocopy)	4	Philippine Statistics Authority, Maimpis, San Fernando, Pampanga			
5	2x2 pictures with white background (2 pieces)	5	Photo Studios			
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Secure an Advising Form at the College Dean's Office		2. Issue Advising Form		None	10 Minutes	<i>College Dean</i>
2. Fill-out the Advising Form and submit to the College Dean's Office		2.1. Check the requirements and advising form and forward the documents to the Office of the University Registrar for encoding		None	10 Minutes	<i>College Dean</i>
		2.2. Encode and print the Certificate of Registration		None	10 Minutes	<i>Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar</i>
		2.3. Forward the Certificate of Registration to the Dean/ Chairman of different colleges for distribution		None	10 Minutes	<i>Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar</i>
TOTAL:				None	40 Minutes	



7. Enrolment for Old, Continuing and Returning Students

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

Office or Division:		Office of the University Registrar		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Any student who are qualified to re-enroll at DHVSU		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	University issued Student's ID (1 original)	1	Internet Multimedia Center (IMC), DHVSU, Bacolor, Pampanga	
2	Academic Program Evaluation (1 original)	2	Respective Colleges	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure an Advising Form at the College Dean's Office	1. Issue Advising Form	None	10 Minutes	<i>College Dean</i>
2. Fill-out the Advising Form and submit to the College Dean's Office	2.1. Check the requirements and advising form and forward the documents to the Office of the University Registrar for encoding	None	10 Minutes	<i>College Dean</i>
	2.2. Encode and print the Certificate of Registration	None	10 Minutes	<i>Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar, DHVSU, Bacolor, Pampanga</i>
	2.3. Forward the Certificate of Registration to the Dean/ Chairman of different colleges for distribution	None	10 Minutes	<i>Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar, DHVSU, Bacolor, Pampanga</i>
TOTAL:		None	40 Minutes	



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.

Office or Division:	Office of the University Registrar(OUR)			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	DHVSU Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Duly signed Grading Sheet (1 original)	1	Management Information Systems, 2 nd Floor, Administration Bldg.	
2	Student Record (1 original)	2	Concerned Instructor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Grading Sheet to the University Registrar including the student record and sign in the client logbook at the Registrar's Office.	1. Check the posted grade, verify the student record, and issue Grade Discrepancy Form to the instructor	None	5 Minutes	University Registrar Office of the University Registrar
2. Submit the Grade Discrepancy Form including requirements at the Registrar's Office.	2. Input the corrected grade and ensure proper documentation	None	3 Minutes	University Registrar Office of the University Registrar
TOTAL:		None	8 Minutes	

9. Application for Incomplete Grade Agreement Form

The procedure in requesting Incomplete Grade Agreement form.

Office or Division:	Office of the University Registrar (OUR)		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	All DHVSU College Students with an Incomplete Grade		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	



1	Student's ID (1 original)	1	Management Information Systems, 2 nd Floor Administration Bldg.		
2	Official Receipt (OR) as payment for the Incomplete Grade Agreement Form (1 original)	2	Cashiering Office, 1 st Floor, Administration Bldg.		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Request for Incomplete Grade Agreement Form, present Student's ID and sign in the client logbook at the OUR.		1. Check the student's academic record for the incomplete grade and issue payment stub	None	5 Minutes	<i>Registrar III/ Administrative Aide VI/ Administrative Aide IV Administrative Aide I/ Office of the University Registrar</i>
2. Pay at the Cashiering Office and present the official receipt of payment to the Registrar's Office		3. Issue the Incomplete Grade Agreement Form	PHP 100	5 Minutes	<i>Registrar III/ Administrative Aide VI/ Administrative Aide IV Administrative Aide I/ Office of the University Registrar</i>
TOTAL:			PHP 100	10 Minutes	

10. Application for Transcript of Records (TOR) and Form 137 (Simple)

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

Office or Division:	Office of the University Registrar (OUR)		
Classification:	Simple		
Type of Transaction:	G2C – Government-to-Citizens		
Who may avail:	All students and alumni of DHVSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1	Application Form (1 Original)	1	Office of the University Registrar, 1 st Floor DHVSU Admin. Bldg., Bacolor, Pampanga
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 nd Floor DHVSU Admin. Bldg., Bacolor, Pampanga
4	Duly signed Clearance (1 Original)	4	Accounting Office, 1 st 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, 1 st Floor DHVSU Admin. Bldg., Bacolor, Pampanga		
7	Duly signed Authorization Letter for the representative (1 Original)	7	Person being represented		
8	Any government issued ID of the representative (1 Photocopy)	8	Person being represented		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Student's ID/ Government issued ID/Authorization Letter (for a representative), PSA Birth Certificate and Clearance and sign in the client logbook at the Registrar's Office.		1. Issue Application Form	None	5 Minutes	<i>Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar</i>
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	<i>Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar</i>
3. Pay at the Cashiering Office and present the official receipt of payment to the Registrar's Office		3. Schedule the date of release and issue claim stub	PHP 110/ page	2 Days	<i>Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar</i>



4. Present the claim stub, Official Receipt and Authorization Letter (for a representative) for the issuance of the requested document at the Registrar's Office.	4. 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, 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:		Office of the University Registrar (OUR)		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All students and alumni of DHVSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Application Form (1 original)	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	Student's ID/One (1) Government Issued ID (1 original)	3	Management Information Systems, DHVSU, Bacolor, Pampanga	
4	Clearance (1 original)	4	Accounting Office, 1 st Floor DHVSU Admin. Bldg., Bacolor, Pampanga	
5	Documentary Stamps (2 pieces)	5	BIR, Sindalan, CSFP	
6	Payment Receipt (1 original)	6	Cashiering Office, 1 st Floor DHVSU Admin. Bldg., Bacolor, Pampanga	
7	Authorization Letter (1 Original) with two (2) valid IDs of the representative (1 photocopy)	7	Person being represented	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present Student's ID/ Government issued ID/ Authorization Letter (for a representative), PSA Birth Certificate and Clearance and sign in the client logbook at the Registrar's Office.	1. Issue Application Form	None	5 Minutes	<i>Administrative Aide Office of the University Registrar</i>
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	<i>Administrative Aide Office of the University Registrar</i>
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	6 Days	<i>Administrative Aide Office of the University Registrar</i>
4. Present the claim stub, OR and Authorization Letter (for a representative) at the Registrar's Office.	4. Release the requested documents	None	5 Minutes	<i>Administrative Aide Office of the University Registrar</i>
TOTAL:		PHP 110/page	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				
Type of Transaction:	G2C - Government to Citizen				
Who may avail:	All students of DHVSU				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1	Application Form (1 original)	1	Office of the University Registrar, 1 st Floor Administration Bldg.		
2	PSA Birth Certificate (1 original, 1 photocopy)	2	Philippine Statistics Authority, Maimpis, CSFP		
3	Student's ID/One (1) Government Issued ID	3	Management Information Systems, 2 nd Floor Administration Bldg.		
4	Clearance (1 Original)	4	Accounting Office, 1 st Floor Administration Bldg.		
5	Documentary Stamps (4 pieces)	5	BIR, Sindalan, CSFP		
6	Official Receipt of Payment (1 Original)	6	Cashiering Office, 1 st Floor Administration Bldg.		
7	Authorization Letter (1 original) with two (2) valid IDs (for a representative) (1 photocopy)	7	Person being represented		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Student's ID/ Government issued ID/Authorization Letter (for a representative), PSA Birth Certificate and Clearance at the Registrar's Office.		1. Issue application form	None	5 Minutes	<i>Registrar/ Registrar III/ Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar</i>
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	<i>University Registrar/ Registrar III/ Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar</i>



