

Republic of the Philippines DON HONORIO VENTURA STATE UNIVERSITY Bacolor, Pampanga

CITIZENS' CHARTER

F.Y. 2020



I. <u>Mandate</u>

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

II. Vision

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

III. <u>Mission</u>

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

IV. Service Pledge

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

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OFFICE OF THE UNIVERSITY PRESIDENT Internal Service





1. Issuance of Memorandum

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

Offi	ce or			10.1	10.000				
Divi	sion:	Office of the Unive	Office of the University President (OUP)						
Clas	ssification:	Simple							
Тур			Government to Government, Government to						
Tra	nsaction:	Business, Govern							
Who	o may avail:	Government ager			s entities and Clier	nts			
CHECKLIST OF REQUIREMENTS				HERE TO	SECURE				
1	Appointment	form (1 original)	1	1 Office of the University President (2 nd Floor, Admin Bldng.)					
CL	IENT STEPS	AGENCY ACTION		EES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE			
issu men	equest for ance of noranda	1. Issue and disseminate the memoranda either for the whole university or specific university official and personnel		None	1 Day (upon the availability of the signatory)	<i>Administrative Aide</i> Office of the University President			
appr disb vouc chec appo lette corr	ointment rs, and other espondences	2 Receive and record the documents for approval of the University President		None	1 Day (upon the availability of the signatory)	<i>Administrative Aide</i> Office of the University President			
form appo the	ecure request n for an ointment with University sident	3. Receive the request form for appointment	- 1	None	2 Minutes	Administrative Aide Office of the University President			
	(h)	TOTAL:		None	2 Days, 2 Minutes				



OFFICE OF THE EXECUTIVE VICE PRESIDENT Internal Services





1. Checking and Recording of Disbursement Vouchers This describes the process of checking and recording of disbursement vouchers in the Office of the Executive Vice President (OEVP).

	President (O	<u> </u>				
Office or Division:		Office	of the	Ex	ecutive Vice Pres	ident
Classification:	Simple	Simple				
Type of Transactio	G2G –	G2G – Government to Government				
Who may avail:		Accour	nting	Offi	ice	
CHECKLIST OF RE		ſS		W	HERE TO SECUR	RE
1	Disbursemer	nt Vouche	er	1	Accounting Offic	е
	(1 original)					
2	DHVSU-QSF	P-OEVP-(001	2	EVP Office	
	form		FEE	6		
CLIENT STEPS	AGEI ACT		TC BE PAI) E	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Disbursement Voucher	sbursement check the		None 10 Minutes		10 Minutes	Administrative Aide Office of the Executive Vice President
2. Wait for the releat of the signed vouch to the Office of the University President	ase 2.Counte ner the the entries a	voucher and sign ther that	Nor	ne	9 Minutes	Executive Vice President Office of the Executive Vice Presidents

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

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

Office or Division):		Office of	of the Ex	ecutive Vice Pre	sident	
Classification:			Simple				
Type of Transact	G2G –	Govern	ment to Governm	nent			
Who may avail:		Reques	sting Off	ice			
CHECKLIST OF F	CHECKLIST OF REQUIREMENTS			WHER	E TO SECURE		
1		inication		1	Requesting Offi	се	
		e Memor					
		e Univers	•				
0		ent (1 orig		2			
2				2	EVP Office		
	003 form / DHV QSP-OEVP-004						
	40. 0			FEE		DEDOON	
CLIENT STE	PS	AGE ACT		S TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E	
letter / directive and lo memorandum from the University President n lette conce unit/de nt / dir memo		1.1 Rec and log commun n letter t concern unit/dep nt / direc memora from the	the nicatio from ned partme ctive andum	None	1 Minute	Administrative Aide Office of the Executive Vice President	

		< N.	2.4 10 2	1
	University President 1.2 Draft and submit the memorandum to the EVP for approval *Note: If corrected by the EVP, re- encodes the memo 1.3. Approve the memorandum	None	10 Minutes	Executive Vice President Office of the Executive Vice Presidents
2. Wait for the release of the approved memorandum for dissemination	 2. Forwards the memorandum to the Office of the University President for approval 2.1 Release the memorandum signed by the EVP and the University President. 	None	9 Minutes	<i>Administrative Aide</i> Office of the Executive Vice President
	TOTAL:	None	20 Minutes	



OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS

Internal Service





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

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

	Office or Division: Vice President for Academic Affairs (VPAA) Office						
	ice or Division:		tor A	Academic	: Affairs (VPAA) C	Office	
	assification:	Simple					
	pe of Transaction		ment to Government				
	o may avail:				yees and student	S	
CH	CHECKLIST OF REQUIREMENTS			HERE TO) SECURE		
1	Complete docume original, 1 photoco	ру)	1	Designa	ated Office		
2	Invitation Letter wi original)	th Routing Slip (1	2	Office o Bldng.)	f the President (2	nd Floor, Admin	
3	Request Letter (1	original)	3	Immedia	ate Supervisor		
4	List of participants original)	who will attend (1	4	Immedia	ate Supervisor		
C	CLIENT STEPS	AGENCY ACTION		EES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE	
req for of a Imr Su	Submit the Juired documents recommendation approval of the mediate pervisor to the AA Office	1. Receive and check the submitted document	None		10 Minutes (upon the availability of the signatory)	<i>Administrative Aide</i> VPAA Office	
rele	Wait for the ease of the morandum	2.1 Prepare the memorandum and route it for approval2.2 Issue and disseminate the memorandum to the requesting client		None	1 Hour	<i>Administrative Aide</i> VPAA Office	
app me	Receive the proved morandum from RET Office	3. Provide the Immediate Supervisor of the requesting client a copy of the memorandum approved by the VPRET		None	10 Minutes	<i>Administrative Aide</i> VPAA Office	
	a li	TOTAL:		None	1 Hour, 20 Minutes		



2. Issuance of Memoranda

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

	fice or Division:		ice of the Vice Pr	esid	ent for Ac	ademic Affairs	
	assification:	Sir	nple		5 p. 7 f		
	pe of	1					
	ansaction:		D			- 10 100 10	
	ho may avail:	Clu	Deans, Directors Ister of DHVSU			-	under the VPAA
Cł	IECKLIST OF RE	QU	IREMENTS	WF	IERE TO	SECURE	
1	Invite or letter of	requ	uest	1		ing institution or a	<u> </u>
2	President's Offic	e Ro	outing Slip	2	DHVSU,	Office of the Pre	sident
3				3			
CL	LIENT STEPS	AG	ENCY ACTION		EES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Requests issuance of Memoranda	1	Verify receipt of invite or request	None		2 minutes	Administrative Aide I / EA VPAA, VPAA Office, DHVSU Admin. Bldg.
2	Waiting	2	Receives and logs in the communication letter from President's Office with Routing Slip	None		1 minute	Administrative Aide I, VPAA Office, DHVSU Admin. Bldg.
3	Waiting	3	Drafts and encodes the memorandum, and forwards it to the VPAA (Note: If corrected by the VPAA, re- encodes the memo)	None		7 minutes	Administrative Aide I / EA VPAA, VPAA Office, DHVSU Admin. Bldg.
4	Waiting	4	Submits the memorandum to the VPAA for approval	None		2 minutes	Administrative Aide I / EA VPAA, VPAA Office, DHVSU Admin. Bldg.
5	Waiting	5	Approves the Memorandum		None	2 minutes	VPAA, VPAA Office, DHVSU Admin. Bldg.

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





OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION AND FINANCE

Internal Service





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

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

Office or Division:	Office of the Vice	Pre	sident fo	r Administration and	Finance	
Classification:	Simple					
Type of						
Transaction:	G2G, G2C, G2B					
				dministrative Office	and Accounting	
Who may avail:	Office, students a					
CHECKLIST OF RE	QUIREMENTS	W	HERE TO	O SECURE		
Complete and s 1 ORS from the E original)	igned BURS and Budget Office (1	1	Admini	of the Vice Presiden stration and Finance Bldng.)		
CLIENT STEPS AGENCY ACTION			ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1 Have the BURS and ORS received	1 Record the documents subject for the recommendatio n for approval by the VPAF	1	None	1 Day (upon the availability of the signatory)	Administrative Aide Office of the Vice President for Administration and Finance	
2 Submit documents for recommendation for the approval of the University President			None	1 Hour (upon the availability of the signatory)	Administrative Aide Office of the Vice President for Administration and Finance	
	TOTAL:	3		1 Day, 1 Hour		



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

Internal Service





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

This describes the process for the approval of the proposed external seminars, trainings, and workshops related to research, extension, and training.

		o research, extensio						
	ce or Division:	5()						
	ssification:	Simple						
Тур	e of	All the second sec						
	nsaction:							
Who may avail: All bona fide DHVSU employees and students								
CHI	ECKLIST OF REQU	UIREMENTS	WHERE TO SECURE					
1	1 Complete documents signatories (1 original, 1 photocopy)			Designat	ted Office			
2	Invitation Letter w original)	ith Routing Slip (1	2	Office of Bldg.)	the President (2 nd Floor, Admin			
3	Request Letter (1	original)	3	Immedia	te Supervisor			
4		who will attend (1	4		te Supervisor			
C	CLIENT STEPS	AGENCY ACTION		EES TO BE PAID	PROCESSING TIME			
required for in of a Imm Sup	Submit the uired documents recommendation pproval of the nediate pervisor at the RET Office	1. Receive and check the submitted document		None	10 Minutes (upon the availability of the signatory)			
2. V rele	Vait for the ase of the morandum	2.1 Prepare the memorandum and route it for approval						
		2.2 Issue and disseminate the memorandum to the requesting client	1	None	1 Hour			
app mer	 3. Receive the approved memorandum from VPRET Office VPRET Office 3. Provide the Immediate Supervisor of the requesting client a copy of the memorandum approved by the VPRET 			None	10 Minutes			
		TOTAL:		None	1 Hour, 20 Minut <mark>es</mark>			



VICE PRESIDENT FOR STUDENT AFFAIRS AND SERVICE (VPSAS) OFFICE

Internal Service



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

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

and workshops related to student affairs and services							
	ce or Division:	Vice President for	Stude	ent Affa	airs and Services	(VPSAS) Office	
	sification:	Simple		-	Chi C. 101		
Туре	e of		÷ 1		10 M 10		
	saction:	G2G – Governmen	t to G	Govern	ment		
Who	o may avail:	All bona fide DHVS	SU en	nploye	es and students		
CHE	CKLIST OF REC	UIREMENTS	WH	ERE T	O SECURE		
1	Complete docu (1 original, 1 ph	ments signatories otocopy)	1	Desig	nated Office		
2		with Routing Slip	2	Office Bldno		(2 nd Floor, Admin	
3	Request Letter	(1 original)	3	Imme	diate Supervisor		
4		nts who will attend	4	Imme	ediate Supervisor		
C	LIENT STEPS	AGENCY ACTION		S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE	
docu reco appr Imm Supe	ubmit uments for mmendation of oval of the ediate ervisor to the AS Office	1. Receive and check the document	None		10 Minutes (upon the availability of the signatory)	<i>Administrative Aide</i> VPSAS Office	
relea men	Wait for the lease of the emorandum2.1 Prepare the memorandum and route it for approval2.2 Issue and disseminate the memorandum to the requesting client		N	one	1 Hour	Administrative Aide VPSAS Office	
3. Receive the approved memorandum from the VPSAS Office		3.1Provide the Immediate Supervisor of the requesting client a copy of the memorandum approved by the VPSAS	None		10 Minutes	<i>Administrative Aide</i> VPSAS Office	
		TOTAL:	N	one	1 Hour, 20 Minutes	11118	



ACCOUNTING OFFICE

External Services





1. Issuance of Certificate of Payment for Graduation Fee This describes the procedure for the issuance of certificate of payment for graduation fee for claiming transcript of records and diploma for the students.

Office or Division:		ining trans	Accounting Office							
Classification:		-	Simple							
Type of Transaction	Type of Transaction:				G2C - Government to Citizen					
Who may avail:	7	- 1		All bona fide students who are required to secure certificate of payment of graduation fee from this office.						
CHECKLIST OF RI	EQUI	REMENT	S	WHER	E TO SECURE					
1	Ider	dent's htification ()riginal)	Card	1	Internet Multime (at the back of A	edia Center (IMC), Admin. Bldg.)				
2	of P	cial Receip ayment (1 jinal)		2	Cashiering Offic Administration E	e, 1ª Floor, 8ldg Window 11				
CLIENT STEPS	CLIENT STEPS AGE			FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE				
 Present ID and request for Certificate of Payment for Graduation Fee the Accounting Office 	at	 Verify student's balance from the system and instruct to make payment for the certification. 		None	1 Minute	<i>Administrative Aide</i> Accounting Office				
		R for	PHP 50	1 Minute	Administrative Officer Cashiering Office					
3. Present OR at the Accounting Office Office Certificat Payment Graduati Fee		e of for	None	1 Minute	<i>Administrative Aide</i> Accounting Office					
	Т				3 Minutes					



SCHEDULE OF FEES AND OTHER CHARGES

	CHM, CBS,						
	COE, CEA,						
	CIT, CAS	Tourism,					
	(Math &	BSA, Acctg	Envi.Sci,				
	Stat), CSSP	Tech, Acctg	Biology				
	(HumServ),	Info, BPA	Sociology	CCS, BSECE	EOC	Soc. Work	GS
TUITION FEE	220/unit	220/unit	220/unit	<u>220/unit</u>	<u>1,250.00</u>	<u>350/unit</u>	450/350
OTHER FEES-GENERAL FUND							
Admission Fees (<u>1st Yr only</u>)	300.00	300.00	300.00	300.00	300.00	300.00	300.00
Athletic Fees	160.00	160.00	160.00	160.00	160.00	160.00	160.00
Computer Fees	200.00	200.00	200.00	200.00	-	200.00	200.00
Cultural Fees	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Development Fees-IRSF	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00
Entrance Fees (<u>1st Yr only</u>)	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Guidance Fees	50.00	50.00	50.00	50.00	50.00	50.00	50.00
Guid. Fees-CB SEP (Graduating only)	500.00	500.00	500.00	500.00	500.00	-	-
Handbook Fees (<u>1st Yr only</u>)	100.00	100.00	100.00	100.00	100.00	-	-
Insurance	50.00	50.00	50.00	50.00	50.00	50.00	50.00
Laboratory Fees	150.00	450.00	2,500.00	600.00	150.00	150.00	150.00
Library Fees	150.00	150.00	150.00	150.00	150.00	150.00	150.00
Medical/Dental Fees	80.00	80.00	80.00	80.00	80.00	80.00	80.00
Miscellaneous	70.00	70.00	70.00	70.00	70.00	70.00	70.00
Registration Fees	100.00	100.00	100.00	100.00	100.00	100.00	100.00
ROTC/CWTS	330.00	330.00	330.00	330.00	330.00	-	-
School ID Fees	150.00	150.00	150.00	150.00	150.00	150.00	150.00
Utility Fee	-	-	-	-	-	-	300.00
Total	4,290.00	4,590.00	6,640.00	4,740.00	4,090.00	3,360.00	3,660.00
OTHER FEES-TRUST FUND							
Devt. Fees-College Fee	50.00	50.00	50.00	50.00	50.00	50.00	50.00
Devt. Fees-Industrialist	70.00	70.00	70.00	70.00	70.00	70.00	70.00
Devt. Fees-USC/SSC	70.00	70.00	70.00	70.00	70.00	70.00	70.00
Total	190.00	190.00	190.00	190.00	190.00	190.00	190.00
TOTAL OTHER FEES	4,480.00	4,780.00	6,830.00	4,930.00	4,280.00	3,550.00	3,850.00
	-,-00.00	-,700.00	0,030.00	-,330.00	4,200.00	3,330.00	3,030.00

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

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

Office or Division:	Accounting Office		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All bona fide students who are required to secure student's clearance from this office.		
CHECKLIST OF REQUIREMENT	TS WHERE TO SECURE		

						3
1	1 Student's Identification Carc (1 Original)		ntification Card	1	Internet Multime (IMC), (at the ba Bldg.) DHVSU, Pampanga	ack of Admin.
2		Pay	cial Receipt of ment (1 ginal)	2	Cashiering Offic DHVSU Admin. 11	e, 1ª Floor, Bldg. – Window
ì	CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E
1.	Inquire for verification of outstanding balance at the Accounting Offic	ce	 Verify student's outstandin g balance from the system. 	None	1 Minute	<i>Administrative</i> <i>Aide</i> Accounting Office
	2. Payment of outstanding balance at the Cashiering Office		2. Verify student's record and collect Payment	See Table for Schedul e of Fees and Other Charges below.	1 Minute	<i>Administrative Officer</i> Cashiering Office
	3. Present Offic Receipt for the payment made to the Accounting Office		3. Print and release Clearance signed by the University Accountant	None	2 Minutes	Administrative Aide Accounting Office
			TOTAL:	See Table for Schedul e of Fees and Other Charges below.	4 Minutes	

3. Issuance of Clearance (for Students without Outstanding Balance)

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



Office or						
Division:	Accounting Office	Accounting Office				
Classification:	Simple	1 m.	A & C. A &	1. Sec. 1. Sec		
Type of		1.00		Contraction of the second		
Transaction:	G2C – Governmer	nt to Citiz	zen			
Who may avail:	All bona fide stude	ents who	are required to secur	e student's		
	clearance from this	s office.				
CHECKLIST OF	REQUIREMENTS	WHER	E TO SECURE			
1	Student's	1	Internet Multimedia C	Center (IMC), (at		
	Identification		the back of the Admi			
	Card (1 Original)		Bacolor, Pampanga			
		FEES				
CLIENT STEPS	AGENCY ACTION	TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Request for Clearance at the Accounting Office.	1. Verify student balance from the system and print clearance	None	1 Minute	<i>Administrative Aide</i> Accounting Office		
2. Receive the Clearance from the Accounting Office.	2. Release the Clearance signed by the Accountant.	None	1 Minute	<i>Administrative Aide</i> Accounting Office		
	TOTAL:	None	2 Minutes			

4. Issuance of Clearance (2nd Copy)

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

Office or Division:		Accour	Accounting Office				
Classification:		Simple	Simple				
Type of Transaction:		G2C –	G2C – Government to Citizen				
Who may avail:			All bona fide students who are required to secure				
		student's clearance from this office.					
CHECKLIST OF REQUIREMENT		ſS		W	HERE TO SECURE		
1	Student's Identification		on	1	Internet Multimedia Center (IMC),		
	Card (1 Original)			-	(at the back of Admin. Bldg.)		
2	Official Receipt (OR) of		of	2	Cashiering Office, First Floor,		
	Payment (1 Original)				DHVSU Admin. Bldg Window 11		
CLIENT STEPS AGEN			FEE TC BI PA	D	PROCESSING TIME	PERSON RESPONSIBLE	

				EN C
 Present ID and request for 2nd Copy of Clearance at the Accounting Office 	1. Verify student's balance from the system and instruct the student to make payment for the request made.	None	1 Minute	<i>Administrative Aide</i> Accounting Office
2. Pay the necessary amount at the Cashiering Office	2. Collect Payment and issue OR for the payment made.	PHP 50	1 Minute	<i>Administrative Officer</i> Cashiering Office
3. Present OR to the Accounting Office	3. Print and release Clearance signed by the University Accountant	None	2 Minute	<i>Administrative Aide</i> Accounting Office
	TOTAL:	PHP 50	4 Minutes	

