

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

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

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

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

² Cite section number and quote provision identified in the governing law

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	Republic Act 9282 Higher Education Modernization Act of 1997	Section 4a. Powers and Duties of Governing Boards	University Operations Manual	October 2020	
OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION AND FINANCE					
Internal Service Release of Budget Utilization Request (BUR) and Obligation Request (OR)	DBM Joint Circular No. 2019-1 Updated Guidelines relative to budget and financial Accountability Reports (bfars) starting FY 2019	Sec. 4.3 of DBM Joint Circular	Administrative Manual	January 2019	
OFFICE OF THE VICE PRESIDENT FOR RESEARCH EXTENSION AND TRAINING					
Procedure for the Approval of Proposed, External Seminars, Trainings and Workshops related to Research, Extension and Training	DBM National Budget Circular 563 s, 2016 Guidelines on Participation of Government Officials and Employees in Conventions, Seminars, Conferences, Symposia and Similar Non-Training Gatherings Sponsored by Non-Government	Item 3. Guidelines	University Research Manual 2019 (Chapter 5 Mechanics of Implementation, pp 27-41) University Extension Manual	2019 (University Research Manual 2019 as per approved BOR Resolution No. 56, s. 2019) University Extension Manual 2019	2018 University Research Manual 2017 Extension Manual

	Organizations or Private Institutions		2019 (Revised) as per approved BOR Resolution No. 56, s. 2019 (Chapter 5 Mechanics of Implementation p 27-41)	(Revised) as per approved BOR Resolution No. 56, s. 2019	
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	Republic Act 9282 Higher Education Modernization Act of 1997	Section 4a. Powers and Duties of Governing Boards	University Operations Manual University Students' Manual	2019 (Referring to the Student Manual)	
LABORATORY HIGHSCHOOL					
Enrollment Procedure for Junior High School	RA 10533 Enhanced Basic Education Act of 2013 DO 8 S. 2015 Policy Guidelines on Classroom Assessment for the K to 12 Basic Education Program DO 12 S. 2012 Policy Guidelines On The Implementation Of Grades 1 to 10 of the K to 12 Basic Education Curriculum (BEC)	Section 4 Section 5 Section 9 Table 3 Section V Table 4 Table 8 Table 11 Section C Section D Section E Section F	Student Manual/Handbook	2018 (Referring to the Student Manual)	

	Effective School Year 2012-2013				
Encoding of Grades for Junior High School	<p>RA 10533 Enhanced Basic Education Act of 2013</p> <p>DO 8 S. 2015 Policy Guidelines on Classroom Assessment for the K to 12 Basic Education Program</p> <p>DO 12 S. 2012 Policy Guidelines On The Implementation Of Grades 1 to 10 of the K to 12 Basic Education Curriculum (BEC) Effective School Year 2012-2013</p>	<p>Section 4 Section 5</p> <p>Section 9 Table 3 Section V Table 4 Table 8</p> <p>Table 11 Section C Section D Section E Section F</p>	Student Manual/Handbook	2018 (Referring to the Student Manual)	
Student Disciplinary Action	DO 40 s. 2012	<p>Part III Section 7-11 Part IV Section 12-13 Part V Section 15-16</p>	Student Manual/Handbook	2018 (Referring to the Student Manual)	
SENIOR HIGH SCHOOL					
Enrolment Procedure of Senior High School Students	1. RA 10533-Enhanced Basic Education Act of 2013	<p>Section 4 Section 5</p>	University Student Manual	2016	

	2. DO 25 s. 2016- Commencement of Senior High School Enrolment for SY 2016-2017	Item 1 Item 2 Item 4 Item 7			
Enrolment of Senior High School students in the Private Education Assistance Committee's SHS Voucher Program(SHS-VP)	Enhanced Basic Education Act of 2013 (RA 10533) Philippine Constitution of 1987 DepEd Order No. 11 s. 2015	Section 22 Section 23 Section 24 Section 2.3 Article XIV DO 11 s.2015 Item 1 Item 2 Item 3 Item 4 Item 5	SHS Voucher Program	2016	
Enrolment of Senior High School Students in the DepEd's Learners Information System(LIS)	RA 10533 Enhanced Basic Education Act of 2013 DepEd Order No. 22, s. 2012. DO 33, S. 2013	Section 4 Section 5 Item 1 Item 2 Item 5 Item 6 Item 9 Item 1	Learners Information System	2016	

	DepEd Order No. 32, s. 2018	Item 2 Item 3 Item 4 Item 1 Item 2 Item 3			
GRADUATE SCHOOL					
Graduate School Enrolment Procedure (New Student)	CHED CMO No. 36, Series of 1998 "Policies and Standards on Graduate Education"	CHED CMO No. 09, Series of 2003 "Addendum to CMO No. 36, Series of 1998"	Graduate School Handbook	2019 (Referring to the Graduate School Handbook)	
Graduate School Enrolment Procedure (Old Student)	CHED CMO No. 36, Series of 1998 "Policies and Standards on Graduate Education"	CHED CMO No. 09, Series of 2003 "Addendum to CMO No. 36, Series of 1998"	Graduate School Handbook	2019 (Referring to the Graduate School Handbook)	
Plagiarism Check	CHED CMO No. 36, Series of 1998 "Policies and Standards on Graduate Education"	CHED CMO No. 09, Series of 2003 "Addendum to CMO No. 36, Series of 1998"	Graduate School Handbook	2019 (Referring to the Graduate School Handbook)	
Comprehensive Examination Procedure	CHED CMO No. 36, Series of 1998 "Policies and Standards on Graduate Education"	CHED CMO No. 09, Series of 2003 "Addendum to CMO No. 36, Series of 1998"	Graduate School Handbook	2019 (Referring to the Graduate School Handbook)	
COLLEGE OF ARTS AND SCIENCE					
Enrollment Procedure for Incoming First Year Students	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education-UniFast)	Section 5 Section 6 Section 10	University Students Manual (2019)	2019 (Referring to the Student Manual)	

Issuance of Adding, Dropping, and Changing Forms	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education- UniFast)	Section 5 Section 6 Section 10	University Students Manual (2019)	2019 (Referring to the Student Manual)	
COLLEGE OF BUSINESS STUDIES					
External Services Enrollment Procedure	“Universal Access to Quality Tertiary Education Act of 2017” CHED Memo 9. S. 2013 Enhanced Policies and Guidelines for Student Affairs and Services	Section 7 Article II sec 3	Student’s Manual/ Handbook	2019 (Referring to the Manual)	
Issuance of Adding, Dropping, and Changing Forms	“Universal Access to Quality Tertiary Education Act of 2017” CHED Memo 9. S. 2013 Enhanced Policies and Guidelines for Student Affairs and Services	Section 7 Article II sec 3	Student’s Manual/ Handbook	2019 (Referring to the Manual)	
Transferring Procedure	“Universal Access to Quality Tertiary Education Act of 2017”	Section 7	Student’s Manual/ Handbook	2019 (Referring to the Manual)	

	CHED Memo 9. S. 2013 Enhanced Policies and Guidelines for Student Affairs and Services	Article II sec 3			
COLLEGE OF COMPUTING STUDIES					
External Services Enrollment Procedure	“Universal Access to Quality Tertiary Education Act of 2017” CHED Memo 9. S. 2013 Enhanced Policies and Guidelines for Student Affairs and Services	Section 7 Article II sec 3	University Student Manual / Handbook	2019 (Referring to the Manual)	
Issuance of Adding, Dropping, and Changing Forms	“Universal Access to Quality Tertiary Education Act of 2017” CHED Memo 9. S. 2013 Enhanced Policies and Guidelines for Student Affairs and Services	Section 7 Article II sec 3	University Student Manual / Handbook	2019 (Referring to the Manual)	
Transferring Procedure	“Universal Access to Quality Tertiary Education Act of 2017” CHED Memo 9. S. 2013 Enhanced Policies and Guidelines for Student Affairs and Services	Section 7 Article II sec 3	University Student Manual / Handbook	2019 (Referring to the Manual)	
COLLEGE OF EDUCATION					
Enrollment Procedure for Incoming First Year Students	RA 10687	Section 5 Section 6	University Students Manual (2019)	2019	

	(A Comprehensive and Unified Student Financial Assistance System for Tertiary Education-UniFast)	Section 10		(Referring to the Student Manual)	
Issuance of Adding, Dropping, and Changing Forms	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education-UniFast)	Section 5 Section 6 Section 10	University Students Manual (2019)	2019 (Referring to the Student Manual)	
COLLEGE OF ENGINEERING AND ARCHITECTURE					
External Services Enrollment Procedure	“Universal Access to Quality Tertiary Education Act of 2017” CHED Memo 9. S. 2013 Enhanced Policies and Guidelines for Student Affairs and Services	Section 7 Article II sec 3	Student’s Manual/ Handbook	2019 (Referring to the Manual)	
Issuance of Adding, Dropping, and Changing Forms	“Universal Access to Quality Tertiary Education Act of 2017” CHED Memo 9. S. 2013 Enhanced Policies and Guidelines for Student Affairs and Services	Section 7 Article II sec 3	Student’s Manual/ Handbook	2019 (Referring to the Manual)	

Transferring Procedure	<p>“Universal Access to Quality Tertiary Education Act of 2017”</p> <p>CHED Memo 9. S. 2013 Enhanced Policies and Guidelines for Student Affairs and Services</p>	<p>Section 7</p> <p>Article II sec 3</p>	Student’s Manual/ Handbook	2019 (Referring to the Manual)	
COLLEGE OF HOTEL AND TOURISM MANAGEMENT					
Enrollment Procedure for Incoming First Year Students	<p>RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education-UniFast)</p>	<p>Section 5 Section 6 Section 10</p>	University Students Manual (2019)	2019 (Referring to the Student Manual)	
Issuance of Adding, Dropping, and Changing Forms	<p>RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education-UniFast)</p>	<p>Section 5 Section 6 Section 10</p>	University Students Manual (2019)	2019 (Referring to the Student Manual)	
Transferring Procedure	<p>“Universal Access to Quality Tertiary Education Act of 2017”</p> <p>CHED Memo 9. S. 2013 Enhanced Policies and Guidelines for Student Affairs and Services</p>	<p>Section 7</p> <p>Article II sec 3</p>	University Student Manual / Handbook	2019 (Referring to the Manual)	

COLLEGE OF INDUSTRIAL TECHNOLOGY					
External Services Enrollment Procedure	<p>“Universal Access to Quality Tertiary Education Act of 2017”</p> <p>CHED Memo 9. S. 2013 Enhanced Policies and Guidelines for Student Affairs and Services</p>	<p>Section 7</p> <p>Article II sec 3</p>	Student’s Manual/ Handbook	2019 (Referring to the Manual)	
Issuance of Adding, Dropping, and Changing Forms	<p>“Universal Access to Quality Tertiary Education Act of 2017”</p> <p>CHED Memo 9. S. 2013 Enhanced Policies and Guidelines for Student Affairs and Services</p>	<p>Section 7</p> <p>Article II sec 3</p>	Student’s Manual/ Handbook	2019 (Referring to the Manual)	
Transferring Procedure	<p>“Universal Access to Quality Tertiary Education Act of 2017”</p> <p>CHED Memo 9. S. 2013 Enhanced Policies and Guidelines for Student Affairs and Services</p>	<p>Section 7</p> <p>Article II sec 3</p>	Student’s Manual/ Handbook	2019 (Referring to the Manual)	
COLLEGE OF SOCIAL SCIENCE AND PHILOSOPHY					
Enrollment Procedure for Incoming First Year Students	<p>RA 10687 (A Comprehensive and Unified Student Financial</p>	<p>Section 5 Section 6 Section 10</p>	University Students Manual (2019)	2019 (Referring to the Student Manual)	

	Assistance System for Tertiary Education-UniFast)				
Issuance of Adding, Dropping, and Changing Forms	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education-UniFast)	Section 5 Section 6 Section 10	University Students Manual (2019)	2019 (Referring to the Student Manual)	
DHVSU APALIT CAMPUS					
1. Enrollment Procedure	CHED Memorandum Order No. 27-s2016	CHED Memorandum Order No. 27-s2016	Registrar's Manual	2016	
DHVSU CANDABA CAMPUS					
1. Enrollment Procedure	CHED Memorandum Order No. 27-s2016	CHED Memorandum Order No. 27-s2016	Registrar's Manual	2016	
DHVSU LUBAO CAMPUS					
Enrollment Procedure for Incoming First Year Students	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education-UniFast)	Section 5 Section 6 Section 10	University Students Manual (2019)	2019 (Referring to the Student Manual)	

Issuance of Adding, Dropping, and Changing Forms	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education- UniFast)	Section 5 Section 6 Section 10	University Students Manual (2019)	2019 (Referring to the Student Manual)	
DHVSU MEXICO CAMPUS					
Enrollment Procedure for Incoming First Year Students	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education- UniFast)	Section 5 Section 6 Section 10	University Students Manual (2019)	2019 (Referring to the Student Manual)	
Issuance of Adding, Dropping, and Changing Forms	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education- UniFast)	Section 5 Section 6 Section 10	University Students Manual (2019)	2019 (Referring to the Student Manual)	
DHVSU PORAC CAMPUS					
Enrollment Procedure for Incoming First Year Students	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education- UniFast)	Section 5 Section 6 Section 10	University Students Manual (2019)	2019 (Referring to the Student Manual)	

Issuance of Adding, Dropping, and Changing Forms	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education- UniFast)	Section 5 Section 6 Section 10	University Students Manual (2019)	2019 (Referring to the Student Manual)	
DHVSU STO TOMAS CAMPUS					
Enrollment Procedure for Incoming First Year Students	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education- UniFast)	Section 5 Section 6 Section 10	University Students Manual (2019)	2019 (Referring to the Student Manual)	
Issuance of Adding, Dropping, and Changing Forms	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education- UniFast)	Section 5 Section 6 Section 10	University Students Manual (2019)	2019 (Referring to the Student Manual)	
Transferring Procedure	“Universal Access to Quality Tertiary Education Act of 2017” CHED Memo 9. S. 2013	Section 7 Article II sec 3	University Student Manual / Handbook	2019 (Referring to the Manual)	

	Enhanced Policies and Guidelines for Student Affairs and Services				
ACCOUNTING OFFICE					
Issuance of Certificate of Payment for Graduation Fee	R.A. 10931 Universal Access to Quality Tertiary Education Act of 2017 BoR Reso No. 73, S.2017	Section 7	Student Manual/Handbook	2019 (Referring to the Student Manual)	
Issuance of Clearance (for Students with Outstanding Balances, without Outstanding Balances and for 2nd Copies)	BoR Reso No. 73, S.2017		Student Manual/Handbook	2019 (Referring to the Student Manual)	
Issuance of Statement of Account	BoR Reso No. 73, S.2017		Student Manual/Handbook	2019 (Referring to the Student Manual)	
ADMINISTRATIVE SERVICES OFFICE					
Employment Verification	R.A. 10173 – Data Privacy Act of 2012 - An act protecting individual personal information in information and communications systems in the government and the private sector, creating for this purpose a national privacy commission, and for other purposes	Chapter 3 – Processing of Personal Information Chapter 4 – Rights of Data Subject Chapter 5 – Security of Personal Information Chapter 6 – Accountability for Transfer of Personal Information Chapter 7 – Security of Sensitive Personal Information in Government	Administrative Manual		
Issuance of Certificate of Employment (COE)	DOLE Labor Advisory No. 06 Series 2020 Book V: Labor Relations	Section III Issuance of Certificate of Employment Rule XIV, Section 10 Certification of Employment			

	<p>Rules to Implement the Labor Code</p> <p>R.A. 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees</p> <p>R.A.10173 "Data Privacy Act of 2012"</p>	<p>Rule IV Section 3 Transparency of Transactions and Access to Information</p> <p>Chapter 3 – Processing of Personal Information Chapter 4 – Rights of Data Subject Chapter 5 – Security of Personal Information Chapter 6 – Accountability for Transfer of Personal Information Chapter 7 – Security of Sensitive Personal Information in Government</p>			
Issuance of Service Record	<p>R.A. 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees</p> <p>R.A.10173 "Data Privacy Act of 2012"</p>	<p>Rule IV Section 3 Transparency of Transactions and Access to Information</p> <p>Chapter 3 – Processing of Personal Information Chapter 4 – Rights of Data Subject Chapter 5 – Security of Personal Information Chapter 6 – Accountability for Transfer of Personal Information</p>			

		Chapter 7 – Security of Sensitive Personal Information in Government			
Request for Issuance and/or Reissuance of University Issued Identification Card (New / Replacement)	Joint Memorandum Circular No. 2019-001 Series 2019 The Implementing Rules and Regulations of RA 11032	Rule VII Section 8 Identification Card			
Processing of Application for Leave of Absence	<p>Omnibus Rules Implementing Book V of Executive Order No. 292 and Other Pertinent Civil Service Laws</p> <p>ISO 9001:2015 Standard Omnibus Rules Implementing Book V of Executive Order 292</p> <p>R.A. 9262: “An Act Defining Violence Against Women and their Children, providing for Protective Measures for Victims, Prescribing Penalties therefore, and for other Purposes”</p> <p>R.A. 9710: “Magna Carta of Women”</p>	<p>Chapter 9 Section 60: Leave of Absence</p> <p>Section 43: Entitled to Leave</p>	Administrative Manual Chapter XIV Leave of Absence	2010	DHVSU-QSP-ADMINISO-002 Application for Leave Process July 1, 2019
Application for Monetization Procedure	Omnibus Rules on Leave (CSC MC No. 41, Series 1998)	<p>Section 22: Monetization of leave credits</p> <p>Section 23: Monetization of 50% of vacation/sick leave credits</p> <p>Section 24: Computation of Leave Monetization</p>			

<p>Processing of Application for Retirement</p>	<p>R.A. 8291 – GSIS Act of 1997 -an act amending presidential decree no. 1146, as amended, expanding and increasing the coverage and benefits of the government service insurance system, instituting reforms therein and for other purposes</p> <p>RA. 6683 – “an act providing benefits for early retirement and voluntary separation from the government service, as well as involuntary separation of civil service officers and employees pursuant to various executive orders authorizing government reorganization after the ratification of the 1987 constitution appropriating funds therefor, and for other purposes”</p> <p>R.A. 8291 – GSIS Act of 1997 -an act amending presidential decree no. 1146, as amended, expanding and increasing the coverage and benefits of the government service insurance system, instituting reforms therein and for other purposes</p>				
<p>Approval of Loan Application (Pag-Ibig and GSIS)</p>	<p>R.A. 8291 – GSIS Act of 1997 -an act amending presidential decree no. 1146, as amended,</p>				

	expanding and increasing the coverage and benefits of the government service insurance system, instituting reforms therein and for other purposes				
Remittance Process	<p>PhilHealth Circular No. 2019-0009: "Premium Contribution Schedule in the National Health Insurance Program (NHIP) Pursuant to R.A. No. 11223 Known as the "Universal Health Care Act"</p> <p>R.A. 9679: "Home Development Mutual Fund Law of 2009, otherwise known as Pag-IBIG (Pagtutulungan sa kinabukasan: Ikaw, Bangko, Industriya at Gobyerno) Fund"</p> <p>R.A. 8291: "An act amending Presidential Decree No. 1146, as amended, expanding and increasing the coverage and benefits of the government service insurance system, instituting reforms therein and for other purposes"</p> <p>SSS Circular No. 2019-005: "New Schedule of Social Security (SS) Contributions Effective April 2019"</p>	<p>Section V Letter A</p> <p>Rule V to Rule VII</p>	<p>DHVSU-QSP-ADMINSO-008</p> <p>Remittance Process</p>	<p>October 5, 2020</p>	

	<p>R.A. 10963: "Tax Reform for Acceleration and Inclusion (TRAIN)"</p> <p>R.A.10173 "Data Privacy Act of 2012"</p> <p>R.A. 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees</p>	<p>Section 5: Income Tax Rates</p> <p>Rule IV Section 3 Transparency of Transactions and Access to Information</p>			
Issuance of DTR for Attendance Monitoring	<p>Implementing Book V of Executive Order No. 292</p> <p>CSC MC No. 1 s. 2017: "Reiteration of the Policy on Government Office Hours, and the Administrative Offenses of Frequent Unauthorized Absences (Habitual Absenteeism), Tardiness in Reporting for Duty; and Loafing from Duty during Regular Office Hours"</p>	<p>Section 5: Rule XVII of the Omnibus Rules</p>	<p>DHVSU-QSP-ADMINSO-003 Attendance Monitoring Process</p>	<p>October 5, 2020</p>	
Issuance of Pay Slip	<p>R.A. 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees</p> <p>R.A. 11032 "Ease of Doing Business"</p>	<p>Rule IV, Section 3 Transparency of Transactions and Access to Information</p>			

	R.A.10173 “Data Privacy Act of 2012”				
Issuance of BIR Form 2307 and BIR Form 2316	<p>R.A. 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees</p> <p>R.A. 11032 “Ease of Doing Business”</p> <p>R.A.10173 “Data Privacy Act of 2012”</p>	Rule IV, Section 3 Transparency of Transactions and Access to Information			
Request for Gross Pay and Net Pay	<p>R.A. 10963: “Tax Reform for Acceleration and Inclusion (TRAIN)”</p> <p>Government Accounting Manual for National Government Agencies</p> <p>PhilHealth Circular No. 2019-0009: “Premium Contribution Schedule in the National Health Insurance Program (NHIP) Pursuant to R.A. No. 11223 Known as the “Universal Health Care Act”</p> <p>R.A. 6713 - Rules Implementing the Code of Conduct and Ethical</p>	<p>Executive Order No. 782 Revenue Regulation No. 2-98</p> <p>Rule IV, Section 3 Transparency of Transactions and Access to Information</p>	DHVSU-QSP-ADMINSO-006 Payroll Process for Salaries and Wages	October 5, 2020	

	Standards for Public Officials and Employees R.A. 11032 "Ease of Doing Business" R.A.10173 "Data Privacy Act of 2012"				
Vehicle Services Process	Administrative Order No. 239, s. 2008 Prohibiting the use of government vehicles for purposes other than official business, and for other purposes	Section 3	DHVSU-QSP-ADMINSO-013 Vehicle Services Process	07/01/2019	
Issuance of Office Supplies/Other Supplies & Materials/Equipment	2016 Revised Implementing Rules and Regulations of R.A. 9184 otherwise known as Government Procurement Act		2016	2016	
Repair and Maintenance of Machinery and Equipment	Government Accounting Manual		2016	2016	
ADMISSION OFFICE					
Application Procedure - General Admission	Manual-of-Regulations-for-Private-Higher-Education 2008 CMO 30 s 2009 Applicability of Manual of Regulations for Private Higher Education (MORPHE) 2008 to SUCs and LUCs	Art XVIII Sec 81 Student Admission Requirements	Student Manual 2019 Edition	AY. 2019-2020	DHVSU-QSP-ADSO-001 Application Procedure - General Admission March 27, 2019 Revised November 27, 2019