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) at the Registrar's Office.	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	

13. FILING OF APPLICATION FOR SCHOLARSHIP & FINANCIAL ASSISTANCE

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

Office or Division:	Scholarships & Financial Assistance Unit		
Classification:	Complex		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	All bona fide DHVSU students who are in tertiary level		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1	Application Form (1 original)	1	Scholarships & Financial Assistance Unit & Provider (Benefactor), University Registrar's Office, 1 st Floor Administration Bldg.
2	Certificate of Registration (1 original and 1 photocopy)	2	University Registrar's Office, 1 st Floor Administration Bldg.
3	Certificate of Grades (1 original)	3	University Registrar's Office, 1 st Floor Administration Bldg.
4	University issued Student's I. D. (1 Photocopy)	4	Internet Multimedia Center (at the back of Administration Bldg.)
5	Original Copy of Good Moral Certificate (1 Original and 1 photocopy)	5	Guidance & Testing Center (infront of CAS Bldg.)
6	ITR or Certificate of Indigency (1 Original and 1 photocopy)	6	BIR/ Respective Barangay



7	Duly signed Letter of Intent (1 Original)	7	DHVSU Student	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for application form and requirements at the University Registrar's Office.	1. Issue application form & requirements	None	2 Minutes	Administrative Aide I <i>Scholarships & Financial Assistance Unit</i> 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 <i>Scholarships & Financial Assistance Unit</i> University Registrar's Office
3. Prepare for interview	3. Conduct Interview	None	15 Minutes	Administrative Aide I <i>Scholarships & Financial Assistance Unit</i> University Registrar's Office
4. Wait for the result of the interview Note: <i>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)</i>	4. Inform the applicant on the result of the interview whether the applicant will be granted or not.	None	1 Minute	Administrative Aide I <i>Scholarships & Financial Assistance Unit</i> University Registrar's Office



days to a week after the interview.

	TOTAL:	None	20 Minutes





PLANNING AND DEVELOPMENT OFFICE

Internal Services





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.

Office or Division:		Planning and Development Office		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All bona fide DHVSU employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Individual Performance Commitment (IPC) Form (1 original, 1 photocopy)	1	DHVSU Official Website, DHVSU FB Page, Planning and Development Office (2 nd Floor, Admin.Bldng)	
2	Office Performance Commitment (OPC) Form	2	DHVSU Official Website, DHVSU FB Page, Planning and Development Office (2 nd Floor, Admin.Bldng)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book	1. Instruct the client to sign in the log book	None	1 Minute	<i>Administrative Aide</i> Planning and Development Office
2. Submit the required documents to Counter 1 for initial assessment and verification	2. Receive the required documents and check for completeness before forwarding them to the Planning Director	None	2 Minutes	<i>Administrative Aide</i> Planning and Development Office
3. Wait for the release of the validated document	3. Validate the accuracy and alignment of the success indicators to the agency`s targets and strategic directions	None	5 Minutes	<i>Director</i> Planning and Development Office
4. Receive the validated document	4. Record all the comments, suggestions, and recommendations on the accomplished forms	None	2 Minutes	<i>Administrative Aide</i> Planning and Development Office
TOTAL:		None	10 Minutes	



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.

Office or Division:		Planning and Development Office		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All bona fide DHVSU employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Individual Performance Commitment and Review (IPCR) Form (1 original, 1 photocopy)	1	DHVSU Official Website, DHVSU FB Page, Planning and Development Office (2 nd Floor, Admin.Bldng)	
2	Office Performance Commitment and Review (OPCR) Form (1 original, 1 photocopy)	2	DHVSU Official Website, DHVSU FB Page, Planning and Development Office (2 nd Floor, Admin.Bldng)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book	1. Instruct the client to sign in the log book	None	1 Minute	<i>Administrative Aide</i> Planning and Development Office
2. Submit the required documents to Counter 1 for initial assessment and verification	2. Receive the required documents and check for completeness before forwarding them to the Planning Director	None	3 Minutes	<i>Administrative Aide</i> Planning and Development Office
3. Wait for the release of the evaluated document	3. Prepare the evaluation report and provide feedback based on the identified performance/success indicators	None	10 Minutes	<i>Director</i> Planning and Development Office
4. Receive the evaluated document	4. Record the individual and office performance rating reflected on the validated documents	None	1 Minute	<i>Administrative Aide</i> Planning and Development Office
TOTAL:		None	15 Minutes	



PUBLIC INFORMATION OFFICE

Internal Service





1. 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		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		All Concerned Stakeholders		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Layout / Copy of the Materials to be Posted (1 original)	1	Public Information Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Office Client Logbook	1. Require client to log in the Office log book	None	1 Minute	<i>Administrative Aide</i> 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	<i>Administrative Aide</i> Public Information Office
3. Receive the approved materials (with stamp) for posting	3. Approve the materials for posting and record the details of transaction in the DPO/PIO Log sheet	None	2 Minutes	<i>Administrative Aide</i> Public Information Office
TOTAL:		None	4 Minutes	



QUALITY ASSURANCE OFFICE

Internal Service





1. Internal Quality Audit

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.

Office or Division:		Quality Assurance Office			
Classification:		Complex			
Type of Transaction:		G2G - Government to Government			
Who may avail:		All Units (i.e., All Campuses)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1	Internal Quality Audit Master Plan (1 original)	1	Quality Assurance Office (2 nd Floor, Research and Development Bldg.)		
2	Internal Quality Audit Plan Plan (1 original)	2	Quality Assurance Office (2 nd Floor, Research and Development Bldg.)		
3	Quality Management System Checklist Plan (1 original)	3	Quality Assurance Office (2 nd Floor, Research and Development Bldg.)		
4	Audit Memo Plan (1 original)	4	Quality Assurance Office (2 nd Floor, Research and Development Bldg.)		
5	Internal Quality Audit Report Plan (1 original)	5	Quality Assurance Office (2 nd Floor, Research and Development Bldg.)		
6	Internal Quality Audit Summary Log Sheet Plan (1 original)	6	Quality Assurance Office (2 nd Floor, Research and Development Bldg.)		
7	Auditor's Performance Evaluation Plan (1 original)	7	Quality Assurance Office (2 nd Floor, Research and Development Bldg.)		
CLIENT'S STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 includes the following: area to audit/process; date of the audit; duration of time; name of auditee/s;	None	5 Days	Lead Auditor/Audit Team Quality Assurance Office