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

Office or						
Division:	Accounting Offic	Accounting Office				
Classification:	Simple					
Type of						
Transaction:	G2C – Government to Citizen					
Who may avail:	Who may avail: All bona fide students who are required to secure statement					
	account.					
CHECKLIST OF REQUIREMENTS WHERE TO SECURE						
1 5	Student's	1	Internet Multimedia Center (IMC) (at			
1.1	Identification Card		the back of Admin. Bldg.)			
	(1 Original)		and the state of the			
2 (Official Receipt of	2				
	Payment (1	C	Cashiering Office, First Floor,			
	original)		DHVSU Admin. Bldg Window 11			
3 1	Documentary	3	Bureau of Internal Revenue (BIR),			
	Stamp (1 piece)		Sindalan, CSFP			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Statement of Account at the Accounting Office.	 Verify student records 	None	2 Minutes	<i>Administrative Aide</i> Accounting Office
2. Payment of Fee at the Cashiering Office	2. Collect Payment	PHP 50	2 Minutes	Administrative Officer Cashiering Office
3. Present the Official Receipt to the Accounting Office.	3. Print SOA and affix documentary stamp	None	2 Minutes	<i>Administrative Aide</i> Accounting Office
4. Wait for the issuance of SOA from the Accounting Office.	4. Release the statement of account signed by the University Accountant	None	2 Minutes	<i>Administrative Aide</i> Accounting Office
	TOTAL:	PHP 50	8 Minutes	





ADMINISTRATIVE SERVICES OFFICE

External Service





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

Office or Division:	Human Resources(HR), Administrative Services Office (ADMINSO)				
Classification:	Simple				
Type of	G2B – Government to Business;				
Transaction:	G2G – Government	to Gove	rnment		
Who may avail:	All government and from the personnel I			tter of Consent	
CHECKLIST OF RE	QUIREMENTS	WHER	E TO SECURE		
1	Letter of Consent (1 original)	1	1 From the employee/personnel being verified		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Conduct Employment Verification and submit the original	 Validate the documents. 	None	10 Minutes	Administrative Aide I ADMINSO	
copy of the Letter of Consent of the personnel being verified to the HR.	1.2 If via phone call, register into the logbook the transaction/s being made.	None	2 Minutes	Administrative Aide I ADMINSO	
2. If walk-in, register into the Logbook for ADMINSO Transactions and proceed to employment verification at the HR.	2. Once validated, provide only the necessary information needed by the client with respect to the letter of consent.	None	15 Minutes	Supervising Administrative Officer ADMINSO	
3. Accomplish the Customer Survey Form and drop to the designated drop box.	3. Ensure evaluation of the service delivery.	None	3 Minutes	Supervising Administrative Officer ADMINSO	
	TOTAL:	None	30 Minutes		



ADMINISTRATIVE SERVICES OFFICE

Internal Services





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

Office or Division:	Human Resou (ADMINSO)	urces (HR)), Administrative Se	ervices Office		
Classification:	Simple					
Type of Transaction		G2C – Government to Citizen				
Who may avail:		All Employees of DHVSU (Job Order, Casual, Temporary,				
		and Permanent)				
CHECKLIST OF RE		WHERE	TO SECURE			
1	1 Government issued ID (1 original)		Any ID issuing government agency			
2	COE Request Form (1 original)	2	HRM, ADMINSO, Ground Floor, DHVSU Administration Bldg.			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Secure and accomplish Certificate of Employment Request Form at the HR	1. Verify and prepare the Certificate of Employment (COE)	None	3 Minutes	Administrative Aide I ADMINSO		
2. Register at the Logbook for COE at HR.	2. Print the COE	None	2 Minutes	Administrative Aide I ADMINSO		
3. Wait for the issuance of the COE at the HR.	,	None	2 Minutes	Chief Administrative Officer ADMINSO		
(h)	3.2 Issue the signed COE	None	1 Minute	Administrative Aide I ADMINSO		
4. Accomplish the Customer Survey Form and drop to the designated box.	4. Ensure evaluation of the service delivery.	None	2 Minutes	Administrative Aide I ADMINSO		
	TOTAL:	None	10 Minutes			



2. Issuance of Service Record

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

Office or Di	vision:	Human Resource (ADMINSO)	es(HR)	, Administrative Ser	vices Office			
Classification	on:	Simple	Simple					
Type of Tra	nsaction:	G2C – Governme	ent to C	Citizen				
Who may av	vail:			U (Job-Order/Contr	act of Service,			
		Casual, Tempora						
CHECKLIST	OF REQU	JIREMENTS	WHE	RE TO SECURE				
1	Governme original)	ent issued ID (1	1	Any ID issuing gove	ernment agency			
2		ecord Request		HR, ADMINSO, Gro				
	Form (1 o	riginal)		Floor, Administratio	on Bldg.			
	CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Secure ar the accompli Service Req Form at HR.	ished	1. Verify and prepare the Service Record	None	e 2 Minutes	Administrative Assistant IV ADMINSO			
2. Register a Logbook for Record at H	Service	2. Print the Service Record	None	e 2 Minutes	Administrative Assistant IV ADMINSO			
3. Wait issuance Service Reco	for the of the ord at HR.	for the 3.1 Verify and of the sign the Nor		e 2 Minutes	Chief Administrative Officer ADMINSO			
	3.2 Issue the signed Service Record		None	e 1 Minute	Administrative Assistant IV ADMINSO			
4. Accor Customer Su Form and dr designated b	op to the	4. Ensure evaluation of the service delivery.	None	e 2 Minutes	Administrative Assistant IV ADMINSO			
	1.25MART	TOTAL:	None	10 Minutes				



3. Issuance of University Issued Identification Card (New) This describes the procedure in acquiring university issued identification card.

Office or Division:	Human Resources (HR), Administrative Services Office (ADMINSO)					
Classification:	Simple	1.00	1. S.			
Type of Transaction:	G2C – Governme	ent to Ci	tizen			
Who may avail:			J (Job Order, Casu	ial, Temporary,		
	and Permanent)					
CHECKLIST OF REQU			E TO SECURE			
	uest Form (1		R, ADMINSO, Gro			
original)		dministration Bldg.			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Secure and accomplish ID Request Form at the ADMINSO.	1.1 Input data in the Personnel Management and Payroll System	None	10 Minutes	Administrative Aide 1 ADMINSO		
	1.2. Approve/ Disapprove request	None	5 Minutes	Chief Administrative Officer ADMINSO		
2. Present the approved ID Request Form to the Internet/Multimedia Center (IMC) office and wait for the ID issuance.	2. Verify the information and print the ID.	None	15 Minutes	Administrative Aide I Room 1, IMC (at the back of the Administration Bldg.)		
3. Return to the HR and accomplish the Customer Survey Form and drop to the designated box.	3. Ensure evaluation of the service delivery.	None	2 Minutes	Administrative Aide I ADMINSO		
	TOTAL:	None	32 Minutes			



4. Reissuance of University Issued Identification Card (Replacement) Granting approval for the replacement for lost, stolen and outdated identification card.

Office or Division:		Human Resources (HR), Administrative Services Office (ADMINSO)						
Classification:		Simple						
Type of Transa	action:	G2C – Governme	ent to	Cit	izen			
Who may avail		All Employees of	DHV	SU	(Job Order, Casu	al, Temporary,		
		and Permanent)						
CHECKLIST O	F REQU	IREMENTS	WH	ERE	E TO SECURE			
1	ID Requoriginal	uest Form (1)	1		R, ADMINSO, Gro Iministration Bldg.			
2	Affidavi ID (1 or	t of Loss for lost iginal)	2	La	w Firm / Notary P	ublic		
CLIENT STEPS		AGENCY ACTION	FEE TC BE PAI		PROCESSING TIME	PERSON RESPONSIBLE		
1. Secure and accomplish ID Request Form		1. Update data (<i>if there's any</i> <i>changes</i>) in the Personnel Management and Payroll System	None		10 Minutes	Administrative Aide I ADMINSO		
2. Wait for the approval of the request		2. Approve/ Disapprove request	None		5 Minutes	Chief Administrative Officer ADMINSO		
3. Present the approved ID Request Form to the Internet/Multimedia Center (IMC) office and wait for the ID issuance.		3. Verify the information and print the ID.	None		15 Minutes	Administrative Aide I Room 1, IMC (at the back of the Administration Bldg.)		
4. Accompl Customer So Form and dr the designat box.	urvey op to	4. Ensure evaluation of the service delivery.	Nor	e	2 Minutes	Administrative Aide I ADMINSO		
		TOTAL:	Nor	e	32 Minutes	TTTTE -		



5. Processing of Application for Leave of Absence This describes the procedure in processing the leave application among the DHVSU personnel under Casual, Temporary, and Permanent status.

Office or Div	ision:	Human Resources (ADMINSO)	(HR)), Ac	Iministrative Servio	ces Office	
Classification: Simple							
Type of Transaction Who may av		G2C – Government	G2C – Government to Citizen All Employees of DHVSU with Casual, Temporary, and				
CHECKLIST			WF	IFR			
1	Accom for Lea Form 6 CSC Form	EQUIREMENTS mplished Application eave Form/CSC 6 (2 original) orm 6, Revised 1984 / J-QSP-ADMINSO-002-F0001-		 WHERE TO SECURE 1 • HR, ADMINSO, ground Floor, Administration Bldg. • Official DHVSU Website (dhvsu.edu.ph) – HR Downloadable Forms –Application for Leave Form • Official CSC Website (www.csc.gov.ph) 			
2	origina -for 6 d	cal Certificate (1 al) days and beyond of absence		•	Registered Physician of the concerned personnel		
3	Duly signed Clearance Form (3 original) -for 30 days leave of absence		3	•	HR, ADMINSO, DHVSU Administrative Bldg. Official DHVSU Website (dhvsu.edu.ph) – HR Downloadable Forms – Clearance Form		
	TEPS	AGENCY ACTION	В	ES O E	PROCESSING	PERSON RESPONSIBLE	
1. Secure and accomplish CSC Form 6 - Application for Leave Form and submit to the HR		1. Receive and indicate the personnel's leave credits on the form	2	ne	10 Minutes	Administrative Assistant IV ADMINSO	
2. Register a Logbook for ADMINSO Transactions waiting for th verified appli	t the while e	2. Certify the correctness of the number of leave credits.	No	ne	15 Minutes	Supervising Administrative Officer ADMINSO	

				3.9
3. Forward the CSC Form 6 to the Immediate Superior	3. Recommend the approval/ disapproval of the application for leave	None	1 Hour	Dean/ Unit Director DHVSU
4. Forward the CSC Form 6 to the HRM	4. Recommend the approval of the application for leave	None	3 Minutes	Chief Administrative Officer ADMINSO
5. Wait for the approval of the application for leave	5.1 Approve / Disapprove the application for leave	None	2 Minutes	University President Office of the University President Administration Bldg.
	5.2 If disapproved, inform the personnel on the result of the application and take note on the Remarks of the logbook	None	2 Minutes	Administrative Assistant IV ADMINSO.
	5.3 If approved, inform the personnel on the result of the application, take note on the Remarks of the logbook and update the Employee's	None	5 Minutes	Administrative Assistant IV ADMINSO
C Assemblish	Leave Card for future reference.		1	
6. Accomplish the Customer Survey Form and drop to the designated box.	6. Ensure evaluation of the service delivery.	None	3 Minutes	Administrative Assistant IV ADMINSO
	TOTAL:	None	1 Hour, 40 Minutes	



6. Processing of Application for Monetization

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

Office or Div	ision:	Human Resources (HR), Administrative Services Office (ADMINSO)					
Classificatio	n:	Simple					
Type of Transaction: Who may av		G2C – Governme All Employees of I Permanent status	DHV			orary, and	
CHECKLIST	OF REQ			IERE	E TO SECURE		
CHECKLIST OF REQUIREMENTS 1 Accomplished Application for Leave Form/CSC Form 6 (2 Original) CSC Form 6, Revised 1984 / DHVSU-QSP-ADMINSO-002-F0001- R01		 HR, ADMINSO, Ground Floor, Administration Bldg. Official DHVSU Website (dhvsu.edu.ph) – HR Downloadable Forms –Application for Leave Form Official CSC Website (www.csc.gov.ph) 			dg. /ebsite HR rms –Application site		
2	for Mor Univers original	ved Request Letter 2 • Concerned personnel netization by the sity President (1					
CLIENT ST		AGENCY ACTION	FE T B PA	O E	PROCESSING TIME	PERSON RESPONSIBLE	
1. Secure and accomplish C Form 6 - App for Leave For (Monetization submit to the	SC lication m) and	1. Receive and indicate the personnel's leave credits on the form	No	ne	10 Minutes	Administrative Assistant IV ADMINSO	
2. Register at the Logbook for ADMINSO Transactions while waiting for the verified application		2. Certify the correctness of the number of leave credits	No	ne	15 Minutes	Supervising Administrative Officer ADMINSO	
3. Forward th Form 6 to the Immediate St	e CSC	3. Recommend the approval/ disapproval of the application for monetization	No	ne	15 Minutes	Dean/ Unit Director DHVSU	

			41.0	E S
4. Forward the signed CSC Form 6 to the HRM	4. Initially sign to recommend the approval of the application for monetization	None	3 Minutes	Chief Administrative Officer ADMINSO
5. Wait for the approval of the application for monetization	5.1 Approve / Disapprove the application for monetization	None	2 Minutes	University President Office of the University President Administration Bldg.
	5.2 If disapproved, inform the personnel on the result of the application and take note on the Remarks of the logbook	None	2 Minutes	Administrative Assistant IV ADMINSO
	5.3 If approved, inform the personnel on the result of the application and update the Employee's Leave Card for future reference.	None	5 Minutes	Administrative Assistant IV ADMINSO
6. Accomplish the Customer Survey Form and drop to the designated box.	6. Ensure evaluation of the service delivery.	None	3 Minutes	Administrative Assistant IV ADMINSO
	TOTAL:	None	55 Minutes	

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

Office or	Human Resources (HR), Administrative Services Office
Division:	(ADMINSO)
Classification:	Simple
Type of	
Transaction:	G2C – Government to Citizen

				ith Coord Toronorom	Land Damage			
Who may ava	ail:	status.	1050 0	vith Casual, Temporary	y, and Permanen			
CHECKLIST OF REQUIREMENTS			WHE	WHERE TO SECURE				
1	to F the Pre	ned Letter of Intent Retire addressed to University sident (1 original, 3 otocopies)	1 Concerned Employee					
2	App the Pre	proval Letter from University sident (1 Original, 3 ptocopies)	2	Office of the Universit Floor, Administration				
3	App Ref orig	y Signed olication for tirement Form (4 ginal)	3	GSIS Website - https://www.gsis.gov. -forms				
4	of N	y Signed Certificate No Administrative se (4 original)	4	HR, ADMINSO, Grou Administration Bldg.	nd Floor,			
5	Dul Cei Deo Per	y Signed rtification on claration of ndency and Non- ndency (4 original)	5	HR, ADMINSO, Ground Floor, Administration Bldg.				
6	Sig	ned Service Record	6	HR, ADMINSO, Ground Floor, Administration Bldg.				
7		arance Form (3 jinal)	7	HR, ADMINSO, Grou Administration Bldg.				
8		complished CSC m 6 (3 original)	8	HR, ADMINSO, Grou Administration Bldg.	nd Floor,			
9		2 Picture with white kground (3 original)	9	Any photo shop avail	able			
CLIENT STE	PS	AGENCY ACTION	FEE S TO BE PAID	TIME	PERSON RESPONSIB LE			
1. Register at the Logbook for ADMINSO Transaction.		None	2 Minutes	Administrative Aide I ADMINSO				
2. Transact with the HRMO and inform them his/her intent to retire.		2. Advice the client to formally make a letter of intent to retire addressed to the university president.	None	15 Minutes	Supervising Administrative Officer ADMINSO			

				Els C
3. Submit the signed Letter of Intent to the HRMO.	3. Receive the letter, notify the HRMO and forward it to the office of the university president.	None	10 Minutes	Administrative Aide I ADMINSO
4. Wait for the approval of the letter from the university president.	4. Issue a Letter of Approval/Disappro val to the Retirement of the concerned client.	None	10 Minutes	University President 2 [∞] Floor, Administration Bldg.
5. Accompli sh and sign the GSIS Application Form for Retirement and	1. Receive the document and fill-in the necessary information needed	None	15 Minutes	Supervising Administrative Officer ADMINSO
submit to the HR.	5.2 Initially sign to recommend for approval of the application for Retirement of the personnel.	None	10 Minutes	Chief Administrative Officer ADMINSO
	5.3 Finally Sign to recommend for the approval of the application for Retirement of the personnel.	None	10 Minutes	University President Office of the Univ. President, 2 [™] Floor, Admin. Bldg.
	5.4 Attach the Certification of No Administrative Case, Declaration of Pendency and Non-Pendency and Service Record to the form	None	15 Minutes	Supervising Administrative Officer ADMINSO
	5.5 Prepare a Transmittal Letter to GSIS	None	5 Minutes	Administrative Assistant IV ADMINSO
	5.6 Upon approval of the university president, the documents will be submitted to the GSIS office.	None	1 Hour	Liaison Officer DHVSU (Or the Retiree himself)

6. While waiting for the GSIS's response, accomplish the Customer Survey Form and drop to the designated box.	6. Ensure evaluation of the service delivery.	None	3 Minutes	Administrative Aide I, Supervising Administrative Officer ADMINSO
	TOTAL:	None	2 Hours, 35 Minutes	





ADMINISTRATIVE SERVICES OFFICE – COMPENSATION AND OTHER BENEFITS UNIT Internal Service





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

Office or Divis		Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)				
Classification:	Simple					
Type of Transa		G2C – Governme	ent to	Cit	izen	
Who may avai	l:	All Employees of and Permanent)	DHV	SU	(Job Order, Casu	al, Temporary,
CHECKLIST O	F REQU	IREMENTS	WH	ER	E TO SECURE	
1	Issued	Government Ds (2 opies back and	1	Ar	ny ID issuing gove	rnment agency
2	,	oplication Form nal)	ation Form 2 -GSIS Website – gsis.c Downloadable Forms -Paglbig Website – Pag Form -ADMINSO, Ground Fle Administrative Bldg		ns Paglbig Loan	
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on s Loan Applic and registe Logbook of ADMINSO Transactior	cation r at the	1. Assist the client. Prepare necessary documents needed	None		5 Minutes	Administrative Aide I ADMINSO
2. Accompl Loan Application and attach two photocopies of government iss IDs (showing fr back of the ID)	lish the on Form (2) two (2) sued	2. Sign the Loan Application Form and advice the client to submit the documents to the respective agency.	Nor	ne	10 Minutes	Administrative Officer V ADMINSO
3. Accomplish Customer Surv Form and drop designated box	ey to the	3. Ensure evaluation of the service delivery and wait for the request to	Nor	ne	15 Minutes	Administrative Aide I ADMINSO

a a t t	confirm the approval of the application of he loan from he concerned agency.			
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2.

Issuance of Certificate of Payment - Remittances Issuance of a document stating that the contributions/premiums and Ioans of the employee has been paid.