	<p>R.A. 10931 Universal Access to Quality Tertiary Education Act of 2017</p> <p>CMO-No.09-s2013 Enhance Policies and Guidelines for Student Affairs and Services</p>	<p>Rule II Section 4 Coverage of Free Higher Education in SUCs and LUCs</p> <p>Article IX Section 24 Admission Services</p>			
Application Procedure – Returnee	<p>Manual-of-Regulations-for-Private-Higher-Education 2008</p> <p>CMO 30 s 2009 Applicability of Manual of Regulations for Private Higher Education (MORPHE) 2008 to SUCs and LUCs</p> <p>R.A. 10931 Universal Access to Quality Tertiary Education Act of 2017</p> <p>CMO-No.09-s2013 Enhance Policies and Guidelines for Student Affairs and Services</p>	<p>Art XVIII Sec 81 Student Admission Requirements</p> <p>Rule II Section 4 Coverage of Free Higher Education in SUCs and LUCs</p> <p>Article IX Section 24 Admission Services</p>	<p>Student Manual 2019 Edition</p>	<p>AY. 2019-2020</p>	<p>DHVSU-QSP-ADSO-004 Application Procedure - Returnee March 27, 2019 Revised November 27, 2019</p>

	<p>R.A. 10931 Universal Access to Quality Tertiary Education Act of 2017</p> <p>CMO-No.09-s2013 Enhance Policies and Guidelines for Student Affairs and Services</p>	<p>Rule II Section 4 Coverage of Free Higher Education in SUCs and LUCs</p> <p>Article IX Section 24 Admission Services</p>			
AUXILIARY SERVICES OFFICE					
<p>External Service Application for Stall Rental</p>			University Operations Manual	2010 (Referring to the University Operations Manual)	
BIDS AND AWARDS COMMITTEE					
<p>Awarding of Procurement Project (Public Bidding)</p>	<p>The 2016 revised Implementing rules And regulations Of republic act no. 9184</p>	Article IV	ISO 9001:2015 QMS Standards	2018	
<p>Awarding of Procurement Project (Small Value Procurement)</p>	<p>The 2016 revised Implementing rules And regulations Of republic act no. 9184</p>	Annex H, LETTER D, NO. 8	ISO 9001:2015 QMS Standards	2018	
<p>Procurement of Goods and Services - Public Bidding</p>	<p>The 2016 revised Implementing rules And regulations Of republic act no. 9184</p>	Article IV	ISO 9001:2015 QMS Standards	2018	
<p>Procurement of Goods and Services (Shopping)</p>	<p>The 2016 revised Implementing rules And regulations Of republic act no. 9184</p>	Section 52, LETTER C	ISO 9001:2015 QMS Standards	2018	

Procurement of Goods and Services (Small Value Procurement)	The 2016 revised Implementing rules And regulations Of republic act no. 9184	Annex H, LETTER D, NO. 8	ISO 9001:2015 QMS Standards	2018	
Repair and Maintenance - Small Value Procurement	The 2016 revised Implementing rules And regulations Of republic act no. 9184	Annex H, LETTER D, NO. 8	ISO 9001:2015 QMS Standards	2018	
Request for Procurement of Goods and Services	The 2016 revised Implementing rules And regulations Of republic act no. 9184	RULE II & IV	ISO 9001:2015 QMS Standards	2018	
CAREER SERVICES OFFICE					
Application of Internship Endorsement	Manual-of-Regulations-for-Private-Higher-Education 2008 CMO-NO.-104-S.-2017 Internship Program in the Philippines RA 10931 IRR Universal Access to Free Quality Higher Education Act of 2017	Art XIX; Sec 90 Subject Load Art VI Implementing Guidelines	DHVSU-QSP-ADSO-0006 Application of Internship Endorsement Student Internship in the Philippines Manual/Journal 2018	October 05, 2020 January 2018	
CASHIERING OFFICE					
Collection of Fees	Government Accounting Manual (In reference of P.D. No. 1445- State Audit Code of the Philippines Sec. 68)	Section 4 e. No payments of any nature shall be received by a collecting officer without immediately issuing an	Accountable Form No. 51 (Official Receipts)		

		official receipt in acknowledgment thereof.			
Check Preparation and Disbursement	Government Accounting Manual	Section 8 Checks shall be used for payments of regular expenses.	Accountable Forms		
CIVIL SECURITY UNIT					
Issuance of Visitor's Pass	CMO No. 09 s. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	Section 28.1 and 28.5 (Safety and Security Services)	University Operations Manual	2010 (Referring to the Manual)	None
Procedure for Student's Entering the University	CMO No. 09 s. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	Section 28.1 and 28.5 (Safety and Security Services)	Student's Manual/ Handbook	2019 (Referring to the Manual)	None
COMPETENCY ASSESSMENT CENTER					
Conduct of Competency Assessment	Republic Act No. 7796 (Technical Education and Skills Development Act of 1994)	Section 22	Competency Assessment and Certification Program Procedures Manual	2006 (Referring to the Procedure Manual)	
DATA PRIVACY OFFICE					
EXTENSION SERVICES OFFICE					
Request for Extension Services	CMO No.8 Series of 2008	Chapter 5, Mechanics of Implementation	Student Manual/Handbook	2019 (Referring to the Student Manual)	

	<p>Pathways to Equity, Relevance and Advancement in Research, Innovation and Extension in Philippine Higher Education</p> <p>RA 6713 Code of conduct and ethical standards for public officials and employees</p>	Section 5 (a) (c) and (d)	Student Manual/Handbook	2019 (Referring to the Student Manual)	
FINANCE MANAGEMENT SERVICES OFFICE					
Obligation/Utilization (ORS/BURS) Process	Government Accounting Manual Volume I Chapter 3	Section 15 and Section 24	Government Accounting Manual	2002	
GUIDANCE AND TESTING OFFICE					
Issuance of Certificate of Good Moral Character	CMO-No.09-s2013 Enhance Policies and Guidelines for Student Affairs and Services	Section 14 Guidance and Counseling Services	Student Manual 2019 Edition Guidance Manual 2015 Edition	2019 (Referring to the Student Manual)	DHVSU-QSP-OVPSAS-003 ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER
Counseling Intervention Process	<p>RA 9258 "The Guidance and Counseling Act of 2004"</p> <p>CMO-No.09-s2013 Enhance Policies and Guidelines for Student Affairs and Services</p>	<p>Article I Section 3.A Section 33.b.2.3</p> <p>Section 14 Guidance and Counseling Services</p> <p>Rule V Career guidance and Counseling Advocacy</p>		2019 (Referring to the Student Manual)	DHVSU-QSP-OVPSAS-WI-002 COUNSELING INTERVENTION PROCESS

	DO_s2013_43 IRR RA 10533 Enhance Basic Education Act of 2013				
Online Counseling Intervention	RA 9258 "The Guidance and Counseling Act of 2004"	Article I Section 3.A Section 33.b.2.3		2019 (Referring to the Student Manual)	INTERIM GUIDELINES ON THE CONDUCT OF AND DELIVERY OF GUIDANCE AND COUNSELING AND MENTAL HEALTH SERVICES DURING THE COVID19 CRISIS Issued by PGCA dated April 4, 2020
Issuance of Class Admission Slip	Guidance Manual 2015 Edition	Section 78.2 b.7	Student Manual 2019 Edition Guidance Manual 2015 Edition	2019 (Referring to the Student Manual)	DHVSU-QSP-OVPSAS-005 ISSUANCE OF CLASS ADMISSION SLIP
Psychological Testing Process	RA 9258 "The Guidance and Counseling Act of 2004" CMO-No.09-s2013 Enhance Policies and Guidelines for Student Affairs and Services DO_s2013_43 IRR RA 10533 Enhance Basic Education Act of 2013	Article I Section 3.A Section b.2.1 Rule V Career guidance and Counseling Advocacy		2019 (Referring to the Student Manual)	DHVSU-QSP-OVPSAS-WI-004 PSYCHOLOGICAL TESTING PROCESS
Issuance of Test Permit	Guidance Manual 2015 Edition CMO-No.09-s2013 Enhance Policies and Guidelines for Student Affairs and Services			2019 (Referring to the Student Manual)	DHVSU-QSP-OVPSAS-004 ISSUANCE OF TEST PERMIT

University Admission Test (UAT) Administration Process	Manual-of-Regulations-for-Private-Higher-Education 2008 DO_s2013_43 IRR RA 10533 Enhance Basic Education Act of 2013 RA 10931 IRR Universal Access to Free Quality Higher Education Act of 2017	Article XVIII Student Admission Section 25. Implementation Mechanism Rule II Section 4 Free Higher Education in SUCS and LUCS		2019 (Referring to the Student Manual)	DHVSU-QSP-OVPSAS-WI-001 UNIVERSITY ADMISSION TEST (UAT) ADMINISTRATION PROCESS
MANAGEMENT INFORMATION SYSTEM					
ID Printing (New Student)	“Universal Access to Quality Tertiary Education Act of 2017”	Sec 2	Student Manual/Handbook	2019 (Referring to the Student Manual)	
Replacement of ID (Old Student)	“Universal Access to Quality Tertiary Education Act of 2017”	Sec 2	Student Manual/Handbook	2019 (Referring to the Student Manual)	
Encoding of Students’ Grade	“Universal Access to Quality Tertiary Education Act of 2017”	Sec 2	Faculty Manual/Handbook	2019 (Referring to the Student Manual)	
ID Printing for Employees	“Universal Access to Quality Tertiary Education Act of 2017”	Sec 2	University Manual	2010 (Referring to the University Manual)	
Encoding of Students’ Grade	For Identification to be attached in the application form		University Operations Manual	2010	
ID Printing for Employees	For Identification to be attached in the application form		University Operations Manual	2010	
OFFICE FOR ALUMNI AFFAIRS					

Giving and Acceptance of Donation	None	N/A	OAA Manual	2018	
Holding of Alumni Activities	None	N/A	OAA Manual	2018	
OFFICE OF INTERNATIONAL PARTNERSHIPS AND PROGRAMS					
Request for Travel Authority (Personal)	CMO 55 s, 2016 Policy Framework and Strategies on the Internationalization of Philippine Higher Education	Sec 3	OIPP Manual	2017	
Request for Travel Authority (Official)	CMO 55 s, 2016 Policy Framework and Strategies on the Internationalization of Philippine Higher Education	Sec 3	OIPP Manual	2017	
Foreign Students Admission	CMO 55 s, 2016 Policy Framework and Strategies on the Internationalization of Philippine Higher Education	Sec 3	OIPP Manual	2017	
OFFICE OF STUDENT AFFAIRS					
External Services					
ID Validation Procedure	CMO No. 09 s. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	Section 28.1 and 28.5 (Safety and Security Services)	ID Validation Procedure	Jan. 07, 2019	2019 Student Manual

Lost and Found Services	CMO No. 09 s. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	Part VI, Article 1, Policies Relating to Standards of Conduct on Campus Section 78, General Rules on Conduct and Discipline	Reporting a Lost and Found Procedure	Jan. 07, 2019	2019 Student Manual
Request for Replacement of Identification Card	CMO No. 09 s. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	Section 28.1 and 28.5 (Safety and Security Services)	Application of Lost ID Procedure	Jan. 07, 2019	2019 Student Manual
Internal Services Accreditation and Re-accreditation of Student Organization	CMO No. 09 s. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	Article VIII, Student Development, Section 19, Student Organizations and Activities	Application of Accreditation and Re-accreditation of Student Organization Procedure	Jan. 07, 2019	2019 Student Manual
Filing of Candidacy in the USC Election Procedure	CMO No. 09 s. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	Article VIII, Student Development, Section 21, Student Council/ Government	Application of Candidacy in the USC Election Procedure	Jan.07, 2019	2019 Student Manual
Filing and Resolving an Incident or Case	CMO No. 09 s. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	Article VIII, Student Development, Section 22, Student Discipline	Filing and Resolving an Incident Procedure	Jan. 07, 2019	2019 Student Manual
Claiming Insurance	2019 Student Manual	Part II, Section 7.10 Insurance Plan	Insurance Claim Procedure	Jan. 07, 2019	2019 Student Manual
Issuance of Certificate of Compliance for Outbound Activity	CMO No. 63 s. 2017 Policies and Guidelines on Local Off -Campus Activities	Article VII, Section 11.2 Requirements	Application for Outbound Activity	Jan. 07, 2019	2019 Student Manual
OFFICE OF STUDENT SERVICES					
External Services Medical Examination and Consultation Procedure	CMO No. 09 s. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	Section 27 (Health Services)	Medical Check-Up	Jan. 07, 2019	2019 Student Manual

Dental Consultation	CMO No. 09 s. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	Section 27 (Health Services)	Oral Check- Up	Jan. 07, 2019	2019 Student Manual
Student Grievance	CMO No. 09 s. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	Section 22.3 (There shall be timely mechanism to address student grievance)	OSS Complaint	Jan. 07, 2019	2019 Student Manual
OFFICE OF UNIVERSITY REGISTRAR					
External Services					
Application for Authentication of School Records	CHED Memorandum Order No. 05-s2016	CHED Memorandum Order No. 05-s2016	Registrar's Manual	2016	
Application for Certification, Authentication and Verification (CAV) of School Records	CHED Memorandum Order No. 05-s2016	Section 68(1) P.D 1445	Registrar's Manual	2016	
Application for Certification of Document Requested	CHED Memorandum Order No. 05-s 2016	Section 68(1) P.D 1445	Registrar's Manual	2016	
Application for Certificate of Completed Academic Requirements (CAR)	CHED Memorandum Order No. 05-s 2016	Section 68(1) P.D 1445	Registrar's Manual	2016	
Issuance of Diploma	CHED Memorandum Order No. 21-s 2007	CHED Memorandum Order No. 21-s 2007	Registrar's Manual (under Records Management No. 11)	2016	
Enrolment for New Students and Transferees	CHED Memorandum Order No. 27-s2016	CHED Memorandum Order No. 27-s2016	Registrar's Manual	2016	
Enrolment for Old, Continuing and Returning Students	CHED Memorandum Order No. 27-s2016	CHED Memorandum Order No. 27-s2016	Registrar's Manual (under Evaluation No. 14-change of grades)	2016	

Application for Grade Discrepancy Form	CHED Memorandum Order No. 27-s2016	Section 68(1) P.D 1445	Registrar's Manual	2016	
Application for Incomplete Grade Agreement Form	CHED Memorandum No. 21-s 2007	Revenue Memorandum Circular No. 25-2008	Registrar's Manual (under Records Management No. 4- Production of TOR)	2007	
Application for Transcript of Records and Form 137 (Simple)	CHED Memorandum No. 17-s 2013	Revenue Memorandum Circular No. 25-2008	Registrar's Manual (under Records Management No. 4- Production of TOR)	2013	
Application for Transcript of Records and Form 137 (Complex)	CHED Memorandum, Order- 22-2014	Revenue Memorandum Circular No. 25-2008	Registrar's Manual	2014	
Application for Transfer of Credentials (Honorable Dismissal) and Copy of Grades (COG)	Implementing Rules & Regulations (IRR's) for government funded scholarships and financial assistance programs	Implementing Rules & Regulations (IRR's) for government funded scholarships and financial assistance programs	Registrar's Manual	2016	
Filing of Application for Scholarship and Financial Assistance	Certified Master list from the Agencies provider/ benefactors	Certified Master list from the Agencies provider/ benefactors	Registrar's Manual	2016	
PLANNING AND DEVELOPMENT OFFICE					
Submission of Office Performance Commitment and Review (OPCR) Form	Sec.33 Chap 5, Book V of E.O. No. 292 E.O. 80 s. 12 Administrative Order No.25 December 21,2011 MC 6 s. 2012	Joint Resolution No. 4 Item 1 (d) CSC DBM Joint Circular No.1 s. 2012 CSC MC No.6, s 2012 And	SPMS Manual University Manual	2019 2010	

		CSC Resolution No. 1200481			
Submission of Office Performance Commitment and Review (OPCR) Form	Sec.33 Chap 5, Book V of E.O. No. 292 E.O. 80 s. 12 Administrative Order No.25 December 21,2011 MC 6 s. 2012	Joint Resolution No. 4 Item 1 (d) CSC DBM Joint Circular No.1 s. 2012 CSC MC No.6, s 2012 And CSC Resolution No. 1200481	SPMS Manual University Manual	2019 2010	
PUBLIC INFORMATION OFFICE					
Approval for Posting of Materials	Republic Act 10173 – Data Privacy Act of 2012	Section 23	University Operations Manual Public Information Manual	2010 2018	
QUALITY ASSURANCE OFFICE					
RESEARCH AND DEVELOPMENT SERVICES OFFICE					
Research Application	CMO No 52, s. 2016 (Pathways to Equity, Relevance and Advancement in	Section II 2.1 Grants-in-Aid for Research and Innovation	University Research Manual 2019	2019 (University Research Manual 2019	2018 University Manual

	<p>research, Innovation and Extension in Philippines Higher Education</p> <p><u>AO No. 005 Series of 2013</u> - Amending Administrative Order No. 006 Series of 2004 and 004 Series of 2008, Guidelines for the Grants-In-Aid Funds of Department of Science and Technology and its Agencies</p> <p>SO No. 242 Series of 2013 - New Prescribed Salary Rates for DOST-GIA Personnel</p> <p><u>MC No. 001 Series of 2009</u> - Revised Implementing Guidelines on the</p>	<p>Section III Pathways to Relevance</p>	<p>(Chapter 3 Research Proposal Development and Processing, pp 10-11)</p>	<p>as per approved BOR Resolution No. 56, s. 2019)</p>	
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	<p><i>Grant of Honoraria to Personnel</i></p> <p><u>AO No. 003 Series of 2008</u> - <i>Guidelines in the Selection and Hiring of Personnel for GIA Positions in the DOST System</i></p>				
Monitoring of Internally Funded Research	<p>CMO No 52, s. 2016 (Pathways to Equity, Relevance and Advancement in research, Innovation and Extension in Philippines Higher Education</p> <p><u>AO No. 005 Series of 2013</u> - <i>Amending Administrative Order No. 006 Series of 2004 and 004 Series of 2008, Guidelines for the Grants-In-Aid Funds of Department of Science and Technology and its Agencies</i></p>	Section II 2.4 Technical and Financial Monitoring	<p>University Research Manual 2019</p> <p>(Chapter 4 Research Project Implementation, Monitoring and Evaluation, pp 16-17)</p>	<p>2019</p> <p>(University Research Manual 2019 as per approved BOR Resolution No. 56, s. 2019)</p>	2018 University Manual

	<p>SO No. 242 Series of 2013 - <i>New Prescribed Salary Rates for DOST-GIA Personnel</i></p> <p>MC No. 001 Series of 2009 - <i>Revised Implementing Guidelines on the Grant of Honoraria to Personnel</i></p> <p>AO No. 003 Series of 2008 - <i>Guidelines in the Selection and Hiring of Personnel for GIA Positions in the DOST System</i></p>				
SPORTS AND DEVELOPMENT OFFICE					
Request for the Utilization of the University Gymnasium	CMO No. 9 S. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	Section 17 Student Handbook Development Section 34 Sports Development	Student Manual/Handbook	2019 (Referring to the Student Manual)	
UNIVERSITY CULTURE AND THE ARTS UNIT					

Internal Service: Audition and Selection of Student Cultural Artists (face to face / virtual)	CMO No. 09, S. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	Article IV Students Affairs and Services Section 10, Item 10.1 and 10.2	Recruitment of University Cultural Performers (Student Manual/Handbook)	Mar. 16, 2020	
UNIVERSITY OCCUPATIONAL SAFETY AND HEALTH OFFICE AND UNIVERSITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE					
Internal Services Pre-conduct of Disaster Preparedness and Capacity Building Training	1. Conduct of Earthquake and Fire Drill	REPUBLIC ACT No. 11058 An Act Strengthening Compliance with Occupational Safety and Health Standards and Providing Penalties for Violations Thereof	Section 12. Occupational Safety Health (OSH) Program. - Covered workplaces shall have a safety and health program including the following policies: (n) Emergency preparedness and response plan;	National Disaster Risk Reduction and Management Plan (NDRRMP) 2011-2028 School Disaster Risk Reduction and Management Manual (Department of Education)	2011-2028 2016

		<p>Republic Act No. 10121</p> <p>An Act Strengthening The Philippine Disaster Risk Reduction And Management System, Providing For The National Disaster Risk Reduction And Management Framework And Institutionalizing The National Disaster Risk Reduction And Management Plan, Appropriating Funds Therefor And For Other Purposes.</p>	<p>Section 2. Declaration of Policy. – It shall be the policy of the State to:</p> <p>(a) Uphold the people’s constitutional rights to life and property by addressing the root causes of vulnerabilities to disasters, strengthening the country’s institutional capacity for disaster risk reduction and management and building the resilience of local communities to disasters including climate change impacts;</p>		
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		<p>Joint Memorandum Circular No. 1, S. 2020</p> <p>Occupational Safety And Health (Osh) Standards</p> <p>For The Public Sector</p>	<p>V. Provision for Reasonable Working Conditions</p> <p>(2) Emergency Preparedness</p> <p>(b) Trainings and drills on Disaster Risk Reduction Management</p> <p>must be conducted to ensure employees and staff are prepared during emergencies</p>		
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UNIVERSITY LEARNING RESOURCE CENTER					
Application for New Library Card Procedure	CMO__ S. 2017 Minimum Requirements For Libraries of Higher Education Institutions Common To All Programs	Section 2 F The Librarian shall formulate and maintain written manuals of policies and procedures covering its internal administration and operational activities.	Library Manual BOR Resolution	2018 Referring to the Revised Library Manual	
Borrowing and Returning of Printed Library Resources Procedure	CMO__ S. 2017 Minimum Requirements For Libraries of Higher Education Institutions Common To All Programs	Section 2 F The Librarian shall formulate and maintain written manuals of policies and procedures covering its internal administration and operational activities.	Library Manual BOR Resolution	2018 Referring to the Revised Library Manual	
Baggage Area Procedure	CMO__ S. 2017 Minimum Requirements For Libraries of Higher Education Institutions Common To All Programs	Section 2 F The Librarian shall formulate and maintain written manuals of policies and procedures covering its internal administration and operational activities.	Library Manual BOR Resolution	2018 Referring to the Revised Library Manual	
Lost Library Card Procedure	CMO__ S. 2017 Minimum Requirements For Libraries of Higher Education Institutions Common To All Programs	Section 2 F The Librarian shall formulate and maintain written manuals of policies and procedures covering its internal administration and operational activities.	Library Manual BOR Resolution	2018 Referring to the Revised Library Manual	
Interlibrary Request Letter Procedure	CMO__ S. 2017 Minimum Requirements For Libraries of Higher Education	Section 2 F The Librarian shall formulate and maintain written	Library Manual BOR Resolution	2018	

	Institutions Common To All Programs	manuals of policies and procedures covering its internal administration and operational activities.		Referring to the Revised Library Manual	
Use of Audio-Visual Room Procedure	CMO__ S. 2017 Minimum Requirements For Libraries of Higher Education Institutions Common To All Programs	Section 2 F The Librarian shall formulate and maintain written manuals of policies and procedures covering its internal administration and operational activities.	Library Manual BOR Resolution	2018 Referring to the Revised Library Manual	
Use of Discussion Room Procedure	CMO__ S. 2017 Minimum Requirements For Libraries of Higher Education Institutions Common To All Programs	Section 2 F The Librarian shall formulate and maintain written manuals of policies and procedures covering its internal administration and operational activities.	Library Manual BOR Resolution	2018 Referring to the Revised Library Manual	
Signing of Clearance Procedure	CMO__ S. 2017 Minimum Requirements For Libraries of Higher Education Institutions Common To All Programs	Section 2 F The Librarian shall formulate and maintain written manuals of policies and procedures covering its internal administration and operational activities.	Library Manual BOR Resolution	2018 Referring to the Revised Library Manual	
Submission of Thesis/Dissertation Procedure	CMO__ S. 2017 Minimum Requirements For Libraries of Higher Education Institutions Common To All Programs	Section 2 F The Librarian shall formulate and maintain written manuals of policies and procedures covering its internal administration and operational activities.	Library Manual BOR Resolution	2018 Referring to the Revised Library Manual	