	<p>name of auditor/s; and ISO clauses</p> <p>1.3 Prepare the Quality Management System Audit Checklist by reviewing and studying the standards, procedures, instruction and nonconformity noted on the previous audit</p>			
2. Prepare the necessary documents for audit	<p>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.</p>	None	5 Days	<p><i>Lead Auditor/Audit Team</i> Quality Assurance Office</p>
<p>3.1 Acknowledge the Internal Quality Audit Report by signing the document</p> <p>3.2 Prepare the necessary documents for follow-up audit</p>	<p>3.1. Generate an Internal Quality Audit Report addressed to the auditee/person responsible in implementing the deviated</p>	None	5 Days	<p><i>Lead Auditor/Auditors</i> Quality Assurance Office</p> <p><i>Auditor/Audit Team</i> Quality Assurance Office</p>



	<p>procedure and instruction.</p> <p>3.2 Conduct a surprise follow-up audit within five (5) working days based on the agreed date of corrective action completion</p> <p>3.3 Perform semi-annual audit</p> <p>3.4 Evaluate the effectiveness of the Internal Audit</p>			<p><i>Internal Quality Auditor</i> Quality Assurance Office</p> <p><i>Top Management</i></p>
TOTAL:		None	15 Days	





RESEARCH AND DEVELOPMENT SERVICES OFFICE

Internal Services





1. Research Paper Application

This covers review and endorsement of research proposals and completed outputs for presentation in the University In-House Review

Office or Division:	Research and Development Services Office (RDSO)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Research Paper Processing Application Form (1 original)	1	Research and Development Services Office (2 nd Floor, Research and Development Bldng.)	
2	Rubric for Research Paper Evaluation (1 original)	2	Research and Development Services Office (2 nd Floor, Research and Development Bldng.)	
3	Hard and Soft Copies of Research Paper (1 original)	3	Research and Development Services Office (2 nd Floor, Research and Development Bldng.)	
4	RDSO Compliance Form (1 original)	4	Research and Development Services Office (2 nd Floor, Research and Development Bldng.)	
5	Enhanced Research Paper (1 original)	5	Researcher	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documentary requirements to the Research Coordinator for the endorsement to the Dean/ Campus Director/ Secondary School Principal	1. Check the submitted documents; Review the content of the proposals/ completed papers through the College Specialist/s	None	4 Days	<i>Research Coordinator, College Specialists Research and Development Services Office</i>
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	None	1 Day	<i>Research Coordinator, College Specialists, Research Center Manager,</i>



	documentary requirements to the Research and Development Services Office (RDSO) through its Research Centers			Research and Development Services Office
3. Wait for the result of the review process of the RDSO through its Research Centers	3. Facilitate the review process	None	15 Days	<i>RDSO Director, Research Center Manager, Research Center Specialist</i> Research and Development Services Office
4. Comply with the recommendations of the RDSO	4. Review the compliance of the researcher/s; Endorse for presentation in the University In-House Review	None	1 Day	<i>RDSO Director, Research Center Manager, Research Center Specialist</i> Research and Development Services 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

Office or Division:	Research and Development Services Office (RDSO)		
Classification:	Highly Technical		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Faculty Researchers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1	Research/Project Implementation Agreement (1 original)	1	Research and Development Services Office; Research Coordinator
2	Status/Progress Report Form (1 original)	2	Research and Development Services Office; Research Coordinator
3	Work and Financial Plan (1 original)	3	Research and Development Services Office; Research Coordinator
4	Terminal Report(1 original)	4	Research and Development Services Office; Research Coordinator
5	Research Paper Processing Application Form (1 original)	5	Research and Development Services Office; Research Coordinator



6	Hard and Soft Copy of the Research Paper	6	Researcher		
7	Rubric for Research Paper Evaluation	7	Research and Development Services Office; Research Coordinator		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Research/Project Implementation Agreement Form from the RDSO, Status/Progress Report on a monthly/quarterly/biannual basis and submit to the Research Coordinator following the Status Report Guidelines		1. Validate the Status/Progress Report; Facilitate proper endorsement	None	5 Days	<i>RDSO Director, Research Center Manager, Research Center Specialist, Research Coordinator Research and Development Services Office</i>
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	<i>RDSO Director, Research Center Manager, Research Center Specialist, IPO Staff, Technical Writers, Research Coordinator Research and Development Services Office</i>
TOTAL:			None	20 Days	



Senior High School

External Service





1. Enrollment Procedure for Senior High School

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

Office or Division:		Senior High School		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		All bonafide voucher recipients of DHVSU-Senior High School thru PEAC Funds		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Certification of ESC/QVR/LRN (1 original)	1	Online Application thru PEAC	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to PEAC system	1. Log in the Learner's Reference Number (LRN) and encode the corresponding information	None	5 Minutes	<i>Administrative Aide / Class Adviser/ SHS-MIS Coordinator Senior High School Office</i>
2. Wait for the verification	2.1 Verify student's record 2.2 Enroll the learner thru PEAC voucher recipient funds 2.3 Encode and issue the billing statement	None	1 Hour, 4 Minutes	<i>Administrative Aide Class Adviser / SHS-MIS Coordinator Senior High School Office</i> or <i>Administrative Aide Senior High School Office</i>
3. Settle payments for enrollment	3.1 Forward the billing statement to the University	Grade 11 (Php8, 750)	3 Months, 1 Day, 1 Hours,	<i>Administrative Aide Senior High School</i>



	<p>President for signature</p> <p>3.2 Submit the signed billing statement to the Private Education Assistance Committee Regional Secretariat Office</p> <p>3.3 Track the billing statement thru PEAC system</p>	<p>Grade 12 (Php 8, 405)</p>		
4. Wait for Update	4. Inform client about the status of PEAC voucher	None	1 Minute	<i>Administrative Aide Senior High School</i>
TOTAL:		<p>Grade 11 (Php8, 750)</p> <p>Grade 12 (Php 8, 405)</p>	<p>3 Months, 1Day, 2 Hours, 10 Minutes</p>	





Senior High School

Internal Service





1. Enrollment of Learner Reference Number (LRN)

This procedure covers the enrollment of Learner Reference Number (LRN) of Senior High School students in the DepEd Learners Information System (LIS).