Office or Div	ision:	Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)				
Classificatio	n:	Simple				
Type of						
Transaction:		G2C – Governmer				
Who may ava	ail:	All Employees of E Permanent)				I, Temporary, and
CHECKLIST	OF REQ	UIREMENTS	WHE	R	E TO SECURE	
1	Govern original	ment issued ID (1)	1	A	ny ID issuing gove	ernment agency
CLIENT ST	0	AGENCY ACTION	FEES TO BE PAID	-	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish Certificate of Payment- Remittances		1. Verify and check the premium or loan remittance report and official receipts	None	9	30 Minutes	Administrative Officer V Administrative Assistant II Administrative Aide 1 ADMINSO
2. Wait for the issuance of Certificate of Payment)	2.1 Prepare and print the Certificate of Payment	None	9	5 Minutes	Administrative Officer V Administrative Assistant II Administrative Aide 1 ADMINSO
		2.2 Certify the correctness of the Certificate of Payment	None	Ð	5 Minutes	Chief Administrative Officer ADMINSO
		2.3 Issue the Certificate of Payment	None	9	2 Minutes	Administrative Officer V Administrative Assistant II Administrative
			40	-		Administrative

XXX				Aide 1 ADMINSO
3. Accomplish the Customer Survey Form and drop to the designated box.	3. Ensure evaluation of the service delivery	None	3 Minutes	Administrative Officer V Administrative Assistant II Administrative Aide 1 ADMINSO
	TOTAL:	None	45 Minutes	

4. Issuance of BIR FORM 2307

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

Office or Div	vision:	Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)				
Classificatio	n:	Simple				
Type of Tran	saction:	G2C – Governm	ent to	Cit	tizen	
Who may av	ail:	All Employees o	f DHVS	SU	(Job Order/Contr	act of Service)
CHECKLIST	OF REQU	IREMENTS	WHE	RE	E TO SECURE	
1	Governmo original)	ent issued ID (1	1	A	ny ID issuing gov	ernment agency
CLIENT S	TEPS	AGENCY ACTION	FEES TO B PAID	Е	PROCESSING TIME	PERSON RESPONSIBLE
1. Request f Form 230 register a Logbook ADMINS0 Transacti	07 and t the of O	1. Assist the Client	None	Э	1 Minute	Administrative Aide I ADMINSO
2. Wait for the issuance of the request at the ADMINSO.	ne	2.1 Prepare and print the BIR Form 2307	None	•	5 Minutes	Administrative Officer V ADMINSO
1.1	s	2.2 Verify and sign BIR Form 2307	None	e	5 Minutes	Administrative Officer V ADMINSO
7		2.3 Issue the signed BIR Form 2307	None	e	1 Minute	Administrative Officer V ADMINSO
 Accomplise Customer Sure Form and drop designated be 	rvey op to the	3. Ensure evaluation of the service delivery	None	9	3 Minutes	Administrative Officer V ADMINSO

TOTAL:	None	15 Minutes	

4. Issuance of BIR FORM 2316

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

Office or Division:	Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)					
Classification:	Simple					
Type of Transaction:	G2C – Government to Citizen All Employees of DHVSU (Casual, Temporary, and					
Who may avail:	Permanent)	DHV50	(Casual, Tempora	ary, and		
CHECKLIST OF REQU	/	WHERE	TO SECURE			
1 Governme original)	ent issued ID (1	1 A	Any ID issuing gov	ernment agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
 Request for BIR Form 2316 and register at the Logbook of ADMINSO Transactions. 	1. Assist the Client	None	1 Minute	Administrative Aide I ADMINSO		
2. Wait for the issuance of the request at the ADMINSO.	2.1 Prepare and print the BIR Form 2316	None	5 Minutes	Administrative Officer V ADMINSO		
	2.2 Verify and sign BIR Form 2316	None	5 Minutes	Administrative Officer V ADMINSO		
	2.3 Issue the signed BIR Form 2316	None	1 Minute	Administrative Officer V ADMINSO		
 Accomplish the Customer Survey Form and drop to the designated box. 	3. Ensure evaluation of the service delivery	None	3 Minutes	Administrative Officer V ADMINSO		
	TOTAL:	None	15 Minutes			

5.

Issuance of Daily Time Record (DTR) Issuance of a document stating the employee's name, registered attendance

0.00		O			a fite I helt A day in	internations Comming	
Office or Division:		Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)					
Classificatio		Simple					
Type of	511.						
Transaction	:	G2C – Government to Citizen					
Who may av		All Employees of I				arv. and	
	×	Permanent status			,	j ,	
CHECKLIST	OF RE	QUIREMENTS	WHER	ΕТ	O SECURE		
1	Gover (1 orig	nment issued ID inal)	1	Ar	ny ID issuing gove	rnment agency	
2	Memo Appro	randum / ved Letter for justification	2	Сс	oncerned Employe	e	
	TEPS	AGENCY ACTION	FEES TO BI PAID	E	PROCESSING TIME	PERSON RESPONSIBLE	
1. Request for DTR and reg at the Logbo ADMINSO Transactions the HR	gister ok for	1. Advice the client to secure and accomplish the DTR Request Form.	None	;	2 Minutes	Administrative Aide I ADMINSO	
2. Submit the accomplishe Request For the ADMINS	d DTR m to	2. Verify the request and prepare to print the DTR.	None)	5 Minutes	Administrative Aide I ADMINSO	
3. Check the printed DTR possible corrections.		3. If there are corrections, validate through submitted memorandums/ letters and/or documents, make necessary correction/s and reprint DTR. <i>Note:</i> If no attachment/s submitted, advise the client to furnish the office a copy of the memo/letter to validate corrections.	None		5 Minutes	Administrative Aide I ADMINSO	

				200
4. Sign the DTR, have it verified through the signature of the Immediate Superior and submit to the HR.	4. Check and receive the Duly signed DTR.	None	25 Minutes	Dean/ Unit Director DHVSU
5. Accomplish the Customer Survey Form and drop to the designated box.	5. Ensure evaluation of the service delivery.	None	3 Minutes	Administrative Aide I ADMINSO
	TOTAL:	None	40 Minutes	

6. Reissuance of Pay Slip

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

Office or		Compensation and Other Benefits Unit - Administrative Services					
Division:		Office (ADMINSO)					
Classificatio	on:	Simple					
Type of							
Transaction	:	G2C – Governme	nt to Citi	zen			
Who may av	/ail:	All Employees of	DHVSU	(Job Order, Casua	I, Temporary, and		
		Permanent)					
CHECKLIST	OF RE	QUIREMENTS	WHER	E TO SECURE			
1	Gover (1 Orig	mment issued ID ginal)	1	1 Any ID issuing government agency			
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Request for reissuance of slip and regis the Logbook ADMINSO Transactions	of Pay ster at for	1. Advice the client to secure and accomplish the Pay slip Request Form.	None	3 Minutes	Administrative Aide I ADMINSO		
2. Submit the accomplishe slip Request at the ADMIN	d Pay Form	2.1 Verify and prepare to print the Pay slip.	None	5 Minutes	Administrative Officer V Administrative Aide 1 ADMINSO		

	and the second	100 C	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	300
	2.2 Have the Pay slip signed by the Cashiering Officer.	None	3 Minutes	Administrative Aide T ADMINSO Cashiering Officer Cashiering Office
	2.3 Issue the signed Pay slip.	None	1 Minute	Administrative Aide I ADMINSO
3. Accomplish the Customer Survey Form and drop to the designated box.	3. Ensure evaluation of the service delivery.	None	3 Minutes	Administrative Aide I ADMINSO
	TOTAL:	None	15 Minutes	

7.

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

Office or I	Division:	Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)					
Classifica	tion:	Simple					
Type of Transaction	on:	G2C – Governmen	G2C – Government to Citizen				
Who may		All Employees of D					
				RE TO SECURE			
1		ent issued ID (1	1	Any ID issuing gov	vernment agency		
CLIENT	<u> </u>	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
	est for Pay and er at the	ssist the client	None	1 Minutes	Administrative Aide I ADMINSO		
Logbo ADMIN Transa	ok for NSO	1.2 Prepare and print the certification.	None	5 Minutes	Administrative Officer V ADMINSO		
		1.3 Verify and sign the certification.	None	5 Minutes	Chief Administrative Officer ADMINSO		
		1.4 Issue the Certificate of Gross Pay	None	1 Minute	Administrative Aide I ADMINSO		

2. Accomplish the Customer Survey Form and drop to the designated box.	2. Ensure evaluation of the service delivery.	None	2 Minutes	Administrative Aide I ADMINSO
	TOTAL:	None	15 Minutes	

8.

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

Office or Division:		Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)				
Classificat	tion:	Simple		,		
Type of Transaction:		G2C – Governmen	t to Citi	zen		
Who may	avail:	All Employees of D	HVSU			
CHECKLIS	ST OF REC	QUIREMENTS	WHEF	RE TO SECURE		
1	Governm Original)	ent issued ID (1	1	Any ID issuing gov	vernment agency	
CLIENT STEPS AGENCY ACTION			FEES TO BI PAID		PERSON RESPONSIBLE	
Pay and at the L	d register ogbook	ssist the client	None	2 Minutes	Administrative Aide I ADMINSO	
for ADM Transac		1.2 Prepare and print the certification.	None	5 Minutes	Administrative Officer V ADMINSO	
2. Accomplish the Customer Survey Form		1.3 Verify and sign the certification.	None	5 Minutes	Chief Administrative Officer ADMINSO	
		1.4 Issue the Certificate of Net Pay	None	1 Minute	Administrative Aide I ADMINSO	
		2. Ensure evaluation of the service delivery.	None	2 Minutes	Administrative Aide I ADMINSO	
- AND A	1.200	TOTAL:	None	15 Minutes	Service and the	



9. Vehicle Services Process

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

Office or	<u>_</u>	Motor pool Administr		C				
Division: Classificati	on [.]	Motor pool, Administrative Services Office (ADMINSO) Simple						
Type of	011.	Simple						
Transaction	า:	G2C – Government to Citizen						
Who may a	vail:	All Employees and Students of DHVSU						
CHECKLIS	T OF R	EQUIREMENTS			E TO SECURE			
1	Approv photod	ved Travel Memo (1 copy)	1		oncerned Faculty tudents	/ Personnel /		
2	Form	ved Vehicle Request (1 original)	2		lotor pool, near the ymnasium	e University		
3	Trip Ti	ckets (3 original)	3	G	lotor pool, near the ymnasium	e University		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE		
1. Request for vehicle and register at the Logbook of Motor pool.		1.1 Secure approved Travel Memorandum and Vehicle Request Form.	None		5 Minutes	<i>Supervisor</i> Motor pool		
		1.2 Check the availability of the driver and transport vehicle to be used.	Nor	ie	10 Minutes	<i>Supervisor</i> Motor pool		
		1.3 Mark the approved travel on the whiteboard for Scheduled Travel	Nor	e	3 Minutes	<i>Supervisor</i> Motor pool		
		1.4 Inform the driver on the trip details	Nor	ie	5 Minutes	Supervisor Motor pool		
		1.5 Prepare the Vehicle Trip Ticket.	Nor	e	5 Minutes	University Driver Motor pool		
		1.6 Secure the signature of the mechanic, motor	Nor	ie	1 Hour	University Driver Motor pool		



-	TOTAL:	None	2 Hours, 13 Minutes	
4. Accomplish the Customer Survey Form and drop to the designated box	4. Ensure evaluation of the service delivery made.	None	3 Minutes	University Driver Motor pool
	3.2 Require all passenger personnel to affix individual signatures on the trip ticket.	None	5 Minutes	University Driver Motor pool
	3.1 Inform the client of the alternative vehicle to be used.	None	2 Minutes	<i>University Driver</i> Motor pool
	be reported immediately to the MPS who in turn will assign another available vehicle.			
3. Coordinate with the university driver on the scheduled trip.	3.1 Check the vehicle to be used prior to the scheduled trip. Note: In case of vehicle malfunction, the condition shall	None	20 Minutes	<i>University Driver</i> Motor pool
2. Secure confirmation of the availability of the request for vehicle.	2. Confirm the trip and departure time with the client	None	10 Minutes	<i>University Driver</i> Motor pool
	pool supervisor, the VPAF and the University President.			



ADMISSION OFFICE

External Services





1. Application Procedure - General Admission

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

Office or Divisio	n:	Office of	of Adm	nissions		
Classification:		Simple	9			
Type of Transac	tion:	G2C –	- Government to Citizen			
Who may avail:	Who may avail:			g Senior	High School Stu	Idents
CHECKLIST OF	REQUIREMEN	NTS	WHE	ERE TO	SECURE	
1	Application For		1		of Admissions (1 t Affairs and Se	
2	Senior High S Report Card original, 1 photocopy) – First Year Co applicant	(1 For	2	School	of origin	
3	Grade 6 Report Card (1 original, 1 photocopy) – For Grade 7 applicant		3	School of origin		
4	Good Moral Certificate (1 original, 1 photocopy)		4	School	of origin	
5	PSA Birth Certificate (1 original, 1 photocopy)		5		ine Statistics Au is, CSFP	thority,
6	Transcript of Records (1 original, 1 photocopy) – For Graduate School applicant		6	School	of origin	2 ge
	S AGENO	СҮ АСТІ	ON	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIB LE

			1 P 1	3.8
. Submit required documents to the Admissions Office	ocuments of the	None	2 Minutes	Administrative Aide Office of Admissions
	2. Once verified, issue the Application Form to be filled out by the applicant.	None	1 Minute	<i>Administrative</i> <i>Aide</i> Office of Admissions
2. Submit accomplished Application For & additional requirements to the Admissions Office.	rofiling.	None	2 Minutes	<i>Administrative</i> <i>Aide</i> Office of Admissions
	2. Profiles and saves students' personal informati on in the enrolme nt system.	None	5 Minutes	<i>Administrative</i> <i>Aide</i> Office of Admissions
3. Double chec personal information in the profiling system of the Admissions Office.	ck sues Test Stub, trieves accomplished ustomer Satisfaction urvey Form and structs the student to oceed to the Guidance Testing Center	None	2 Minutes	Administrative Aide Office of Admissions
	2. Secure schedul e for the Universit y Admissi on Test	None	3 Minutes	Psychometricia n
	TOTAL:	None	15 Minutes	



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

Office or Division:	Office of Admissions		36253	1.5.6.1
Classification:				
Type of Transaction: Who may avail?:	G2C – Government All DHVSU College S			
	FREQUIREMENTS	WHER	E TO SECURE	
1	Application Form (1 original)	1		nd Services Bldg.)
2	Clearance (1 original)	2	School of origin (Campus)	Releasing
3	Original Copy of Grades (1 original, 1 photocopy)	3	University Regist Administration BI	
4	Valid ID and specimen signature of Parent/Legal Guardian (1 original, 1 photocopy)	4	Respective Parent/Legal Guar	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
 Submit for verification the required documents to the Admissions Office. 	 Verifies submitted documents and issues Application Form to Change of Campus and Customer Satisfaction Survey Form 	None	3 Minutes	Administrative Aide Office of Admissions
2. Submit accomplished Application Form to Change of Campus at the	ecks the Application rm if appropriate fields properly filled out.	None	e 3 Minutes Administrative Aide Office of Admissions	

3. Application Procedure – Shifting

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

Office or Division:		Office of Admissions				
Classification:		Simple				
Type of Transaction	on:	G2C –	Governr	ment to Citizen		
Who may avail:		Studen	its in the	tertiary level who	wish to change	
		acader	nic prog	ram		
CHECKLIST OF R	EQUIREMENT	S	WHER	E TO SECURE		
1 Application Form (1 original)		1	Office of Admissions (1 st Floor, Student Affairs and Services Bldg.)			
2	Shifting Form (1 original)		2	Office of Admissions (1 st Floor, Student Affairs and Services Bldg.)		
3	Profile Updating form (1 original)		3	Office of Admissions (1st Floor, Student Affairs and Services Bldg.)		
4	Copy of Grades (1 original, 1 photocopy)		4	University Registrar's Office, 1st Floor, Administration Bldg.		
5	Clearance Form (1 original, 1 photocopy)		5	Accounting Office (1st Floor, Administration Bldg.)		
CLIENT STEPS	AGENCY AG	CTION	FEES TO	PROCESSING TIME	PERSON RESPONSIBLE	

					8
			BE PAID		
1.	Submit required documents for Shifting to the Admissions Office.	1. Verifies and checks documents of student applicant specially the grade requirement for the degree program the student decide to shift into.	None	2 Minutes	Administrative Aide Office of Admissions
		2. Issues Applic ation Form to shift.	None	1 Minute	Administrative Aide Office of Admissions
	2. Submit accomplished Application Form & other requirements to the Admissions Office.	 Check the application form if appropriate fields are properly filled out. 	None	3 Minutes	Administrative Aide Office of Admissions
		2. Sign the Endorsement Form and advise the student to proceed to their respective college dean/campus director for the approval of the request to shift prior to enrolment.	None	2 Minutes	<i>Director</i> Office of Admissions
		TOTAL:	None	8 Minutes	

4. Application Procedure - Transferee This describes the process of issuing application forms to individuals who intends to transfer in this University.

Office or Division:	Office of Admissions
Classification:	Simple



Type of Transaction:	G2C – Government to Citizen				
Who may avail:	All students in tertiary level who plans to enroll in				
	the university except graduating students.				

CHECKLIST OF	REQUIREMENTS	WHEF	RE TO SECURE	
1	1 Application Form (1 original)		Office of Admi Floor, Student Services Bldg	Affairs and
2	Honorable Dismissal (1 original, 1 photocopy)	2	School of origi	
3	Transcript of Records (1 original, 1 photocopy)	3	School of origi	'n
4	PSA Birth Certificate (1 original, 1 photocopy)	4	Philippine Stat Maimpis, CSF	tistics Authority, P
CLIENT STEP	S AGENCY ACTION	FEE S TO BE PAI D	PROCESSI NG TIME	PERSON RESPONSIB LE
 Submit the required documents fo verification to the Admission Office. 	the grade	Non e	3 Minutes	<i>Administrative</i> <i>Aide</i> Office of Admissions
		Non e	5 Minutes	Administrative Aide Office of Admissions

			1412	il a w
the Admissions Office	2. Input student's personal informatio n in the enrolment system (Profiling) and advise them to proceed at the Guidance and testing Center for University Admission Test (UAT) Schedule. Retrieves accomplis hed Customer Satisfactio n Survey Form	Non e	5 Minutes	Administrative Aide Office of Admissions
3. Take the Admission Test and wait for the result of the examination to be posted in the Bulletin Board for Qualified Applicants of the Admissions Office.	rify student's alification based on the T result with respect to admission and retention quirements of the college.	Non e	5 Minutes	<i>Administrative Aide</i> Office of Admissions
	2. Issue Admission Slip to those who qualified.	Non e	1 Minute	<i>Administrative</i> <i>Aide</i> Office of Admissions

4. Secures admission slip duly signed by the Director for Admissions.	4. Sign the Admission Slip and instruct the transferee to the college dean / campus director where he plans to transfer	Non e	5 Minutes	<i>Director</i> Office of Admissions
5. Secures approval of the Admission Slip from the college dean / campus director where the student plans to transfer	5. Approve/ Disapprove the Admission Slip for Transfer.	Non e	1 Minute	College Dean / Campus Director DHVSU Main and Extension Campuses
	TOTAL:	Non e	25 Minutes	

5. Application Procedure – Returnee

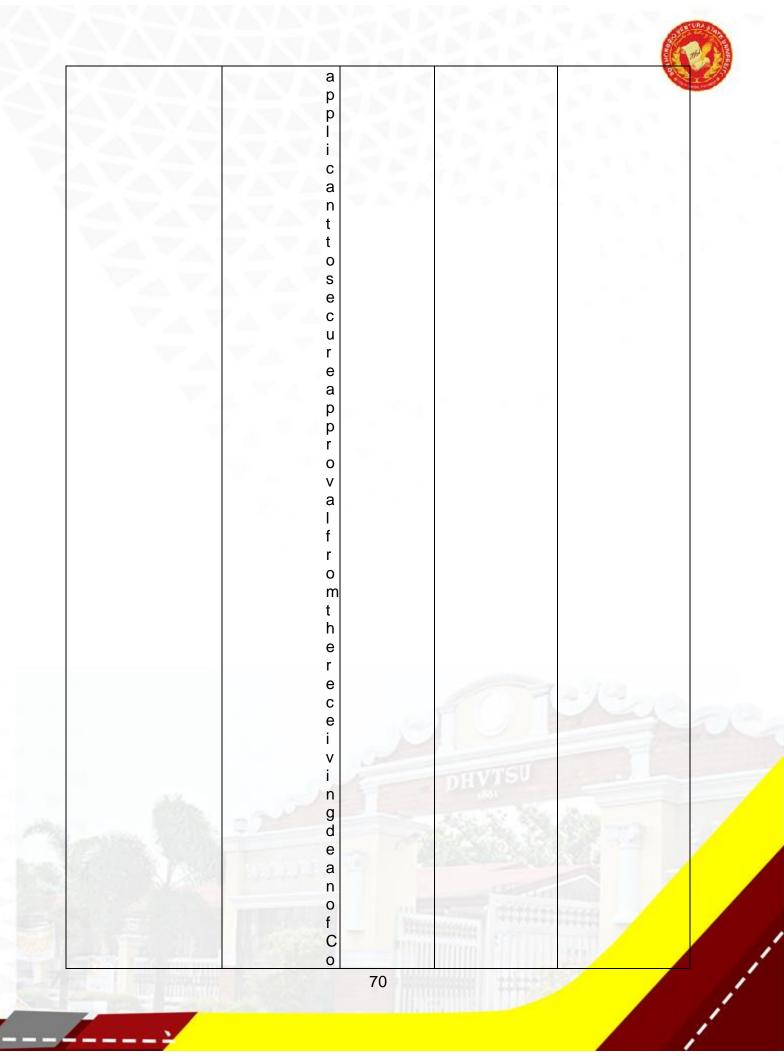
This describes the process of guiding and assisting students who stopped and seek re-admission in the University