UNIVERSITY TRAINING SERVICES OFFICE

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE⁵

OFFICE OF THE UNIVERSITY PRESIDENT
Internal Service

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

		2 Request for approval of disbursement vouchers, checks, appointment letters, and other correspondences	University Operations Manual (2010)	1 Day (upon the availability of the signatory)	None
		3 Receive the request memorandum, approved disbursement vouchers, checks, appointment letters, and other correspondences	University Operations Manual (2010)	2 minutes	None
TOTAL				2 Days 2 Minutes	None

OFFICE OF THE EXECUTIVE VICE PRESIDENT
Internal Services

GOVERNMENT SERVICE: Procedure for the Checking and Recording of Disbursement Vouchers					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Disbursement Voucher (1 original)		1. Submit Disbursement Voucher	Commission on Audit No. 92-389	10 minutes	None

			University Operations Manual (2010)		
		2. Wait for the release of the signed voucher to the office of the University President	Commission on Audit No. 92-389 University Operations Manual (2010)	10 Minutes	None
TOTAL				20 minutes	None

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

TOTAL				20 minutes	None

OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS

Internal Service

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

List of participants who will attend (1 original)					
		2. Wait for the release of the memorandum	University Operations Manual (2010)	1 hour	None
		3. Receive the approved memorandum from VPAA Office	University Operations Manual (2010)	10 minutes	None
TOTAL				1 hour 20 minutes	None

OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION AND FINANCE

Internal Service

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

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

OFFICE OF THE VICE PRESIDENT FOR RESEARCH EXTENSION AND TRAINING

GOVERNMENT SERVICE: Procedure for the Approval of Proposed, External Seminars, Trainings and Workshops related to Research, Extension and Training					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Complete documents signatories (1 original, 1 photocopy)		2. Submit the required documents for recommendation of approval of the	University Research Manual 2019	10 minutes	None

<p>Invitation Letter with Routing Slip (1 original)</p> <p>Request Letter (1 original)</p> <p>List of participants who will attend (1 original)</p>		<p>Immediate Supervisor at the VPRET Office</p>	<p>(Chapter 5 Mechanics of Implementation, pp 27-41)</p> <p>University Extension Manual 2019 (Revised) as per approved BOR Resolution No. 56, s. 2019 (Chapter 5 Mechanics of Implementation p 27-41)</p>		
		<p>3. Wait for the release of the memorandum</p>	<p>University Research Manual 2019</p> <p>(Chapter 5 Mechanics of Implementation, pp 27-41)</p> <p>University Extension Manual 2019 (Revised) as per approved BOR Resolution No. 56, s. 2019 (Chapter 5 Mechanics of Implementation p 27-41)</p>	<p>1 hour</p>	<p>None</p>
		<p>4. Receive the approved memorandum from VPRET Office</p>	<p>University Research Manual 2019</p> <p>(Chapter 5 Mechanics of Implementation, pp 27-41)</p>	<p>10 minutes</p>	<p>None</p>

			University Extension Manual 2019 (Revised) as per approved BOR Resolution No. 56, s. 2019 (Chapter 5 Mechanics of Implementation p 27-41)		
TOTAL				1 hour 20 minutes	None

OFFICE OF THE VICE PRESIDENT FOR STUDENT AFFAIRS AND SERVICES

Internal Service

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

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

LABORATORY HIGH SCHOOL

GOVERNMENT SERVICE: Encoding of Grades for Junior High School			
SERVICE INFORMATION			
LIST OF REQUIREMENTS	LIST OF STEPS AND PROCEDURES		

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Class Records Student Manual Grading Sheets	For tracking the progress of the students as well as basis for promotion or retention.	Secure a recording material (class record) for documenting or recording of student's grades per subject. Encode and print all students' grades at the end of every quarter. Submit the grading sheet to the unit coordinator for checking.	DO 8 s. 2015 DO 31 s. 2020	One quarter	
Grading Sheets		Receive and checks the grading sheets. Affix her signature for notation. Endorse the grading sheets to the principal for further evaluation.		10 minutes	
Grading Sheets		Receive, re-check, and approve the submitted grading sheets. Return the approved grade sheets to the secretary		5 minutes	
Grading Sheets		Gives the copy of grade sheet to the class adviser and to the subject teacher		1 minute	
Grading Sheets Summary Sheets Form 10 Form 9 Temporary Card		Receive the approved grading sheets. Make a summary of the students of each section. Reflect the grades of each student on his/her Form 10 (Report Card) and Form 9 (Cumulative Record). Conduct counter rechecking with the other faculty.		1 minute 4 hours and 1 minute	

		Distribute the temporary card (1 st -3 rd Quarter) and final card (4 th quarter) to the parents/guardian of each student during the scheduled Parents-Teacher Conference.			
		Submit the Form 10 of his/her advisory class to the concerned registrar staff for filing purposes.			
		Receive and keep the said documents.		1 minute	
TOTAL				4 hours and 19 minutes	

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

SENIOR HIGHSCHOOL

GOVERNMENT SERVICE: Enrolment Procedure of Senior High School Students						
SERVICE INFORMATION: This describes the standard procedure in the enrollment system of the Senior High School students.						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
For Grade 11: Original Form 138 Photocopy PSA Birth Certificate Certificate of Good Moral ESC/QVR/LRN Certification 2x2 picture with white background and nametag School ID NCAE Diploma For Grade 12: Original Form 138 Clearance	RA 10533-Enhanced Basic Education Act of 2013 DO 25 s. 2016 Commencement of Senior High School Enrolment for SY 2016-2017	1. Log-in the students Master List Directory 2. Accomplish the pre-registration form 3. Submit the pre-registration form to the Academic Instruction Chairperson 4. Seek the approval of the principal 5. Verify LRN for assessment 6. Pay for the corresponding fees to the cashier for non- voucher recipient 7. Proceed to the Accounting Office for voucher recipient 8. Receive the Assessment form from the concerned accounting staff 9. Return to the Office of the Registrar for stamping of Certificate of Registration 10. Submit to the Accounting Office the triplicate copy of the Certificate of Registration 11. Validate student's profile to the Office of Student Affairs	RA 10533- Enhanced Basic Education Act of 2013 DO 25 s. 2016 Commenceme nt of Senior High School Enrolment for SY 2016-2017	1 minute 3 minutes 3 minutes 2 minutes 2 minutes 3 minutes 2 minutes 2 minutes 2 minutes 3 minutes 2 minutes	None None None None P8,750 Gr. 11 P8,405 Gr. 12 None None None None	

		12. Request for ID to the MIS		4 minutes	None
		13. Submit customer satisfaction survey form.		1 minute	None
TOTAL				30 minutes	P8750/ P8,405

GOVERNMENT SERVICE: Enrolment of Senior High School Students in the Private Education Assistance Committee's (PEAC) SHS Voucher Program					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Certification of ESC/QVR/, photocopy of Form 138, photocopy of birth certificate 2x2 picture,	DO 11 s .2015-SHS VP	1. Submit Certificate of ESC/QVR, photocopy of Form 138, photocopy of birth certificate, 2 x2 picture to SHS Secretary/Class Adviser.	DO 11 s. 2015- SHS VP	2 minutes	None
		2. Log in to PEAC System.		3 minutes	None
		3. Wait for the verification of status in the PEAC on-line System thru Class Adviser/MIS Coordinator/SHS Secretary		4 minutes	None
		4. Wait for confirmation for the approval of the request.		3 months	None
				1 minute	None

		5. Wait for final update of release of billing statement.		
			TOTAL	3 months, 10 minutes
				None

GOVERNMENT SERVICE: Enrollment of Senior High School Students in the DepEd's Learners Information System (LIS)						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter		Legal Basis		
Original and Photocopy of Form 138, 2x2 picture, photocopy of birth certificate	DepEd Order No. 32 s. 2018	1. Log in the SHS Log Book.		DepEd Order No. 32, s. 2018	2 minutes	None
	Student Manual	2. Present original and submit a photocopy of Form 138, 2x2 picture, photocopy of birth certificate.		Student Manual	2 minutes	None
		3. Secure Students Directory			4 minutes	None
		4. Submit filled-out directory form			1 minute	None

		5. Submit the reviewed students records		10 minutes	None
		6. Accomplish customer satisfaction survey form.		1 minute	None
TOTAL				20 minutes	None

GRADUATE SCHOOL

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

		<ul style="list-style-type: none"> ➤ Advise the GSS to proceed to the Registrar's office 		5 minutes 3 minutes 2 minutes	None None None
Official Receipt (1 original)		Submit the approved Advising Form to the University Registrar's Office <ul style="list-style-type: none"> ➤ Encode the courses to be enrolled and print the Certificate of Registration (COR) ➤ Advise the GSS to proceed to the Cashiering office for payment 	2019 (Referring to the Graduate School Handbook)	3 minutes 1 minute	None None
Identification Card (1 original)		Pay the necessary amount at the Cashiering office <ul style="list-style-type: none"> ➤ Receive the payment and issue Official Receipt (OR) for the payment made. 	2019 (Referring to the Graduate School Handbook)	2 minutes	See table for the Schedule of Fees and Other Charges
Interview Guide Form (1 original)		Present the COR to the IMC for the issuance of I.D. <ul style="list-style-type: none"> ➤ Print Identification Card (ID) for GSS 	2019 (Referring to the Graduate School Handbook)	10 minutes	See table for the Schedule of Fees and Other Charges
Transcript of Record (1 photocopy), Personal Data Sheet (1 original), 2x2 Picture with Name Tag (1 original), Long Brown envelope					
TOTAL				38 minutes	See table for the Schedule of Fees and Other Charges

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

Identification Card (1 original)					
TOTAL				35 minutes	See table for the Schedule of Fees and Other Charges

GOVERNMENT SERVICE: Plagiarism Check						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Manuscript (1 soft copy)		Submit the soft copy of the manuscript to the Graduate School of Studies	2019 (Referring to the Graduate School Handbook)	3 minutes	None	
Assessment Slip (1 original)		Pay the necessary fee <ul style="list-style-type: none"> ➤ Issue an assessment slip ➤ Receive payment ➤ For Undergraduate ➤ For Graduate School 	2019 (Referring to the Graduate School Handbook)	4 minutes	PHP 45.00/ page	
Official Receipt (1 photocopy)		Submit the Assessment slip and a photocopy of the official receipt (OR) <ul style="list-style-type: none"> ➤ Verify the payment made through OR and run the document using the plagiarism test. ➤ Advise the client for edit, following the suggested modification and return for another plagiarism test should the manuscript fail, including grammar check 	2019 (Referring to the Graduate School Handbook)	1 Day, 3 minutes	None	

		Receive issued Certificate of Plagiarism ➤ Ensure that GSS submit the edited manuscript for final checking and Issue the Certificate of Plagiarism duly signed by the Research Laboratory Coordinator	2019 (Referring to the Graduate School Handbook)	10 minutes	None
TOTAL				1 Day, 21 Minutes	PHP 45.00/ page

GOVERNMENT SERVICE: Comprehensive Examination Procedure					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Transcript of Record (2 photocopies)		Apply at the Dean's office for Comprehensive Examination ➤ Ensure that Graduate School Student registers on the Log Sheet. ➤ Evaluate the eligibility of the student to take the Comprehensive Examination and issue an Assessment Slip to the GSS.	2019 (Referring to the Graduate School Handbook)	2 minutes	None
				5 minutes	None
Assessment Slip (1 original)		Present the Assessment Slip and pay the necessary amount to the Cashiering Office. ➤ Issue official receipt (OR) to the GSS.	2019 (Referring to the Graduate School Handbook)	10 minutes	See table for the Schedule of Fees and other Charges
Official Receipt (1 photocopy)		Present the OR to the Dean of Grad. School ➤ Record the OR number in the Log Sheet. ➤ Inform the student regarding the schedule of the orientation.	2019 (Referring to the Graduate School Handbook)	1 minute	None
				1 minute	None

		<i>Note: The orientation will be done three (3) weeks after the enrolment.</i>			
Letter of Intent (1 original)		Attend the Orientation as scheduled. <ul style="list-style-type: none"> ➤ Orient the GSS regarding the policies on taking the CE ➤ Require the GSS to submit the following requirements: Application Letter for CE; 2 copies of 2x2 picture; and TOR prior to Examination 	2019 (Referring to the Graduate School Handbook)	1 hour	None
				1 minute	None
2x2 picture (2 original)		Submit the required documents to the Dean's Office <ul style="list-style-type: none"> ➤ Issue an Examination permit after the orientation and ensure that the GSS submits all the requirements. ➤ Post a list of examinees before the examination. <i>Note: The Schedule will be posted two (2) weeks after the orientation.</i> 	2019 (Referring to the Graduate School Handbook)	2 minutes	None
				3 minutes	None
		If qualified, present valid I.D. and permit to take the examination following the required examination schedule. <ul style="list-style-type: none"> ➤ Check the ID and permit of the GSS ➤ Give test instructions 	2019 (Referring to the Graduate School Handbook)	5 minutes	None
				10 minutes	None
TOTAL				1 hour, 35 minutes	None

COLLEGE OF ARTS AND SCIENCE

GOVERNMENT SERVICE: Enrollment Procedure for Incoming First Year Students			
SERVICE INFORMATION			
LIST OF REQUIREMENTS	LIST OF STEPS AND PROCEDURES		

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Form 138 (1 original) PSA Birth Certificate (1 original, 1 photocopy) Certificate of Good Moral (1 original, 1 photocopy) 2x2 picture with white background (3 original) Proof of Admission to the University and Test Result CSS Form	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education- UniFast)	1. Submit the required documents for evaluation 2. Submit the accomplished pre-registration form for evaluation and advice 3. Submit the evaluated pre-registration form to the Program Chairperson 4. Fill out the Customer Satisfaction Survey Form	University Students Manual (2019)	1 Day, 14 Minutes	None
Total				1 Day, 14 Minutes	None

GOVERNMENT SERVICE: Issuance of Adding, Dropping, and Changing Forms					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Certificate of Registration Academic Evaluation Record	RA 10687 (A Comprehensive and Unified Student Financial	1. Submit the required documents for evaluation 2. Fill out the Customer Satisfaction Survey Form	University Students Manual (2019)	53 Minutes	None

Adding, Dropping and Changing form CSS Form	Assistance System for Tertiary Education- UniFast)				
Total				53 Minutes	None

COLLEGE OF BUSINESS STUDIES

GOVERNMENT SERVICE: Enrollment Procedure						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Clearance , Academic Evaluation/ Certificate of Student's Grades, Pre-registration Form, Customer Survey Form (DHVSU-QSP-ADMINISO- 004-FO001-RO1	RA 10 687 (UniFast)	Checks student's academic evaluation records and clearance compliance.	University Students Manual (2019)	5 Minutes	None	
		Issue pre-registration and feedback form to students.		2 Minutes	None	
Clearance	RA 10687 (UniFast)	Evaluates/reviews and advises the courses to be enrolled by the students.	University Students Manual (2019)	10 Minutes	None	

Academic evaluation/ Certificate of Student's Grades Pre- Registration Form Curriculum Customers Survey Form (DHVSU-QSP-ADMINSO- 004-FO001-RO1)		Advises the students to drop the feedback forms to designated drop boxes.		1 Minute	None
Clearance Pre-Registration form	RA 10 687 (UniFast)	Approves the pre-registration forms and forwards the form to the office of the Registrar.	University Students Manual (2019)	2 Minutes	None
Certificate of Registration	RA 10687 (UniFast)	Encodes the courses to be enrolled and prints the Certificate of Registration	University Students Manual (2019)	8 Hours	None
		Endorses the printed Certificate of Registration to the Office of the College Dean.		8 Hours	None
TOTAL				16 Hours and 20 Minutes	None

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

GOVERNMENT SERVICE: Transferring Procedure			
SERVICE INFORMATION			
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES	

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
<p>Official Transfer of Credentials (Honorable Dismissal, Copy of Grades and credits earned in other schools, Certificate of Good Moral PSA Birth Certificate and Marriage Certificate if married 2 copies of 2x2 pictures, full- faced ID photo with white background.</p>	RA 10 687 (UniFast)	Evaluates and endorses the transferee to the Admission Office Note: If approved, the transferee should be advised to proceed to the Admission's Office. If disapproved, shall be advised to proceed to the Guidance and Testing Center.	University Students Manual (2019)	10 Minutes	None
<p>Official Transfer of Credentials (Honorable Dismissal, Copy of Grades and credits earned in other schools, Certificate of Good Moral</p>	RA 10687 (UniFast)	Admits the transferee and refers to the Guidance and Testing Center for Admissions Examination	University Students Manual (2019)	5 Minutes	None

PSA Birth Certificate and Marriage Certificate if married 2 copies of 2x2 pictures, full- faced ID photo with white background. Examinations Sheet Examination Results Customer Survey Form (DHVSU-QSP-ADMINSO-004-FO001-RO1)					
	RA 10 687 (UniFast)	Administers and checks examination, and issues the results	University Students Manual (2019)	40 Minutes	None
	RA 10 687 (UniFast)	Issues and receives requirements for enrollment Issues Customer Survey Form Note: For Colleges/ Departments with Board Programs, the student transferee shall take a qualifying exam (Written and Oral).	University Students Manual (2019)	3 Minutes	None
TOTAL				58 Minutes	None

COLLEGE OF COMPUTING STUDIES

GOVERNMENT SERVICE: Enrollment Procedure	
SERVICE INFORMATION	
LIST OF REQUIREMENTS	LIST OF STEPS AND PROCEDURES

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
1. Log Book		Instruct the client to sign in the log book		1 Minute	None
1. Clearance 2. Academic Evaluation/ Certificate of Student's Grades 3. Pre-registration Form 4. Customer Survey Form (DHVSU-QSP-ADMINISO-004-FO001-RO1)	RA 10 687 (UniFast)	Receive and Check Student's Academic Evaluation records and clearance compliance.	University Students Manual (2019)	4 Minutes	None
1. Clearance 2. Academic Evaluation/ Certificate of Student's Grades 3. Pre-registration Form 4. Customer Survey Form (DHVSU-QSP-ADMINISO-004-FO001-RO1)	RA 10 687 (UniFast)	Issue Pre-Registration Form and Customer Survey Form to students.	University Students Manual (2019)	2 Minutes	None
1. Clearance 2. Academic Evaluation/ Certificate of Student's Grades 3. Pre- Registration Form 4. Curriculum 5. Customers Survey Form (DHVSU-QSP-ADMINISO-004-FO001-RO1)	RA 10687 (UniFast)	Evaluate/Review and Advise the courses to be enrolled by the students. Advise the students to drop the Customer Survey Form to designated drop boxes.	University Students Manual (2019)	10 Minutes 1 Minute	None None

1. Clearance 2. Pre-Registration form 3. Certificate of Registration	RA 10 687 (UniFast)	Approve the pre-registration form and forward the form to the office of the University Registrar.	University Students Manual (2019)	2 Minutes	None
		Encode the courses to be enrolled and print the Certificate of Registration		8 Hours	None
		Endorse the printed Certificate of Registration to the Office of the College Dean.		8 Hours	None
TOTAL				16 Hours and 20 Minutes	None

GOVERNMENT SERVICE: Procedure for the Issuance of Adding, Dropping, and Changing Forms					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Certificate of Registration (1 original) 2. Academic Evaluation Record (1 original) 3. Adding, Dropping, Changing Form (1 original)	RA 10 687 (UniFast)	Issue a copy of the Certificate of Registration and Academic Evaluation Record	University Students Manual (2019)	1 Minute	None
1. Log Book		Instruct the client to sign in the log book		1 Minute	None

1. Adding, Dropping, Changing Form (1 original) 2. Customers Survey Form (DHVSU-QSP-ADMINISO-004-FO001-RO1)	RA 10687 (UniFast)	Issue Adding, Dropping, Changing Form and Customers Survey Form to students	University Students Manual (2019)	1 Minute	None
1. Adding, Dropping, Changing Form (1 original) 2. Customers Survey Form (DHVSU-QSP-ADMINISO-004-FO001-RO1)	RA 10 687 (UniFast)	Evaluate the student as to the courses to be added, dropped or changed	University Students Manual (2019)	3 Minutes	None
		Advise the student to drop the Customer Survey Form to the designated drop box		1 Minute	None
1. Adding, Dropping, Changing Form (1 original)	RA 10 687 (UniFast)	Approve the subjects to be added, dropped or changed	University Students Manual (2019)	4 Minutes	None
1. Adding, Dropping, Changing Form (1 original)	RA 10 687 (UniFast)	Forward the approved Adding, Dropping, Changing Form to the Registrar's Office for processing	University Students Manual (2019)	30 Minutes	None
TOTAL				41 Minutes	None

GOVERNMENT SERVICE: Transferring Procedure					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Log Book		Instruct the client to sign in the log book		1 Minute	None

<ol style="list-style-type: none"> 1. Official Transfer of Credentials (Honorable Dismissal) 2. Copy of Grades and credits earned in other schools 3. Certificate of Good Moral 4. PSA Birth Certificate and Marriage Certificate if married 5. 2 copies of 2x2 pictures, full-faced ID photo with white background 	<p>RA 10 687 (UniFast)</p>	<p>Evaluate and endorse the transferee to the Admission Office Note: If approved, the transferee should be advised to proceed to the Admission's Office. If disapproved, shall be advised to proceed to the Guidance and Testing Center.</p>	<p>University Students Manual (2019)</p>	<p>10 Minutes</p>	<p>None</p>
<ol style="list-style-type: none"> 1. Official Transfer of Credentials (Honorable Dismissal) 2. Copy of Grades and credits earned in other schools 3. Certificate of Good Moral 4. PSA Birth Certificate and Marriage Certificate if married 5. 2 copies of 2x2 pictures, full-faced ID photo with white background 	<p>RA 10687 (UniFast)</p>	<p>Admit the transferee and refer to the Guidance and Testing Center for Admissions Examination</p>	<p>University Students Manual (2019)</p>	<p>2 Minutes</p>	<p>None</p>
<ol style="list-style-type: none"> 1. Examinations Sheet 2. Examination Results 	<p>RA 10 687 (UniFast)</p>	<p>Administer and check examination, and issue the results</p>	<p>University Students Manual (2019)</p>	<p>40 Minutes</p>	<p>None</p>

1. Customer Survey Form (DHVSU-QSP-ADMINISO-004-FO001-RO1)	RA 10 687 (UniFast)	Issues Customer Survey Form	University Students Manual (2019)	3 Minutes	None
1. Customer Survey Form (DHVSU-QSP-ADMINISO-004-FO001-RO1)	RA 10 687 (UniFast)	Receive the documents and advise the student to drop the Customer Survey Form at the designated drop box	University Students Manual (2019)	2 Minutes	None
TOTAL				58 Minutes	None

COLLEGE OF EDUCATION

GOVERNMENT SERVICE: Enrollment Procedure for Incoming First Year Students						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Time	Processing	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Form 138 (1 original) PSA Birth Certificate (1 original, 1 photocopy) Certificate of Good Moral (1 original, 1 photocopy) 2x2 picture with white background (3 original) Proof of Admission to the University and Test Result CSS Form	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education- UniFast)	1. Submit the required documents for evaluation 2. Submit the accomplished pre-registration form for evaluation and advice 3. Submit the evaluated pre-registration form to the Program Chairperson 4. Fill out the Customer Satisfaction Survey Form	University Students Manual (2019)	1 Day, 14 Minutes	None	
Total				1 Day, 14 Minutes	None	