Office or Division:		Senior High School			
Classification:		Simple			
Type of Transaction:		G2G -Government to Government			
Who may avail:		All bonafide Senior High School Students of DHVSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1	Photocopy of FORM 138 (1 original, 1 photocopy)	1	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 ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present original and submit a photocopy of Form 138 and Certification of ESC/QVR/LRN		1. Verify student's record	None	1 Minute	<i>Administrative Aide</i> Senior High School
2. Secure Students Directory		2. Issue Students Directory	None	3 Minutes	<i>Administrative Aide</i> Senior High School
3. Submit Students Directory		3. Check the student's record	None	1 Minute	<i>Administrative Aide</i> Senior High School
4. Submit the reviewed student's record		4. Encode student's information in the Private Education Assistance Committee system	None	1 Hour	<i>Class Adviser</i> Senior High School Office



TOTAL:	None	1 Hour, 5 Minutes
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SPORTS AND DEVELOPMENT OFFICE

Internal Service





1. Request for the Utilization of the University Gymnasium

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

Office or Division:	Office of the Sports and Development			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DHVSU Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Letter Request for University Gym Utilization (1 original)	1	Requesting Party	
2	Identification Card	2	Any ID issued by public and private company	
3	University Gymnasium Reservation Form (1 original)	3	Office of the Sports and Development, 1 st Floor, University Gymnasium	
4	Customer Survey Form (1 original)	4	Office of the Sports and Development, 1 st Floor, University Gymnasium	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for the availability of the University Gymnasium	1.1 Check for the reservation matrix schedule of Gymnasium 1.2 Issue Reservation form and Customer Survey Form	None	5 Minutes	<i>Administrative Aide</i> Office of the Sports and Development
2. Submit the accomplished required documents for approval	2.1 Receive and check the accomplished required documents 2.2 Forward the documents to the University Gymnasium Manager for approval	None	5 Minutes	<i>Administrative Aide</i> Office of the Sports and Development
3. Wait for the release of the transaction slip	3.1 Approve/Disapprove the application 3.2. Log the approved reservation and release a transaction slip	None	5 Minutes	<i>University Gymnasium Manager</i> Office of the Sports and Development
TOTAL:		None	15 Minutes	



UNIVERSITY CULTURE AND THE ARTS UNIT

Internal Service





1. Recruitment of University Cultural Performers

This describes the procedure of the office in recruiting students who can be cultural performers of the University.

Office or Division:	DHVSU - University Culture and the Arts Unit (UCAU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All bona fide students with talent on Culture and Arts			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Certificate of Registration (1 photocopy)	1	University Registrar Office (1 st Floor, Admin Bldng.)	
2	Endorsement Letter by Dean/Director (1 original)	2	Respective Dean, Directors	
3	Validated Student ID	3	Office of the Student Affairs (1 st Floor, Student Affairs and Services Bldng.)	
4	UCAU Audition Form	4	University Culture and Arts Unit (2 nd Floor, University Auditorium)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure an UCAU Form from the Office of the University Culture and the Arts Unit	1. Receive the documents and verify the student's record	None	1 Minute	<i>Administrative Aide I</i> University Culture and the Arts Unit Office
2. Submit the accomplished UCAU Audition Form to the UCAU secretary	2. Evaluate/review the accomplished UCAU Form	None	5 Minutes	<i>Administrative Aide I</i> University Culture and the Arts Unit Office
3. Prepare for interview and audition proper	3. Conduct initial interview and evaluate the student's talent	None	20 Minutes	<i>Cultural Coordinator</i> University Culture and the Arts Unit Office
4. Wait for the posting of audition results	4. Post the list of qualified auditionee	None	5 Days	<i>Cultural Coordinator</i> <i>Administrative Aide I</i> University Culture and the Arts Unit Office
TOTAL:		None	5 Days and 21 Minutes	



UNIVERSITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

Internal Services





1. Pre-Conduct of Disaster Preparedness and Capacity Building Training

The procedure in requesting for the conduct of capacity building training activities as a measure in disaster preparedness, taken in advance to ensure effective response to the impact of hazards and to prevent or minimize the adverse effect of natural or man-made disasters.

Office or Division:	University Disaster Risk Reduction and Management			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Employees of DHVSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Letter of Request (1 original)	1	Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the Letter of Request with the University President's Approval	1. Log the details of the request training	None	5 minutes	<i>UOSHO Secretary UDRRMO</i>
2. Secure the receiving copy and wait for its approval	2. Review the Letter of Request, taking note of the participants, college/department/office, topics and training date	None	5 Minutes	<i>Head of UOSHO UDRRMO</i>
3. Note the approved schedule and needed materials for the training	3. Approve the training request	None	5 Minutes	<i>Head of UOSHO UDRRMO</i>
TOTAL:		None	15 Minutes	

2. Conduct of Disaster Preparedness and Capacity Building Training

The process in conducting capacity building training activities as a measure in disaster preparedness, taken in advance to ensure effective response to the impact of hazards and to prevent or minimize the adverse effect of natural or man-made disasters.

Office or Division:	University Disaster Risk Reduction and Management
Classification:	Simple
Type of Transaction:	G2G – Government to Government



Who may avail:		All Employees of DHVSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Letter of Request (1 original)	1	Requesting Party	
2	Evaluation Tool (1 original)	2	UDRRMO, 2 nd Floor General Security and Services Office	
3	Certificate of Completion and Participation (1 original)	3	UDRRMO, 2 nd Floor General Security and Services Office	
4	Written Examination (1 original)	4	UDRRMO, 2 nd Floor General Security and Services Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and take the pre-test for the training	1. Distribute and collect the written examination (Pre-test) paper	None	5 minutes	<i>UDRRMO Members</i> UDRRMO
2. Participate in the training	2. Conduct training proper	None	16 Hours	<i>UDRRMO Members</i> UDRRMO
3. Take the post-test and evaluate the training	3. Distribute and collect the post-test and evaluation tool	None	5 Minutes	<i>UDRRMO Members</i> UDRRMO
4. Receive the Certificates	4. Distribute the Certificates of Completion and Participation	None	5 Minutes	<i>UDRRMO Members</i> UDRRMO
TOTAL:		None	16 Hours, 15 Minutes	

3. Pre-Conduct of Earthquake and Fire Drill

The process in the preparation for the conduct of Earthquake and Fire Drill as an advance measure to ensure effective response to the possible earthquake and fire hazard that the University might encounter.

Office or Division:		University Disaster Risk Reduction and Management	
Classification:		Simple	
Type of Transactions:		G2G – Government to Government	
Who may avail:		All Students and Employees of DHVSU	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1	Letter of Request (1 original)	1	UDRRMO, 2 nd Floor General Security and Services Office
2	Letter of Request for Assistance (1 original)	2	Municipality Mayor/BFP/PNP/RHU



3	Evacuation Plan (1 original)	3	UDRRMO, 2 nd Floor General Security and Services Office			
4	Aerial View of University Map (1 original)	4	UDRRMO, 2 nd Floor General Security and Services Office			
5	List of Employees (1 original)	5	Requesting Party			
6	List of Students (1 original)	6	Requesting Party			
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Letter of Request for Assistance		1. Approve and forward the request letter to the offices of the BFP, PNP, and RHU of the municipality		None	1 Day	<i>Municipality Mayor/ Unit Heads – BFP, PNP and RHU</i>
2. Forward the approved Letter of Assistance to the office of the University President		2. Issue memorandum regarding earthquake and fire drill		None	10 Minutes	<i>University President Office of the University President</i>
3. Identify the number of the employees and students		3. Issue list of employees per cluster and list of students per college		None	20 Minutes	<i>Administrative Aide ADMINSO University Registrar Office of the University Registrar</i>
4. Physical preparation		4. Identify the possible evacuation site. Ensure that all paths, roads and corridor are hazard-free		None	30 Minutes	<i>Head of UOSHO, Head-OPPF, DRRM Chair</i>
TOTAL:				None	2 Days	

4. Conduct of Earthquake and Fire Drill

The process in conducting the disaster preparedness activities and measures taken in advance to ensure effective response to the possible earthquake and fire hazard that the University might encounter.