Office or Division	Office or Division: Office of			Admissions		
Classification: Simple						
Type of Transac	ction:	G2C – G	Govern	ment to Citizen		
Who may avail:				e tertiary level who		
		seek re-	– adm	ission in the Unive	ersity	
CHECKLIST OF	REQUIREMENT	S	WHE	ERE TO SECURE		
1	Application Forr	n (1	1	Office of Admissions (1 st Floor,		
	original)			Student Affairs and Services		
		,		Bldg.)		
2	Profile Updating) form (1	2	Office of Admissions (1 st Floor,		
	original)	original)		Student Affairs a	and Services	
				Bldg.)		
3	Copy of Grades	opy of Grades (1		University Regis	strar's Office, 1st	
10.00	original, 1 photo	iginal, 1 photocopy)		Floor, Administra	ation Bldg.	
4	Clearance Form	earance Form (1		Accounting Office (1 st Floor,		
The second second second	original, 1 photo	original, 1 photocopy)		Administration E	Bldg.)	
CLIENT STEP	S AGENCY ACTION		S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE	

I.Submits required documents for Shifting to the Admissions Office.	1. Verifies and checks documents of student applicant	None	2 Minutes	Administrative Aide Office of Admissions
	2. I s u e s A p p I i			
	c a t i o n F o r m a n	None	1 Minute	<i>Administrative Aide</i> Office of Admissions
	n d C u s t o m e r S	A.		
	a t i s f a c t			

n S u r v e y F o r m 3. A			
s i s t s t h e a p p I i c a n t	None	1 Minute	<i>Administrative</i> <i>Aide</i> Office of Admissions
t o r e g i s t e r i n t h e		DHVTSU	

		5 A K		the second se
	l o g s h e e t			
3. Submits accomplished Application Form & other requirements to the Admissions Office.	3. R e c e i v e s			
	a p l i c a t			
	r o n f o r m a n d	None	1 Minutes	<i>Director</i> Office of Admissions
	d i r e c t s t		DHVTSU	
	u d e n t			



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o r C			
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s D i r			
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o r			
4. R e t r			
i e v e			
s C u s			Administrative
t o m	None	1 Minute	Administrative Aide Office of Admissions
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TOTAL:	None	6 Minutes	





AUXILIARY SERVICES OFFICE

External Service

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

Office or	
Division:	Auxiliary Services Office

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Classifi	cati		100 A 100 A 100		1000	
on:		Simple		1	1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	
Type of						
Transa	ctio	000 0000				
n:		G2B - Gove	rnment to Busin	ness		
Who ma avail:	ay	Prospective				
CHECK	TZEL		Lessee			
REQUI			WHERE TO S	SEC	URE	
1	Lette	er of Intent riginal)	1		Prospective L	essee
2		•	2		Office of the A Floor, Univers	Auxiliary Services (1∝ sity Hostel)
3	Арр	lication for tract of se (1	3		Office of the A Floor, Univers	Auxiliary Services (1∝ sity Hostel)
4	payr initia origi	eipt for the ment of al deposit (1 nal, 1 tocopy)	4		Cashiering Office (1₅ Floor, Admin Bldg.)	
5	Doc need DH\ Com San clea DH\ Com Haz Safe clea ched tena emp appl Forr	uments ded; /SU imercial itary rance, /SU imercial ard and Fire ety rance cklist, stall int and loyee ID ication n	5		Office of the Auxiliary	
6	Lea: origi	tract of se (1 nal, 1 cocopy)	6		Office of the Auxiliary Services(1st Floor, University Hostel)	
CLIEN STEF		AGENCY ACTION	FEES TO BE PAID	PROCESSING PERSON TIME RESPONSIBLE		PERSON RESPONSIBLE

		and the second second	A DECEMBER OF	3.0
1. Inquire for the availability of stalls from Office of the Auxiliary	1. Check the List of the existing Lessee	None	5 Minutes	Administrative Aide Office of the Auxiliary Services
2. Submit a Letter of Intent addressed to the University President thru the Office of the Auxiliary Services	 2.1 Forward the letter to the Office of the President for approval 2.2 Issue a Memorand um/ Routing Slip upon approval 	None	30 Minutes	<i>Administrative Aide</i> Office of the Auxiliary Services
3. Forward the approved documents with the attached memo to the Office of the Auxiliary; Check the Availability of the stalls	3. Check the List of the existing Lessee	None	5 Minutes	Administrative Aide Office of the Auxiliary Services

HVTSU

				i and i a
 4.1 Wait for the evaluation of application 4.2 Secure and submit the lease application for store rental and application for DHVSU Contract of Lease 4.3 Acquire the Letter for the Eligible to open an account from the Office of the Auxiliary Services 4.4 Proceed to the Accounting Office for the Account 	 4.1 Evaluate the application of prospectiv e lessee 4.2 Receive the Lease Applicatio n Form and Applicatio n for DHVSU Contract of Lease 4.3 Issue the Letter for the Eligible to open an account to the lessee 4.4 Open the Account for lease 	None	2 Hours	<text><text><text></text></text></text>
opening				

5.1 Settle	5.1	Snack and		Administrative Aide
payment for	Receive	Lunch with		Cahier's Office
2 months	payment	stall 4 m x		1.4
deposit and	and issue	2.85 m		
1-month	Receipt;	₱5,000.00		1 A A A A A A A A A A A A A A A A A A A
advance		main		
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		satellite		
		campus;		
		Snack only with stall 4		
	1 A.	m x 2.85 m -		
		₱3,000.00		
	- X - 44	main		
	P 3. W	campus		
		₱2,000.00		
	- A - A - A - A - A - A - A - A - A - A	satellite		
		campus;		
		Snack and		
		lunch		
		without stall		
		₱4,000.00 main		
		campus	30 Minutes	
		₱3,500.00	50 Minutes	
		satellite		
		campus;		
		Snack only		
		without stall		
		₱2,000.00		
		main		
		campus		
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		satellite	F	- Add
		campus; Office and		
		school		
		supplies stall	STAL	SU
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	1971	campus	17 N. 19 N. 19	
	7.5.20	₱2,000.00	10/10/10/10	
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		campus;	100	******
		Loading	A CONTRACTOR OF A CONTRACTOR OFTA CONTRACTOR O	
	512 1.12	Station Stall	FITTUITION	
	multipline	2.5m x 2m –		

5.2 Submit all the required documents to the Office of the Auxiliary Services5.2 Rec the docu docu docu stal tena and Safe clea DHV Com al S clea DHV Com al H and Safe clea DHV Com al S clea DHV Com al S clea c

					e de tra
Contract for lease 5.4 Acquire a copy of the Notary of Contract and secure Stall ID	 5.3 Review and issue the Contract of Lease 5.4 Issue the copy of the Notary of Contract and Stall ID 				
				3	
		Total amo		Hours	
	TOTAL:	will vary dep		, 20	
		on the type of		Minut	
		lessee appli	ed for	es	

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

Office or Division:		Auxiliary Services Office					
Classifica	ation:	Simple					
Type of Transact	ion:	G2B - Government to Business					
Who may avail:	1		e students, Organizations, Colleges, Alumnus, ht Agencies, and non - DHVSU				
	KLIST OF WHERE TO SECURE WHERE TO SECURE			O SECURE			
1		ersity Venue rvation Form	1	Office of the Auxiliary Services			
2	2 Letter of request approved by the University President		2	Office of the President, Office of the Auxiliary Services			
3	Mem	orandum	3	Office of the President			



4		ersity Venue nent Slip	4	Office of the Aux	xiliary Services
5	DHVSU Official Receipt		5	Cahier, Office of the Auxiliary Services	
6	University Venue Ingress & Egress Clearance Form		6	Office of the Aux	xiliary Services
7	Rese	ersity Venue ervation cellation Form	7	Office of the Aux	xiliary Services
CLIEN STEP		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Checks availability venue		1. Checks the schedule of the availability of the venues	None		Administrative Aide Office of the Auxiliary Services
2. Secures and submits the University Venue Reservation Form		2.Give the University Venue Reservation Form to fill up the necessary information, Receive the University Venue Reservation Form and give the borrower's copy who reserve the venue	None	20 minutes	Administrative Aide Office of the Auxiliary Services
3. Submits the approved letter of request		3. Receive the approved letter by the University President	None	2 working days	Administrative Aide Office of the Auxiliary Services

				9
4. Office of the President issues memorandum/ routing slip	4.Receive the approved letter by the University President	None		Office of the President <i>Administrative Aide</i> Office of the Auxiliary Services
5.Secures University Venue Payment Slip to the OAS	5.Issued the University Venue Payment Slip	None		Administrative Aide Cahier's Office Administrative Aide Office of the Auxiliary Services
6.Pays the rental fee to cashier	6.Collect Payments	For Hostel – PHP 8,000 For Hostel Guest Room – PHP 1,000 For Executive Lounge – PHP 4,000 For Multi – Purpose – PHP 5,000 For Auditorium – PHP 20,000	2 working days before the event date	Administrative Aide Cahier's Office Administrative Aide Office of the Auxiliary Services
7.Provides a copy of the receipt to OAS	7. Receive the copy of the Official Receipt	None	DHVI	Administrative Aide Office of the Auxiliary Services



8.Secures and submits Ingress and Egress/ Clearance Form	8.Issued and receive the Ingress and Egress/ Clearance Form	None	the 1 h	our before event and our after ie event	Administrative Aide Office of the Auxiliary Services
9.Secures and submits University Venue Reservation Cancellation Form	9.Issued and receive the University Reservation Cancellation Form	2 working d None before th event		fore the	<i>Administrative Aide</i> Office of the Auxiliary Services
TOTAL:		For Hostel - PHP 8,000 For Hostel Guest Roon PHP 1,000 For Executiv Lounge – P 4,000 For Multi – Purpose – F 5,000 For Auditori – PHP 20,0	n – Ve HP PHP um	6 days, 1 hour and 20 Minutes	





BIDS AND AWARDS COMMITTEE

Internal Services





1. Awarding of Procurement Project (Public Bidding) This describes the procedure in awarding of procurement project under public bidding.

Office or Divisio	on:	Bids and Awards Committee				
Classification:		Complex				
		G2B – Governn	nent	to Busine	ess	
Type of Transac	ctions:	G2G – Governr	nent	to Gove	rnment	
Who may avail:	-	Procuring unit (Dep	artment/C	College/Office)	
CHECKLIST OF	REQUI	REMENTS	WH	IERE TO	SECURE	
1 BAC Resolution	on (1 orig	jinal)	1	BAC Of	fice, 2 nd Floor, Uni	versity Food Center
2 Contract Agre	ement (1 original)	2	BAC Of	fice, 2 nd Floor, Uni	versity Food Center
3 Notice of Awa	rd (1 orig	jinal)	3	BAC Of	fice, 2 nd Floor, Uni	versity Food Center
4 Notice to Proc original)			4	BAC Of	fice, 2 nd Floor, Uni	versity Food Center
CLIENT STEPS	AGE	NCY ACTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the confirmation of award	Resolut recomm award t bidder f Regent 1.2 Cor	pare BAC tion nending the o winning for Board of s confirmation of procurement		None	3 Days (Upon schedule)	BAC Secretariat BAC Office DHVSU Board of Regents



2. Wait for the issuance of Notice of Award (NOA), Contract Agreement (CA) and Notice to Proceed (NTP)	2.1 Prepare and issue the NOA, CA and NTP 2.2 Post the NOA, CA and NTP in the PhilGEPS website, University website, and conspicuous places in the University premises 2.3 Forward the procurement documents to the Finance Management Services Office for the preparation of the Obligation Request and Status and Budget Utilization Request and Status for budget allocation/utilization	None	6 Days	Head, BAC Secretariat BAC Office
	TOTAL:	None	9 Days	

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

procurement.

Office or Division:	Bids and Award	Bids and Awards Committee				
Classification:	Complex					
	G2B – Governn	nent	to Busir	ness		
Type of Transactions:	G2G – Governr	nent	to Gove	ernment		
Who may avail:	Procuring unit (Depa	artment/	College/Office)		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
1 BAC Resolution (1 orig	jinal)	1	BAC Office, 2 nd Floor, University Food Center			
2 Contract Agreement (*	1 original)	2	BAC Office, 2 nd Floor, University Food Center			
3 Notice of Award (1 orig	jinal)	3	BAC Office, 2 nd Floor, University Food Center			
4 Purchase Order (1 original)			Supply and Procurement Office			
CLIENT STEPS AGENCY ACTION			ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE	

1. Wait for the issuance of Notice of Award (NOA), Contract Agreement (CA) and Notice to Proceed (NTP) or Purchase Order (PO)	1. Prepare and issue the NOA, CA and NTP or PO	None	4 Days	Head, BAC Secretariat BAC Office
	2. Post the NOA, CA and NTP in the PhilGEPS website, University website, and conspicuous places in the University premises	None	1 Day	<i>Head, BAC Secretariat</i> BAC Office
	3. Forward the procurement documents to the Finance Management Services Office for the preparation of the Obligation Request and Status and Budget Utilization Request and Status for budget allocation/ utilization	None	1 Day	<i>BAC Secretariat</i> BAC Office
	TOTAL:	None	6 Days	

3. Procurement of Goods and Services - Public Bidding

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

braanigi					
Office or Division:	Bids and Awards Committee				
Classification:	Highly Technical				
al land	G2B – Gover	nme	ent to Business		
Type of Transactions:	G2G - Gover	nme	ent to Government		
Who may avail:	Procuring uni	it (Department/College/Office)			
CHECKLIST OF REQUIR	REMENTS	WHERE TO SECURE			
1 Abstract of Bids (1 orig	inal, 1	1	BAC Office, 2 nd Floor, University Food		
photocopy)			Center		
2 Pre-procurement Conference		2	BAC Office, 2 nd Floor, University Food		
Memoranda (1 original, 1			Center		
photocopy)					

3 Bid Evaluation	n Report (1 original, 1	3	BAC	Office, 2 nd Floor,	University Food		
photocopy)			Cente				
4 Invitation to Observers (1 original)			BAC Office, 2 nd Floor, University Food Center				
5 Notice of Pos original)	t Qualification (1		BAC Cente	Office, 2 nd Floor, er	University Food		
6 Post Qualifica original)	tion Report (1		BAC Cente	Office, 2 nd Floor, er	University Food		
7 Attendance F	orm (1 original)			Office, 1 st Floor, Re lopment Center	esearch and		
CLIENT STEPS	AGENCY ACTION	FE TO PA	-	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submit request for procurement documents	 1.1 Schedule Preprocurement conference and prepare the bidding documents 1.2 Post necessary documents to PhilGEPS, University website, and conspicuous places within the University premises 	No	ne	34 Days	Head, BAC Secretariat BAC Office		
2. Attend Pre- procurement conference	2. Conduct Pre- procurement conference	None		1 Hour	BAC Members BAC office Procuring Unit Representatives DHVSU		
3. Attend Opening of Bids	ening of submission, receipt		submission, receipt and opening of Bids		one	2 Hours	BAC Members BAC office Procuring Unit Representatives DHVSU Bidder
				DHVISU	Representative		
4. Attend Bid Evaluation	4. Conduct Bid Evaluation	No	one	1 Hour	BAC Members BAC office		
	(manapata)				Procuring Unit Representatives DHVSU		
5. Visit the winning bidder5. Conduct Post Qualification		No	ne	30 Days	Procuring Unit Representatives		
winning blader				Contractor A Contractor	DHVSU		



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

Office or Divisio	on:	Bids and Awa	ards	Committe	ee		
Classification:	7	Complex				1 A 1 A 1	
Type of Transac	ctions:	G2G – Gover	nme	ent to Gov	vernment		
Who may avail:		Procuring uni	t (De	epartmen	t/College/Office)		
CHECKLIST OF	REQUIF	REMENTS WHERE TO SECURE					
1 Request for Q	uotation	(1 original)	1	Supply	and Procurement	Office	
2 Notice of Awa	rd (1 orig	jinal)	2	BAC Office, 2 nd Floor, University Food Center			
3 Purchase Ord	er (1 orig	jinal)	З	3 Supply and Procurement Office			
CLIENT STEPS	AGEN	CY ACTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Wait for the release of goods	for Quo	nd Request		None	2 Days	BAC Secretariat BAC Office Administrative Aide Supply Office	



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

5. Procurement of Goods and Services (Small Value Procurement) This describes the procedure in awarding of procurement project under small value

procurement.

0	ffice or Division:	Bids and Aw	Bids and Awards Committee					
С	lassification:	Complex			A de	100		
T	ype of Transactions:	G2G – Gove	rnme	ent to Gov	vernment	A STATE		
W	/ho may avail:	Procuring un	it (D	epartmer	t/College/Office)	1000		
С	HECKLIST OF REQU	IREMENTS	W	IERE TO	SECURE			
1	1 Pre-procurement Conference Memoranda (1 photocopy)			BAC Of	fice, 2 nd Floor, Uni	versity Food Center		
2	Request for Quotatio photocopy)	n (1 original, 1	2	Supply Main-Ca	and Procurement (ampus	Office, DHVSU		
3	3 Price Quotation (1 original, 1 photocopy)			Supplie	r - British			
4	4 Bid Evaluation Report (1 original)			BAC Of	fice, 2 nd Floor, Uni	versity Food Center		
	CLIENT STEPS AGE	NCY ACTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE		

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

6. Repair and Maintenance - Small Value Procurement This describes the procurement procedure for repair and maintenance under small value procurement.