GOVERNMENT SERVICE: Issuance of Adding, Dropping, and Changing Forms					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Certificate of Registration Academic Evaluation Record Adding, Dropping and Changing form CSS Form	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education- UniFast)	1. Submit the required documents for evaluation 2. Fill out the Customer Satisfaction Survey Form	University Students Manual (2019)	53 Minutes	None
Total				53 Minutes	None

COLLEGE OF ENGINEERING AND ARCHITECTURE

GOVERNMENT SERVICE: Enrollment Procedure					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Clearance, Academic Evaluation/ Certificate of Student's Grades, Pre-registration Form, Customer Survey Form (DHVSU-QSP-ADMINISO-004-FO001-RO1)	RA 10 687 (UniFast)	Receive and Check student's academic evaluation records and clearance compliance.	University Students Manual (2019)	5 Minutes	None
		Issue pre-registration and feedback form to students.		2 Minutes	None

Clearance Academic evaluation/ Certificate of Student's Grades Pre- Registration Form Curriculum Customers Survey Form (DHVSU-QSP-ADMINSO- 004-FO001-RO1) Clearance Pre-Registration form Certificate of Registration					
	RA 10687 (UniFast)	Evaluate/review and advise the courses to be enrolled by the students.	University Students Manual (2019)	10 Minutes	None
		Advise the students to drop the feedback forms to designated drop boxes.		1 Minute	None
	RA 10 687 (UniFast)	Approve the pre-registration form and forward the form to the office of the University Registrar.	University Students Manual (2019)	2 Minutes	None
	RA 10687 (UniFast)	Encode the courses to be enrolled and print the Certificate of Registration Endorse the printed Certificate of Registration to the Office of the Dean.	University Students Manual (2019)	8 Hours	None

			8 Hours	None
TOTAL			16 Hours and 20 Minutes	None

GOVERNMENT SERVICE: Procedure for the Issuance of Adding, Dropping, and Changing Forms					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Certificate of Registration (1 original), Academic Evaluation Record (1 original), and Adding, Dropping, Changing Form (1 original)	RA 10 687 (UniFast)	Issue a copy of the Certificate of Registration and Academic Evaluation Record	University Students Manual (2019)	1 Minute	None
	RA 10687 (UniFast)	Issue Adding, Dropping, Changing Form	University Students Manual (2019)	1 Minute	None
	RA 10 687 (UniFast)	Evaluate the student as to the courses to be added, dropped or changed	University Students Manual (2019)	5 Minutes	None

		Approve the subjects to be added, dropped or changed		4 Minutes	None
	RA 10 687 (UniFast)	Forward the approved Adding, Dropping, Changing Form to the Registrar's Office for processing	University Students Manual (2019)	30 Minutes	None
TOTAL				41 Minutes	None

GOVERNMENT SERVICE: Transferring Procedure					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Official Transfer of Credentials (Honorable Dismissal, Copy of Grades and credits earned in other schools, Certificate of Good Moral PSA Birth Certificate and Marriage Certificate if married 2 copies of 2x2 pictures, full- faced ID photo with white background.	RA 10 687 (UniFast)	Evaluate and endorse the transferee to the Admission Office Note: If approved, the transferee should be advised to proceed to the Admission's Office. If disapproved, shall be advised to proceed to the Guidance and Testing Center.	University Students Manual (2019)	10 Minutes	None

<p>Official Transfer of Credentials (Honorable Dismissal, Copy of Grades and credits earned in other schools, Certificate of Good Moral PSA Birth Certificate and Marriage Certificate if married 2 copies of 2x2 pictures, full- faced ID photo with white background.</p> <p>Examinations Sheet Examination Results</p> <p>Customer Survey Form (DHVSU-QSP-ADMINSO-004-FO001-RO1)</p>					
	RA 10687 (UniFast)	Admit the transferee and refer to the Guidance and Testing Center for Admissions Examination	University Students Manual (2019)	2 Minutes	None
	RA 10 687 (UniFast)	Administer and check examination, and issue the results	University Students Manual (2019)	40 Minutes	None
	RA 10 687 (UniFast)	Issues Customer Survey Form Note: For Colleges/ Departments with Board Programs, the student transferee shall take a qualifying exam (Written and Oral).	University Students Manual (2019)	3 Minutes	None

		Receive the documents and advise the student to drop the customer survey form at the designated drop box		3 Minutes	None
TOTAL				58 Minutes	None

COLLEGE OF HOTEL AND TOURISM MANAGEMENT

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

		encoding and secure Certificate of Registration			
	RA 10 687 (UniFast)	4.Receive the documents and issue Customer Survey Form	University Students Manual (2019)	3 Minutes	None
TOTAL				1Day, 17 Minutes	None

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

	RA 10 687 (UniFast)	4. Forward the approved Adding, Dropping, Changing Form to the Registrar's Office for processing	University Students Manual (2019)	30 Minutes	None
	RA 10 687 (UniFast)	4.Receive the documents and issue Customer Survey Form	University Students Manual (2019)	3 Minutes	None
TOTAL				44 Minutes	None

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

TOTAL	45 Minutes	None
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COLLEGE OF INDUSTRIAL TECHNOLOGY

GOVERNMENT SERVICE: Enrollment Procedure					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Clearance, Academic Evaluation/ Certificate of Student's Grades, Pre-registration Form, Customer Survey Form (DHVSU-QSP-ADMINSO-004-FO001-RO1)	RA 10 687 (UniFast)	Receive and Check student's academic evaluation records and clearance compliance.	University Students Manual (2019)	5 Minutes	None
		Issue pre-registration and feedback form to students.		2 Minutes	None
Clearance Academic evaluation/ Certificate of Student's Grades Pre- Registration Form Curriculum	RA 10687 (UniFast)	Evaluate/review and advise the courses to be enrolled by the students.	University Students Manual (2019)	10 Minutes	None

Customers Survey Form (DHVSU-QSP-ADMINISO-004-FO001-RO1)		Advise the students to drop the feedback forms to designated drop boxes.		1 Minute	None
Clearance Pre-Registration form					
Certificate of Registration	RA 10 687 (UniFast)	Approve the pre-registration form and forward the form to the Office of the University Registrar.	University Students Manual (2019)	2 Minutes	None
	RA 10687 (UniFast)	Encode the courses to be enrolled and print the Certificate of Registration	University Students Manual (2019)	8 Hours	None
		Endorse the printed Certificate of Registration to the Office of the College Dean.		8 Hours	None
TOTAL				16 Hours and 20 Minutes	None

GOVERNMENT SERVICE: Procedure for the Issuance of Adding, Dropping, and Changing Forms			
SERVICE INFORMATION			
LIST OF REQUIREMENTS	LIST OF STEPS AND PROCEDURES		

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Certificate of Registration (1 original), Academic Evaluation Record (1 original), and Adding, Dropping, Changing Form (1 original)	RA 10 687 (UniFast)	Issue a copy of the Certificate of Registration and Academic Evaluation Record		1 Minute	None
	RA 10687 (UniFast)	Issue Adding, Dropping, Changing Form	University Students Manual (2019)	1 Minute	None
	RA 10 687 (UniFast)	Evaluate the student as to the courses to be added, dropped or changed	University Students Manual (2019)	5 Minutes	None
Approve the subjects to be added, dropped or changed		4 Minutes		None	
	RA 10 687 (UniFast)	Forward the approved Adding, Dropping, Changing Form to the Registrar's Office for processing	University Students Manual (2019)	30 Minutes	None
TOTAL				41 Minutes	None

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

<p>Official Transfer of Credentials (Honorable Dismissal), Copy of Grades and credits earned in other schools, Certificate of Good Moral PSA Birth Certificate and Marriage Certificate if married 2 copies of 2x2 pictures, full- faced ID photo with white background.</p>	<p>RA 10 687 (UniFast)</p>	<p>Evaluate and endorse the transferee to the Admission Office Note: If approved, the transferee should be advised to proceed to the Admission's Office. If disapproved, shall be advised to proceed to the Guidance and Testing Center.</p>	<p>University Students Manual (2019)</p>	<p>10 Minutes</p>	<p>None</p>
<p>Official Transfer of Credentials (Honorable Dismissal), Copy of Grades and credits earned in other schools, Certificate of Good Moral PSA Birth Certificate and Marriage Certificate if married 2 copies of 2x2 pictures, full- faced ID photo with white background.</p>	<p>RA 10687 (UniFast)</p>	<p>Admit the transferee and refer to the Guidance and Testing Center for Admissions Examination</p>	<p>University Students Manual (2019)</p>	<p>2 Minutes</p>	<p>None</p>

Examinations Sheet Examination Results Customer Survey Form (DHVSU-QSP-ADMINISO-004-FO001-RO1)						
	RA 10 687 (UniFast)	Administer and check examination, and issue the results	University Students Manual (2019)	40 Minutes	None	
	RA 10 687 (UniFast)	Issues Customer Survey Form Note: For Colleges/ Departments with Board Programs, the student transferee shall take a qualifying exam (Written and Oral). Receive the documents and advise the student to drop the customer survey form at the designated drop box	University Students Manual (2019)	3 Minutes 3 Minutes	None None	
TOTAL				58 Minutes	None	

COLLEGE OF SOCIAL SCIENCE AND PHILOSOPHY

GOVERNMENT SERVICE: Enrollment Procedure for Incoming First Year Students						
SERVICE INFORMATION						
LIST OF REQUIREMENTS			LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Time	Processing	Total Fees to be Paid

Form 138 (1 original) PSA Birth Certificate (1 original, 1 photocopy) Certificate of Good Moral (1 original, 1 photocopy) 2x2 picture with white background (3 original) Proof of Admission to the University and Test Result CSS Form	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education- UniFast)	1. Submit the required documents for evaluation 2. Submit the accomplished pre-registration form for evaluation and advice 3. Submit the evaluated pre-registration form to the Program Chairperson 4. Fill out the Customer Satisfaction Survey Form	University Students Manual (2019)	1 Day, 14 Minutes	None
Total				1 Day, 14 Minutes	None

GOVERNMENT SERVICE: Issuance of Adding, Dropping, and Changing Forms					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Certificate of Registration Academic Evaluation Record Adding, Dropping and Changing form CSS Form	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education- UniFast)	1. Submit the required documents for evaluation 2. Fill out the Customer Satisfaction Survey Form	University Students Manual (2019)	53 Minutes	None

Total				53 Minutes	None

DHVSU APALIT CAMPUS

GOVERNMENT SERVICE: Enrollment Procedure						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Form 138/Copy of Grades of Transferee (1 Original) Certificate of Good Moral Character (1 Original) PSA Birth Certificate (1original and 1 photocopy) 2x2 pictures with white background (2 pcs)	For Identification to be attached in the application form	Secure and fill-out the Advising Form and submit to the Director's Office Apalit Campus.	Registrar's Manual CHED Memorandum Order No. 27-s2016 Student Manual	10 minutes	None	

Original Credential/Honorable (for transferees)	Transfer Dismissal					
TOTAL					10 minutes	

DHVSU CANDABA CAMPUS

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

DHVSU LUBAO CAMPUS

GOVERNMENT SERVICE: Enrollment Procedure for Incoming First Year Students			
SERVICE INFORMATION			
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES	

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Form 138 (1 original) PSA Birth Certificate (1 original, 1 photocopy) Certificate of Good Moral (1 original, 1 photocopy) 2x2 picture with white background (3 original) Proof of Admission to the University and Test Result CSS Form	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education- UniFast)	1. Submit the required documents for evaluation 2. Submit the accomplished pre-registration form for evaluation and advice 3. Submit the evaluated pre-registration form to the Program Coordinator 4. Fill out the Customer Satisfaction Survey Form	University Students Manual (2019)	1 Day, 14 Minutes	None
Total				1 Day, 14 Minutes	None

GOVERNMENT SERVICE: Issuance of Adding, Dropping, and Changing Forms					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Certificate of Registration Academic Evaluation Record	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for	1. Submit the required documents for evaluation 2. Fill out the Customer Satisfaction Survey Form	University Students Manual (2019)	53 Minutes	None

Adding, Dropping and Changing form CSS Form	Tertiary Education- UniFast)				
Total				53 Minutes	None

DHVSU MEXICO CAMPUS

GOVERNMENT SERVICE: Enrollment Procedure for Incoming First Year Students					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Form 138 (1 original) PSA Birth Certificate (1 original, 1 photocopy) Certificate of Good Moral (1 original, 1 photocopy) 2x2 picture with white background (3 original) Proof of Admission to the University and Test Result	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education- UniFast)	1. Submit the required documents for evaluation 2. Submit the accomplished pre-registration form for evaluation and advice 3. Submit the evaluated pre-registration form to the Program Coordinator 4. Fill out the Customer Satisfaction Survey Form	University Students Manual (2019)	1 Day, 13 Minutes	None
Total				1 Day, 13 Minutes	None

GOVERNMENT SERVICE: Issuance of Adding, Dropping, and Changing Forms						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Time	Processing	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Certificate of Registration Academic Evaluation Record Adding, Dropping and Changing form CSS Form	RA 10687 (A Comprehensive and Unified Student Financial Assistance System for Tertiary Education- UniFast)	1. Submit the required documents for evaluation 2. Fill out the Customer Satisfaction Survey Form	University Students Manual (2019)	53 Minutes		None
Total				53 Minutes		None

DHVSU PORAC CAMPUS

GOVERNMENT SERVICE: Procedure for the Approval of Proposed, External Seminars, Trainings and Workshops related to Academic Affairs			
SERVICE INFORMATION			
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES	

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
TOTAL					

DHVSU STO TOMAS CAMPUS

GOVERNMENT SERVICE: Enrolment Procedure						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Clearance (1 original), Academic Evaluation (1 original), Pre-registration Form (1 original), Customer Survey and Form (1 original)	RA 10 687 (UniFast)	1. Secure a pre-registration and feedback form at the Campus Director's Office	University Students Manual (2019)	2 Minutes	None	
	RA 10687 (UniFast)	2. Submit the accomplished pre-registration and feedback forms to the Chairperson for evaluation	University Students Manual (2019)	10 Minutes	None	

	RA 10 687 (UniFast)	3.Submit the evaluated forms to the Campus Director for approval	University Students Manual (2019)	2 Minutes	None
	RA 10687 (UniFast)	4.Submit the approved pre-registration form to the Office of the Registrar for encoding and secure Certificate of Registration	University Students Manual (2019)	1 Day	None
	RA 10 687 (UniFast)	4.Receive the documents and issue Customer Survey Form	University Students Manual (2019)	3 Minutes	None
TOTAL				1Day, 17 Minutes	None

GOVERNMENT SERVICE: Procedure for the Issuance of Adding, Dropping, and Changing Forms						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Certificate of Registration (1 original), Academic Evaluation Record (1 original), and Adding, Dropping, Changing Form (1 original)	RA 10 687 (UniFast)	1.Issue a copy of the Certificate of Registration and Academic Evaluation Record	University Students Manual (2019)	1 Minute	None	
	RA 10687 (UniFast)	2.Issue Adding, Dropping, Changing Form	University Students Manual (2019)	1 Minute	None	

	RA 10 687 (UniFast)	3.1 Advise the student as to which subject to add, drop or change 3.2 Evaluate and encode the data 3.3 Approve the subjects to be added, dropped or changed	University Students Manual (2019)	9 Minutes	None
	RA 10 687 (UniFast)	4. Forward the approved Adding, Dropping, Changing Form to the Registrar's Office for processing	University Students Manual (2019)	30 Minutes	None
	RA 10 687 (UniFast)	4. Receive the documents and issue Customer Survey Form	University Students Manual (2019)	3 Minutes	None
TOTAL				44 Minutes	None

GOVERNMENT SERVICE: Transferring Procedure						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Official Transfer of Credentials (1 original, 1 photocopy), Copy of Grades and credits earned in other schools (1 original, 1 photocopy), Certificate of	RA 10 687 (UniFast)	1. Evaluate and endorse the transferee	University Students Manual (2019)	10 Minutes	None	
	RA 10687 (UniFast)	2. Schedule an entrance exam for the transferee	University Students Manual (2019)	2 Minutes	None	

Good Moral (1 original, 1 photocopy), Birth Certificate (1 original, 1 photocopy), and 1 Valid ID					
	RA 10 687 (UniFast)	3.Administer the examination, check and issue the results	University Students Manual (2019)	40 Minutes	None
	RA 10 687 (UniFast)	4.Receive the documents and issue Customer Survey Form	University Students Manual (2019)	3 Minutes	None
TOTAL				45 Minutes	None

ACCOUNTING OFFICE

GOVERNMENT SERVICE: Issuance of Certificate of Payment for Graduation Fee					
SERVICE INFORMATION: This describes the procedure for the issuance of certificate of payment for graduation fee for claiming transcript of records and diploma for the students					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Student's Identification Card (1 Original)	R.A. 10931	Present ID and request for Certificate of Payment for Graduation Fee at the Accounting Office	Student Manual/Handbook	1 minute	None
Official Receipt (OR) of Payment (1 Original)	BoR Reso No. 73, S.2017	Pay the necessary amount at the Cashiering Office		1 minute	P50
		Present OR at the Accounting Office		1 minute	

TOTAL	3 minutes	P50
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GOVERNMENT SERVICE: Issuance of Clearance (for Students with Outstanding Balance)					
SERVICE INFORMATION: Issuance of clearance to students as a requirement for enrolment to the succeeding semester and for claiming transcript of records and diploma.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Student's Identification Card (1 Original)	BoR Reso No. 73, S.2017	Inquire for verification of outstanding balance at the Accounting Office	Student Manual/Handbook	1 minute	None See Table for Schedule of Fees and Other Charges
Official Receipt (OR) of Payment (1 Original)		Pay the necessary amount at the Cashiering Office		1 minute	
		Present Official Receipt for the payment made to the Accounting Office		2 minutes	
TOTAL				4 minutes	See Table for Schedule of Fees and Other Charges

GOVERNMENT SERVICE: Issuance of Clearance (for Students without Outstanding Balance)					
SERVICE INFORMATION: Issuance of clearance to students as a requirement for enrolment to the succeeding semester and for claiming transcript of records and diploma.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		

Student's Identification Card (1 Original)	BoR Reso No. 73, S.2017	Request for Clearance at the Accounting Office. Receive the Clearance from the Accounting Office.	Student Manual/Handbook	1 minute 1 minute	None
TOTAL				2 minutes	None

GOVERNMENT SERVICE: Issuance of Clearance (2nd Copy)						
SERVICE INFORMATION: Issuance of clearance to students as a requirement for enrolment to the succeeding semester and for claiming transcript of records and diploma.						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid	
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Student's Identification Card (1 Original)	BoR Reso No. 73, S.2017	Present ID and request for 2nd Copy of Clearance at the Accounting Office	Student Manual/Handbook	1 minute	None	
Official Receipt (OR) of Payment (1 Original)		Pay the necessary amount at the Cashiering Office		1 minute		P50
		Present Official Receipt for the payment made to the Accounting Office		2 minutes		
TOTAL				4 minutes	P50	

GOVERNMENT SERVICE Issuance of Statement of Account (SOA)					
SERVICE INFORMATION: Issuance of statement of account to students as a requirement for scholarship and other general purposes					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Student's Identification Card (1 Original)	BoR Reso No. 73, S.2017	Request for Statement of Account at the Accounting Office.	Student Manual/Handbook	2 minutes	None
Official Receipt (OR) of Payment (1 Original)		Pay the necessary amount at the Cashiering Office		2 minutes	P50
Documentary Stamp (1 piece)		Present Official Receipt for the payment made to the Accounting Office		2 minutes	
		Wait for the issuance of SOA from the Accounting Office.		2 minutes	
TOTAL				8 minutes	P50

ADMINISTRATIVE SERVICES OFFICE – HUMAN RESOURCES
Internal Service

GOVERNMENT SERVICE: EMPLOYMENT VERIFICATION					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Letter of Consent from the DHVSU employee being verified (1 original)	R.A.10173 "Data Privacy Act of 2012" - An act protecting individual personal information in	1. Conduct Employment Verification and submit the original copy of the Letter of Consent of the personnel being verified to the HR.		12 Minutes	None

	information and communications systems in the government and the private sector, creating for this purpose a national privacy commission, and for other purposes	2. If walk-in, register into the Logbook for ADMINISO Transactions and proceed to employment verification at the HR.		15 Minutes	None
		3. Accomplish the Customer Survey Form and drop to the designated drop box.	ARTA – R.A. 11032 “Ease of Doing Business”	3 Minutes	None
TOTAL				30 Minutes	None

External Service

GOVERNMENT SERVICE: ISSUANCE OF CERTIFICATE OF EMPLOYMENT (COE)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen’s Charter	Legal Basis		
1. Government Issued ID (1 original)		1. Secure and accomplish Certificate of Employment Request Form at the HR.		3 Minutes	None
2. COE Request Form (1 original)		2. Register at the Logbook for COE at HR.		2 Minutes	None
		3. Wait for the issuance of the COE at HR.	- DOLE Labor Advisory No. 06 Series 2020 - Section III Issuance of	3 Minutes	None

			Certificate of Employment - Book V: Labor Relations - Rule XIV, Section 10: Certification of Employment - R.A. 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees – Rule IV, Section 3 Transparency of Transactions and Access to Information - R.A. 11032 – EODB Law - R.A.10173 “ Data Privacy Act of 2012”		
		4. Accomplish the Customer Survey Form and drop to the designated box.	ARTA – R.A. 11032 “Ease of Doing Business”	2 Minutes	None
TOTAL				10 Minutes	None

GOVERNMENT SERVICE: ISSUANCE OF SERVICE RECORD			
SERVICE INFORMATION			
LIST OF REQUIREMENTS	LIST OF STEPS AND PROCEDURES		

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
1. Government Issued ID (1 original)		1. Secure and submit the accomplished Service Request Form at the HR.		2 Minutes	None
2. Service Record Request Form (1 original)		2. Register at the Logbook for Service Record at HR.		2 Minutes	None
		3. Wait for the issuance of the Service Record at HR.	R.A. 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees – Rule IV, Section 3 Transparency of Transactions and Access to Information R.A. 11032 – EODB Law R.A.10173 “ Data Privacy Act of 2012”	3 Minutes	None
		4. Accomplish the Customer Survey Form and drop to the designated box.	ARTA – R.A. 11032 “Ease of Doing Business”	3 Minutes	None
TOTAL				10 Minutes	None

GOVERNMENT SERVICE: ISSUANCE OF UNIVERSITY ISSUED IDENTIFICATION CARD (NEW)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. ID Request Form (1 Original)		1. Secure and accomplish ID Request Form at the ADMINISO.		15 Minutes	None
		2. Present the approved ID Request Form to the Internet Multimedia Center (IMC) office and wait for the ID issuance.	Joint Memorandum Circular No. 2019-001 Series 2019 The Implementing Rules and Regulations of RA 11032 – Rule VII, Section 8 – Identification Card	15 Minutes	None
		3. Return to the HR and accomplish the Customer Survey Form and drop to the designated box.	ARTA – R.A. 11032 “Ease of Doing Business”	2 Minutes	None
TOTAL				32 Minutes	None