Office or Division:	University Disaster Risk Reduction and Management
Classification:	Simple
Type of Transactions:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	All Students and Employees of DHVSU



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Memorandum (1 original)	1	Office of the University President (2 nd Floor, Admin Bldng.)	
2	Attendance Sheet (1 original)	2	UDRRMO, 2 nd Floor General Security and Services Office	
3	Evaluation Tool(1 original)	3	UDRRMO, 2 nd Floor General Security and Services Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Participate in the general orientation	1. Conduct general orientation	None	20 Minutes	<i>UDRRMO Members</i>
2. Participate in the drill execution	2. Conduct fire and earthquake drill	None	30 Minutes	<i>UDRRMO Members DHVSU BFP, PNP and RHU Representatives Municipality of Bacolor</i>
3. Evaluate the activity	3. Distribute the evaluation tool	None	10 Minutes	<i>UDRRMO Members</i>
TOTAL:		None	1 Hour	

5. 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 Disaster Risk Reduction and Management		
Classification :	Simple		
Type of Transaction:	G2C, G2G - Government to Citizen, Government to Government		
Who may avail:	University Employees and Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1	List of students (1 original)	1	per department head
2	evacuation plan (1 original)	2	UDRRMO, 2 nd Floor General Security and Services Office



3	list of casualties (1 original)	3	UDRRMO, 2 nd Floor General Security and Services Office		
4	information of injured/ affected (1 original)	4	UDRRMO, 2 nd Floor General Security and Services Office		
5	evaluation tool (1 original)	5	UDRRMO, 2 nd Floor General Security and Services Office		
6	Documentation (1 original)	6	UDRRMO, 2 nd Floor General Security and Services Office		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Keep calm and participate 1.2 Stay inside the room 1.3 Duck, Cover, and Hold 1.4 Leave the room and proceed to the evacuation sites		1.1 Activate the University alarm and UDRRMT 1.2 Instruct all university personnel and students to stay inside the room /office till the shaking stops 1.3 Instruct personnel and students to Duck, Cover, and Hold 1.4 Instruct them to leave the room/ office orderly (as practiced during the drill) and proceed to the designated evacuation site.	None	12 Minutes	<i>Incident Commander</i> <i>Evacuation Team Head</i> <i>All University Employees</i> <i>Evacuation Team</i>





<p>2.1 Count off 2.2 Follow and listen to instructions</p>	<p>2.1 Identify the number of students/ teachers who are leaving the room/office</p> <p>2.2 Instruct the evacuees to walk faster but do not run, and to cover their head and nape while evacuating.</p> <p>2.3 Establish the Incident command post</p> <p>2.4 Activate Operation Team</p> <p>2.5 Count the respective evacuees</p> <p>2.6 Instruct the Site and Security team head to do the inspection</p> <p>2.7 Instruct the Communication Team Head to get the number of the evacuees</p>	<p>None</p>	<p>31 Minutes</p>	<p><i>All Teachers/ Head,</i></p> <p><i>Evacuation Team</i></p> <p><i>Logistics Incident Commander</i></p> <p><i>Evacuation Team and Communication Team</i></p> <p><i>Incident Commander</i></p>
<p>3. Stay calm and follow instructions</p>	<p>3.1 Write on the Board the number of evacuees including the missing</p> <p>3.2 Inspect all the rooms and buildings for any cracks and damages, then place caution tape to discourage anyone to enter the room if found out cracks and damages. Also, check for any casualties.</p>	<p>None</p>	<p>17 Minutes</p>	<p><i>Communication Team</i></p> <p><i>Site and Security Team</i></p>



<p>4. Stay calm and follow instructions</p>	<p>4.1 If there is a casualty, call to the incident commander to report and ask help. Provide complete details (exact location, and number of casualties)</p> <p>4.2 Relay to the Rescue Team Head (RTH) and Medical Team Head (MTH) the information. Instruct the rescue Team Head to get the casualties safely and the Medical Team Head to provide medical intervention as needed.</p> <p>4.3 Relay to the Rescue team the information, designate specific rescuers who will attend the casualties, what area and how many. Deploy the Rescuers.</p> <p>4.4 Assist, lift, and move the casualties safely from the dangerous area to the established medical area</p> <p>4.5 Endorse the casualty to the medical team and report the case of the specific casualty rescued and identify the code</p>	<p>None</p>	<p>60 Minutes</p>	<p><i>Medical Team, Rescue Team, Site and Security Team</i></p> <p><i>Medical Team, Rescue Team, Site and Security Team</i></p> <p><i>Rescue Team the Information Rescue Team Medical Team Medical Team Communication Team Communication Team Communication Team Communication Team Incident Commander</i></p>
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	<p>(yellow, green, red, and black)</p> <p>4.6 Receive the casualty and provide appropriate medical intervention</p> <p>4.7 Write the number of the rescued casualties with their complete details (name, course, department, section, area found, injury, code)</p> <p>4.8 Instruct the communication Team Head to call MDRRMO if needed additional man power</p> <p>4.9 Instruct the communication Team Head to call RHU if needed ambulance for casualty who are in red and black codes</p> <p>4.10 Instruct the communication Team Head to call BFP if there is unmanageable fire</p> <p>4.11 If all are safe and sound, report to the Head of UOSHO regarding the details of the earthquake incident including the damages reported and rescued casualties.</p>			
<p>5. Stay at the evacuation site and wait for further announcement for departure</p>	<p>5. Report to the EVP</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Incident Commander</i></p>



6.1 Stay at the evacuation site and wait for further announcement for departure	6.1 Report to the President	None	30 Minutes	<i>Executive Vice President</i> <i>University President</i> <i>UDRRMO</i>
6.2 Wait for the announcement when to safely leave the university	6.2 Allow all university personnel and students to go home			
6.3 Leave the university orderly	6.3 Assist evacuees to leave the university properly			
TOTAL:		None	2 Hours	

6. FIRE HAZARD RESPONSE

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

Office or Division:	University Disaster Risk Reduction and Management		
Classification:	SIMPLE		
Type of Transaction:	G2C, G2G - Government to Citizen, Government to Government		
Who may avail:	University Employees and Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1	List of students (1 original)	1	per department head
2	evacuation plan (1 original)	2	UDRRMO, 2 nd Floor General Security and Services Office
3	list of casualties (1 original)	3	UDRRMO, 2 nd Floor General Security and Services Office
4	information of injured/ affected (1 original)	4	UDRRMO, 2 nd Floor General Security and Services Office
5	evaluation tool (1 original)	5	UDRRMO, 2 nd Floor General Security and Services Office
6	Documentation (1 original)	6	UDRRMO, 2 nd Floor General Security and Services Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Stay calm and follow the university personnel's instructions 1.2 Leave the room/ office safely (as practiced during the drill) and proceed to the designated evacuation site 1.3 count off	1.1 Activate the university alarm 1.2 Instruct all university personnel and students to leave the room/ office safely (as practiced during the drill) and proceed into the designated evacuation site 1.3 Identify the number of students/ teachers who are moving out the room/office	None	9 Minutes	<i>Deputy UDRRMO</i> <i>UDRRMO</i> <i>Evacuation Team</i> <i>UDRRMO</i> <i>Evacuation Team</i>