0	ffice or Division:	Bids and Awards Committee				
С	lassification:	tion: Complex				
Т	ype of Transactions:	G2G – Gover	nme	ent to Government		
Who may avail: Procuring unit (Department/College/Office)						
C	HECKLIST OF REQUIR	REMENTS	WHERE TO SECURE			
1	Pre-procurement Confe		1	BAC Office, 2 nd Floor, University Food		
	Memoranda (1 photoc	ору)		Center		
2 Request for Quotation (1 original, 1		2	Supply and Procurement Office, DHVSU			
	photocopy)	5.0 m		Main-Campus		

3 Price Quotation (1 original, 1 photocopy)			Supplier		
4 Bid Evaluation Report (1 original)		4	BAC Office, 2 nd Floor, University Food Center		
5 Program of W Maintenance)	orks (Repair and	5	Offic	-	lant and Facilities, on Bldng.)
CLIENT STEPS	AGENCY ACTION	тс	EES) BE AID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for procurement documents	 1.1 Schedule Pre- procurement conference and prepare the bidding documents 1.2 Post necessary documents to PhilGEPS, University website, and conspicuous places within the University premises 	N	one	3 - 7 Days	<i>Head, BAC Secretariat</i> BAC Office
2. Wait for the opening of proposals	2. Prepare request for quotations and price quotation form	N	one	1 Day	Head, BAC Secretariat BAC Office
3. Attend Opening of Supplier's Proposal	3. Convene for the submission, receipt and opening of Supplier's proposals	N	one	2 Hours	BAC Members BAC office Procuring Unit Representatives DHVSU
4. Attend the Negotiation Meeting	4. Negotiate with the supplier with the lowest bid	N	one	1 Hour	Supplier Representative
5. Attend Bid Evaluation	5. Conduct Bid Evaluation	N	one	1 Hour	BAC Members BAC office Procuring Unit Representatives DHVSU
No.	TOTAL:	N	one	5 - 9 Days, 4 Hours	

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

Office or Division:	Bids and Awards Committee	11116
Classification:	Simple	100

				115	2.41.2	
Type of Transac	ction:	G2G – Gover	nme	ent to C	Government	
Who may avail:		Procuring uni	t (De	epartm	nent/College/Office	2)
CHECKLIST OF	CHECKLIST OF REQUIREMENTS				TO SECURE	1
1 Letter of Requ	1 Letter of Request (1 original)				user Unit (Procurir	č
2 Purchase Rec photocopy)	uest(1)	original, 1	2	Supp	bly and Procureme	nt Office
3 Project Procur Plan (1 origin			3	Supp	ly and Procureme	nt Office
4 Market Study	(1 photo	copy)	4	End	user Unit (Procurin	ng Unit)
	5 Annual Procurement Plan (1 original, 1 photocopy			Supply and Procurement Office		
CLIENT STEPS	AGENCY ACTION		тс	EES) BE AID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit checklist of requirements	docume accorda	y teness of ents and in ance with the ed APP.	of d in None th the		20 Minutes	<i>Administrative Aide</i> BAC Office
	2. Rout	e the ents to the			1 Day	Administrative Aide BAC Office
	3. Dete mode o procure		N	one	10 Minutes	BAC Members
	TOTAL:			one	1 Day, 30 Minutes	





CAREER SERVICES OFFICE

External Service





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

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

Office of	,			-						
Division		Office of Caree	r Sen	vice	s (OCS)					
Classific		Simple		100	3 (000)					
Type of		Simple								
Transac	tion	G2C – Governr	nont	to C	itizon					
Who ma						led and qualified to				
avail:	y		All DHVSU College Students who are enrolled and qualified to undergo internship.							
CHECKL	IST OF	V								
REQUIR					WHERE TO	SECURE				
1	Duly S	igned	1	Dŀ	IVSU SIPP College	e Coordinator				
		sement Papers			Ŭ					
	(1 orig	inal)								
2	Final E	Indorsement	2	Of	fice of Career Servi	ces (1₅ Floor, Student				
		st Training		Af	airs and Services E	3ldg.)				
		ishment where								
		ident will								
		o internship (1								
	origina									
4	Signed	a al/Guardian	4	Office of Career Services (1 st Floor, Student						
		nt (1 original)		Affairs and Services Bldg.)						
5		/Guardian's ID	5	Any ID issued by public or private company						
5		tocopy)	5							
6		zed Individual	6	Office of Career Services (1 st Floor, Student						
·		nt Internship		Affairs and Services Bldg.)						
		ict (1 Original)				3,				
	Notaria	zed				- A State				
7	Memo	randum of	7	Of	fice of Career Servi	ces (1ª Floor, Student				
1	-	ment (MOA) (1		Af	airs and Services E	Bldg.)				
	Origina	al)				100				
	-		FEE		PROOFOODIG	DEDOON				
CLIEN		AGENCY	T		PROCESSING	PERSON				
STEPS		ACTION	BI PA		TIME	RESPONSIBLE				
1. Regis	to	1. 27	FA	U		The second rear in				
rs in t	ho	10			00000000					
log	1.	Verify			201000000	Administrative Aide				
book	for	student's year	No	ne	1 Minute	Office of Career Services				
Quali		level and				Charles Secure				
d		course.			Transferences and	****************				
Stude	ent				PTTTTTTTTTTTTTTTTTTTTTTTTTTTTTTTTTTTTT					

	V N N N		AN 2.3	
for Internsh ip at the Career Service				
s Office <i>Note:</i>		26		
Only student				
s with complet e	VAVA	1		
docume nts will be				
entertai ned.				
2. Sub mits internsh	· . ·			
ip docume nts at the Career Service	 Check the completeness of documents 	None	2 Minutes	<i>Administrative Aide</i> Office of Career Services
s Office for checkin g.	2. Validate the submitted documents most specially the ID of			
	parents, the student's picture on the certification form and if the submitted documents are	None	1 Minute	Coordinator Office of Career Services
	original. 3. Issu		-	Station -
	es the final end orse men	None	2 Minutes	<i>Coordinator</i> Office of Career Services

	the HTE whe re the stud ent will und ergo inter			
	nshi p.			
3. Sub mits final endorseme nt for the	3.1 Review and final signing of Memorandum of Agreement	None	5 Minutes	<i>Director</i> Office of Career Services
HTE where the student will undergo internship.	3.2 Issues Duly Signed Final Internship Endorsement	None	1 Minutes	<i>Director</i> Office of Career Services
	TOTAL:	None	12 Minutes	





CASHIERING OFFICE

External Services





1. Collection of Payment for Bidding Documents Issuance of Official Receipt for payment of bid documents.

		Orabiania	04:							
Office or Division:			Cashiering Office							
Classification:		Simple								
Type of Transactic	on:	G2C – Gov								
Who may avail:		Contractors	and S	uppliers	who are required t	o secure Official				
			pts for bid documents							
CHECKLIST OF REQUIREMENTS WHERE TO SECURE										
1 Payment Form (1 origir	nal)	1	Supply	and Procurement	Office, DHVSU,				
				Bacolor	, Pampanga					
CLIENT STEPS			-	TO BE AID	PROCESSING TIME	PERSON RESPONSIBLE				
1. Present accomplished Payment Form to the collecting officer at the Cashiering Office.	reo (na	erify/check quest form ame/nature request)	None		1 Minute	<i>Administrative Officer</i> Cashiering Office				
2. Pay the necessary amount and secure OR for the payment made at the Cashiering Office.	pa iss for pa	eceive syment and sue an OR the syment ade.	See Table for Payment for Bidding Documents		2 Minutes	<i>Administrative</i> <i>Officer</i> Cashiering Office				
		TOTAL:	for Pa for B	Table ayment idding iments	3 Minutes					



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

2. Collection of Payments for the Issuance of Certifications

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

Of	fice or Divisio	on:		Cashiering Office, DHVSU, Bacolor, Pampanga							
CI	assification:			Simple							
Ту	pe of Transa	ctior	า:	G2C – Government to Citizen							
W	ho may avail:			All clients	who	o are require	ed to se	cure Officia	al Receipts for the		
	-			issuance c	of ce	ertifications.					
CI	HECKLIST OF	RE	QUIRE	EMENTS		WHERE TO) SECU	IRE			
1	Student Requ	iest I	Form (1 original)	1	Office of U Admin. Blo		y Registra	r,(1st Floor of		
2	Official Receil (1 original)	pt fo	r Payn	nent Made	2	Cashiering Window 11		(1 st Floor A	Admin. Bldg -		
	CLIENT STEPS	AC	GENC	Y ACTION		FEES TO BE PAID		CESSING	PERSON RESPONSIBLE		
1.	Present the Student Request Form to the Cashiering Office.		•	nt	2	None	1 N	Minute	<i>Administrative Aide</i> Cashiering Office		
2.	Prepare the exact amount for payment at the Cashiering Office.		ensur accura payme		See Table for Schedule of Fees and Other Charges below		1 N	Minute	<i>Administrative Aide</i> Cashiering Office		
3.	Secure Official Receipt for	3.	Recei	Official pt for the ent made	None		1 N	Minute	Administrative Officer Cashiering Office		

the payment made at the Cashiering Office				
	TOTAL:	See Table for Schedule of Fees and Other Charges below	3 Minutes	

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

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

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

Office or Divisior	ו:	Cashiering Off	ice					
Classification:		Simple						
Type of Transact	ion:	G2C – Govern	men	t to Citize	en			
Who may avail:					to secure Official F	Receipts for the		
		issuance of ce	rtifica	ations.				
CHECKLIST OF F	REQUI	REMENTS	V	HERE 1	O SECURE			
1 Request Form			1		ce and Testing Off			
Good Moral Ch	aracte	ter (1 original) Student Affairs and Services Bldng.)						
CLIENT STEPS	CLIENT STEPS AGENCY ACTION			ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Present Request Form for the issuance of Good Moral Certificate to the Cashiering Office.	Ve	heck and erify student's equest Form	٢	√one	1 Minute	<i>Administrative Officer</i> Cashiering Office		





4. Collection of Payments for Rentals Payment for issuance of Certifications for Rentals.

Of	fice or Division:	Cashiering	Office	S 10 10 10				
CI	assification:	Simple		2				
Ту	pe of Transactio	on: G2C – Go	vernment to	Citizen				
W	ho may avail:		All clients who are required to secure Official Receipts for the issuance of certifications.					
CH	HECKLIST OF R	EQUIREMENTS	WHERE	TO SECURE				
1 Payment Form (1 original)			1 Auxiliar Hostel)	y Service Office (1	st Floor, University			
С	LIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1.	Present the accomplished Payment form to the Cashiering Office.	 Verify the name and the amount to be paid. 	None	1 Minute	<i>Administrative Officer</i> Cashiering Office			
2.	Pay the necessary amount and secure OR for the payment made at the Cashiering Office.	 Receive payment and issue an OR for the payment made. 	See Table for Payment for Rentals	2 Minute	<i>Administrative Officer</i> Cashiering Office			
		TOTAL:	See Table for Payment for Rentals	3 Minutes				

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



5.Collection of Payments for Tuition Fees

	The proces	s of	the office in colle	ect	ing payments f	or tuiti	on fees of s	students.	
Of	fice or Division:		Cashiering Off	ice, DHVSU, Bacolor, Pampanga					
Classification: Simple								4.17.17.1	
Type of Transaction: G2C – Government to Citizen									
W	Who may avail: All DHVSU bona fide students								
C	HECKLIST OF RE	QUI	REMENTS		WHERE TO S	SECUR	E		
1	Student's Identific original)	catio	n Card (1	1	Internet Multir Admin. Bldg.)		Center (IM	C), (at the back of	
2	Student's Assess original)	men	t Form (1	2	Cashiering Of Window 11)	ffice, (1	I st Floor, Ac	lmin. Bldg	
(CLIENT STEPS	7	AGENCY ACTION	F	EES TO BE PAID		CESSING TIME	PERSON RESPONSIBLE	
1.	Present the Student Assessment Form at the Cashiering Office.		Verify student assessment form (Name and student number)	None		1	Minute	<i>Administrative Officer</i> Cashiering Office	
2.	Prepare the exact amount for payment at the Cashiering Office		Receive and ensure accuracy of payment made by the client.	See Table for Schedule of Fees and Other Charges		1	Minute	<i>Administrative Officer</i> Cashiering Office	
3.	Secure Official Receipt for the payment made at the Cashiering Office.		Issue Official Receipt of the payment made		None	1	Minute	<i>Administrative Officer</i> Cashiering Office	
		1	TOTAL:		See Table for Schedule of Fees and other Charges	3 N	<mark>/inutes</mark>		



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

SCHEDULE OF FEES AND OTHER CHARGES

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

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

Office or Division: Cashiering C				Office, DHVSU, Bacolor, Pampanga				
CI	assification:	Simple						
Ту	/pe of Transaction:	G2C – Gove	ernm	ent to C	Citizen			
Who may avail: All bona fide students who are required to secure Officia Receipts.					secure Official			
CI	HECKLIST OF REQU	IREMENTS	\ \	WHERE	TO SECURE	100		
1	1 Student's Identification Card (1 original)			Internet Multimedia Center (IMC), (at the back of Admin. Bldg.)				
2	2 Request Form for the Issuance of Statement of Account (1 Original)			 Cashiering Office (1st Floor, Administration Bldg Window 11) 				
	CLIENT STEPS AGENCY ACTION		T	FEES TO BE PAID TIME		PERSON RESPONSIBLE		
1.	Request for Statement of Account/ Clearance at the Cashiering Office.	1. Verify student request form	Ν	lone	1 Minute	<i>Administrative Officer</i> Cashiering Office		

2.	Pay the necessary amount and secure OR for the payment made at the Cashiering Office.	2. Receive payment and issue an OR for the payment made.	PHP 50	2 Minutes	Administrative Officer Cashiering Office
		TOTAL:	PHP 50	3 Minutes	

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

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

Office or Division:	Cashiering Off	ice			
Classification:	Simple				
Type of Transaction:	G2C - Govern	ment to	Citiz	en	
Who may avail:		tudents	who	are required to se	ecure Official
	Receipts.				
CHECKLIST OF REQU		WHER		O SECURE	
1 Request Form (1 or	ginal)	1		ice of Student Affa airs and Services I	iirs (1 st Floor, Student Bldng.)
CLIENT STEPS	AGENCY ACTION	FEES BE PA	-	PROCESSING TIME	PERSON RESPONSIBLE
 Present the Request Form for reprinting of new ID at the Cashiering Office. 	Request Form for reprinting of new ID at thestudent's name and number.		e	1 Minute	<i>Administrative Officer</i> Cashiering Office
2. Pay the necessary amount and secure OR for the payment made at the Cashiering2. Receive payment and issue an OR for the payment made.		PHP	50	2 Minutes	Administrative Officer Cashiering Office
	TOTAL:	PHP	50	3 Minutes	