GOVERNMENT SERVICE: ISSUANCE OF UNIVERSITY ISSUED IDENTIFICATION CARD (REPLACEMENT)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. I.D. Request Form (1 original)		1. Secure and accomplish ID Request Form at the ADMINISO.		15 Minutes	None
2. Affidavit of Loss for lost ID (1 original)		2. Present the approved ID Request Form to the Internet Multimedia Center (IMC) office and wait for the ID issuance	Joint Memorandum Circular No. 2019-001 Series 2019 The Implementing Rules and Regulations of RA 11032 – Rule VII, Section 8 – Identification Card	15 Minutes	None
		3. Return to the HR and accomplish the Customer Survey Form and drop to the designated box.	ARTA – R.A. 11032 “Ease of Doing Business”	2 Minutes	None
TOTAL			32 Minutes	None	

GOVERNMENT SERVICE: PROCESSING OF APPLICATION FOR LEAVE OF ABSENCE					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		

<p>1. Accomplished Application for Leave Form/CSC Form 6 (2 original)</p>	<p>1. CSC Form 6, Revised 1984 2. DHVSU-QSP-ADMINISO-002-FO001-R01 3. Omnibus Rules Implementing Book V of Executive Order No. 292 and Other Pertinent Civil Service Laws - Chapter 9 Section 60: Leave of Absence</p>	<p>1. Secure and accomplish CSC Form 6 - Application for Leave Form and submit to the HR</p>	<p>1. CSC Form 6, Revised 1984 2. DHVSU-QSP-ADMINISO-002-FO001-R01 3. Omnibus Rules Implementing Book V of Executive Order No. 292 and Other Pertinent Civil Service Laws - Chapter 9 Section 60: Leave of Absence</p>	<p>10 Minutes</p>	<p>None</p>
<p>2. Medical Certificate (1 original) <i>-for 6 days and beyond leave of absence</i></p>	<p>1. Omnibus Rules Implementing Book V of Executive Order No. 292 and Other Pertinent Civil Service Laws - Chapter 9 Section 60: Leave of Absence</p>	<p>2. Register at the Logbook for ADMINISO Transactions while waiting for the verified application</p>		<p>15 Minutes</p>	<p>None</p>
<p>3. Duly signed Clearance Form (3 original) <i>-for 30 days leave of absence</i></p>	<p>1. Omnibus Rules Implementing Book V of Executive Order No. 292 and Other Pertinent Civil Service Laws - Chapter 9 Section</p>	<p>3. Forward the CSC Form 6 to the Immediate Superior</p>		<p>1 Hour</p>	<p>None</p>
		<p>4. Forward the CSC Form 6 to the HRM</p>		<p>3 Minutes</p>	<p>None</p>
		<p>5. Wait for the approval of the application for leave</p>		<p>9 Minutes</p>	<p>None</p>

	60: Leave of Absence	6. Accomplish the Customer Survey Form and drop to the designated box.	ARTA – R.A. 11032 “Ease of Doing Business”	3 Minutes	None
TOTAL				1 Hour, 40 Minutes	None

GOVERNMENT SERVICE: PROCESSING OF APPLICATION FOR MONETIZATION					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen’s Charter	Legal Basis		
1. Accomplished Application for Leave Form/CSC Form 6 (2 original)	1. CSC Form 6, Revised 1984 2. DHVSU-QSP-ADMINSO-002-FO001-R01 3. Omnibus Rules on Leave (CSC MC No. 41, Series 1998)	1. Secure and accomplish CSC Form 6 - Application for Leave Form and submit to the HR	1. CSC Form 6, Revised 1984 2. DHVSU-QSP-ADMINSO-002-FO001-R01 3. Omnibus Rules Implementing Book V of Executive Order No. 292 and Other Pertinent Civil Service Laws - Chapter 9 Section 60: Leave of Absence	10 Minutes	None
2. Approved Request Letter for Monetization by the University President (1 original) -for 10 days and beyond	Section 22: Monetization of leave credits Section 23: Monetization of 50% of vacation/sick leave credits	2. Register at the Logbook for ADMINSO Transactions while waiting for the verified application		15 Minutes	None
		3. Forward the CSC Form 6 to the Immediate Superior		15 Minutes	None
		4. Forward the signed CSC Form 6 to the HRM		3 Minutes	None

	Section 24: Computation of Leave Monetization	5. Wait for the approval of the application for monetization		9 Minutes	None
		6. Accomplish the Customer Survey Form and drop to the designated box.	ARTA – R.A. 11032 “Ease of Doing Business”	3 Minutes	None
TOTAL				55 Minutes	None

GOVERNMENT SERVICE: PROCESSING OF APPLICATION FOR RETIREMENT					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen’s Charter	Legal Basis		
1. Signed Letter of Intent to Retire addressed to the University President (1 Original, 3 photocopies)	1. R.A. 8291 – GSIS Act of 1997 2. RA. 6683 – “an act providing benefits for early retirement and voluntary separation from the government service, as well as involuntary separation of civil service officers	1. Register at the Logbook for ADMINSO Transaction.		2 Minutes	None
2. Approval Letter from the University President (1 Original, 3 photocopies)		2. Transact with the HRMO and inform them his/her intent to retire.		15 Minutes	None
3. Duly Signed Application for Retirement Form (4 original)		3. Submit the signed Letter of Intent to the HRMO.		10 Minutes	None

4. Duly Signed Certificate of No Administrative Case (4 original)	and employees pursuant to various executive orders authorizing government reorganization after the ratification of the 1987 constitution appropriating funds therefor, and for other purposes”	4. Wait for the approval of the letter from the university president.		10 Minutes	None
5. Duly Signed Certification on Declaration of Pendency and Non-Pendency (4 original)		5. Accomplish and sign the GSIS Application Form for Retirement and submit to the HR.		1 Hour, 55 Minutes	None
6. Signed Service Record (4 original)		6. While waiting for the GSIS response, accomplish the Customer Survey Form and drop to the designated box.	ARTA – R.A. 11032 “Ease of Doing Business”	3 Minutes	None
7. Clearance Form (3 original)					
8. Accomplished CSC Form 6 (3 original)					
9. 2X2 Picture with white background (3 original)					
TOTAL				2 Hours, 35 Minutes	None

ADMINISTRATIVE SERVICES OFFICE – COMPENSATION AND OTHER BENEFITS UNIT
Internal Service

GOVERNMENT SERVICE: APPROVAL OF LOAN APPLICATION (PAG-IBIG and GSIS)
SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Two (2) Government Issued IDs (2 Photocopies back and front)	R.A. 8921 – GSIS act of 1997	1. Inquire on specific Loan Application and register at the Logbook of ADMINISO Transactions.	R.A. 8921 – GSIS act of 1997 R.A 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees	5 Minutes	None
2. Loan Application Form (1 Original)	<ul style="list-style-type: none"> ➤ GSIS Website – gsis.com.ph – Downloadable Forms ➤ Paglbig Website – Paglbig Loan Form ➤ ADMINISO, Ground Floor Administrative Bldg 	2. Accomplish the Loan Application Form and attach two (2) photocopies of two (2) government issued IDs (showing front and back of the ID)	R.A. 8921 – GSIS act of 1997	10 Minutes	None
		3. Accomplish the Customer Survey Form and drop to the designated box.	ARTA – R.A. 11032 “Ease of Doing Business”	15 Minutes	None
TOTAL				30 Minutes	None

GOVERNMENT SERVICE: ISSUANCE OF CERTIFICATE OF PAYMENT - REMITTANCES					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		

1. Government issued ID (1 Original)		1. Secure and accomplish Certificate of Payment-Remittances Form		30 Minutes	None
		2. Wait for the issuance of Certificate of Payment	R.A.10173 “ Data Privacy Act of 2012” R.A. 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees	12 Minutes	None
		3. Accomplish the Customer Survey Form and drop to the designated box.	ARTA – R.A. 11032 “Ease of Doing Business”	3 Minutes	None
TOTAL				45 Minutes	None

GOVERNMENT SERVICE: ISSUANCE OF BIR FORM 2307					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen’s Charter	Legal Basis		
1. Government issued ID (1 original)		1. Request for BIR Form 2307 and register at the Logbook of ADMINISO Transactions.	R.A. 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees – Rule IV, Section 3	1 Minute	None

			Transparency of Transactions and Access to Information		
		2. Wait for the issuance of the request at the ADMINISO.	R.A. 11032 "Ease of Doing Business"	11 Minutes	None
		3. Accomplish the Customer Survey Form and drop to the designated	ARTA – R.A. 11032 "Ease of Doing Business"	3 Minutes	None
TOTAL				15 Minutes	None

GOVERNMENT SERVICE: ISSUANCE OF BIR FORM 2316					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Government issued ID (1 original)		1. Request for BIR Form 2316 and register at the Logbook of ADMINISO Transactions.	R.A. 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees – Rule IV, Section 3 Transparency of Transactions and Access to Information	1 Minute	None
		2. Wait for the issuance of the request at the ADMINISO.	R.A. 11032 "Ease of Doing Business"	11 Minutes	None

		3. Accomplish the Customer Survey Form and drop to the designated	ARTA – R.A. 11032 “Ease of Doing Business”	3 Minutes	None
TOTAL				15 Minutes	None

GOVERNMENT SERVICE: ISSUANCE OF DAILY TIME RECORD FOR ATTENDANCE MONITORING					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen’s Charter	Legal Basis		
1. Government issued ID (1 original)		1. Request for DTR and register at the Logbook for ADMINISO Transactions at the HR	R.A. 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees – Rule IV, Section 3 Transparency of Transactions and Access to Information	2 Minutes	None
2. Memorandum / Approved Letter -basis for justification		1. Submit the accomplished DTR Request Form to the ADMINISO.		5 Minutes	None
		2. Check the printed DTR for possible corrections		5 Minutes	None
		3. Sign the DTR, have it verified through the signature of the Immediate Superior and submit to the HR.		25 Minutes	None

		4. Accomplish the Customer Survey Form and drop to the designated box.	ARTA – R.A. 11032 “Ease of Doing Business”	3 Minutes	None
TOTAL				40 Minutes	None

GOVERNMENT SERVICE: REISSUANCE OF PAYSLIP						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen’s Charter	Legal Basis			
1. Government issued ID (1 original)		1. Request for reissuance of Payslip and register at the Logbook for ADMINISO Transactions	R.A. 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees – Rule IV, Section 3 Transparency of Transactions and Access to Information	3 Minutes	None	
		2. Submit the accomplished Payslip Request Form at the ADMINISO.		9 Minutes	None	
		3. Accomplish the Customer Survey Form and drop to the designated box	ARTA – R.A. 11032 “Ease of Doing Business”	3 Minutes	None	
TOTAL				15 Minutes	None	

GOVERNMENT SERVICE: REQUEST FOR GROSS PAY						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
1. Government issued ID (1 original)		1. Request for Gross Pay and register at the Logbook for ADMINISO Transaction	R.A. 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees – Rule IV, Section 3 Transparency of Transactions and Access to Information	12 Minutes	None	
		1. Accomplish the Customer Survey Form and drop to the designated box	ARTA – R.A. 11032 “Ease of Doing Business”	3 Minutes	None	
TOTAL				15 Minutes	None	

GOVERNMENT SERVICE: REQUEST FOR NET PAY						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			

1. Government issued ID (1 original)		1. Request for Net Pay and register at the Logbook for ADMINISO Transaction	R.A. 6713 - Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees – Rule IV, Section 3 Transparency of Transactions and Access to Information	12 Minutes	None
		2. Accomplish the Customer Survey Form and drop to the designated box	ARTA – R.A. 11032 “Ease of Doing Business”	3 Minutes	None
TOTAL				15 Minutes	None

ADMINISTRATIVE SERVICES OFFICE – MOTOR POOL

Internal Service

GOVERNMENT SERVICE: VEHICLE SERVICES PROCESS					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen’s Charter	Legal Basis		
2. Approved Travel Memo (1 photocopy)	Administrative Order No. 239, s. 2008 Prohibiting the use of	4. Request for vehicle and register at the Logbook of Motor pool.		88 Minutes	None

3. Approved Vehicle Request Form (1 original) 4. Trip Ticket (3 original)	government vehicles for purposes other than official business, and for other purposes. Section 3	5. Secure confirmation of the availability of the request for vehicle.		10 Minutes	None
		6. Coordinate with the university driver on the scheduled trip.		27 Minutes	None
		7. Accomplish the Customer Survey Form and drop to the designated box		3 Minutes	
TOTAL				2 Hours, 13 Minutes	None

ADMINISTRATIVE SERVICES OFFICE – SUPPLY AND PROPERTY OFFICE (SPO)

Internal Services

GOVERNMENT SERVICE: REQUEST FOR GROSS PAY					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen’s Charter	Legal Basis		
Approved PPMP (1 original)	Government Accounting Manual (GAM)	Request for the issuance of office supplies/ other supplies and materials/ equipment at the SPO and register at the logbook.		20 Minutes	None
Approved Request Letter (1 original)	Government Accounting Manual (GAM)	Secure RIS and/or PAR		7 Minutes	None

Approved Purchase Request Form (1 original)	Government Accounting Manual (GAM)	Check and receive the requested office supplies/ other supplies and materials/ equipment.		10 Minutes	None
Requisition and Issue Slip (RIS) for office supplies and other supplies and materials (1 original)	Government Accounting Manual (GAM)	Accomplish the Customer Survey Form and drop to the designated drop box.		3 Minutes	None
Property Acknowledgement Receipt (PAR) for equipment (1 original)	Government Accounting Manual (GAM)				
TOTAL				40 Minutes	None

GOVERNMENT SERVICE: REQUEST FOR GROSS PAY					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Approved Request Letter for the Repair and Maintenance of Machinery and Equipment (1 original)	Government Accounting Manual (GAM)	Submit approved Request for the Repair of Machinery/Equipment at the SPO and register at the logbook.		20 Minutes	None
2. Certificate of Acceptance of Repair Job and Inspection & Acceptance Report (1 original)	Government Accounting Manual (GAM)	2. Secure copy of the Certificate of Acceptance of Repair Job and Inspection & Acceptance Report		10 Minutes	None

	Accomplish the Customer Survey Form and drop to the designated drop box.		3 Minutes	None
TOTAL			33 Minutes	None

ADMISSION OFFICE

GOVERNMENT SERVICE : Application Procedure - General Admission					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<ul style="list-style-type: none"> DHVSU application form (DHVSU-QSP-ADSO-001-FO001-R00) Senior High School (SHS) Report Card or Form 138 (for 1st Year applicant) Junior High School Report Card (for Senior High School applicant) Grade 6 Report Card (for Junior High School applicant) PSA Birth Certificate PSA Marriage Contract (for married applicant) 	<p>Manual-of-Regulations-for-Private-Higher-Education 2008</p> <p>DO_s2013_43 IRR RA 10533 Enhance Basic Education Act of 2013</p> <p>R.A. 10931 Universal Access to Quality Tertiary Education Act of 2017</p>	<p>Student Applicant</p> <ul style="list-style-type: none"> Downloads application form from the DHVSU website (www.dhvsu.edu.ph) Fills out application form and send all pertinent application documents (PDF Format) to DHVSU Admissions Gmail account (admissions@dhvsu.edu.ph) by following the format, Surname, First Name, Middle Name/ Application type/ Program <p>(Dela Cruz, Juan Dela Cruz/First Year/ BS Psychology</p>	<p>Student Manual 2019 Edition</p> <p>DHVSU-QSP-ADSO-001</p> <p>Application Procedure - General Admission March 27, 2019 Revised November 27, 2019</p>	<p>2 minutes</p> <p>5 minutes</p>	<p>NONE</p>

<ul style="list-style-type: none"> • Good Moral Certificate • Transcript of Records (Graduate School Applicants) <p>Recommendation letters (for Graduate School Applicant)</p> <ul style="list-style-type: none"> • DHVSU application form (DHVSU-QSP-ADSO-001-FO001-R00) • Senior High School (SHS) Report Card or Form 138 (for 1st Year applicant) • Junior High School Report Card (for Senior High School applicant) • Grade 6 Report Card (for Junior High School applicant) • PSA Birth Certificate • PSA Marriage Contract (for married applicant) • Good Moral Certificate • Transcript of Records (Graduate School Applicants) • Recommendation letters (for Graduate School Applicant) • Customer Satisfaction Survey 	<p>CMO-No.09-s2013 Enhance Policies and Guidelines for Student Affairs and Services</p>	<p style="text-align: center;">Admission Staff/Evaluator</p> <ul style="list-style-type: none"> • Downloads and prints application form and all documents of student – applicant • Verifies / checks all documents of student-applicant including grade requirement for the program • Acknowledge the receipt of application form and documents of student applicant and sends Customer Satisfaction Survey Form. 		<p style="text-align: center;">5 minutes</p> <p style="text-align: center;">3 minutes</p> <p style="text-align: center;">1 minute</p>	
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<ul style="list-style-type: none"> Application Form (DHVSU-QSP-ADSO-001-FO001-R00) (with note: For profiling) List of Applicants 		<ul style="list-style-type: none"> Checks the application if appropriate fields are properly filled out Profiles and saves student personal information in the enrolment system (Profiling) Endorses student applicant for University Test Schedule 		<p>2 minutes</p> <p>5 minutes</p> <p>2 minutes</p>	
TOTAL 25 minutes					

GOVERNMENT SERVICE : Application Procedure - Returnee					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<ul style="list-style-type: none"> Copy of Grades 		Student Applicant		2 minutes	NONE

<ul style="list-style-type: none"> Fully accomplished Clearance (Academic and financial obligations) Student Manual (retention and promotion policy) Duly accomplished application form (DHVSU-QSP-ADSO-001-FO001-R00) Copy of Grades Fully accomplished Clearance (Academic and financial obligations) Student Manual (retention and promotion policy) Duly accomplished application form (DHVSU-QSP-ADSO-001-FO001-R00) Duly accomplished Clearance (Academic and Financial Obligations) Authenticated Copy of Grades Student Manual (Retention Policy) DHVSU-QSP-ADSO-002-FO002-R00 	<p>Manual-of-Regulations-for-Private-Higher-Education 2008</p> <p>DO_s2013_43 IRR RA 10533 Enhance Basic Education Act of 2013</p> <p>R.A. 10931 Universal Access to Quality Tertiary Education Act of 2017</p> <p>CMO-No.09-s2013 Enhance Policies and Guidelines for Student Affairs and Services</p>	<ul style="list-style-type: none"> Downloads application form from the DHVSU website (www.dhvsu.edu.ph) Fills out application form and send all pertinent application documents (PDF Format) to DHVSU Admissions Gmail account (admissions@dhvsu.edu.ph) by following the format, Surname, First Name, Middle Name/ Application type/ Program (i.e Dela Cruz, Juan Dela Cruz/ returnee/ BS Psychology) <p style="text-align: center;">Admissions Staff</p> <ul style="list-style-type: none"> Downloads and prints application form and all documents of student – applicant Verifies / checks all documents of student-applicant including grade requirement for the program Acknowledge the receipt of application form and documents of student applicant and sends Customer Satisfaction Survey Form. Checks the application if appropriate fields are properly filled out 	<p>Student Manual 2019 Edition</p> <p>DHVSU-QSP-ADSO-004</p> <p>Application Procedure - Returnee March 27, 2019 Revised November 27, 2019</p>	<p>5 minutes</p> <p>5 minutes</p> <p>3 minutes</p> <p>1 minute</p> <p>2 minutes</p>	
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<ul style="list-style-type: none"> • Admission Slip (DHVSU-QSP-ADSO-002-FO002-R00) • Advising form • Advising form • Admission Slip (DHVSU-QSP-ADSO-002-FO002-R00) • Official receipt of payment for Non-TES student • Advising form • Admission Slip (DHVSU-QSP-ADSO-002-FO002-R00) • Official receipt of payment for Non-TES student 		<p style="text-align: center;">Admissions Director</p> <ul style="list-style-type: none"> • Receives application form and Issues admission form and direct the student applicant to secure approval from the receiving Dean of College or Campus Director <p style="text-align: center;">Dean of College/Campus Director</p> <ul style="list-style-type: none"> • Evaluates academic track of the applicant based on the curriculum tracking. • Issues approve admission slip and instructs the student applicant to submit to the registrar for enrollment <p style="text-align: center;">Registrar Staff</p> <p>Evaluates submitted documents and process enrollment of student for the chosen program</p>		<p style="text-align: center;">1 minute</p> <p style="text-align: center;">5 minutes</p> <p style="text-align: center;">2 minutes</p> <p style="text-align: center;">5 minutes</p>	
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Total	31 minutes		
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GOVERNMENT SERVICE : Application Procedure - Shifting					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<ul style="list-style-type: none"> DHVSU application form (DHVSU-QSP-ADSO-001-FO001-R00) DHVSU Permit to Shift form (DHVSU-QSP-ADSO-002-FO001-R00) Copy of Grades Fully accomplished Clearance (Academic and financial obligations) 	<p>Manual-of-Regulations-for-Private-Higher-Education 2008</p> <p>DO_s2013_43 IRR RA 10533 Enhance Basic Education Act of 2013</p> <p>R.A. 10931 Universal Access to Quality Tertiary Education Act of 2017</p>	<p style="text-align: center;">Student Applicant</p> <ul style="list-style-type: none"> Downloads application form and permit to shift form from the DHVSU website (www.dhvsu.edu.ph) Fills out application form and send all pertinent application documents (PDF Format) to DHVSU Admissions Gmail account (admissions@dhvsu.edu.ph) by following the format, Surname, First Name, Middle Name/ Application type/ Program (i.e Dela Cruz, Juan Dela Cruz/ Shiftee/ BS Psychology 	<p>Student Manual 2019 Edition</p> <p>DHVSU-QSP-ADSO-002 Application Procedure - Shifting March 27, 2019 Revised November 27, 2019</p>	<p>2 minutes</p> <p>5 minutes</p>	NONE
<ul style="list-style-type: none"> Copy of Grades Fully accomplished Clearance (Academic and financial obligations) 	<p>CMO-No.09-s2013 Enhance Policies and Guidelines for Student Affairs and Services</p>	<p style="text-align: center;">Admission Staff-Evaluator</p> <ul style="list-style-type: none"> Downloads and prints application form and all documents of student – applicant 		5 minutes	

<ul style="list-style-type: none"> • Student Manual (retention and promotion policy) • Accomplished Shifting Form (DHVSU-QSP-ADSO-002-FO001-R00) • Duly accomplished application form (DHVSU-QSP-ADSO-001-FO001-R00) • Customer Satisfaction Survey Form <p>Admission Slip (DHVSU-QSP-ADSO-002-FO002-R00)</p> <ul style="list-style-type: none"> • Admission Slip (DHVSU-QSP-ADSO-002-FO002-R00) and Copy of grades <ul style="list-style-type: none"> • Admission Slip (DHVSU-QSP-ADSO-002-FO002-R00) • Copy of grades • Advising Form <ul style="list-style-type: none"> • Advising form 		<ul style="list-style-type: none"> • Verifies / checks all documents of student-applicant including grade requirement for the program • Acknowledge the receipt of application form and documents of student applicant and sends Customer Satisfaction Survey Form. • Checks the application if appropriate fields are properly filled out <p style="text-align: center;">Admission Director</p> <ul style="list-style-type: none"> • Endorse student applicant to the desired department for final approval of shifting application <p style="text-align: center;">College Dean/Campus Director</p> <ul style="list-style-type: none"> • Evaluates and Approves application for shifting <p style="text-align: center;">Program Chairperson</p> <ul style="list-style-type: none"> • Accomplishes Advising Form <p style="text-align: center;">Dean of College/ Campus Director</p>		<p style="text-align: center;">3 minutes</p> <p style="text-align: center;">1 minute</p> <p style="text-align: center;">2 minutes</p> <p style="text-align: center;">1 minute</p> <p style="text-align: center;">5 minutes</p> <p style="text-align: center;">3 minutes</p>	
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<ul style="list-style-type: none"> • Admission Slip (DHVSU-QSP-ADSO-002-FO002-R00) • Official receipt of payment for Non-TES student • Advising form • Admission Slip (DHVSU-QSP-ADSO-002-FO002-R00) • Official receipt of payment for Non-TES student 		<ul style="list-style-type: none"> • Approves issued admission slip and instructs the student applicant to submit to the registrar for enrollment 		2 minutes	
		<p style="text-align: center;">Registrar Staff</p> <ul style="list-style-type: none"> • Evaluates submitted documents, updates profile and process enrollment of student for the chosen program 		5 minutes	
TOTAL			34 minutes		