<p>2.1 Stay calm at evacuation site</p>	<p>2.1 Establish the Incident command post</p>			
<p>2.2 Count off</p>	<p>2.2 Activate Operation Team</p>			
<p>2.3 Answer pertinent questions</p>	<p>2.3 Count the respective evacuees in the area</p>			
<p>2.4 Stay calm and follow instructions</p>	<p>2.4 Instruct the Site and Security team head to do the inspection</p>			
	<p>2.5 Instructs the Communication Team Head to get the number of the evacuees</p>			
	<p>2.6 Write on the Board the number of evacuees including those missing</p>			<p><i>UDRRMO</i></p>
	<p>2.7 If there is a casualty, call to the incident commander to report and ask help. Provide complete details (exact location, and number of casualties)</p>	<p>None</p>	<p>1 Hour, 26 Minutes</p>	<p><i>Logistics</i></p> <p><i>Incident Commander</i></p> <p><i>Communication Team</i></p> <p><i>Medical Team</i></p> <p><i>Rescue Team</i></p>
	<p>2.8 Relay to the Rescue Team Head (RTH) and Medical Team Head (MTH) the information. Instruct the rescue Team Head to get the casualties safely and the Medical Team Head to provide medical intervention as needed.</p>			
	<p>2.9 Relay to the Rescue team the information, designate specific rescuers who will attend the casualties, what area and how many. Deploy the Rescuers.</p>			



2.10 Assist, lift and move the casualties safely from the dangerous area to the established medical area.

2.11 Endorse the casualty to the medical team and report the case of the specific casualty rescued and identify the code (yellow, green, red, and black)

2.12 Received the casualty and provide appropriate medical intervention.



<p>3. Stay away from the fire</p>	<p>3.1 Fight the FIRE</p> <p>3.2 List down on the board the number of the rescued casualties, complete details (name, course, department, section, area found, injury, code)</p> <p>3.3 Instruct the communication Team Head to call MDRRMO if needed additional man power</p> <p>3.4 Instruct the communication Team Head to call RHU if needed ambulance for casualty who are in red and black code</p> <p>3.5 Instruct the communication Team Head to call BFP if there is unmanageable fire.</p> <p>3.6 If all are safe and sound, report to the head of OSHO regarding the details of the earthquake incident including the damages reported and rescued casualties.</p>	<p>None</p>	<p>37 Minutes</p>	<p><i>Fire Marshals</i></p> <p><i>Communication Team</i></p> <p><i>Incident Commander</i></p>
<p>4. Stay at the evacuation site and wait for further announcement for departure</p>	<p>4. Report to the EVP</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Incident Commander</i></p>



5.1 Stay at the evacuation site and wait for further announcement for departure 5.2 Wait for the announcement when to safely leave the university 5.3 Leave the university orderly	5.1 Report to the President 5.2 Allow all university personnel and students to go home 5.3 Assist evacuees to leave the university properly	None	35 Minutes	<i>EVP</i> <i>University President</i> <i>Security, UDRRMO, OSHO</i>
TOTAL:		None	2 Hours, 12 Minute	

7. 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 Disaster Risk Reduction and Management			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2G – Government to Citizen, Government to Government			
Who may avail:	University Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	List of students (1 original)	1	per department head	
2	Evacuation plan (1 original)	2	UDRRMO, 2 nd Floor General Security and Services Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1.1 Stay inside the office/ room</p> <p>1.2 Wait for further announcement regarding class suspension</p> <p>1.3 Wait for further instructions, stay inside the rooms</p>	<p>1.1 Activate the UDRRMT</p> <p>1.2 Communicate with the MDRRMO Bacolor regarding the status of Bacolor in terms Mayor's decision for suspension of classes and offices</p> <p>1.3 Update the Executive Vice President regarding the status of Bacolor as per MDRRMO Advisory</p> <p>1.4 Dialogue among Vice Presidents and Public Information Officer</p> <p>1.5 Report to the University President</p> <p>1.6 Make final decision for any class suspension or operation suspension</p> <p>1.7 Inform the head of OSHO regarding the decision of the University President</p>	<p>None</p>	<p>1 Hour</p>	<p><i>Incident Commander</i></p> <p><i>Head OSHO</i></p> <p><i>University Vice Presidents, Public Information Officer</i></p> <p><i>University President</i></p> <p><i>Executive Vice President</i></p>
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<p>2. Follow the announcement</p>	<p>2.1 If class suspension, disseminate information through social media. Give final announcement</p> <p>2.2 If class suspension, instruct security guards to inform per office regarding the decision of the president and ask to follow the dismissal procedures (dismissal drill)</p> <p>2.3 Instruct the security guards to make sure all high schools' students were safe and dismissed properly in an orderly manner.</p>	<p>None</p>	<p>20 Minutes</p>	<p><i>Public Information Officer</i></p> <p><i>OSHO Head,</i></p> <p><i>Director of GSSO</i></p>
<p>3.1 Leave the university properly</p> <p>3.2 Follow the orderly dismissal of classes</p> <p>3.3 Follow instructions</p>	<p>3.1 Maintains the orderly dismissal of the students' / university personnel</p> <p>3.2 Instruct security guards to dismiss first students/ college housed at the back of the university then wait for another 30 min to ask another unit to follow.</p> <p>3.3 Check and make sure that no students remained in any rooms, offices, and building.</p>	<p>None</p>	<p>20 Minutes</p>	<p><i>Director GSSO</i></p> <p><i>Incident Commander GSSO</i></p>
<p>4. Follow instructions</p>	<p>4. Report to the Executive Vice President</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Head OSHO And Director GSSO</i></p>
<p>5. Follow instructions</p>	<p>5. Report to the University President</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Head OSHO And Director GSSO</i></p>
<p>TOTAL:</p>		<p>None</p>	<p>2 Hours</p>	



8. DISASTER PREVENTION AND MITIGATION: HAZARD MAPPING

This describes the guidelines and processes in conducting the disaster prevention and mitigation activity/programs taken in advance to ensure effective action/s to prevent or minimize the potential adverse effect caused by natural or man-made hazard. Further, to address or take immediate corrective measures to maintain having a safe academic environment.