CIVIL SECURITY UNIT

External Service





1. Issuance of Visitor's Pass

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

inspection 1.2. Request the Visitor to register in the logbookNone1 MinutePersonnel Entrance Gate, DHVSU Campus2. Register their name and purpose of visit2.1 Check and verify the registration of the visitor 2.2 Issue Visitor's Pass and Routing SlipNone45 SecondsGate Security Personnel Entrance Gate, DHVSU Campus3. Receive the Visitor's Pass and Routing Slip3. Allow the entry of the visitor in the universityNone15 SecondsGate Security Personnel Entrance Gate, DHVSU Campus4. Surrender Routing slip and visitor's pass; sign on the log book and retrieve the surrendered ID Card4. Retrieve routing slip and visitor's pass and return the surrendered ID CardNone1 MinuteGate Security Personnel Entrance Gate, DHVSU Campus	Office or										
Classification: Simple Type of G2C - Government to Citizen All Visitors who have Official Business and Transaction within the university All Visitors who have Official Business and Transaction within the university CHECKLIST OF REQUIREMENTS WHERE TO SECURE 1 Any Valid ID's Card (1 original) 1 Any ID issued by public and private company 2 Visitor's Pass (1 original) 2 Gate Security Services Office 3 Routing Slip (1 original) 3 Gate Security Services Office CLIENT STEPS AGENCY ACTION FEES TO BE PAID PROCESSING PERSON RESPONSIBLE 1. Present Valid ID Card and Bag for verification and inspection 1.1. Check Valid ID Card and bag for verification and inspection None 1 Minute Gate Security Personnel Entrance Gate, DHVSU Campus 2. Register their name and purpose of visit 2.1 Check and verify the registration of the visitor to registra in the logbook None 45 Seconds Gate Security Personnel Entrance Gate, DHVSU Campus 3. Receive the Visitor's Pass and Routing Slip 3. Allow the entry of the visitor in the university None 15 Seconds Gate Security Personnel Entrance Gate, DHVSU Campus 4. Surrendere Ho Sign on the log book and return the sign on the log book and return the sistor	Division:	Civil Security Unit									
Type of Transaction: G2C - Government to Citizen All Visitors who have Official Business and Transaction within the university All Visitors who have Official Business and Transaction within the university CHECKLIST OF REQUIREMENTS WHERE TO SECURE 1 Any Valid ID's Card (1 original) 1 2 Visitor's Pass (1 original) 2 Gate Security Services Office 3 Routing Slip (1 original) 3 Gate Security Services Office CLIENT STEPS AGENCY ACTION FEES TO BE PAID PROCESSING PERSON RESPONSIBLE 1. Present Valid ID Card and Bag for Inspection 1.1. Check Valid ID Card and bag for verification and inspection None 1 Minute Gate Security Personnel Entrance Gate, DHVSU Campus 2. Register their name and purpose of visit 2.1 Check and verify the registration of the visitor None 45 Seconds Gate Security Personnel Entrance Gate, DHVSU Campus 3. Allow the entry of the visitor in the university None 15 Seconds Gate Security Personnel Entrance Gate, DHVSU Campus 4. Surrendered ID Card of the visitor None 1 Minute Gate Security Personnel Entrance Gate, DHVSU Campus 4. Surrendered ID Card of the visitor None 1 Minute <td>Classification:</td> <td></td> <td>1.0</td> <td></td> <td>100</td> <td>1.1.1</td>	Classification:		1.0		100	1.1.1					
Transaction: G2C - Government to Citizen All Visitors who have Official Business and Transaction within the university All Visitors who have Official Business and Transaction within the university CHECKLIST OF REQUIREMENTS WHERE TO SECURE 1 Any Valid ID's Card (1 original) 2 2 Visitor's Pass (1 original) 2 Gate Security Services Office 2 Visitor's Pass (1 original) 3 Gate Security Services Office CLIENT STEPS AGENCY ACTION FEES TO BROCESSING TIME PERSON RESPONSIBLE 1. Present Valid ID Card and bag for for Inspection 1.1. Check Valid ID Card and bag for visitor to register in the logbook None 1 Minute Gate Security Personnel Entrance Gate, DHVSU Campus 2. Register their name and purpose of visit 2.1 Check and verify the registration of the visitor sPass and Routing Slip None 45 Seconds Gate Security Personnel Entrance Gate, DHVSU Campus 3. Receive the Visitor's Pass and Routing Slip 3. Allow the entry of the visitor is pass; and Routing slip and visitor's pass; sand return the surrendered ID Card of the visitor None 15 Seconds Gate Security Personnel Entrance Gate, DHVSU Campus 4. Surrender 4. Retrieve routing slip and visitor's pass; and return the surrendered ID Card of the visitor None 1 Minute <											
Who may avail: university CHECKLIST OF REQUIREMENTS WHERE TO SECURE 1 Any Valid ID's Card (1 original) 1 Any ID issued by public and private company 2 Visitor's Pass (1 original) 2 Gate Security Services Office 3 Routing Slip (1 original) 3 Gate Security Services Office CLIENT STEPS AGENCY ACTION FEES TO BE PAID PROCESSING TIME PERSON RESPONSIBLE 1. Present Valid 1.1. Check Valid ID Card and Bag for verification and inspection Card and bag for verification and inspection None 1 Minute Gate Security Personnel Entrance Gate, DHVSU Campus 2. Register their name and purpose of visit 2.1 Check and verify the registration of the visitor 2.2 Issue Visitor's Pass and Routing Slip None 45 Seconds Gate Security Personnel Entrance Gate, DHVSU Campus 3. Receive the Visitor 's Pass and Routing Slip 3. Allow the entry of the visitor in the university None 15 Seconds Gate Security Personnel Entrance Gate, DHVSU Campus 4. Surrender Routing Slip and visitor's pass; sign on the log book and return the surrendered ID Card of the visitor None 1 Minute Gate Security Personnel Entrance Gate, DHVSU Campus 4. Surrendered ID Card of the visitor An Retrieve routing slip and visitor's pass and return the surrendered ID Card of the visitor None 1 Minute Gate Security Personnel Entrance Gate, DHVSU Cam		G2C - Government to Citizen									
CHECKLIST OF REQUIREMENTS WHERE TO SECURE 1 Any Valid ID's Card (1 original) 1 Any ID issued by public and private company 2 Visitor's Pass (1 original) 2 Gate Security Services Office 3 Routing Slip (1 original) 3 Gate Security Services Office CLIENT STEPS AGENCY ACTION FEES TO BE PAID PROCESSING TIME PERSON RESPONSIBLE 1. Present Valid 1.1. Check Valid ID Card and Bag for verification and inspection 1.2. Request the Visitor to register in the logbook None 1 Minute Gate Security Personnel Entrance Gate, DHVSU Campus 2. Register their name and purpose of visit 2.1 Check and verify the registration of the visitor 2.2 Issue Visitor's Pass and Routing Slip None 45 Seconds Gate Security Personnel Entrance Gate, DHVSU Campus 3. Receive the Visitor is pass and Routing Slip and visitor's pass; sign on the log book and return the surrendered ID Card of the visitor None 15 Seconds Gate Security Personnel Entrance Gate, DHVSU Campus 4. Surrender Routing Slip and visitor's pass; sign on the log Sas and return the surrendered ID Card of the visitor None 1 Minute Gate Security Personnel Entrance Gate, DHVSU Campus Sign on the log Sarrender ID Card of the visitor None 15 Seconds Gate Security Personnel Entra		All Visitors who have	Official	Busi	iness and Transad	ction within the					
1 Any Valid ID's Card (1 original) 1 Any ID issued by public and private company 2 Visitor's Pass (1 original) 2 Gate Security Services Office 3 Routing Slip (1 original) 3 Gate Security Services Office FEES TO PROCESSING PERSON RESPONSIBLE 1. Present Valid ID Card and Bag for verification and inspection ISPection 1.1. Check Valid ID Card and bag for verification and inspection 1.2. Request the Visitor to register in the logbook None 1 Minute <i>Gate Security Personnel</i> Entrance Gate, DHVSU Campus 2. Register their name and purpose of visit 2.1 Check and verify the registration of the visitor None 45 Seconds <i>Gate Security Personnel</i> Entrance Gate, DHVSU Campus 3. Receive the Visitor's Pass and Routing Slip 3. Allow the entry of the visitor in the university None 15 Seconds <i>Gate Security Personnel</i> Entrance Gate, DHVSU Campus 4. Surrender Routing Slip and visitor's pass; sign on the log book and return the surrendered ID Card of the visitor None 1 Minute <i>Gate Security Personnel</i> Entrance Gate, DHVSU Campus 6. Surrender Routing Slip and visitor's pass; or of the visitor 3. Allow the entry of the visitor in the university None 1 Minute <i>Gate Security Personnel</i> Entrance Gate, DHVSU Campus 6. Card of the visitor Card of the visitor	Who may avail:	university									
1 Any valid D's Card (1 original) 1 company 2 Visitor's Pass (1 original) 2 Gate Security Services Office 3 Routing Slip (1 original) 3 Gate Security Services Office CLIENT STEPS AGENCY ACTION FEES TO BE PAID PROCESSING TIME PERSON RESPONSIBLE 1. Present Valid ID Card and Bag for Inspection 1.1. Check Valid ID Card and bag for verification and inspection 1.2. Request the Visitor to register in the logbook None 1 Minute Gate Security Personnel Entrance Gate, DHVSU Campus 2. Register their name and purpose of visit 2.1 Check and verify the registration of the visitor None 45 Seconds Gate Security Personnel Entrance Gate, DHVSU Campus 3. Receive the Visitor's Pass and Routing Slip 3. Allow the entry of the visitor in the university None 15 Seconds Gate Security Personnel Entrance Gate, DHVSU Campus 4. Surrender Routing slip and visitor's pass; sign on the log book and retrieve the surrendered ID Card of the visitor None 1 Minute Gate Security Personnel Entrance Gate, DHVSU Campus	CHECKLIST OF I	REQUIREMENTS	WHER	E T(O SECURE						
3 Routing Slip (1 original) 3 Gate Security Services Office CLIENT STEPS AGENCY ACTION FEES TO BE PAID PROCESSING TIME PERSON RESPONSIBLE 1. Present Valid ID Card and Bag for Inspection 1.1. Check Valid ID Card and bag for verification and inspection 1.1. Check Valid ID Card and bag for verification and inspection None 1 Minute Gate Security Personnel Entrance Gate, DHVSU Campus 2. Register their name and purpose of visit 2.1 Check and verify the registration of the visitor None 45 Seconds Gate Security Personnel Entrance Gate, DHVSU Campus 3. Receive the Visitor's Pass and Routing Slip 3. Allow the entry of the visitor in the university None 15 Seconds Gate Security Personnel Entrance Gate, DHVSU Campus 4. Surrender Routing slip and visitor's pass; sign on the log book and retrieve the surrendered ID Card A. Retrieve routing slip and visitor's pass and return the surrendered ID Card of the visitor None 1 Minute Gate Security Personnel Entrance Gate, DHVSU Campus	1 Any Valid ID's (Card (1 original)	1		• • • •	olic and private					
3 Routing Slip (1 original) 3 Gate Security Services Office CLIENT STEPS AGENCY ACTION FEES TO BE PAID PROCESSING TIME PERSON RESPONSIBLE 1. Present Valid ID Card and Bag for Inspection 1.1. Check Valid ID Card and bag for verification and inspection 1.1. Check Valid ID Card and bag for verification and inspection None 1 Minute Gate Security Personnel Entrance Gate, DHVSU Campus 2. Register their name and purpose of visit 2.1 Check and verify the registration of the visitor None 45 Seconds Gate Security Personnel Entrance Gate, DHVSU Campus 3. Receive the Visitor's Pass and Routing Slip 3. Allow the entry of the visitor in the university None 15 Seconds Gate Security Personnel Entrance Gate, DHVSU Campus 4. Surrender Routing slip and visitor's pass; sign on the log book and retrieve the surrendered ID Card A. Retrieve routing slip and visitor's pass and return the surrendered ID Card of the visitor None 1 Minute Gate Security Personnel Entrance Gate, DHVSU Campus	2 Visitor's Pass (1 original)	2	Ga	te Security Servic	es Office					
CLIENT STEPSAGENCY ACTIONFEES TO BE PAIDPROCESSING TIMEPERSON RESPONSIBLE1. Present Valid ID Card and Bag for Inspection1.1. Check Valid ID Card and bag for verification and inspection1.1. Check Valid ID Card and bag for verification and inspectionNone1 MinuteGate Security Personnel Entrance Gate, DHVSU Campus2. Register their name and purpose of visit2.1 Check and verify the registration of the visitor 2.2 Issue Visitor's Pass and Routing SlipNone45 SecondsGate Security Personnel Entrance Gate, DHVSU Campus3. Receive the Visitor's Pass and Routing Slip3. Allow the entry of the visitor in the universityNone15 SecondsGate Security Personnel Entrance Gate, DHVSU Campus4. Surrender Routing slip and visitor's pass; sign on the log book and retrieve the surrendered ID CardNone1 MinuteGate Security Personnel Entrance Gate, DHVSU Campus			3	Ga	te Security Servic	es Office					
1. Present Valid ID Card and Bag for Inspection 1.1. Check Valid ID Card and bag for verification and inspection None 1 Minute Gate Security Personnel Entrance Gate, DHVSU Campus 2. Register their name and purpose of visit 2.1 Check and verify the registration of the visitor None 45 Seconds Gate Security Personnel Entrance Gate, DHVSU Campus 3. Receive the Visitor's Pass and Routing Slip 3. Allow the entry of the visitor in the university None 15 Seconds Gate Security Personnel Entrance Gate, DHVSU Campus 4. Surrender Routing slip and visitor's pass; sign on the log book and retrieve the surrendered ID Card 4. Retrieve routing slip and visitor's pass and return the surrendered ID Card None 1 Minute Gate Security Personnel Entrance Gate, DHVSU Campus				то	PROCESSING	PERSON					
ID Card and Bag for InspectionCard and bag for verification and inspection 1.2. Request the Visitor to register in the logbookNone1 MinuteGate Security Personnel Entrance Gate, DHVSU Campus2. Register their name and purpose of visit2.1 Check and verify the registration of the visitor 2.2 Issue Visitor's Pass and Routing SlipNone45 SecondsGate Security Personnel Entrance Gate, DHVSU Campus3. Receive the Visitor's Pass and Routing Slip3. Allow the entry of the visitor in the universityNone15 SecondsGate Security Personnel Entrance Gate, DHVSU Campus4. Surrender Routing Slip and visitor's pass; sign on the log book and retrieve the surrendered ID Card4. Retrieve routing slip and visitor's pass and return the surrendered ID Card of the visitorNone1 MinuteGate Security Personnel Entrance Gate, DHVSU Campus			BEPA		TIME	RESPONSIBLE					
name and purpose of visitverify the registration of the visitor 2.2 Issue Visitor's Pass and Routing SlipNone45 SecondsGate Security Personnel Entrance Gate, DHVSU Campus3. Receive the Visitor's Pass and Routing Slip3. Allow the entry of the visitor in the universityNone15 SecondsGate Security Personnel Entrance Gate, DHVSU Campus4. Surrender Routing slip and visitor's pass; sign on the log book and retrieve the surrendered ID CardA. Retrieve routing slip and visitor's pass and return the surrendered ID Card of the visitorNone1 MinuteGate Security Personnel Entrance Gate, DHVSU Campus		Card and bag for verification and inspection 1.2. Request the Visitor to register in	None		1 Minute	<i>Personnel</i> Entrance Gate,					
Visitor's Pass and Routing Slip3. Allow the entry of the visitor in the universityNone15 SecondsPersonnel Entrance Gate, DHVSU Campus4. Surrender Routing slip and visitor's pass; sign on the log book and retrieve the surrendered ID Card4. Retrieve routing slip and visitor's pass and return the surrendered ID Card of the visitorNone15 SecondsPersonnel Entrance Gate, DHVSU CampusNone4. Retrieve routing slip and visitor's pass and return the surrendered ID Card of the visitorNone1 MinuteGate Security Personnel Entrance Gate, DHVSU Campus	name and	verify the registration of the visitor 2.2 Issue Visitor's Pass and Routing	None		45 Seconds	Personnel Entrance Gate,					
Routing slip and visitor's pass; sign on the log book and retrieve the surrendered ID Card of the visitorslip and visitor's pass and return the surrendered ID Card of the visitorNone1 MinuteGate Security Personnel Entrance Gate, DHVSU Campus		of the visitor in the	None		15 Seconds	Personnel Entrance Gate,					
TOTAL: None 3 Minutes	visitor's pass; sign on the log book and retrieve the surrendered ID	4. Retrieve routing slip and visitor's pass and return the surrendered ID	None	e	1 Minute	Personnel Entrance Gate,					
		TOTAL:	None	Э	3 Minutes						



CIVIL SECURITY UNIT

Internal Service





1. Procedure for Students Entering the University

This describes the procedure when students enter the university.

Office or Division:	Civil Security Unit	100		1.1.1.1
Classification:	Simple			
Type of Transaction:	G2C - Government to C	itizen		
Who may avail:	All students currently en	rolled at D	HVSU	
CHECKLIST OF RE	EQUIREMENTS	WHERE	TO SECURE	
1 Valid DHVSU ID	Card (1 original)		Multimedia Center	(IMC), (at the
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Valid DHVSU ID Card, Prescribed uniform/attire and Bag for Inspection	1. Check Valid ID Card, Prescribed uniform/attire, and bag for verification and inspection	None	30 Seconds	Gate Security Personnel Entrance Gate, DHVSU Campus
2. Wait for the Security personnel to allow entry	2. Require the student (male/female) to remove any piercing or change if the student is not wearing the prescribed uniform	None	30 Seconds	Gate Security Personnel Entrance Gate, DHVSU Campus
3. Follow the restrictions of the security personnel (i.e. remove any piercing seen/change attire to prescribed uniform)	3. Check if the student followed the restrictions then allow entry	None	30 Seconds	Gate Security Personnel Entrance Gate, DHVSU Campus
	TOTAL:	None	1 Minute, 30 Seconds	



COMPETENCY ASSESSMENT CENTER

External Service





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

Office or Divisio			etency Asses	sment Center	1. C. S.
Classification:		Comp		1 N 1	1.1.1
	G2C - G2B -	G2C – Government to Citizens G2B – Government to Business			
Type of Transactions: G2G – Government to Go					
Who may avail:	Gradu	ate, Industry	Workers, OFW	Students, TVET	
CHECKLIST OF			WHERE TO	D SECURE	
1	Application original)	Form (1	1	Competency / Center (1∝ Flo and Developn	or, Research
2	(1 original)	sment Guide	2	Competency / Center (1∝ Flo and Developn	or, Research nent Bldg.)
3	Official Rec photocopy)		3	Cashiering Of Admin Bldng.	
4		vith white I, with collar , with name	4	Photo Studios	
CLIENT STE		AGENCY ACTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIB LE
1. Encoding of P in the T2MIS Request for Assessment Sch	com and of re	eview the pleteness correctness quirements administer			Assessment and Certification Supervisor
Receive applicat for assessment		essment	Php. 500.00 to Php.	0050	Administrative Aide I Competency
	TES Pam requ asse sche Colle asse	panga the est for essment edule	2175.00 (dependin g on competen cy type)	1 Day	Assessment Center Administrative Officer V Cashiering Office, DHVSU, Administrative Bldg

	1225		205	
				Officer-In- Charge TESDA Pampanga Provincial Office
 2. TESDA Approval of Assessment Schedule and Assigned Assessor TESDA Prepared Required Documents for the Conduct of Assessment and Reviews the request TESDA Pampanga PO/ACAC organize the conduct of assessment Conduct Competency 	2. Follow-up the approval of assessment schedule and assigned/availabi lity of assessor Supervise the conduct of competency assessment	None	2 Days	Officer-In- Charge TESDA Pampanga Provincial Office
Assessment 3. Encoding of	3. Encode the			
Assessment Results Generate RWAC Administrative Aide I encodes the assessment result in the T2MIS and generates RWAC Submits reports to the PO	Assessment results through T2MIS, generates RWAC, and submit reports to TESDA Pampanga Provincial Office	None	1 Day	Assessment and Certification Supervisor Administrative Aide I Competency Assessment Center
4. TESDA Receive, Review and Validate Assessment Related Documents TESDA Assign Certificate Numbers to Successful Candidates through	4. Follow-up with TESDA Pampanga the validated assessment related documents and assigned certificate numbers to successful	None	2 Days	Officer-In- Charge TESDA Pampanga Provincial Office

				i and i a
T2MIS and generates RWAC	examinees through T2MIS			
TESDA Processes reports				
5. Receive and Process CARS	5. Coordinate and follow-up the			1000
Print Certificate	Issuance of National			
Issue National Certificate (NC)	Certificates (NC)			Officer-In- Charge
 Presents the CARS to PO Prepares NC/COC Issues NC/COC to the Certified 		None	1 Day	TESDA Pampanga Provincial Office
Worker		Php.		
	TOTAL:	500.00 to Php. 2175.00 (dependin g on competen cy type)	7 Days	





Campuses (Satellite)

Apalit Campus Candaba Campus Lubao Campus Mexico Campus Porac Campus Sto. Tomas Campus

External Services



1. Enrollment Procedure



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

Of	fice or Division:	All Colleges/Exter	nsion	Campus	ses	
Cla	assification:	Simple	14	1.1	A	
Ту	Type of Transaction: G2C - Government to Citizen				1.1.1	
Wł	no may avail:	All bonafide stude	ents of	f DHVSI	J	
СН	IECKLIST OF REQUI	REMENTS	WHE	ERE TO	SECURE	
1	Clearance (1 origina	l)	1	Accour Pampa	nting Office, DHVS anga	U Bacolor,
2	Academic Evaluation	ı (1 original)	2		of University Regis stration Bldg.)	strar(1st Floor,
3	Pre-registration Form	n (1 original)	3	Respe	ctive College/Cam	pus
4	Customer Survey Fo	rm (1 original)	4	Respe	ctive College/Cam	pus
CL	IENT STEPS	AGENCY ACTION		ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
reg fee	Secure a pre- gistration and edback form at the an's Office	1.Verify student's record	N	lone	2 Minutes	<i>Administrative Aide</i> Respective College/Campus
aco reg fee Ch	Submit the complished pre- gistration and edback forms to the airperson for aluation	2.Advise the student about the subjects to be enrolled	None		10 Minutes	Designated Chairperson Respective College/Campus
for	Submit the evaluated ms to the College an for approval	3.Approve the evaluated pre- registration form	N	lone	2 Minutes	<i>College Dean</i> Respective College/Campus
4.5 pre the Re and	Submit the approved e-registration form to e Office of the gistrar for encoding d secure Certificate Registration	4.Encode the subjects and issue Certificate of Registration	None		1 Day	Administrative Aide Office of the University Registrar
		TOTAL:	N	lone	1 Day, 14 Minutes	

2. Issuance of Adding, Dropping, and Changing Forms

Eorm

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

O	ffice or Division:	All Colleges/Extension	All Colleges/Extension Campuses					
С	assification:	Simple			1.1			
-	/pe of ransaction:	G2C - Government to	o Citi	zen		6. N. M. A		
	ho may avail:	All bonafide irregular						
C	HECKLIST OF REQU		WH		SECURE	· · · · · ·		
1	Certificate of Regis original)	stration (1	1		f University Regist tration Bldg.)	trar(1st Floor,		
2	Academic Evaluation original)	on Record (1	2	Office of	f University Regist tration Bldg.)	trar (1st Floor,		
3	Adding, Dropping, original)	Changing Form (1	3	Respect	ive College/Camp	ous		
	CLIENT STEPS	AGENCY ACTION		FEES TO PROCESSING PERSON BE PAID TIME RESPONSI				
Ce Re ar Ev fro	Secure a copy of ertificate of egistration (COR) nd Academic valuation Record om the Office of the egistrar	1.Issue a copy of the Certificate of Registration and Academic Evaluation Record	None		None		1 Minute	<i>Administrative Aide</i> Respective College/Campus
Dı Fo	Secure Adding, ropping, Changing orm from the ollege Secretary	2.Issue Adding, Dropping, Changing Form		None	1 Minute	<i>Administrative Aide</i> Respective College/Campus		
ac Ac Cl Cc	Submit the complished dding, Dropping, nanging Form to the ollege Dean for dvice and approval	 3.1 Advise the student as to which subject to add, drop or change 3.2 Evaluate and encode the data 3.3 Approve the subjects to be added, dropped or changed 		None	9 Minutes	Program Chairperson/ Respective College/Campus		

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





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

	fice or Division:	All Colleges/Extension	on Carr	puses	3	
	assification:	Simple		<u> </u>		
Ту	pe of Transaction:	G2C - Government to	o Citize	en		
Wh	no may avail:	All bonafide students	of DH	VSU		
СН	IECKLIST OF REQU	IREMENTS	WHE	RE TC) SECURE	
1	Official Transfer of (original, 1 photocop	y)	1	Scho	ol Last Attended	
2	Copy of Grades and other schools (1 origonal content of the school of th	ginal, 1 photocopy)	2	Scho	ool Last Attended	
3	Certificate of Good photocopy)	Moral (1 original, 1	3		ol Last Attended	
4	Birth Certificate (1 c	original, 1 photocopy)	4		opine Statistics Aut ando, Pampanga	hority, City of San
5	Valid ID		5	Interi	net Multimedia Cer	nter, DHVSU
CL	IENT STEPS	AGENCY ACTION	FEES BE F		PROCESSING TIME	PERSON RESPONSIBLE
En and doo res	Submit dorsement Letter d the required cuments to the spective llege/Campus	1. Evaluate and endorse the transferee	No	ne	10 Minutes	Designated Chairperson Respective College/Campus
En	Submit the dorsement Letter to Admission Office	2. Schedule an entrance exam for the transferee	No	ne	2 Minutes	Administrative Aide Admission Office
exa	Take the amination on ecified schedule	3.Administer the examination, check and issue the results	No	ne	40 Minutes	Guidance Coordinator Office of the University Guidance Councilor
dod	Submit the required cuments for rollment	4.Receive the documents and issue Customer Survey Form	No	ne	3 Minutes	Administrative Aide Respective College/Campus
	1	TOTAL:	No	ne	55 Minutes	



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

External Services





COLLEGE OF ARTS AND SCIENCES

1. Enrollment Procedure for Incoming First Year Students

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

				_	
Office or	Division:	DHVSU College of Arts	s and S	ciences	
Classific	ation:	Simple			
Type of			.		
Transact		G2C - Government to C			
Who may		Incoming First Year Co	-		
CHECKL	IST OF REC	QUIREMENTS	WHE	RE TO SECURE	
1	Form 138	(1 original)	1	High School whe graduated	
2	PSA Birth 1 photoco	Certificate (1 original, py)	2	Philippine Statist Maimpis, City of	•
3	Certificate	of Good Moral (1 photocopy)	3	Previous school	
4	2x2 picture	e with white nd (3 original)	4	Photo Studio	
5	Proof of A	dmission to the and Test Result	5	DHVSU Office of Guidance and Te	•
CLIENT		AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E
1. Submi required documen evaluatio	ts for	 1.1 Check the student's name on the list of qualifiers issued by the Office of the Admission 1.2 Attach the student's complete documents to the 	None	5 Minutes	Faculty In Charge DHVSU College of Arts and Sciences
		pre-registration form 1.3 Issue the pre- registration form and feedback form with attached documents			

2. Submit the accomplished pre- registration form for evaluation and advice	2.Evaluate/review and advise the student about the subjects to be enrolled	None	5 Minutes	Program Chairperson DHVSU College of Arts and Sciences
3.Submit the evaluated pre- registration form to the Program Coordinator	3. Approve the pre- registration form and forward it to the Office of the Registrar for encoding and secure Certificate of Registration	None	1 Day	Dean, DHVSU College of Arts and Sciences /Program Chairperson, DHVSU College of Arts and Sciences
4. Fill out the Customer Satisfaction Survey Form	4. Collect the accomplished CSS Form	None	3 Minutes	Program Chairperson, DHVSU College of Arts and Sciences
	TOTAL:	None	1 Day, 13 Minutes	

2. Issuance of Adding, Dropping and Changing Forms

This describes the standard procedure in the issuance of adding, dropping and changing forms.