GOVERNMENT SERVICE : Application Procedure - Transferee					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<ul style="list-style-type: none"> • DHVSU application form (DHVSU-QSP-ADSO-001-FO001-R00) • Honorable Dismissal • Copy of Grades 	Manual-of-Regulations-for-Private-Higher-Education 2008	<p style="text-align: center;">Student Applicant</p> <ul style="list-style-type: none"> • Downloads application form from the DHVSU website (www.dhvsu.edu.ph) 	Student Manual 2019 Edition DHVSU-QSP-ADSO-003	2 minutes	NONE

<ul style="list-style-type: none"> • Good Moral Certificate • PSA Birth Certificate <ul style="list-style-type: none"> • DHVSU application form (DHVSU-QSP-ADSO-001-FO001-R00) • Honorable Dismissal • Copy of Grades • Good Moral Certificate • PSA Birth Certificate <ul style="list-style-type: none"> • DHVSU application form (DHVSU-QSP-ADSO-001-FO001-R00 (with note :For Profiling) <ul style="list-style-type: none"> • List of Students <ul style="list-style-type: none"> • DHVSU application form (DHVSU-QSP-ADSO-001-FO001-R00) • Honorable Dismissal • Copy of grades • Good moral Certificate • PSA Birth Certificate 	<p>DO_s2013_43 IRR RA 10533 Enhance Basic Education Act of 2013</p> <p>R.A. 10931 Universal Access to Quality Tertiary Education Act of 2017</p> <p>CMO-No.09-s2013 Enhance Policies and Guidelines for Student Affairs and Services</p>	<ul style="list-style-type: none"> • Fills out application form and send all pertinent application documents (PDF Format) to DHVSU Admissions Gmail account (admissions@dhvsu.edu.ph) by following the format, Surname, First Name, Middle Name/ Application type/ Program (i.e Dela Cruz, Juan Dela Cruz/ <p style="text-align: center;">Admission Staff-Evaluator</p> <ul style="list-style-type: none"> • Downloads and prints application form and all documents of student – applicant • Verifies / checks all documents of student-applicant including grade requirement for the program • Acknowledge the receipt of application form and documents of student applicant and sends Customer Satisfaction Survey Form. • Checks the application if appropriate fields are properly filled out • Profiles and saves student personal information in the enrolment system (Profiling) • Endorses student applicant for University Test Schedule <p style="text-align: center;">Admissions Director</p>	<p>Application Procedure - Transferee March 27, 2019 Revised November 27, 2019</p>	<p>5 minutes</p> <p>5 minutes</p> <p>3 minutes</p> <p>1 minute</p> <p>2 minutes</p> <p>5 minutes</p> <p>2 minutes</p>	
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		<ul style="list-style-type: none"> Endorses student-applicant to the receiving department for final evaluation and final approval for enrollment 		1 minute	
TOTAL				26 minutes	

AUXILIARY SERVICES OFFICE

GOVERNMENT SERVICE: Application for Stall Rental					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Intent Letter (addressed to the University President)	For Identification of those prospective stall lessee	Prospective lessee will inquire for availability of the stalls Writes an intent letter and submit to the Office of the University President	Student Manual	5 minutes	None
Application Form for Lease	For Evaluation of prospective Stall lessee	Prospective lessee have to fill out the form and submit to the office of auxiliary services	Student Manual	30 minutes	None
Application Form for Contract of Lease	For qualified prospective stall lessee	Prospective lessee have to fill out the form and submit to the office of auxiliary services	Student Manual	30 minutes	None
Official Receipt issued by the university cashier stating the 2 months deposit and 1 month advance payment		Qualified stall lessee secures the letter to the office of auxiliary services stating that the office officially allows the qualified lessee to open an account with the university and proceed to the university	Student Manual	Total of 30 minutes	Snack and Lunch with stall 4m x2.85 m – ₱5,000.00 main campus ₱4,000.00 satellite

<p>made by the qualified stall lessee</p>		<p>accounting office for verification and pay the required deposit and advance payment to the university cashier. Provide the office of auxiliary services a copy of the official receipt issued by the university cashier.</p>			<p>campus; Snack only with stall 4 m x 2.85 m - ₱3,000.00 main campus ₱ 2,000.00 satellite campus; Snack and Lunch without stall ₱4,000.00 main campus ₱3,500.00 satellite campus; Snack only without stall ₱2,000.00 main campus ₱ 1,500.00 satellite campus; Office and school supplies stall 3m x 2 m ₱3,000.00 main campus ₱2,000.00 Satellite campus; Loading Station Stall 2.5m x 2 ₱1,500.00; Photocopying Machine Only ₱2,000/ machine main campus ₱1,500.00/ machine satellite capus; Photocopying Machine with stall 2.5 m x 2 ₱2,000.00/machine plus ₱1,000.00 (stall) main campus ₱1,500.00/machine plus ₱800.00 (stall) satellite campus; Booth (for university events) ₱1000.00/per day main campus ₱800.00/per day satellite campus</p>
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TOTAL				1 Hour and 35 Minutes	Total amount will vary depending on the type of stall the lessee applied for

GOVERNMENT SERVICE: Application for DHVSU Venue Reservation					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
University Venue Reservation Form	For checking availability schedule of the venues	The client checks the availability of the venue The client must secure and submits the University Venue Reservation Form		20 minutes	
Letter of request approved by the University President	For the reservation shall be void and released without the signed approval letter	Provide the Office of the Auxiliary Services a copy of approved letter by the University President		2 working days	
Memorandum		The office of the President issues memorandum/ routing slip			
University Venue Payment Slip	For the issuance of the rental fee	The client secures University Venue Payment Slip to the Office of the Auxiliary Services The client should pay the rental fee to the cashier		2 working days before the event date	

Official Receipt issued by the university cashier	For collecting payments	Provide the Office of the Auxiliary Services a copy of Official Receipt issued by the University Cashier			For Hostel – PHP 8,000 For Hostel Guest Room – PHP 1,000 For Executive Lounge – PHP 4,000 For Multi – Purpose – PHP 5,000 For Auditorium – PHP 20,000
University Ingress and Egress/ Clearance Form	For the clearance part must be signed by any personnel from the Office of the Auxiliary Services after the e	Secures and submits Ingress and Egress/ Clearance Form Checks the materials and equipment that will be brought inside the venue		1 hour before the event and 1 hour after the event	
University Venue Reservation Cancellation Form		Secures and submits University Venue Reservation Cancellation Form to the Office of the Auxiliary Services		At least 2 working days before the event	
TOTAL				6 Days, 1 Hours and 20 Minutes	Total amount will vary depending on the type of venue applied for

BIDS AND AWARDS COMMITTEE

GOVERNMENT SERVICE: Awarding of Procurement Project (Public Bidding)			
SERVICE INFORMATION			
LIST OF REQUIREMENTS	LIST OF STEPS AND PROCEDURES		

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
BAC Resolution	2016 RA 9184, RULE XI, Section 37, 37.1.1 a ISO 9001:2015 QMS Standards, 5.0 Process Details	Wait for the confirmation of award	2016 RA 9184, RULE XI, Section 37, 37.1.1 a ISO 9001:2015 QMS Standards, 5.0 Process Details	3 Days (Upon schedule)	None
Notice of Award (NOA), Contract Agreement (CA) and Notice to Proceed (NTP)	2016 RA 9184, RULE XI, Section 37.1 37.2, 37.4 ISO 9001:2015 QMS Standards, 5.0 Process Details	Wait for the issuance of Notice of Award (NOA), Contract Agreement (CA) and Notice to Proceed (NTP)	2016 RA 9184, RULE XI, Section 37.1 37.2, 37.4 ISO 9001:2015 QMS Standards, 5.0 Process Details	6 Days	None
TOTAL				(Estimated) 9 days	None

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

Proceed (NTP) or Purchase Order (PO)	Procurement, letter b. vi ISO 9001:2015 QMS Standards, 5.0 Process Details		ISO 9001:2015 QMS Standards, 5.0 Process Details		
TOTAL				4 days	None

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

	ISO 9001:2015 QMS Standards, 5.0 Process Details				
Abstract of Bids	2016 RA 9184, Rule VIII, Section 29 ISO 9001:2015 QMS Standards, 5.0 Process Details	Attend Opening of Bids	2016 RA 9184, Rule VIII, Section 29 ISO 9001:2015 QMS Standards, 5.0 Process Details	2 Hours	
Abstract of Bids	2016 RA 9184, Rule IX ISO 9001:2015 QMS Standards, 5.0 Process Details	Attend Bid Evaluation	2016 RA 9184, Rule IX ISO 9001:2015 QMS Standards, 5.0 Process Details	1 Hour	
Post qualification	2016 RA 9184, Rule X ISO 9001:2015 QMS Standards, 5.0 Process Details	Visit the winning bidder	2016 RA 9184, Rule X ISO 9001:2015 QMS Standards, 5.0 Process Details	30 days	
TOTAL				34 days, 4 hours	None

GOVERNMENT SERVICE: Procurement of Goods and Services (Shopping)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Request Letter, PR, PPMP, Request for Quotation (RFQs) Purchase Order (PO)	2016 RA 9184, Rule II and Rule IV 2016 RA 9184, Section 52 Annex H, letter C ISO 9001:2015 QMS Standards, 5.0 Process Details	Wait for the release of goods	2016 RA 9184, Rule II and Rule IV 2016 RA 9184, Section 52 Annex H, letter C ISO 9001:2015 QMS Standards, 5.0 Process Details	6 days	None
TOTAL				6 days	None

GOVERNMENT SERVICE: Procurement of Goods and Services (Small Value Procurement)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Request Letter, PR, PPMP	2016 RA 9184, Rule II and Rule IV	Submit request for procurement documents	2016 RA 9184, Rule II and Rule IV	3 - 7 Days	None

	2016 RA 9184, Section 52 Annex H, V, no.8 ISO 9001:2015 QMS Standards, 5.0 Process Details		2016 RA 9184, Section 52 Annex H, letter C ISO 9001:2015 QMS Standards, 5.0 Process Details		
	2016 RA 9184, Section 52 Annex H, V, no.8 ISO 9001:2015 QMS Standards, 5.0 Process Details	Wait for the opening of proposals	2016 RA 9184, Section 52 Annex H, V, no.8 ISO 9001:2015 QMS Standards, 5.0 Process Details	1 Day	
Abstract of Bids as Read	2016 RA 9184, Section 52 Annex H, V, no.8 ISO 9001:2015 QMS Standards, 5.0 Process Details	Attend Opening of Supplier's Proposal	2016 RA 9184, Section 52 Annex H, V, no.8 ISO 9001:2015 QMS Standards, 5.0 Process Details	2 Hours	
Abstract of Bids as Calculated	2016 RA 9184, Section 52 Annex H, V, no.8 ISO 9001:2015 QMS Standards, 5.0 Process Details	Attend Bid Evaluation	2016 RA 9184, Section 52 Annex H, V, no.8 ISO 9001:2015 QMS Standards, 5.0 Process Details	1 Hour	

TOTAL	5 - 9 Days, 3 Hours	None
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GOVERNMENT SERVICE: Repair and Maintenance - Small Value Procurement						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Request Letter, PR, PPMP	2016 RA 9184, Rule II and Rule IV 2016 RA 9184, Section 52 Annex H, V, no.8 ISO 9001:2015 QMS Standards, 5.0 Process Details	Submit request for procurement documents	2016 RA 9184, Rule II and Rule IV 2016 RA 9184, Section 52 Annex H, letter C ISO 9001:2015 QMS Standards, 5.0 Process Details	3 - 7 Days	None	
	2016 RA 9184, Section 52 Annex H, V, no.8 ISO 9001:2015 QMS Standards, 5.0 Process Details	Wait for the opening of proposals	2016 RA 9184, Section 52 Annex H, V, no.8 ISO 9001:2015 QMS Standards, 5.0 Process Details	1 Day		

Abstract of Bids as Read	2016 RA 9184, Section 52 Annex H, V, no.8 ISO 9001:2015 QMS Standards, 5.0 Process Details	Attend Opening of Supplier's Proposal	2016 RA 9184, Section 52 Annex H, V, no.8 ISO 9001:2015 QMS Standards, 5.0 Process Details	2 Hours	
	ISO 9001:2015 QMS Standards, 5.0 Process Details	Attend the Negotiation Meeting	ISO 9001:2015 QMS Standards, 5.0 Process Details	1 Hour	
Abstract of Bids as Calculated	2016 RA 9184, Section 52 Annex H, V, no.8 ISO 9001:2015 QMS Standards, 5.0 Process Details	Attend Bid Evaluation	2016 RA 9184, Section 52 Annex H, V, no.8 ISO 9001:2015 QMS Standards, 5.0 Process Details	1 Hour	
TOTAL				5 - 9 Days, 4 Hours	None

GOVERNMENT SERVICE: Request for Procurement of Goods and Services					
SERVICE INFORMATION					
LIST OF REQUIREMENTS			LIST OF STEPS AND PROCEDURES		
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid

Request Letter, PR, PPMP	2016 RA 9184, Rule II and Rule IV ISO 9001:2015 QMS Standards, 5.0 Process Details	Submit checklist of requirements	2016 RA 9184, Rule II and Rule IV ISO 9001:2015 QMS Standards, 5.0 Process Details	1 Day, 30 Minutes	None
TOTAL				1 Day, 30 Minutes	None

CAREER SERVICES OFFICE

A. GOVERNMENT SERVICE : Application for Internship Endorsement					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<ul style="list-style-type: none"> Psychometric Test Result Physical Examination Result (Fit to Work) 	CMO-NO.-104-S.-2017 Internship in the Philippines	<p>College SIPP Coordinator</p> <ul style="list-style-type: none"> Endorses students for Psychometric and Physical Examination <p>Student Applicant</p> <ul style="list-style-type: none"> Secures internship documents from the College SIPP Coordinator 	CMO-NO.-104-S.-2017 Internship in the Philippines Student Manual 2019 Edition	2 minutes 2 minutes	

<ul style="list-style-type: none"> • Parental Consent • 1st Endorsement • Psychometric Test Result • Physical Examination Result (Fit to Work) • Memorandum of Agreement • Parental Consent • Certificate of Registration • Certificate of Eligibility • Endorsement to Career Services • Psychometric Test Result • Physical Examination Result (Fit to Work) • Memorandum of Agreement • Parental Consent • Certificate of Registration 		<p style="text-align: center;">College SIPP Coordinator</p> <ul style="list-style-type: none"> • Verifies Pre - Internship requirements • Issues Certificate of Eligibility and Endorsement for Internship to the Office of Career Services <p style="text-align: center;">Student Applicant</p> <ul style="list-style-type: none"> • Submits verified, certified internship documents to the Placement Coordinator <p style="text-align: center;">Placement Coordinator</p>	<p>Student Internship in the Philippines Manual/Journal 2018</p>	<p style="text-align: center;">5 minutes</p> <p style="text-align: center;">5 minutes</p> <p style="text-align: center;">5 minutes</p>	
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<ul style="list-style-type: none"> • Psychometric Test Result • Physical Examination Result (Fit to Work) • Memorandum of Agreement • Parental Consent • Certificate of Registration 		<ul style="list-style-type: none"> • Issues Final Endorsement • Issues and retrieves Customer Satisfaction Survey Form 		2 minutes	
Memorandum of Agreement		<p style="text-align: center;">Career Director</p> <ul style="list-style-type: none"> • Review and signing of Memorandum of Agreement • Issues Final Endorsement 		5 minutes	
<ul style="list-style-type: none"> • Final Endorsement • Notarized MO 				5 minutes	
				1 minutes	
TOTAL				32 minutes	

CASHIERING OFFICE

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

Identification Card or Certificate of Registration	Bona fide student of the University	Verify student assessment form Receive and ensure the correct amount Issue official receipt		1 minute 1 minute 1 minute	none
TOTAL				3 minute	

GOVERNMENT SERVICE: Collection of Rental					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Payment form issued by the Accounting office	Approval/consent from the requesting Head Office	Verify the name and amount to be paid Ensure the correct amount of payment Issue official receipt		1 minute 1 minute 1 minute	none
TOTAL				3 minute	

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

GOVERNMENT SERVICE: Preparation of Check						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Disbursement Voucher, Obligation Requests and Status/ Utilization Requests and Status, required supporting documents (COA Circular No. 2012-001)	Government Accounting Manual	ORO to submit DV, ORS/URS with complete supporting documents to the FMS-DCO <ul style="list-style-type: none"> ➤ The FMS-DCO shall evaluate the completeness of the required documents ➤ Review the ORS/URS and the supporting documents as to completeness and veracity, verify if deemed necessary 		1 hour	none	

		<ul style="list-style-type: none"> ➤ Review the ORS/URS, supporting documents and Certify as to Cash Availability, applicability of ADA and completeness of supporting documents ➤ Director for Finance to review and certify that the expenses/ Cash Advance is necessary, lawful and incurred under his/her direct supervision 			
TOTAL				1 hour	

GOVERNMENT SERVICE: Disbursement of Check					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Identification Card of the claimant If through representative the following should be presented <ul style="list-style-type: none"> • Authorization letter • Photo copy of Identification Card of the owner • Original and photocopy of identification card of the representative 	Government Accounting Manual	Secure payment for services and goods rendered by the university <ul style="list-style-type: none"> • Request the Disbursing Officer for the release of check and present valid ID. • Present the Identification Card. <i>In case of representative</i> <ol style="list-style-type: none"> a. Authorization letter b. Photocopy of owner's ID c. Original and photocopy of representative's ID <ul style="list-style-type: none"> • Issue the corresponding official receipt. • Sign the Disbursement Voucher (<i>received by</i>). 		15 seconds 15 seconds 5 minutes	none

If check is intended as payment of expenses incurred by the university, the following should be presented. <ul style="list-style-type: none"> • Identification Card • Official Receipt 				30 seconds	
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CIVIL SECURITY UNIT

GOVERNMENT SERVICE: Issuance of Visitor's Pass						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Any Valid ID's (1 Original) Visitor's Pass (1 Original) Routing Slip (1 Original)	CMO No. 09 s. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	1. Present Valid ID Card and Bag for Inspection	University Operations Manual	1 Minute	None	
		2. Register their name and purpose of visit on the Logbook provided		45 Seconds	None	
		3. Receive the Visitor's Pass and Routing Slip		15 Seconds	None	
		4. Surrender Routing slip and visitor's pass; sign on the logbook and retrieve the surrendered ID Card. A		1 Minute	None	

		5. Ask the client to fill out a Customer Satisfaction Survey Form.		15 seconds	None
TOTAL				3 Minutes and 15 Seconds	None

GOVERNMENT SERVICE: Procedure for Student's Entering the University						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Valid DHVSU ID CARD (1 Original)	CMO No. 09 s. 2013 Enhanced Policies and Guidelines on Student Affairs and Services	1. Present Valid DHVSU ID Card, Prescribed uniform/attire and Bag for Inspection	University Operations Manual	30 Seconds	None	
		2. Wait for the Security personnel to allow entry		30 Seconds	None	
		3. Follow the restrictions of the security personnel (i.e. remove any piercing seen/change attire to prescribed uniform)		30 Seconds	None	
		4. Ask the client to fill out a Customer Service Satisfaction Survey Forms.		15 Seconds		
TOTAL				1Minute and 15 Second	None	

COMPETENCY ASSESSMENT CENTER

GOVERNMENT SERVICE: Conduct of Competency Assessment						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirements	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
TESDA-OP-CO-05-F26 Application Form Pictures; 3 pcs., colored, passport size, (3.5cm x 4.5cm with head size ranging from 27 mm to 31 mm; white background, with collar; and with name printed at the back.) TESDA-OP-QSO-02-F07 Self-Assessment Guide	Republic Act No. 7796 (Technical Education and Skills Development Act of 1994) Section 22	Encoding of Profile in the T2MIS Request for Assessment Schedule Receive applications for assessment	Operations Manual for Assessment Centers Version 1, 2018 TESDA Circular No. 18, series of 2019 (Revised Process Cycle Time)	1 day	Php. 500.00 to Php. 2175.00 (depending on competency type)	
TESDA-OP-CO-05-F36 Assignment of Assessors TESDA-OP-CO-05-F28 Letter of Appointment TESDA-CO—05-F29 Letter of Assignment TESDA-CO-05-F30 Request for Package/s	Republic Act No. 7796 (Technical Education and Skills Development Act of 1994) Section 22	TESDA Approval of Assessment Schedule and Assigned Assessor TESDA Prepared Required Documents for the Conduct of Assessment and Reviews the request <ul style="list-style-type: none"> TESDA Pampanga PO/ACAC organize the conduct of assessment Conduct Competency Assessment 	Operations Manual for Assessment Centers Version 1, 2018 TESDA Circular No. 18, series of 2019 (Revised Process Cycle Time)	2 days	None	

<p>TESDA-OP-CO-05-F31 Attendance Sheet</p> <p>TESDA-OP-QSO-02-F09 Rating Sheet</p> <p>TESDA-OP-QSO-02-F08 Competency Assessment Results Summary (CARS)</p> <p>TESDA-OP-CO-05-F37 Performance Evaluation Instrument (PEI)</p> <p>TESDA-OP-CO-05-34 Report on the Assessment Proceedings</p> <p>TESDA-OP-CO-05-F33 RWAC</p>	<p>Republic Act No. 7796 (Technical Education and Skills Development Act of 1994) Section 22</p>	<p>Encoding of Assessment Results</p> <p>Generate RWAC</p> <p>Administrative Aide I encodes the assessment result in the T2MIS and generates RWAC</p> <p>Submits reports to the PO</p>	<p>Operations Manual for Assessment Centers Version 1, 2018</p> <p>TESDA Circular No. 18, series of 2019 (Revised Process Cycle Time)</p>	<p>1 day</p>	<p>None</p>
<p>TESDA-OP-CO-05-F26 Application Form</p> <p>TESDA-OP-QSO-02-F07 Self-Assessment Guide</p> <p>TESDA-OP-QSO-02-F08 Competency Assessment Results Summary (CARS)</p>	<p>Republic Act No. 7796 (Technical Education and Skills Development Act of 1994) Section 22</p>	<p>TESDA Receive, Review and Validate Assessment Related Documents</p> <p>TESDA Assign Certificate Numbers to Successful Candidates through T2MIS and generates RWAC</p> <p>TESDA Processes reports</p>	<p>Operations Manual for Assessment Centers Version 1, 2018</p> <p>TESDA Circular No. 18, series of 2019 (Revised Process Cycle Time)</p>	<p>2 days</p>	<p>None</p>