Office or Division:		University Disaster Risk Reduction and Management		
Classification:		SIMPLE		
Type of Transaction:		G2C, G2G – Government to Citizen, Government to Government		
Who may avail:		University Employees and Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Hazard Mapping Checklist (1 original)	1	University Occupational Safety and Health Office, (2 nd Floor, University Learning Resource Center)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Stay inside respective rooms and refrain from going out the building	1. Secure a permit from the University President to conduct hazard mapping with specific date and time	None	10 Minutes	<i>UOSHO Head</i>



	<p>2.1 Send a letter of request to the Municipality Mayor to ask assistance from the MDRRMO Bacolor and BFP</p> <p>2.2 Once approved, conduct a general meeting together with MDRRMO, BFP, UDRRMO, and Prevention and Mitigation Team Head (Engineering Department) to plan the activity and to identify the functions and significant contributions per invited government agency</p> <p>2.3 Inform all offices regarding the hazard mapping to avoid destruction during the usual business operation through a memorandum</p>	None	55 Minutes	<p><i>UOSHO Head</i></p> <p><i>USHO, Security, MDRRMO, BFP and Engineering department</i></p> <p><i>UOSHO noted by the Executive Vice President, approved by the University President</i></p>
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<p>3.1 Conduct the hazard mapping per building and per area in the university including structural and non-structural. Document and take pictures of all the identified hazards</p> <p>3.2 Consolidate and discuss the identified potential hazards which might occur relative to the existing hazard identified. (include the sources and possible measures to address it)</p> <p>3.3 Prepare and submit a comprehensive report to the Executive Vice President.</p>	None	2 Hours, 10 Minutes	<p><i>UOSGO Hazard Mapping Team</i></p> <p><i>UOSGO Hazard Mapping Team Secretary</i></p>
<p>4. Suggest recommendations and submit the report to the University President noted by the Executive Vice President.</p>	None	20 Minutes	<i>Head UOSHO, OPP</i>
TOTAL:	None	3 Hours and 45 Minutes	



9. DISASTER RECOVERY AND REHABILITATION: HAZARD IMPACT ASSESSMENT

This describes the guidelines and processes in conducting the impact assessment activity which is being conducted after the actual hazard occurs in the university. This is to address the damages immediately which is caused by the experienced hazard, to maintain safe academic environment.

Office or Division:		University Disaster Risk Reduction and Management		
Classification:		SIMPLE		
Type of Transaction:		G2C, G2G – Government to Citizen, Government to Government		
Who may avail:		University Employees and Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Hazard Mapping Checklist (1 original)	1	University Occupational Safety and Health Office, (2 nd Floor, University Learning Resource Center)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Refrain from entering the university premises unless needed and wait for further announcement	1. Secure a permit from the University President to conduct the hazard impact assessment right after the occurrence of any kind hazard. Note the specify the date and time.	None	10 Minutes	<i>UOSHO Head</i>



	<p>2.1 Inform all offices regarding the conduct impact hazard assessment and declare the suspension of usual business operation through a memorandum</p> <p>2.2 Send a letter of request to the Municipality Mayor to ask assistance from the MDRRMO Bacolor and BFP.</p> <p>2.3 If approved, call and hold a general meeting together with MDRRMO, BFP, UDRRMO and Prevention and Mitigation Team Head (Engineering Department) to plan and to identify the functions and significant contributions per invited government agency</p>	None	1 Hour	<p><i>University President</i></p> <p><i>UOSHO Head</i></p> <p><i>USHO, Security, MDRRMO, BFP and Engineering department</i></p>
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	<p>3.1 Conduct the impact hazard assessment per building and per area in the university and include the structural and non-structural assessment.</p> <p>3.2 Consolidate and discuss the identified potential hazards which might occur relative to the existing hazard identified. (include the sources and possible measures to address it)</p> <p>3.3 Prepare and submit a comprehensive report to the Executive Vice President and the University President</p>	None	2 Hours, 10 Minutes	<p><i>Impact Hazard assessment team</i></p> <p><i>Impact Hazard assessment team Secretary</i></p>
	<p>4. Suggest recommendations and submit it to the University President noted by the Executive Vice President</p>	None	20 Minute	<p><i>Prevention and Mitigation</i></p> <p><i>Program Team Head</i></p>
TOTAL:		None	3 Hours, 40Minute	



UNIVERSITY LEARNING RESOURCE CENTER

External Services





1. Issuance of ULRC Card

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

Office or Division:	University Learning Resource Center (ULRC)				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	All bona fide students of Don Honorio Ventura State University who have complied satisfactorily all the requirements for the issuance of the library card				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1	Certificate of Registration (1 original)	1	University Registrar's Office, 1 st Floor DHVSU Admin. Bldg.		
2	Passport size picture (1 original)	2	Any Photo shop near Gate 3 of the university		
3	Library Card Form (1 original)	3	Information Desk, ULRC, DHVSU Library Bldg.		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Library Card Form (LCF) by personally presenting the Official Receipt (OR) and Certificate of Enrolment (COE) at the Information Desk, ULRC		1. Verify the student Certification of Enrolment	None	2 Minutes	<i>Librarian I Information Desk, ULRC, DHVSU</i>
2. Submit form to library staff together with the personnel's DHVSU ID at the ULRC.		2.1. Receive and check filled-up LCF form together with one (1) passport size picture	None	1 Minute	<i>Librarian I Information Desk, ULRC, DHVSU</i>
		2.2. Encode, print and barcode the library card	None	5 Minutes	<i>Librarian I Information Desk, ULRC, DHVSU</i>
		2.3. Sign newly processed library card	None	1 Minute	<i>University Librarian Office of the Librarian, ULRC, DHVSU</i>



3. Receive issued Library Card at the ULRC.	3. Release library card	None	1 Minute	Librarian I Information Desk, ULRC, DHVSU
TOTAL:		None	10 Minutes	

2. Issuance of Books, Magazines, Tabloids, Newspaper and Other Literature

Issuance of books, magazines, tabloids, newspapers and other literature 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:		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 REQUIREMENTS		WHERE TO SECURE		
1	Student's Library card (1 original)	1	University Learning Resource Center, DHVSU Library Bldg.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personally present his/her library card and inform the assigned library Staff of his/her query at the ULRC	1. Verify student library card and ask the client on the services needed	None	2 Minutes	ULRC Personnel Circulation Desk, Second Floor ULRC, DHVSU
2. Give the complete and vital information needed to process his/her request at the ULRC e.g. Title of the books, author, edition, etc.	2. Assist the clientele on the requested materials	None	3 Minutes	ULRC Personnel Circulation Desk, Second Floor ULRC, DHVSU



3. Wait for the issuance of the request at the ULRC	3. Issue what has been requested	None	3 Minutes	<i>ULRC Personnel</i> Circulation Desk, Second Floor ULRC, DHVSU
TOTAL:		None	10 Minutes	





UNIVERSITY TRAINING SERVICES OFFICE

Internal Service





1. Request for Training Services

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:		University Training Services Office			
Classification:		Simple			
Type of Transaction:		G2G - Government to Government; G2B- Government to Business			
Who may avail:		Any agency that needs the expertise of the Office for capacity enhancement			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1	Request letter (1 original)	1	Office of the University President		
2	Project proposal (1 original)	2	University Training Services Office (2 nd Floor, Research and Development Bldng.)		
3	Memorandum of Agreement (MOA) (1 original)	3	University Training Services Office (2 nd Floor, Research and Development Bldng.)		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Office log book		1. Require client to sign in the Office log book	None	1 Minute	<i>Administrative Aide</i> University Training Services Office
2. Submit the required documents		2.1. Receive/Review the request for training 2.2. Approve/Disapprove the request for training 2.3. Assign trainer/s for the training proper	as per MOA	60 Minutes	<i>Administrative Aide</i> University Training Services Office <i>UTSO Director</i> University Training Services Office
3. Receive the approval of the UTSO Director for the training request		3. Issue the approved Request for training	as per MOA	5 Minutes	<i>UTSO Director</i> University Training Services Office
TOTAL:			As per MOA	1 Hour, 6 Minutes	