Office or	Division:	DHVSU Mexico	DHVSU Mexico Campus			
Classifica	ation:	Simple				
Type of Transacti	on:	G2C - Governme	overnment to Citizen			
Who may	avail:	Enrolled Irregula	r Colleg	e Stud <mark>en</mark> ts		
CHECKLI	ST OF REC	UIREMENTS	WHEF	RE TO SECURE		
1	Certificate Registration	-	1	Office of the Unive	ersity Registrar	
2	Academic Record	Evaluation	2	Office of the Unive	ersity Registrar	
3	Adding, D Changing	ropping and form	3	Office of the Camp	ous Director	
4	CSS Form	1	3	Office of the Camp	ous Director	
CLIENT S	TEPS	AGENCY ACTION	FEES TO	PROCESSING TIME	PERSON RESPONSIBLE	

		BE PAID	12.25	
	1.1 Check the documents submitted by the student			
	1.2 Issue Adding, Dropping, Changing Form			
1. Submit the required documents for evaluation	1.3 Advise the student as to which subject to add, drop or change	None	20 Minutes	Program Coordinator DHVSU Mexico Campus
	1.4 Evaluate and encode the data			
	1.4 Approve the subjects to be added, dropped or changed			
	Forward the approved Adding, Dropping, Changing Form to the Registrar's Office for		30 Minutes	Director DHVSU Mexico Campus/ Program Coordinator DHVSU Mexico Campus
	processing	X		1
2. Fill out the Customer Satisfaction Survey Form	2. Collect the accomplished CSS Form	None	3 Minutes	Program Coordinator DHVSU Mexico Campus
ANKIN TOUS	TOTAL:	None	53 Minutes	100 Mar 1000



1. Enrollment Procedure

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

Of	fice or Division:						
	and a second	College of Busine					
	assification:	Simple G2C - Governme					
	pe of Transaction:	All bonafide CBS					
	<u>no may avail:</u> IECKLIST OF REQUI				SECURE		
1	Clearance (1 original		1		nting Office, DHVS	U Bacolor,	
2	Academic evaluation Student's grades (1 d		2	Office	of the University R strative Building)	egistrar (1 st Floor,	
3	Pre-Registration forn		3		Office (2 nd Floor,	CBS Building 1)	
4	Customers Survey F QSP-ADMINSO-004	•	4	Dean's	Office (2 nd Floor,	CBS Building 1)	
5	Certificate of Registr	ation (COR)	5	Dean's Office (2 nd Floor, CBS Building 1)			
CL	IENT STEPS	AGENCY ACTION		ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE	
an Ev	1.Submit a clearance and Academic Evaluation records at the Dean's Office1. Receive and check student's Academic Evaluation records and clearance compliance		None		5 Minutes	College Secretary CBS	
reg fee	2.Secure a pre- registration form and feedback forms at the Dean's Office2.Issue Pre- Registration and feedback forms to students		N	lone	2 Minutes	College Secretary CBS	
ace reg fee	3.Submit the accomplished pre- registration and3.1 Evaluate/Revie w and Advise the courses to be enrolled by the students		None		10 Minutes	Program Chairperson CBS	
	ogram Chairperson evaluation	3.2 Advise the student to drop the feedback	Non	9	1 Minute	Program Chairperson CBS	

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

2. Issuance of Adding, Dropping, and Changing Forms

Com

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

Office or Division: College of Business Studies (CBS)								
	assification:	Simple						
Ту	pe of ansaction:	o Citi	zen					
W	ho may avail:	All bonafide irregular	stud	lents				
Cł	ECKLIST OF REQU	JIREMENTS	WH	IERE TO	SECURE			
1	Certificate of Regis original)	stration (1	1		f the University Re tration Bldg.)	egistrar (1st Floor,		
2	Academic Evaluation	on Record (1	2	Office of		egistrar (1st Floor,		
3	Adding, Dropping, original)	Changing Form (1	3	Dean's (Office (2 nd Floor, (CBS Building 1)		
	CLIENT STEPS	AGENCY ACTION		EES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Ce Re an Ev fro	Secure a copy of ertificate of egistration (COR) d Academic valuation Record om the Office of the egistrar	1.Issue a copy of the Certificate of Registration (COR) and Academic Evaluation Record	None		None		1 Minute	<i>Administrative Aide</i> Office of the University Registrar
Dr Fc	Secure Adding, opping, Changing orm from the ollege Secretary	2.Issue Adding, Dropping, Changing Form	None		1 Minute	College Secretary CBS		
ac Ac Ch Pr	Submit the complished Iding, Dropping, nanging Form to the ogram Chairperson r evaluation	d 3.Evaluate the student as to the courses to be Non airperson changed		None	5 Minutes	Program Chairperson CBS		

4.Submit the evaluated Adding, Dropping, Changing Form to the College Dean for approval	4. Approve the courses added, dropped or changed	None	4 Minutes	College Dean CBS
5. Submit the approved Adding, Dropping, Changing form to the College Secretary	ding, Dropping, anging Changing form to		30 Minutes	College Secretary CBS
	TOTAL:	None	41 Minutes	





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

	fice or Division:	College of Business Simple	studies	(CBS)		
	pe of Transaction:	G2C - Government to	o Citizen				
-	no may avail:	All bonafide students					
	IECKLIST OF REQU		T		SECURE		
	Official Transfer of						
1	1 Original (Honorab		1	Scho	ol Last Attended		
2	Copy of Grades and other schools (1 or		2	Scho	ol Last Attended		
3	Certificate of Good photocopy)	Moral (1original, 1	3	Scho	ol Last Attended		
4	Birth Certificate (1 C photocopy) and ma Married		4		Philippine Statistics Authority, City of San Fernando, Pampanga		
5	5 2 copies of 2x2 pictures, full faced photo with white background		5	Any Photo Center			
CL	IENT STEPS	AGENCY ACTION	FEES BE F		PROCESSING TIME	PERSON RESPONSIBLE	
do of	1. Present the required documents (checklist of requirements) at the Dean's Office1. Evaluate and endorse the transferee and advise to proceed to the Admission's Office		None		10 Minutes	Program Chairperson CBS	
En	2.Submit the Endorsement Letter to the Admission's Office Endorsement Letter to the Admission and Examination		None		2 Minutes	<i>Administrative Aide</i> Admission Office	
3. Take the examination on specified schedule 3. Administer and check examination, and issue the results		None		40 Minutes	Guidance Coordinator Office of the University Guidance Councilor		

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



1. Enrollment Procedure

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

Office or Division:		College of Computing Studies (CCS)				
Classific	ation:	Simple				
Type of Transact	ion:	G2C - Governmer	nt to Citize	n		
Who may	/ avail:	All bona fide CCS	Students	of DHVSU		
CHECKL	IST OF RE	QUIREMENTS	WHERE	TO SECURE		
1	Clearance	e (1 original)	1	Accounting Office Pampanga	, DHVSU Bacolor,	
2		c Evaluation/ e of Student's original)	2	Office of the University Floor, Administrat	ersity Registrar (1∝ ive Building)	
3	Pro-Pogistration Form (1		3	Dean's Office (Ground Floor, ICT Building)		
4	4 (DHVSU-QSP-ADMINSO- 004-F0001-R01)		4	Dean's Office (Ground Floor, ICT Building)		
5		e of Registration	5	Dean's Office (Ground Floor, ICT Building)		
CLIENT	STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sign in client	n the log book	1. Instruct the client to sign in the log book	None	1 Minute	College Secretary College of Computing Studies	
2. Submit a clearance and Academic Evaluation records at the Dean's Office		2. Receive and check Student's Academic Evaluation records and clearance compliance	None	4 Minutes	College Secretary College of Computing Studies	

				E
3. Secure a Pre-Registration Form and Customer Survey Form at the Dean's Office	3. Issue Pre- Registration Form and Customer Survey Form to students	None	2 Minutes	College Secretary College of Computing Studies
4. Submit the accomplished Pre- Registration Form and Customer Survey Form to the Program Chairperson for evaluation	 4.1 Evaluate / Review and Advise the courses to be enrolled by the students 4.2 Advise the student to drop the Customer Survey Form to the designated drop box. 	None	10 Minutes 1 Minute	Program Chairperson College of Computing Studies
	5.1. Approve the Pre-Registration Form and forward to the office of the University Registrar		2 Minutes	<i>College Dean</i> College of Computing Studies
5. Submit the evaluated form to the College Dean for approval	5.2. Encode the courses to be enrolled and print the Certificate of Registration (COR)	None	8 Hours	Administrative Aide Office of the University Registrar
	5.3. Endorse the printed Certificate of Registration (COR) to the Office of the College Dean.		8 Hours	Administrative Aide Office of the University Registrar



2. Issuance of Adding, Dropping, and Changing Forms

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

Office or Division:	Ũ	omput	mputing Studies (CCS)				
Classification:	Simple						
Type of Transaction	: G2C - Gove	rnment	t to Citizen				
Who may avail:		I bona fide Irregular Students					
CHECKLIST REQUIREM		WHE	RE TO SECURE				
1	Certificate of Registrati on (1 original)	1	Office of the University Registrar (1∝ Floor, Administration Bldg.)				
2	Academic Evaluation Record (1 original)	2	Office of the University Registrar (1 st Floor, Administration Bldg.)				
3	Adding, Dropping, Changing Form (1 original)	3	Dean's Office (Ground Floor, ICT Building)				
4	Customers Survey Form (DHVSU- QSP- ADMINSO- 004-FO001- RO1)	4	Dean's Office (Ground Floor, ICT Building)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPON SIBLE			

			SANSAN'S	a de tra
 Secure a copy of Certificate of Registratio n (COR) and Academic Evaluation Record from the Office of the Registrar 	1. Issue a copy of the Certificate of Registratio n (COR) and Academic Evaluation Record	None	1 Minute	Administrat ive Aide Office of the University Registrar
2. Sign in the client log book	2. Instruct the client to sign in the log book	None	1 Minute	<i>College</i> <i>Secretary</i> College of Computing Studies
3. Secure Adding, Dropping, Changing Form and Custome r Survey Form from the College Secretary	3. Issue Adding, Dropping, Changing Form and Custo mer Survey Form to students	None	1 Minute	<i>College</i> <i>Secretary</i> College of Computing Studies
4. Submit the accomplished Adding, Dropping, Changing Form to the Program Chairperson for evaluation an d the Customer Survey Form	 4.1 Evaluate the student as to the courses to be added, dropped or changed 4.2 Advise the student to drop the Customer Survey Form to the designated drop box. 	None	3 Minutes 1 Minute	Program Chairperso n College of Computing Studies

				E H
5. Submit the evaluated Ad ding, Dropping, Changing Form to the College Dean for approval	5. Approve the courses added, dropped or changed	None	4 Minutes	College Dean College of Computing Studies
6. Submit the approved Adding, Dropping, Changing form to the College Secretary	6. Forward the approved adding, Dropping, Changing form to the Office of the University Registrar for processing	None	30 Minutes	<i>College</i> <i>Secretary</i> College of Computing Studies
	TOTAL:	None	41 Minutes	

3. Transferring Procedure

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

Office or Division: College of Comp		puting Studies (CCS)					
Classific	ation:	Simple	Simple				
Type of 1	Fransaction:	G2C - Governm	ent to	o Citizen			
Who may	y avail:	All bona fide Stu	II bona fide Students of DHVSU				
CHECKLIST OF REQUIREMENTS WHERE TO SECURE			ERE TO SECURE				
1	Official Transfer of Credentials 1 Original (Honorable Dismissal)		1	School Last Attended			
2	2 Copy of Grades and credits 2 earned in other schools (1 original, 1 photocopy)		2	School Last Attended			
3	Certificate of Good Moral (1 original, 1 photocopy)		3	School Last Attended			

4	Certificate of Married		4		Philippine Statistics Authority, City of San. Fernando, Pampanga		
5	2 copies of 2 faced photo background	x2 pictures, full with white	5	Any Photo Center			
6	Customers S (DHVSU-QS 004-FO001-F	P-ADMINSO-	6		ean's Office (Grou uilding)	nd Floor, ICT	
CLIENT	STEPS	AGENCY ACTION	FEE TC BE PA) E	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sign i log bo	in the client bok	1. Instruct the client to sign in the log book	Nor	ne	1 Minute	<i>College Secretary</i> College of Computing Studies	
required (checklis requirem	Present the equired documents hecklist of equirements) at the ean's Office 2. Evaluate and endorse the transferee and advise to proceed to th Admission's Office		None		10 Minutes	Program Chairperson College of Computing Studies	
Endorser	ubmit the ment Letter to ssion's Office	3. Admit the transferee and refers to the Guidance and Testing Center for Admission Examination	None		2 Minutes	<i>Administrative Aide</i> Admission Office	
examinat	ake the tion on schedule	4. Administer and check examination, and issue the results	None		40 Minutes	<i>Guidance</i> <i>Coordinator</i> Office of the University Guidance Councilor	
Custome	ecure a er Survey he Dean's	Irvey 5. Issues Customer None		ne	3 Minutes	College Secretary College of Computing Studies	

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





1. Enrollment Online Procedure (OLD STUDENTS)

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

Off	ice or Division:	hitecture				
Cla	ssification:	Simple				
Ту	pe of Transaction:	G2C - Governme	nt to (Citizen		
Wh	o may avail:	All bonafide stude	ents o	f DHVSI	J	
СН	ECKLIST OF REQUI	REMENTS	WH		SECURE	
1	Clearance (1 origina	I)	1	Pampa		
2	Academic Evaluation	(1 original)	2		of University Regis stration Bldg.)	strar(1st Floor,
3	Letter of Intent, LOI (3	Deans	Office/CEA Officia	al FB SITE
4	Pre-Advising Form (1	original)	4	Deans	Office/CEA Officia	al FB SITE
5	Customer Survey Fo	rm (1 original)	5	Deans	Office/CEA Officia	al FB SITE
CL	LIENT STEPS AGENCY ACTION			ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
	ecure a pre-advising n and LOI	1.Verify student's record	None		5 Minutes	Administrative Aides/ Faculty Adviser
acc adv to t	ubmit the complished pre- vising form and LOI he Department ail for evaluation	2.Advise the student about the subjects to be enrolled	None		20 Minutes	Chairperson/ Faculty Adviser
		TOTAL:	Ν	lone	25 Minutes	1 al a
		End of Transact	ion F	OR STU	DENT	-
Sul forr	he Department omit the evaluated ns to the College an for approval	3.Approve the evaluated pre- registration form	None		2 Minutes	College Dean
4. Sul pre Off	The Department omit the approved -advising form to the ice of the Registrar encoding and	4.Encode the subjects and issue Certificate of Registration	Ν	lone	1 Day	Administrative Aide Office of the University Registrar

		1 Day,	
TOTAL:	None	2 Minutes	1 A. C. M. C. M.
		2 minuted	



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



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

Of	fice or Division:	College of Engineerir	ng ar	nd Archite	ecture	2 E
-	assification:	Simple	1		12. 20	1000
-	pe of ansaction:	G2C - Government to	o Citi	zen	1.1	6. No. 1
W	no may avail:	All bonafide irregular	stud	lents		
CH	ECKLIST OF REQU	JIREMENTS	WH	IERE TO	SECURE	
1	Certificate of Regis original)		1	Adminis	f University Regist tration Bldg.)	
2	Academic Evaluati original)		2		f University Regist tration Bldg.)	trar (1st Floor,
3	Adding, Dropping, original)	Changing Form (1	3	Deans C	Office/CEA Official	FB SITE
4	Customer Survey F	Form (1 original)	4	Deans C	Office/CEA Official	FB SITE
	CLIENT STEPS	AGENCY ACTION				PERSON RESPONSIBLE
co Re an Ev fro	Secure a scan py of Certificate of gistration (COR) d Academic aluation Record m the Office of the gistrar	1.Issue a copy of the Certificate of Registration and Academic Evaluation Record	of d None		5 Minutes	Administrative Aides/ Faculty Adviser
Dr Fo Of	Secure Adding, Propping, Changing 2.Issue Adding, orm from Deans Dropping, Office/CEA Official Changing Form B Site		None		5 Minute	Administrative Aides/ Faculty Adviser
ac Ad Ch Cc En	Submit the complished Iding, Dropping, anging Form to the ollege Dean via hail for advising d approval	 3.1 Advise the student as to which subject to add, drop or change 3.2 Evaluate and encode the data 3.3 Approve the subjects to be added, dropped or changed 		None	9 Minutes	Program Chairperson/ Faculty Adviser

	End of Transactio	on FOR STUD	ENT	_
AVAVA	TOTAL:	None	19 Minutes	
4.The Department submit the approved Adding, Dropping, Changing Form to the Registrar	 4. Forward the approved Adding, Dropping, Changing Form to the Registrar's Office for processing 	None	30 Minutes	Administrative Aide
- Ware	TOTAL:	None	30 Minutes	