TESDA-OP-CO-05-F33 RWAC					
TESDA-OP-QSO-02-F08 Competency Assessment Results Summary (CARS)	Republic Act No. 7796 (Technical Education and Skills Development Act of 1994) Section 22	Receive and Process CARS	Operations Manual for Assessment Centers Version 1, 2018	1 day	None
TESDA-OP-CO-05F39 Blank NC/Blank CoC		Print Certificate	TESDA Circular No. 18, series of 2019 (Revised Process Cycle Time)		
TESDA-OP-CO-05-F42 Preparation and Issuance of Certificate Tracking Sheet		Issue National Certificate (NC)			
TOTAL				7 days	Php. 500.00 to Php. 2175.00

DATA PRIVACY

GOVERNMENT SERVICE: Approval for Posting of Materials					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Layout / Copy of the Materials to be Posted (1 original)	Republic Act 10173 – Data Privacy Act of 2012 Executive Order No. 02 s. 2016	1. Sign in the Office Client Logbook	University Operations Manual Students' Manual / Handbook	1 Minute	None
		2. Submit a copy of the materials to be posted	University Operations Manual Students' Manual / Handbook	2 Minutes	None
		3. Receive the approved materials (with stamp) for posting	University Operations Manual Students' Manual / Handbook	1 Minute	None
		4. Accomplish the Customer Service Survey Form	University Operations Manual Students' Manual / Handbook	1 Minute	None
TOTAL				5 Minutes	None

GOVERNMENT SERVICE: Approval of Request for University Data, Records, or Documents					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Data Privacy Request Form	Republic Act 10173 – Data Privacy Act of 2012 Executive Order No. 02 s. 2016	1. Accomplish and submit the Data Privacy Request Form	University Operations Manual Students' Manual / Handbook	1 Minute	None
		2. Sign in the Office Client Logbook	University Operations Manual Students' Manual / Handbook	2 Minutes	None
		3. Wait for the approval of the request	University Operations Manual Students' Manual / Handbook		None
		4. Receive the Data Privacy Office clearance.	University Operations Manual Students' Manual / Handbook	1 Minute	None
		5. Accomplish the Customer Service Survey Form	University Operations Manual Students' Manual / Handbook	1 Minute	None
TOTAL				5 Minutes	None

EXTENSION SERVICES OFFICE

GOVERNMENT SERVICE: Procedure for the Request of Extension Service					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Request Letter with contact information	University Extension Manual (2019)	1. Forward the request letter to the President's Office	University Extension Manual (2019)	1 day	None
Response Letter	RA 6713 Section 5 (a) (c) and (d)	2. Receive the notification message and response letter from the office of extension regarding the request	University Extension Manual (2019)	2 days (upon the routing of request letter to extension office)	None
Project Proposal	University Extension Manual (2019)	3. Fill up the customer survey form 4. Attend the discussion meeting for the draft of the extension project proposal plan and Memorandum of Agreement	University Extension Manual (2019)	1 day	None
Memorandum of Agreement	University Extension Manual (2019)	5. Sign the MOA upon agreement to all stipulated commitment	University Extension Manual (2019)	1 day	None
TOTAL				5 days	None

FINANCE MANAGEMENT SERVICES OFFICE

GOVERNMENT SERVICE: Obligation/Utilization (ORS/BURS) Process					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
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) PS: Approved Payroll Remittance List List of Actual Retirees Computation from ADMINSO MOOE: Itinerary of travel with attachments Official Receipts Statement of Accounts Billing Statement Sales Invoice Purchase Order Approved Budget Proposal Liquidation Report Duly Signed Request Letter of Allotment Job Order Contract	Government Accounting Manual Volume 1 Chapter 3 Section 11 and Section 19	Receive and verify completeness of supporting documents, process and assign number on the ORS/BURS based on the Control Logbook maintained for the purpose.	Government Accounting Manual Volume 1 Chapter 3 Section 15 and Section 24	15 minutes	None
		Verify availability of allotment. Provide an initial in Section B of the ORS/BURS and forward all copies of the documents to the Head of the Budget Division/Unit for signature.		10 minutes	None
		Review the ORS/BURS and supporting documents. If in order, sign the certification in Section B of the ORS/BURS.		5 minutes	None
		Forward the ORS/BURS and supporting documents to the Office of the Vice President for Administration and Finance for signature.		2 Minutes	None

CO: Contract of Agreement Approved Request Letter for Mobilization PPMP APP					
EO: Contract of Agreement Purchase Order PPMP APP					
TOTAL				32 minutes	None

GUIDANCE AND TESTING OFFICE

GOVERNMENT SERVICE: Issuance of Certificate Good Moral Character Process					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		

University Issued Student ID (1 original)	Guidance Manual 2015 Edition	Request for Certificate Good Moral Character and present the required documents.	Guidance Manual 2015 Edition	3 minutes	None
Certificate of Enrolment, Transfer Credentials (1 original)	Guidance Manual 2015 Edition	Proceed to the Cashiering Office and pay the necessary amount.	Guidance Manual 2015 Edition		₱50.00
Request for Payment Form for the Issuance of Good Moral Character Certificate (1 original)	Guidance Manual 2015 Edition	Present the OR to the Guidance and Testing Center and register in the Visitor/ Client Logsheet	Guidance Manual 2015 Edition	1 minute	None
Official Receipt (OR) (1 original)		Wait for the issuance of Certificate Good Moral Character at the Guidance and Testing Center		5 minutes	None
Documentary Stamps (2 pieces)					
TOTAL				9 minutes	₱50.00

GOVERNMENT SERVICE: Counseling Intervention Process					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
University Issued Student ID	Student Manual 2019 Edition Guidance Manual 2015 Edition	Register in the Visitor/ Client Log Sheet	Student Manual 2019 Edition Guidance Manual 2015 Edition	1 minute	None
Certificate of Registration (COR)		Interview and sets an appointment at the Guidance and Testing Center		12 minutes	None
Referral Form		Attend to the scheduled counseling session and other assessment as required by the Guidance Counselor		1 hour	None

Counseling Appointment Slip/Call Slip	RA 9258 "The Guidance and Counseling Act of 2004"	Attend the scheduled follow-up session/s at the Guidance and Testing Center.		1.5 hours	None
TOTAL				2 hours, 43 minutes	None

GOVERNMENT SERVICE: Online Counseling Intervention Process					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Intake Interview Sheet (Student Counseling Google Form)	RA 9258 "The Guidance and Counseling Act of 2004"	Fill out Student counseling google form or MHPS google form to set an appointment	RA 9258 "The Guidance and Counseling Act of 2004"	5 minutes	None
(Mental Health and Psychosocial Support Google Form for employees)	RA 9258 "The Guidance and Counseling Act of 2004"	Guidance Associate facilitates intake interview and refer the student to the Guidance Counselor.	RA 9258 "The Guidance and Counseling Act of 2004"	22 minutes	None
	RA 9258 "The Guidance and Counseling Act of 2004"	Attend to the scheduled online Counseling Session via Video conference or Audio calling thru Facebook messenger.	RA 9258 "The Guidance and Counseling Act of 2004"	1 hour	None

	RA 9258 "The Guidance and Counseling Act of 2004"	Attend to series of online counseling sessions.	RA 9258 "The Guidance and Counseling Act of 2004"	1.5 hours	None
	RA 9258 "The Guidance and Counseling Act of 2004"	Attend the scheduled online follow-up session/s. <i>Note: If the problem is not within our level of competence, we refer them to other specialists and/ or institutions.</i>	RA 9258 "The Guidance and Counseling Act of 2004"	30 minutes	None
TOTAL				3 hours, 27 minutes	None

GOVERNMENT SERVICE: Issuance of Class Admission Slip					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
University Issued Student ID	Student Manual 2019 Edition Guidance Manual 2015 Edition	Sign in the Visitor/ Client Log Sheet and request for class admission slip.	Student Manual 2019 Edition Guidance Manual 2015 Edition	5 minutes	None
Duly Signed Letter of Excuse	Student Manual 2019 Edition Guidance Manual 2015 Edition	Present excuse letter and other documents (e.g medical certificate)	Student Manual 2019 Edition Guidance Manual 2015 Edition	10 minutes	None

Valid Documents supporting the cause of absence/tardiness (all Original)	Student Manual 2019 Edition Guidance Manual 2015 Edition	Interview with the Guidance Counselor/ Guidance Associate	Student Manual 2019 Edition Guidance Manual 2015 Edition		
	Student Manual 2019 Edition Guidance Manual 2015 Edition	Secure class admission slip	Student Manual 2019 Edition Guidance Manual 2015 Edition		
TOTAL				3 hours, 27 minutes	None

GOVERNMENT SERVICE: Psychological Testing					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Request Letter (for OJT/work immersion)	CMO-NO.-104-S.-2017 Revised Student Internship Program in the Philippines	Request for Psychological testing and present the Request Letter or Endorsement Letter	Student Manual 2019 Edition Guidance Manual 2015 Edition	5 minutes	None
Endorsement Letter(for hiring purposes)		Register in the Visitor/ Client Log Sheet	Student Manual 2019 Edition Guidance Manual 2015 Edition	1 hour <i>For OJT/Work Immersion</i>	None
		Take the test battery at the Guidance and Testing Center	Student Manual 2019 Edition Guidance Manual 2015 Edition	2 hours	None

				<i>Teaching and Non-Teaching applicant and newly hired</i>	
TOTAL				1 hour, 5 minutes (For OJT/Work Immersion) 2 hours, 6 minutes (Teaching and Non-Teaching applicant and newly hired)	None

GOVERNMENT SERVICE: Issuance of Test Permit					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Test Stub	DO_s2013_43 IRR RA 10533 Enhance Basic Education Act of 2013 RA 10931 IRR Universal Access to Free Quality Higher Education Act of 2017	Submit Test Stub and other required documents	Student Manual 2019 Edition Guidance Manual 2015 Edition	2 minutes	None
(1) Photocopy of Form 138 (1) Picture Passport Size		Register on the Test Schedule Log Sheet		8 minutes	None

Official Receipt (student applicant not covered by RA 10931)		Sign and Secure UAT Test permit			₱300.00 (student applicant not covered by RA 10931)
TOTAL				10 minutes	₱300.00

GOVERNMENT SERVICE: University Admission Test (UAT) Administration					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Test Permit	DO_s2013_43 IRR RA 10533 Enhance Basic Education Act of 2013 RA 10931 IRR Universal Access to Free Quality Higher Education Act of 2017	Present UAT test permit and required documents.	Student Manual 2019 Edition Guidance Manual 2015 Edition	1 minute	None
Current School ID		Listen to the instruction of the proctor and fill out the answer sheets		13 minutes	None
Official Receipt of Testing Fee (student applicant not covered by RA 10931)		Answer the sample questions and take the UAT.		50 minutes	None
Application Form (Graduate School applicant)		Listen to the announcement of the proctor regarding schedule of the test results		5 minutes	None

TOTAL	1 hour, 9 minutes	None
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MANAGEMENT INFORMATION SYSTEM

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

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

OFFIC FOR ALUMNI AFFAIRS

GOVERNMENT SERVICE: Giving and Acceptance of Donation					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Letter of Intent Accomplished Donation Form	OAA Manual	1. Inform the Office about the intent and submit the required documents	OAA Manual	1 day	None
		2. Prepare the Acceptance Ceremonies	OAA Manual	1 day	None
		3. Accomplish Customer Survey Form	OAA Manual	10 Minutes	None
TOTAL				2 days and 10 minutes	None

GOVERNMENT SERVICE: Holding of Alumni Activities					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST of STEPS AND PROCEDURES			

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Letter of Request Accomplished request form	OAA Manual	1. Submit letter of request for evaluation	OAA Manual	10 minutes	None
		2. Wait for the release of the memorandum	OAA Manual	10 minutes	None
		3. Prepare the report and document the activity	OAA Manual	10 minutes	None
		4. Accomplish Customer Survey Form	OAA Manual	10 minutes	None
TOTAL				40 minutes	None

OFFICE OF INTERNATIONAL PARTNERSHIPS AND PROGRAMS

GOVERNMENT SERVICE: Request for Travel Authority (Personal)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Approved letter of Request asking for permission to leave the country Approved Leave of Absence Letter declaring that the travel is personal	CMO 55 s, 2016 Policy Framework and Strategies on the Internationalization	1. Submit the required documents and wait for the processing of the request Travel Authority	CMO 55 s. 2016 OIPP Manual	4 hour	None

	of Philippine Higher Education				
		2. 2. Receive the documents (Travel Authority)	OIPP Manual	1 hour	None
		3. Accomplish Customer Survey Form		10 minutes	None
TOTAL				5 hours and 10 minutes	None

GOVERNMENT SERVICE: Request for Travel Authority (Official Business)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Letter of Request (1 original); Certificate of Personal Travel (1 original); Travel Request Form (1 original)	CMO 55 s, 2016 Policy Framework and Strategies on the Internationalization of Philippine Higher Education	1. Submit the required documents for evaluation	CMO 55 s. 2016 OIPP Manual	1 day	None
		2. Wait for the approval of the evaluated documents	OIPP Manual	17 days	None
		3. Receive the approved documents	OIPP Manual	1 day	None
		4. Accomplish Customer Survey Form		10 minutes	

TOTAL	19 days and 10 minutes	None
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GOVERNMENT SERVICE: Foreign Student Admission					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Letter of Intent (1 original); Application Form (1 original); Student visa (1 photocopy)	CMO 55 s, 2016 Policy Framework and Strategies on the Internationalization of Philippine Higher Education	1. Submit the required documents	CMO 55 s. 2016 OIPP Manual	1 day	None
		2. Attend the orientation on the rules and regulations of the University	OIPP Manual	1 day	None
		3. Attend regular classes and sessions	OIPP Manual	(Depends on the program)	None
		4. Attend the completion ceremony	OIPP Manual	1 day	None
		5. Accomplish Customer Survey Form		10 minutes	None

TOTAL	Approximately more than 20 Days	None
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OFFICE OF STUDENT AFFAIRS
Internal Service

GOVERNMENT SERVICE: Procedure for ID Validation					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Certificate of Registration (COR)	1.For Identification to be attached in the application form	1. Sign in the log sheet	CMO No.09, s.2013 Enhanced Policies and Guidelines on Student Affairs and Services	1 Minute	None
2. Identification Card (official)	2.Bonafide student of the University	2. Submit the required documents to the Administrative Aide in charge for verification		2 Minutes	None
		3. Wait for the release of the validated document		3 Minutes	None
		4. Receive the validated document		1 Minute	None
		5. Fill out the customer satisfaction rating	DHVTSU-QSP-ADMINSO-004-FO001-R00	3 Minutes	None

TOTAL	10 Minutes	None
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GOVERNMENT SERVICE: Procedure for Filing an Incident or Case					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Incident Report Form	DHVTSU-QSP-OSA-006-FO001-R00	1. Sign in the client log book	CMO #09,s.2013 Enhanced Policies and Guidelines on Student Affairs and Services Sec. 22, Student Discipline	1 minute	None
2. Narrative Report		2. Submit the Incident Report to the Administrative Aide in charge		2019 Student Manual	5 minutes
		3. Wait for the issuance of notice from either the prefect of discipline or the OSA Director	6 days		None
		4. Wait for the decision of the Disciplinary Committee	3 days		None
		5. Receives the decision from the committee	20 minutes		None
		6. Fill out the customer satisfaction rating	DHVTSU-QSP-ADMINSO-004-FO001-R00	3 minutes	None
TOTAL				9 days and 29 minutes	

GOVERNMENT SERVICE: Procedure for Claiming an Insurance					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Insurance Application Form	DHVTSU-QSP-OSA-007-FO001-R00	1. Sign in the client log book	RA 10931 An Act Promoting Universal Access to Quality Tertiary Education Section 7, item letter (e) 2019 Student Manual	1 minute	None
		2. Fill out the Insurance Application Form		5 minutes	None
1. Police Report or incident report as the case maybe 2. Certificate of Registration	GSIS Claim Requirements	3. Prepare all the requirements needed as stated in the checklist provided and submit these to the Administrative Aide in charge		5 minutes	None
		3. Wait for the verification of the requirements submitted		15 minutes	None
		4. Wait for the endorsement from the Office of Student Affairs		5 minutes	None

<p>3. Photocopy of ID of the Student Claimant</p> <p>4. Sworn statement of two disinterested parties</p> <p>5. Policy contract (photocopy)</p> <p>6. Official Receipts for medicines and supplies purchased Medical Abstract, if hospitalized</p> <p>7. Official Receipts of hospital bills</p> <p>8. Medical Certificate issued by the attending physician</p>		<p>5. Fill out the customer satisfaction rating</p>	<p>DHVTSU-QSP-ADMINISO-004-FO001-R00</p>	<p>3 minutes</p>	<p>None</p>
TOTAL				34 minutes	

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

1. Application for candidacy	For enrolment at the Quality Assurance Office	1. Sign in the client log book	CMO 09, s.2013 Enhanced Policies and Guidelines on Student Affairs and Services 2019 Student Manual	1 minute	None
2. Certificate of Registration	Bonafide student of the University				
3. Photocopy of ID of the Student Claimant	Bonafide student of the University				
4. Election forms	For enrolment at the Quality Assurance Office				
		2. Files his/her candidacy to the S-COMELEC office		3 minutes	None
		3. Prepare all the requirements needed and submit these to the S-COMELEC Secretary		5 minutes	None
		4. Wait for the verification of the requirements submitted		15 minutes	None
		5. Wait for the endorsement from the S-COMELEC Chair		5 minutes	None
		6. Wait for the posting of qualified candidates/party list		10 minutes	None
		7. Wait for the schedule of the campaign period		1 day	

		8. Fill out the customer satisfaction rating	DHVTSU-QSP-ADMINSO-004-FO001-R00	3 minutes	None
TOTAL				1 day 40 Minutes	

GOVERNMENT SERVICE: Procedure for requesting a Certificate of Compliance for Outbound Activity Requirements					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Letter of invite	Routing slip from the Office of the President	1. Sign in the client log book	CMO #63,s.2017 Enhanced Policies and Guidelines on Local Off Campus Activities Article VII, Section 11.2 2019 Student Manual	1 minute	None
2. Memorandum issued by the College/Department	Office Memo issued by the College Dean	2. Request for outbound activity requirements		3 minutes	None
		3. Prepare all the requirements needed and submit these to the Administrative Aide in charge		10 minutes	None
		4. Wait for the certificate of compliance		15 minutes	None

3. Outbound activity forms (OSA Form 001 and 002)	For enrolment at the Quality Assurance Office	5. Fill out the customer satisfaction rating	DHVTSU-QSP-ADMINISO-004-FO001-R00	3 minutes	None
4. Duly notarized parental consent					
5. Photocopy of ID of parents with 3 specimen signature					None
6. Itinerary of activity					None
7. List of participants					None
TOTAL				32 minutes	

External Service

GOVERNMENT SERVICE: Procedure for the Replacement of Lost/Old ID					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST of STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Certificate of Registration	1. For Identification to be attached in the application form	1. Sign in the log sheet	2019 Student manual	1 minute	None

2. Identification Card (official)	2. Bonafide student of the University	2. Submit the required documents to the Administrative Aide in charge for verification		2 Minutes	None
3. ID Printing Form	DHVTSU-QSP-OSA-002-FO002-R00	3. Fill out the ID printing form and submit to the Administrative Aide in charge for checking		3 Minutes	None
		4. Wait for further instruction on the next step		1 Minute	None
		5. Fill out the customer satisfaction rating	DHVTSU-QSP-ADMINSO-004-FO001-R00	3 Minutes	None
TOTAL				10 minutes	

GOVERNMENT SERVICE: Procedure Accreditation and Re-accreditation of Student Organizations					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST of STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
For Re-Accreditation	For enrolment at the Quality Assurance office	1. Sign in the client log book	CMO No.09,s.2013 Enhanced Policies and Guidelines on Student Affairs and Services Article VIII, Student Development Section 19, Student Organizations and Activities	1 Minute	None
1. USC Form 001 2. USC Form 002 3. Certificate of compliance		2. Submit the required documents to the officer in charge at the USC office for checking and validation		3 Minutes	None
For New Organization		3. Wait for the documents to be evaluated for approval		20 Minutes	None
1. Letter of Intent					

2. Endorsement letter 3. List of Elected Officers 4. Approved Constitution and By-Laws 5. Action Plan (USC Form 100) 6. Photocopy of ID's with specimen signature 7. Certificate of Oath of Office		4. Wait for the approval of the accreditation/re-accreditation of the organization	2019 Student Manual S-COMELEC Constitution and By Laws	3 Minutes	None
		5. Fill out the customer satisfaction rating	DHVTSU-QSP-ADMINSO-004-FO001-R00	3 Minutes	None
TOTAL				30 minutes	None

GOVERNMENT SERVICE: Procedure for Lost and Found Services					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Incident Report Form	DHVTSU-QSP-OSA-006-FO001-R00	1. Sign in the client log book	2019 Student Manual	1 minute	None
2. Claim Form	DHVTSU-QSP-OSA-005-FO001-R00	2. Report/ surrender the lost/found item to the Administrative Aide in charge		3 minutes	None

		3. Wait for the confirmation/verification of the lost or found item(s)		15 minutes	None
		4. Claim the item lost/found		3 minutes	None
		5. Fill out the customer satisfaction rating	DHVTSU-QSP-ADMINSO-004-FO001-R00	3 minutes	None
TOTAL				25 minutes	None

OFFICE OF STUDENT SERVICES

GOVERNMENT SERVICE: Medical Consultation					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
University Issued Student ID and Student Number	For Identification and medical records	Registration	Student Manual	1 minutes	None
Customer Survey Form	For Service Evaluation	Take patient's data (chief complaint, vital signs)	Student Manual	2 minutes	None
		Perform Physical Examination, Diagnosis and Treatment	Student Manual	8 minutes	None
		Give prescribed medicine	Student Manual	2 minutes	None

		Advise, follow up check-ups or referrals to specialist for severe cases	Student Manual	1 minute	None
		Fill out Client Satisfaction Form	Student Manual	1 minute	None
TOTAL				15 minutes	None

GOVERNMENT SERVICE: Dental Consultation					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
University Issued Student ID and Student Number	For Identification and medical records	Registration	Student Manual	1 minutes	None
Customer Survey Form	For Service Evaluation	Gather patient's data (chief complaint, vital signs)	Student Manual	1 minutes	None
		Perform Oral Examination and Treatment Planning	Student Manual	15 minutes	None
		Administer case explanation and give medication	Student Manual	2 minutes	None
		Advise, follow up check-ups or referrals to specialist for severe cases	Student Manual	2 minutes	None

		Fill out Client Satisfaction Form	Student Manual	1 minute	None
TOTAL				22 minutes	None

GOVERNMENT SERVICE: Student Grievance					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
University Issued Student ID and Student Number	For Identification and medical records	Register and Provide OSS Complaint Form	Student Manual	2 Minutes	None
OSS Complaint Form	For proper documentation	Review forwarded Complaint Form	Student Manual	5 Minutes	None
Customer Satisfaction Form		Discuss with the client the concern issues/ complaint	Student Manual	20 Minutes	None
		Provide and discuss solutions with the client	Student Manual	8 Minutes	None
		Fill out Customer Satisfaction Form	Student Manual	2 Minutes	
TOTAL				37 Minutes	None