VI. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	<ol style="list-style-type: none">1. 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.2. Drop the filled-out Feedback Form in our designated box.
How feedbacks are processed?	<ol style="list-style-type: none">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.3. The Result of the Client Satisfaction Measurement will then be forwarded to the Director of Administrative Services Office.4. The Director of the Administrative Services Office will then submit the report to the University President for appropriate action.
How to file a complaint?	<ol style="list-style-type: none">1. 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.2. Drop the filled-out Customer Complaint Form in our designated box.3. Clients may also write or email us at adhvcat@yahoo.com by indicating the following:<ol style="list-style-type: none">3.1 Complete Name and Signature of the complainant;



	<p>3.2 Complete address and contact numbers of the complainant;</p> <p>3.3 Date and Time of the incident;</p> <p>3.4 The delivering office, service requested and the person being complained; and</p> <p>3.5 Details of the complaints</p>
How complaints are processed?	<ol style="list-style-type: none">1. 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.2. 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).4. ARTU will then convene to take necessary action/s on the complaint/s.
Contact Information of CCB, PCC, ARTA	<p>Executive Vice President – 0910-023-6632</p> <p>VP for Academic Affairs – 0921-611-9919</p> <p>VP for Administration and Finance – 0920-656-3981</p> <p>VP for Research,Ext.and Training – 0929-887-5556</p> <p>VP for Student Affairs & Services – 0910-023-6625</p> <p>DHVSU HOTLINE: (045)-458-3815</p> <p>ARTA :complaints@arta.gov.ph (02) 8478-5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



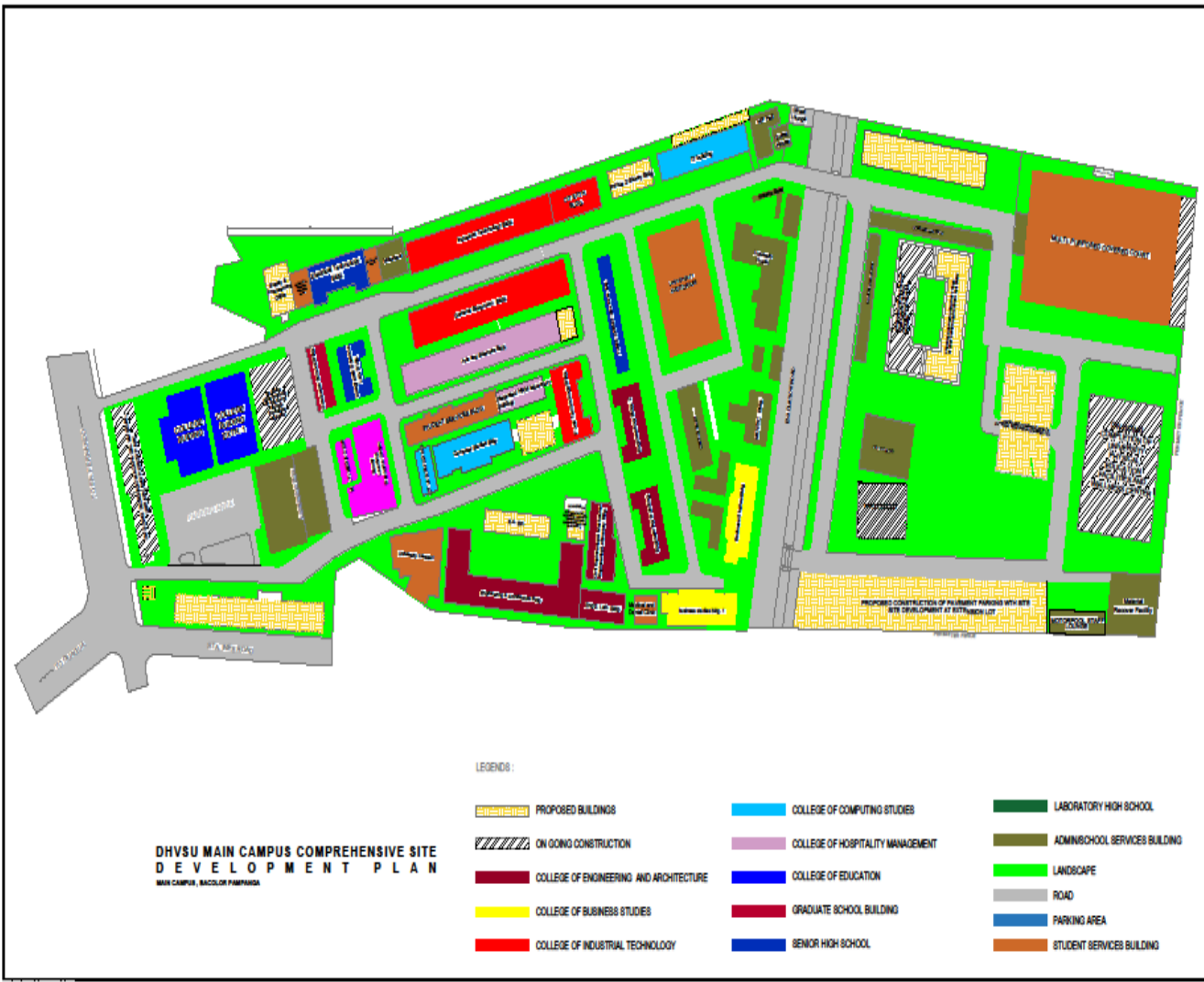


VII. LIST OF OFFICES

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	DHVSU, Bacolor, Pampanga	+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 nd Floor, Research Center DHVSU, Bacolor, Pampanga	+639430100362
Senior High School	DHVSU, Bacolor, Pampanga	+639322874947
Sports Development	1 st Floor, University Gymnasium DHVSU, Bacolor, Pampanga	+639175046833
Sto. Tomas Campus	Sto. Tomas, Pampanga	+639176355306
Training Services	2 nd Floor, Research Center DHVSU, Bacolor, Pampanga	+639155518680
University Learning Resource Center Office	1 st Floor, University Learners` Center DHVSU, Bacolor, Pampanga	(045) 458-3815





DHVSU ADMINISTRATIVE COUNCIL MEMBERS

NAME	POSITION/DESIGNATION	CONTACT NUMBER
DR. ENRIQUE G. BAKING	SUC President III	+639173205705
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MR. JOEL C. SOTTO	Director, Training Services	+639155518680



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DR. NORMANDO C. SIMON	Director, Sports Development	+639175046833
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