OFFICE OF UNIVERSITY REGISTRAR

GOVERNMENT SERVICE: Application for Authentication of School Records					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Application Form, Student's ID or any government issued ID (1 original), Authorization Letter	For Identification to be attached in the application form	Request for Application Form and present Student's ID. For representative, present any government issued ID, Authorization Letter and sign in the log sheet at the OUR.	Registrar's Manual (under Registrar's Manual CHED Memorandum Order No. 05-s2016	5 minutes	None
Transcript of Records (TOR), Diploma and Certifications (Original and Photocopy) Documentary Stamps		Submit Application form and other required documents at the OUR.	Revenue Memorandum Circular No. 25-2008	5 minutes	None
Official Receipt (OR) as payment for the authentication		Pay at the Cashiering Office and present the official receipt (OR) to the OUR	Section 68(1) P.D 1445	5 minutes	Php 50/set
Claim stub, Official Receipt and Authorization Letter (for a representative)		Present the claim stub, Official Receipt and Authorization Letter (for a representative) for the issuance of the requested document at the OUR		5 minutes	None
TOTAL				20 minutes	Php 50/set

GOVERNMENT SERVICE: Application for Certification, Authentication and Verification (CAV) of School Records					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Application Form, Student's ID or any government issued ID (1 original).	For Identification to be attached in the application form	Request for Application Form and present Student's ID. For representative, present any Government issued ID, Authorization Letter and sign in the client logbook at the OUR	Registrar's Manual CHED Memorandum Order No. 05-s2016	5 minutes	None
Transcript of Records(TOR), Diploma and Certifications (Original and Photocopy) Documentary Stamp		Submit application form and other required documents at the OUR .	Revenue Memorandum Circular No. 25-2008	5 minutes	None
Official Receipt (OR) as payment for the authentication		Pay at the Cashiering Office and present the official receipt (OR) to the OUR	Section 68(1) P.D 1445	5 minutes	PHP150.00
Claim stub, Official Receipt and Authorization Letter (for a representative)		Present the claim stub, Official Receipt and Authorization Letter (for a representative) for the issuance of the requested document at the OUR		5 minutes	None
TOTAL				20 minutes	Php 150

GOVERNMENT SERVICE: Application for Certification of Document Requested – (COG , COE)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Application Form Student's ID or any government issued ID (1 original).	For Identification to be attached in the application form	Request for Application Form and present Student's ID. For representative, present any Government issued ID, Authorization Letter and sign in the client logbook at the OUR	Registrar's Manual CHED Memorandum Order No. 05-s 2016.	5 minutes	None
Official Receipt (OR) as payment for required certifications Documentary Stamps		Pay at the Cashiering Office and present the official receipt (OR) to the OUR	Section 68(1) P.D 1445 Revenue Memorandum Circular No. 25-2008	5 minutes	Php 50.00 per certification
Claim stub Official Receipt and Authorization Letter (for a representative)		Present the claim stub, Official Receipt and Authorization Letter (for a representative) for the issuance of the requested document at the OUR		5 minutes	None
TOTAL				15 minutes	Php 50.00 per certification

GOVERNMENT SERVICE: Application for Certificate of Completed Academic Requirements (CAR)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		

Application Form Student's ID or any government issued ID (1 original).	For Identification to be attached in the application form	Request for Application Form and present Student's ID. For representative, present any Government issued ID, Authorization Letter and sign in the client logbook at the OUR	Registrar's Manual CHED Memorandum Order No. 05-s 2016.	5 minutes	None
Official Receipt (OR) as payment for required certifications Documentary Stamps		Pay at the Cashiering Office and present the official receipt (OR) to the OUR	Section 68(1) P.D 1445 Revenue Memorandum Circular No. 25-2008	5 minutes	Php 50.00 per document
Claim stub Official Receipt and Authorization Letter (for a representative)		Present the claim stub, Official Receipt and Authorization Letter (for a representative) for the issuance of the requested document at the OUR		5 minutes	None
				15 minutes	Php 50.00

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

Total	5 minutes	None
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GOVERNMENT SERVICE: ENROLMENT (NEW NORMAL) All incoming Freshmen, shiftees, transferees, returnees and all regular students					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Form 138/Copy of Grades of Transferee (1 Original) Certificate of Good Moral Character (1 Original) Original Transfer Credential/Honorable Dismissal (for transferees) PSA Birth Certificate (1original and 1 photocopy) 2x2 pictures with white background (2 pcs)	For Identification to be attached in the application form	For new students: Visit THIS LINK for your specific enrolment schedule. Proceed to your respective campus to submit your enrolment documents. If you are below 21 years of age, you shall be represented by a parent/ guardian. Observe the DHVSU Task Force COVID-19 Guidelines, which may be found HERE Proceed to the designated registration counters for evaluation of the following documents: <ul style="list-style-type: none"> ✓ original or photocopy of Form 138; ✓ original or photocopy Certificate of Good Moral Character; ✓ photocopy of PSA Birth Certificate; and, ✓ three (3) pieces of 2x2 pictures. The counters are located as follows:	Registrar's Manual CHED Memorandum Order No. 27-s2016	10 minutes 5 minutes 5minutes	None

		<ul style="list-style-type: none"> ▪ Bacolor Campus: Ground Floor, College of Education Building ▪ Mexico Campus: Room 1 (Ground Floor), Academic Building ▪ Lubao Campus: Room 105 (Ground Floor), Academic Building ▪ Porac Campus: Room 3 (Ground Floor) ▪ Sto. Tomas Campus: Room 1, Building 2 <p>For those enrolling at the Apalit Campus and the Candaba Campus, submit the documents to the following focal persons in your respective municipalities:</p> <ul style="list-style-type: none"> ▪ Apalit Campus: Normando C. Simon with mobile number 09175046833 Joy Bernardino (Administrative Staff, Mayor's Office) with mobile number 09658567321 ▪ Candaba Campus: Jessie D. Manapsal with mobile number 09436392897 Maricel Tiongco with mobile number 09151210789 5. Proceed to the designated exit points. <p>Proceed to the designated exit points.</p> <p>Registrar's Office then processes the enrolment of the students.</p> <p>For Regular Students: Registrar's Office prepares the Academic Evaluation Program. The said office then processes the enrolment of the students.</p>			
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		<p>For Irregular Students, Shiftees, Transferees, and Returnees:</p> <p>Adviser/chairperson of the department announces specific schedule thru social media.</p> <p>Adviser/chairperson shall contact the student for advising which shall be carried out online. Adviser/chairperson shall then submit the pre-assessment forms to the dean for approval.</p> <p>Chairperson shall forward the approved forms to the Registrar's Office. Registrar's Office then processes the enrolment of the students.</p>			<p>None</p> <p>None</p>
				20 minutes	None

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

Grading Sheet and student record	For Identification to be attached in the application form	Present the grading sheet to the University Registrar including the student record and sign in the client logbook at the OUR.	Registrar's Manual (under Evaluation No. 14-change of grades)	5 minutes	None
Grade Discrepancy Form		Accomplish and submit the grade discrepancy form including requirements at the OUR		5 minutes	None
				5 minutes	None

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

	15 minutes	Php 100.00
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GOVERNMENT SERVICE: Application for Transcript of Records (TOR) and Form 137 (Simple)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Application Form Original PSA Birth Certificate and one (1) photocopy. Student's ID or any government issued ID (1 original) Clearance Documentary Stamps (2 pcs)	For Identification to be attached in the application form	Present Student's ID/ Government issued ID/Authorization Letter (for a representative), PSA Birth Certificate and Clearance and sign in the client logbook at the OUR	Registrar's Manual (under Records Management No. 4- Production of TOR) CHED Memorandum No. 21-s 2007 Revenue Memorandum Circular No. 25-2008	5 minutes	none
Official Receipt (OR) as payment for TOR and Form 137		Pay at the Cashiering Office and present the official receipt of payment to the OUR and schedule the date of release and issue claim stub	Section 68(1) P.D 1445	5 minutes	Php 110/page
Claim stub, Official Receipt and Authorization Letter (for a representative)		Present the claim stub, Official Receipt and Authorization Letter (for a representative) for the issuance of the requested document at the OUR		5 minutes	none
Total				15 minutes	Php 110/page

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

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

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

GOVERNMENT SERVICE: FILING OF APPLICATION FOR SCHOLARSHIPS & FINANCIAL ASSISTANCE			
SERVICE INFORMATION			
LIST OF REQUIREMENTS	LIST OF STEPS AND PROCEDURES		

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Application Form	For Identification of Student Applicant	Request for Application Form & Requirements at the University Registrar's Office	Implementing Rules & Regulations (IRR's) for government funded scholarships and financial assistance programs Memorandum of Agreement (Private or non – governmental agencies benefactors)	1 minute	None
Certificate of Registration (COR)	Bonafide student of the University	Submit application form & requirements at the University Registrar's Office		2 minutes	None
Original Copy of Certificate of Grades	Monitoring of general average	Prepare for Interview		15 minutes	None
University Issued Student's I.D.		Wait for the result of the interview		Varies timetable of each scholarship & financial assistance programs	None
Good Moral Certificate	Guidance Manual				
ITR or Certificate of Indigency	BIR Form / Barangay Documents				
Duly signed Letter of Intent					

TOTAL	18 minutes plus varies timetable of each scholarship & financial assistance programs	None
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PLANNING AND DEVELOPMENT OFFICE

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

GOVERNMENT SERVICE: Review OPCR document policies, procedures and data to ensure excellent and quality delivery of services in consonance with the University Strategic Plan 2019-2023					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Accomplished and duly signed Office Performance and Commitment Review (OPCR) Form Accomplished Individual Performance and Commitment Review Form	Sec 33 Chap 5, Book V of E.O. No.292 CSC No. 6, s. 2012 CSC Resolution No.1200481	Submit the Accomplished and duly signed Office Performance and Commitment Review (OPCR) Form and Individual Performance Commitment and Review Form	CSC DBM Joint Circular No. 1 s. 2012 E.O. 80 2012 Administrative Order No. 25 dated December 2011 E.O. 80 s. 2012	15 Minutes	None
TOTAL				15 Minutes	None

PUBLIC INFORMATION OFFICE

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

		2. Submit a copy of the materials to be posted	University Operations Manual Public Information Manual	2 Minutes	None
		3. Receive the approved materials (with stamp) for posting	University Operations Manual Public Information Manual	2 Minutes	None
TOTAL				4 Minutes	None

QUALITY ASSURANCE OFFICE

GOVERNMENT SERVICE: Internal Quality Audit					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Internal Quality Audit Master Plan (1 original)		1. Inquire about the audit schedule or request for a reschedule in response to the Audit Memo	ISO 9001:2015 QMS Standards, Clause 9.2		None
2. Internal Quality Audit Plan (1 original)		AGENCY ACTION 1.1 Prepare an Internal Quality Audit Master Plan for the next calendar year			
3. Quality Management System Checklist Plan (1 original)		1.2 Review and approve the Internal Quality Audit Master Plan			

		<p>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; 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>		5 Days	
1. Audit Memo Plan (1 original)		<p>2. Prepare the necessary documents for audit</p> <p>AGENCY ACTION 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>	ISO 9001:2015 QMS Standards, Clause 9.2	5 Days	None
<p>1. Internal Quality Audit Report Plan (1 original)</p> <p>2. Internal Quality Audit Summary Log Sheet Plan (1 original)</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>AGENCY ACTION</p>	ISO 9001:2015 QMS Standards, Clause 9.2	5 Days	None

3. Auditor's Performance Evaluation Plan (1 original)		3.1. Generate an Internal Quality Audit Report addressed to the auditee/person responsible in implementing the deviated procedure and instruction.			
TOTAL				15 days	None

RESEARCH AND DEVELOPMENT SERVICES OFFICE

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

Rubric for Research Paper Evaluation (1 original)	University Research Manual 2019 (Chapter 3 Research Proposal Development and Processing, pp 10-11)	2. Comply with the recommendations of the College Specialist/s	University Research Manual 2019 (Chapter 3 Research Proposal Development and Processing, pp 10-11)	1 day	None
Hard and Soft Copies of Research Paper (1 original)	University Research Manual 2019 (Chapter 3 Research Proposal Development and Processing, pp 10-11)	3. Wait for the result of the review process of the RDSO through its Research Centers	University Research Manual 2019 (Chapter 3 Research Proposal Development and Processing, pp 10-11)	15 days	None
RDSO Compliance Form (1 original) Enhanced Research Paper (1 original)	University Research Manual 2019 (Chapter 3 Research Proposal Development and Processing, pp 10-11)	4. Comply with the recommendations of the RDSO	University Research Manual 2019 (Chapter 3 Research Proposal Development and Processing, pp 10-11)	1 day	None
TOTAL				21 days	None

GOVERNMENT SERVICE: Monitoring of Internally-Funded Research			
SERVICE INFORMATION			
LIST OF REQUIREMENTS	LIST OF STEPS AND PROCEDURES		

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Research/Project Implementation Agreement (1 original) Work and Financial Plan (1 original) Status/Progress Report Form (1 original)	University Research Manual 2019 (Chapter 4 Research Project Implementation, Monitoring and Evaluation, pp 16-17)	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	University Research Manual 2019 (Chapter 4 Research Project Implementation, Monitoring and Evaluation, pp 16-17)	5 days	None
Terminal Report (1 original) Research Paper Processing Application Form (1 original) Hard and Soft Copy of the Research Paper Rubric for Research Paper Evaluation	University Research Manual 2019 (Chapter 4 Research Project Implementation, Monitoring and Evaluation, pp 16-17)	2. Submit Terminal Report along with the completed manuscript with Abstract (hard and soft copies) to the Research Coordinator	University Research Manual 2019 (Chapter 4 Research Project Implementation, Monitoring and Evaluation, pp 16-17)	15 days	None
TOTAL				20 days	None

SPORTS AND DEVELOPMENT OFFICE

GOVERNMENT SERVICE: Request for the Utilization of the University Gymnasium					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Identification Card	For Identification of burrowing party	Ascertain the identity of the burrowing party	Student Manual	5 minutes	None
University Reservation Form	For proper Documentation	Submit accomplished University Reservation Form and secure approval (one copy of the approved form will be retained at the OSD)	Student Manual	5 minutes	None
Approved University Reservation Form	For proper coordination	Log approved activity and schedule at the OSD Office	Student Manual	5 minutes	None
TOTAL					

UNIVERSITY CULTURE AND THE ARTS UNIT

GOVERNMENT SERVICE: The process of recruiting and selecting “would be” members of the various Official Art and Cultural Groups of the University through face-face or virtual means.						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Certificate of Registration (COR)	CMO No. 09, S. 2013	Logs/Registers and fills out the UCAU face to face/Google Audition/ Selection Form	2019 Revised Student Manual	2 Minutes	None	
Validated Student ID						

<p>UCAU(Face to face/Virtual) Audition Form Revision 01, S. 2020</p> <p>UCAU Audition Parental Consent Form (face to face/virtual)</p> <p>Uploaded Video recorded performances/ art works</p>	<p>Enhanced Policies and Guidelines on Student Affairs and Services</p> <p>Bonafide student of the University</p>	<p>Present all Audition requirements for (face to face or online) validation to the UCAU Secretary including the signed UCAU Audition/ Selection Parental Consent Form (APCF) for those below 18 years old.</p>		2 Minutes	None
		<p>Inquires on the actual/virtual audition/selection date for posting at the UCAU Official FB Page.</p>		2 Minutes	None
		<p>Goes through a preliminary interview process (for face to face audition/selection processes) only</p>		3 Minutes	None
		<p>Performs/ presents artworks physically or uploads video performances/ artworks to respective Art Group Directors</p>		5 Minutes	None
		<p>Wait for the FINAL POSTING of all qualified auditionees/ selected artworks at the UCAU Official FB Page</p>		5 Days	None
		<p>Accomplishes the Customer Satisfaction Survey Form physically or virtually.</p>		1 Minute	None
TOTAL				5 Days and 15 Minutes	None

**UNIVERSITY OCCUPATIONAL SAFETY AND HEALTH OFFICE and UNIVERSITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE
Internal Services**

GOVERNMENT SERVICE: Conduct of Disaster Preparedness and Capacity Building Training
SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Register and take the pre-test for the training	University Manual 2010	1. Distribute and collect the written examination (Pre-test) paper	University Manual 2010	5 minutes	None
2. Participate in the training	Joint Memorandum Circular No. 1, S. 2020 Occupational Safety and Health (Osh) Standards For The Public Sector University Manual 2010 Republic Act No. 10121	2. Conduct training proper	University Manual 2010	16 Hours	None
3. Take the post-test and evaluate the training	University Manual 2010	3. Distribute and collect the post-test and evaluation tool	University Manual 2010	5 Minutes	None
4. Receive the Certificates	University Manual 2010	4. Distribute the Certificates of Completion and Participation	University Manual 2010	5 Minutes	
TOTAL				16 Hours, 15 Minutes	None

UNIVERSITY LEARNING RESOURCE CENTER

GOVERNMENT SERVICE: Application for New Library Card Procedure						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
• Certificate of Registration or Valid ID	CMO__ S. 2017 Minimum Requirements for Libraries of Higher Education Institutions Common to All Programs	Logs in the Student Log Sheet Secures and fills up Library Card Form (LCF) by presenting personally the Certificate of Registration or Valid ID	Library Manual	3 minutes	None	
• Passport size picture (1.5 x 1.5)		Submits Library Card Form (LCF) to library staff together with the COR or Valid ID		5 minutes	None	
		Receives library card		1 minute	None	
		Accomplishes receiving log sheet and customer survey form		1 minute	None	
TOTAL				10 minutes	None	
• DHVSU ID	CMO__ S. 2017 Minimum Requirements for Libraries of Higher Education Institutions	Logs in Faculty Log Sheet Secures and fills up Library Card Form and Library Card for DHVSU Employees	Library Manual	3 minutes	None	

	Common to All Programs				
• 2 pcs. 1 x 1 picture		Submits Library Card Form to library staff together with 2 1x1 picture		1 minute	None
		Receive library card		1 minute	None
		Accomplish receiving log sheet and customer survey form		1 minutes	None
TOTAL				6 minutes	None

GOVERNMENT SERVICE: Borrowing and Returning of Printed Library Resources Procedure (Students)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
• Library Card	CMO__ S. 2017 Minimum Requirements for Libraries of Higher Education Institutions Common to All Programs	Personally present his/her library card Logs in the Student Log Sheet	Library Manual	1 minute	None
		Browses card catalog for needed materials		3 minutes	None
		Proceeds to the book shelves to get the desired library resources		3 minutes	None

		Presents the book, fills out the book card and surrender Library Card		2 minutes	None
		Accomplishes customer survey form		1 minute	None
TOTAL				10 minutes	None
Book/s to be returned		Returns borrowed material/s		1 minute	None
		Claims library card and accomplishes customer survey form		1 minute	None
TOTAL				2 minutes	None
GOVERNMENT SERVICE: Borrowing and Returning of Printed Library Resources Procedure (DHVSU Employees)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
• Library Card	CMO__ S. 2017 Minimum Requirements for Libraries of Higher Education Institutions Common to All Programs	Logs in the Employees Log Sheet Browses card catalog for needed materials	Library Manual	2 minutes	None
		Proceeds to the book shelves to get the desired library resources		2 minutes	None
		Presents the book, fills out the book card and surrender Library Card		1 minute	None

		Accomplishes Customer Survey Form		1 minute	None
TOTAL				6 minutes	None
Book/s to be returned		Returns borrowed material/s		1 minute	None
		Claims library card and accomplishes customer survey form		1 minute	None
TOTAL				2 minutes	None

GOVERNMENT SERVICE: Baggage Area Procedure (Students)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
• Library Card	CMO__ S. 2017 Minimum Requirements for Libraries of Higher Education Institutions Common to All Programs	Personally present his/her library card Logs in to Student Log Sheet	Library Manual	1 minute	None
		Proceeds to Baggage Area Removes valuable from bag Surrenders bag		2 minutes	None

		Claims baggage number			
Baggage number		Surrenders baggage number Claim bag		1 minute	None
		Accomplish customer survey form		1 minute	None
TOTAL				5 minutes	None

GOVERNMENT SERVICE: Baggage Area Procedure (Outside Researchers)						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
<ul style="list-style-type: none"> Referral Letter School ID/ Valid ID 	CMO__ S. 2017 Minimum Requirements for Libraries of Higher Education Institutions Common to All Programs	Personally present his/her Referral Letter and School ID/ Valid ID Logs in to Visitors Log Sheet	Library Manual	2 minutes	None	
		Proceeds to Baggage Area		30 seconds	None	
		Removes valuable from bag		30 seconds		
		Surrenders bag		30 seconds		

		Claims baggage number		30 seconds	
Baggage number		Surrenders baggage number		30 seconds	None
		Claim bag		30 seconds	
		Accomplish customer survey form		1 minute	None
TOTAL				6 minutes	None

GOVERNMENT SERVICE: Lost Library Card Procedure						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
• Valid ID	CMO__ S. 2017 Minimum Requirements for Libraries of Higher Education Institutions Common to All Programs	Logs in Student Log Sheet Secures and fills up Lost Library Card Form and Affidavit of Lost	Library Manual	3 minutes	None	
• Passport size picture (1.5 x 1.5)		Submits form and Affidavit of lost to library staff and passport size picture		5 minutes	None	
		Receives duplicate library card		1 minute	None	

		Accomplish receiving log sheet and customer survey form		1 minute	None
TOTAL				10 minutes	None

GOVERNMENT SERVICE: Interlibrary Request Letter Procedure (Students & Employees)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
• Library Card	CMO__ S. 2017 Minimum Requirements for Libraries of Higher Education Institutions Common to All Programs	Logs in Student Log Sheet or Faculty Log Sheet Secures and fills up Interlibrary Request Letter form	Library Manual	2 minutes	None
		Submits Interlibrary Request Letter together with 2pcs long bond paper		2 minutes	None
		Receives signed Interlibrary Letter Accomplishes Receiving Log Sheet and Customer Survey Form		1 minute	None
TOTAL				5 minutes	None

GOVERNMENT SERVICE: Use of Audio-Visual Room and Discussion Room Procedure

SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
• Request Letter	CMO__ S. 2017 Minimum Requirements for Libraries of Higher Education Institutions Common to All Programs	Logs in Student Log Sheet or Faculty Log Sheet Secure and fills up Discussion and AVR Request form	Library Manual	2 minutes	None	
		Submits form together with the request letter		2 minutes	None	
		Accomplish customer survey form		1 minute	None	
Total				5 minutes	None	

GOVERNMENT SERVICE: Signing of Clearance Procedure						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
• Library Card and Students/Employees Clearance	CMO__ S. 2017 Minimum Requirements for Libraries of Higher Education Institutions Common to All Programs	Logs in Student Log Sheet or Faculty Log Sheet	Library Manual	1 minute	None	
		Presents library card and clearance		1 minute	None	

		Receives clearance and accomplishes Customer Survey Form		1 minute	None
Total				3 minutes	None

GOVERNMENT SERVICE: Submission of Thesis/Dissertation Procedure						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Time	Processing	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
• Thesis/Dissertation Copy	CMO__ S. 2017 Minimum Requirements for Libraries of Higher Education Institutions Common to All Programs	Logs in Student Log Sheet or Faculty Log Sheet Accomplishes Thesis/Dissertation Receiving Log Sheet	Library Manual	2 minutes		None
		Drops Thesis/Dissertation copies in the book drop box		1 minute		None
		Accomplishes customer survey form		1 minute		None
Total				4 minutes		None

UNIVERSITY TRAINING SERVICES OFFICE

GOVERNMENT SERVICE: Request for Training Services					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
TOTAL					