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

Office or Division:College of Engineering and ArchitectureClassification:Simple						
Ту	pe of Transaction:	G2C - Government to	o Citize	en	1	
Wł	no may avail:	All bonafide students	of DH	VSU		an an an an a
СН	IECKLIST OF REQU	IREMENTS	WHE	RE TC	SECURE	
1	Official Transfer of original, 1 photocop	y)	1	Scho	ol Last Attended	
2	Copy of Grades and other schools (1 original content of the school of th	ginal, 1 photocopy)	2	Scho	ol Last Attended	
3	Certificate of Good photocopy)	Moral (1 original, 1	3		ol Last Attended	
4	Birth Certificate (1 c	original, 1 photocopy)	4		opine Statistics Aut ando, Pampanga	hority, City of San
5	Valid ID		5	Interr	net Multimedia Cen	iter, DHVSU
6	Customer Survey F	orm (1 original)	6	Dear	ns Office/CEA Offic	ial FB SITE
CL	CLIENT STEPS AGENCY ACTION		FEES BE F		PROCESSING TIME	PERSON RESPONSIBLE
En and doo	Submit dorsement Letter d the required cuments to the A Deans Office	 Evaluate and endorse the transferee 	No	ne	10 Minutes	Program Chairperson
En	Submit the dorsement Letter to Admission Office	2. Schedule an entrance exam for the transferee	No	ne	2 Minutes	<i>Administrative Aide</i> Admission Office
exa	Take the amination on ecified schedule	3.Administer the examination, check and issue the results	No	ne	40 Minutes	<i>Guidance</i> <i>Coordinator</i> Office of the University Guidance Councilor
do	Submit the required cuments for rollment	4.Receive the documents and issue Customer Survey Form	No	ne	3 Minutes	Administrative Aide
		TOTAL:	No	ne	55 Minutes	

4. Excuse Letter Procedure

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

	fice or Division:	College of Engineerin Simple	ng and	Archit	ecture	
Ту	pe of Transaction:	G2C - Government to	o Citize	en	1000	
W	no may avail:	All bonafide students	of DH	VSU		
С⊦	ECKLIST OF REQU	IREMENTS	WHE	RE TC	SECURE	
1	Excuse letter form	W . V	1	Dean	ns Office/CEA Offic	ial FB SITE
2	Valid ID		5	Interr	net Multimedia Cen	iter, DHVSU
3	Customer Survey F	orm (1 original)	6	Dean	ns Office/CEA Offic	ial FB SITE
CL	CLIENT STEPS AGENCY ACTION		FEES BE F		PROCESSING TIME	PERSON RESPONSIBLE
of	Secure a scan copy Excuse letter form m the CEA deans ice	1.Issue a copy of scan copy of Excuse letter form	No	ne	5 Minutes	Administrative Aides/ Faculty Adviser
ace Ex the	Submit the complished cuse letter form to e Department Office ncerned	2. Evaluate and Approve the Excuse Letter	None		5 Minutes	Chairperson/ Faculty Adviser
the	Provide a copy of approved letter to faculty involved	3.Acknowledged the receipt of the letter	No	ne	2 Minutes	Faculty Concerned
		TOTAL:	No	ne	12 Minutes	

COLLEGE OF HOSPITALITY AND TOURISM MANAGEMENT (CHTM)



1. Enrollment Procedure

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

Office or Division: College of Hospitality and Tourism Management							
Classification: Simple							
Ту	pe of Transaction:	G2C - Governme	nt to C	Citizen			
	no may avail:	All bonafide stude	ents of	f DHVSI	J		
СН	IECKLIST OF REQUI	REMENTS	WHE	ERE TO	SECURE		
1	Clearance (1 origina	al)	1	Accour Pampa	nting Office, DHVS anga	U Bacolor,	
2	Academic Evaluation	n (1 original)	2		of University Regis	strar (1st Floor,	
3	Pre-registration Form	n (1 original)	3	Respe	ctive College/Cam	pus	
4	Customer Survey Fo	orm (1 original)	4	Respe	ctive College/Cam	pus	
CL	IENT STEPS	AGENCY ACTION		EES TOPROCESSINGPERSOBE PAIDTIMERESPONSI			
reg fee De	Secure a pre- gistration and edback form at the an's Office	1.Verify student's record	record		2 Minutes	Administrative Aide Ms Rona P. Encinas CHTM Secretary	
aco reg fee Fa	Submit the complished pre- gistration and edback forms to the culty in charge for aluation	2.Advise the student about the subjects to be enrolled	N	one	10 Minutes	Faculty in Charge College of Hospitality and Tourism Management	
for Ch	Submit the evaluated ms to the Program airperson for proval	3.Approve the evaluated pre- registration form	None		2 Minutes	Program Chairperson BSHM/BSTM College of Hospitality and Tourism Management	
Cu	Fill out the stomer Satisfaction rvey Form	2. Collect the accomplished CSS Form	N	lone	3 Minutes	Administrative Aide Ms Rona P. Encinas CHTM	
pre the	Submit the approved e-registration form to e Office of the gistrar for encoding	4.Encode the subjects and issue Certificate of Registration	N	lone	1 Day	Administrative Aide Office of the University Registrat	

	200	1.Dov	-
TOTAL:	None	1 Day, 17 Minutes	



2. Issuance of Adding, Dropping, and Changing Forms



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

0	ffice or Division:	College of Hospitality	and	I Tourism	Management	
T	lassification: ype of ransaction:	Simple G2C - Government to	- Citi	70n		
	ho may avail:	All bonafide irregular				
	HECKLIST OF REQU				SECURE	
1	Certificate of Regist original)	stration (1	1	Adminis	f University Regist tration Bldg.)	
2	Academic Evaluation original)	on Record (1	2	Office of Adminis	f University Regist tration Bldg.)	trar (1st Floor,
3	Adding, Dropping, original)	Changing Form (1	3		tive College/Camp	ous
	CLIENT STEPS	AGENCY ACTION		FEES TO BE PAIDPROCESSING PROCESSING TIMEPERS RESPON		
C R ar E ^v fro	Secure a copy of ertificate of egistration (COR) nd Academic valuation Record om the Office of the egistrar	1.Issue a copy of the Certificate of Registration and Academic Evaluation Record	None		1 Minute	<i>Administrative Aide</i> Ms Rona P. Encinas CHTM
D Fo	Secure Adding, ropping, Changing orm from the ollege Secretary	2.Issue Adding, Dropping, Changing Form	None		1 Minute	<i>Administrative Aide</i> Ms Rona P. Encinas CHTM
ac Ac C C	Submit the ccomplished dding, Dropping, hanging Form to the ollege Dean for dvice and approval	 3.1 Advise the student as to which subject to add, drop or change 3.2 Evaluate and encode the data 3.3 Approve the subjects to be added, dropped or changed 		None	9 Minutes	Program Chairperson BSHM/BSTM College of Hospitality and Tourism Management

4.Submit the approved Adding, Dropping, Changing Form to the College Secretary	4. Forward the approved Adding, Dropping, Changing Form to the Registrar's Office for processing	None	30 Minutes	Administrative Aide Ms Rona P. Encinas CHTM
5. Fill out the Customer Satisfaction Survey Form	2. Collect the accomplished CSS Form	None	3 Minutes	Administrative Aide Ms Rona P. Encinas CHTM
	TOTAL:	None	44 Minutes	





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

	Office or Division:College of Hospitality and Tourism ManagementClassification:Simple					
Ту	pe of Transaction:	G2C - Government to	o Citize	en	1000	
Wh	no may avail:	All bonafide students	of DH	VSU		
СН	ECKLIST OF REQU	IREMENTS	WHE	RE TC	SECURE	
1	original, 1 photocopy)		1	Scho	ol Last Attended	
2	Copy of Grades and other schools (1 original content of the school of th	ginal, 1 photocopy)	2	Scho	ol Last Attended	
3	Certificate of Good photocopy)	Moral (1 original, 1	3	Scho	ol Last Attended	
4	Birth Certificate (1 c	original, 1 photocopy)	4		opine Statistics Autl ando, Pampanga	hority, City of San
5	Valid ID		5		net Multimedia Cen	iter, DHVSU
CL	IENT STEPS	AGENCY ACTION	FEES BE F		PROCESSING TIME	PERSON RESPONSIBLE
En and doo res	Submit dorsement Letter d the required cuments to the spective llege/Campus	1. Evaluate and endorse the transferee	No	ne	10 Minutes	Program Chairperson BSHM/BSTM College of Hospitality and Tourism Management
En	Submit the dorsement Letter to Admission Office	2. Schedule an entrance exam for the transferee	None		2 Minutes	<i>Administrative Aide</i> Admission Office
3. Take the examination on specified schedule		3.Administer the examination, check and issue the results	None		40 Minutes	Guidance Coordinator Office of the University Guidance Councilor
dod	Submit the required cuments for rollment	4.Receive the documents and issue Customer Survey Form	No	ne	3 Minutes	Administrative Aide Ms Rona P. Encinas CHTM
Cu	Fill out the stomer tisfaction Survey rm	2. Collect the accomplished CSS Form	No	ne	3 Minutes	Administrative Aide Ms Rona P. Encinas CHTM

	TOTAL:	None	55 Minutes	
	215	228	302	-
	147			



1. Enrollment Procedure

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

				1.5		
Of	fice or Division:	College of Industr	rial Te	chnolog	y (CIT)	
Cla	assification:	Simple				
Ту	pe of Transaction:	G2C - Governme	nt to C	Citizen		
	no may avail:	All bonafide CIT s	studer	nts of D⊢	IVSU	
CH	ECKLIST OF REQUI	REMENTS	WHE		SECURE	
1			1	Accour Pampa	nting Office, DHVS anga	SU Bacolor,
2	Academic evaluation Student's grades (1)		2		of the University R strative Building)	egistrar (1 st Floor,
3	Pre-Registration form	n (1 original)	3	Dean's	Office	
4	Customers Survey F QSP-ADMINSO-004	•	4	Dean's	Office	
5	Certificate of Registr	ation (COR)	5	Dean's	Office	
CL	IENT STEPS	AGENCY ACTION		ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
an Ev	Submit a clearance d Academic aluation records at e Dean's Office	1. Receive and check student's Academic Evaluation records and clearance compliance	N	lone	5 Minutes	College Secretary CIT
reg fee	Secure a pre- gistration form and edback forms at the an's Office	2.Issue Pre- Registration and feedback forms to students	None		2 Minutes	College Secretary CIT
ace reg fee	Submit the complished pre- jistration and edback forms to the ogram Chairperson	3.1 Evaluate/Revie w and Advise the courses to be enrolled by the students	None		10 Minutes	Program Chairperson CIT
	evaluation	3.2 Advise the student to drop the feedback form to the	None	e	1 Minute	Program Chairperson CIT

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

2. Issuance of Adding, Dropping, and Changing Forms

Eorm

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

Of	fice or Division:	College of Industrial	Tech	nology			
CI	assification:	Simple					
	pe of ansaction:	G2C - Government to	o Citizen				
W	ho may avail:	All bonafide irregular	stud	lents			
CH	CHECKLIST OF REQUIREMENTS				SECURE		
1	Certificate of Regis original)	stration (1	1		f the University Re tration Bldg.)	egistrar (1st Floor,	
2	Academic Evaluation original)	on Record (1	2	Office of	U /	egistrar (1st Floor,	
3	Adding, Dropping, original)	Changing Form (1	3	Dean's (Office		
	CLIENT STEPS	AGENCY ACTION		EES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Ce Re an Ev fro	Secure a copy of ertificate of egistration (COR) d Academic valuation Record om the Office of the egistrar	1.Issue a copy of the Certificate of Registration (COR) and Academic Evaluation Record	None		1 Minute	<i>Administrative Aide</i> Office of the University Registrar	
Dr Fo	Secure Adding, opping, Changing orm from the ollege Secretary	2.Issue Adding, Dropping, Changing Form		None	1 Minute	College Secretary CIT	
ac Ac Ch Pr	Submit the complished Iding, Dropping, hanging Form to the ogram Chairperson • evaluation	3.Evaluate the student as to the courses to be added, dropped or changed	None		5 Minutes	Program Chairperson CIT	

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





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

Of	fice or Division:	College of Industrial	Techno	ology (CIT)		
Cla	assification:	Simple					
Ту	pe of Transaction:	G2C - Government to	to Citizen				
Wł	no may avail:	All bonafide students	of DH	VSU			
С⊦	IECKLIST OF REQU	IREMENTS	WHE	RE TC	SECURE		
1	1 Official Transfer of Credentials 1 Original (Honorable Dismissal)		1	Scho	ol Last Attended		
2	Copy of Grades and other schools (1 or	iginal, 1photocopy)	2	Scho	ol Last Attended		
3	Certificate of Good photocopy)		3	Scho	ol Last Attended		
4	Birth Certificate (1 C photocopy) and ma Married		4		opine Statistics Autl ando, Pampanga	hority, City of San.	
5	2 copies of 2x2 pict with white backgrou	ures, full faced photo ind	5	Any F	Photo Center		
CL	IENT STEPS	AGENCY ACTION	FEES BE F		PROCESSING TIME	PERSON RESPONSIBLE	
do of	Present the required cuments (checklist requirements) at Dean's Office	1. Evaluate and endorse the transferee and advise to proceed to the Admission's Office	No	ne	10 Minutes	Program Chairperson CIT	
En	Submit the dorsement Letter to Admission's Office	2. Admit the transferee and refers to the Guidance and Testing Center for Admission Examination	None		2 Minutes	<i>Administrative Aide</i> Admission Office	
exa	Take the amination on ecified schedule	3. Administer and check examination, and issue the results	No	ne	40 Minutes	Guidance Coordinator Office of the University Guidance Councilor	

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





COLLEGE OF EDUCATION (COE)

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

Of	fice or						
	vision:	College of Education					
Cla	assification:	Simple					
-	pe of	N.Y. A.Y.					
	ansaction:	G2C - Government to					
	no may avail:	Incoming First Year C	-				
CHECKLIST OF REQUIREMENTS					D SECURE		
1	Form 138 (1		1	•	School where the stude	<u> </u>	
2		ertificate (1 original, 1	2		pine Statistics Authority	y, Maimpis,	
3	photocopy)	Good Moral (1	3		f San Fdo. Pamp.		
0	original, 1 ph						
4	2x2 picture w	vith white	4	Photo	Studio		
	background (-				
5	Proof of Adm	id Test Result	5	and T	SU Office of Admission	s, Guidance	
CL	IENT STEPS			ES TO PAID	PROCESSING	PERSON RESPONSIB LE	
	Sign in the ent log book	1. Instruct the client to sign in the log book	N	one	1 Minute	Office Secretary/ Faculty In Charge College of Education	
rec do	Submit the quired cuments for aluation	 2.1 Check the student's name on the list of qualifiers issued by the Office of the Admission 2.2 Attach the student's complete documents to the pre-registration form 2.3 Issue the pre-registration form and feedback form 	N	one	5 Minutes	Faculty In Charge College of Education	

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





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

Office or				1.11.1.1	
Division:	College of Education	-	_		
Classificati n:	Simple				
Type of					
Transactio	n				
	G2C - Government to Citiz	zen			
Who may avail:	Enrolled Irregular College	Stude	ents		
CHECKLIS	T OF REQUIREMENTS	WH	ERE T	O SECURE	
1 Certific	ate of Registration	1	Office	e of the Universit	y Registrar
2 Acader	nic Evaluation Record	2	Office	e of the Universit	v Registrar
3 Adding form	, Dropping and Changing	3		e of the College I	
4 CSS Fo	orm	3		e of the College I	
CLIENT STEPS	AGENCY ACTION	тс	EES) BE AID	PROCESSIN G TIME	PERSON RESPONSIBLE
1.Sign in the client log book	e 1. Instruct the client to sign in the log book		one	1 Minute	Office Secretary, Faculty In Charge College of Education
	 2.1 Check the documents submitted by the student 2.2 Issue Adding, Dropping, Changing Form 				
2. Submit the required documents for evaluation	2.3 Advise the student as to which subject to add, drop or change2.4 Evaluate and encode the data	None		20 Minutes	Dean / Program Chair College of Education
	2.5 Approve the subjects to be added, dropped or changed	100			2 /
	2.6 Forward the approved Adding, Dropping, Changing Form to the Registrar's Office for processing	1111		30 Minutes	Dean / Program Chair College of Education

the Customer Satisfaction Survey	3. Collect the accomplished CSS Form	None	3 Minutes	<i>Program Cl</i> College c Educatior
Form	TOTAL:	None	54 Minutes	
	TOTAL.	None		1.11





COLLEGE OF SOCIAL SCIENCES AND PHILOSOPHY (CSSP)

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

Of	fice or			-		
	vision:	College of Social Scie	ences	and Ph	nilosophy	10.1
Cla	assification:	Simple				
	pe of					
Tra	ansaction:	G2C - Government to	Citiz	en		
Wł	no may avail:	Incoming First Year C	olleg	e Stude	ents	
CH	IECKLIST OF	REQUIREMENTS	WH	ERE TO	D SECURE	
1	Form 138 (1	original)	1	High S	School where the stude	ent graduated
2	PSA Birth Ce	ertificate (1 original, 1	2		pine Statistics Authority	y, Maimpis,
	photocopy)				f San Fdo. Pamp.	
3		Good Moral (1	3	Previo	ous school attended	
1	original, 1 ph		4	Dhata	Ctudio	
4	2x2 picture w background (4	Photo	Studio	
5	Proof of Adm		5	DHVS	SU Office of Admission	s Guidance
Ũ		d Test Result	Ŭ	and T		
CL	IENT STEPS	AGENCY ACTION		ES TO PAID	PROCESSING TIME	PERSON RESPONSIB LE
	Sign in the ent log book	1. Instruct the client to sign in the log book	N	one	1 Minute	Office Secretary/ Faculty In Charge College of Social Sciences and Philosophy
rec do	Submit the quired cuments for aluation	 2.1 Check the student's name on the list of qualifiers issued by the Office of the Admission 2.2 Attach the student's complete documents to the pre-registration form 2.3 Issue the pre-registration form and feedback form 	N	one	5 Minutes	Faculty In Charge College of Social Sciences and Philosophy

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





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

Of	fice or		-	100		
Div	ision:	College of Social Scie	ences	and Pl	hilosophy	
Cla	assification:	Simple	1	10		
	pe of ansaction:	G2C - Government to	Citiz	on		
	no may avail:	Enrolled Irregular Col			ts	
		REQUIREMENTS	-		D SECURE	
1	Certificate of	Registration	1	Office	of the University I	Registrar
2	Academic Ev	aluation Record	2	Office	of the University I	Registrar
3	Adding, Drop form	pping and Changing	3		of the College De	
4	CSS Form	1 M 1 M 1	3	Office	of the College De	an
CL	IENT STEPS	AGENCY ACTION		ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Sign in the ent log book	1. Instruct the client to sign in the log book	None		1 Minute	Office Secretary/ Faculty In Charge College of Social Sciences and Philosophy
		2.1 Check the documents submitted by the student				
		2.2 Issue Adding, Dropping, Changing Form				
rec do	Submit the juired cuments for aluation	2.3 Advise the student as to which subject to add, drop or change	None		20 Minutes	Dean / Program Chairperson College of Social Sciences and Philosophy
		2.4 Evaluate and encode the data			17. S. A.	-
		2.5 Approve the subjects to be added, dropped or changed				
		2.6 Forward the approved Adding,	- M		30 Minutes	Dean / Program Chairperson

	Dropping, Changing Form to the Registrar's Office for processing			College of Soci Sciences and Philosophy
 Fill out the Customer Satisfaction Survey Form 	3. Collect the accomplished CSS Form	None	3 Minutes	Program Chairperson College of Soci Sciences and Philosophy
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	TOTAL:	None	54 Minutes	





DATA PROTECTION OFFICE

External Service





1. Request for Confidential Documents The request of University documents from the different departments/offices related to RA 10173 (Office of the Registrar, HRMO, Admission Office, Guidance)

Office or Division: Data Privacy Office							
Classification:		Simple	1				
	Y	G2C – Gover	nme	nt to Citiz	zen		
Type of Transactions: G2G – Government to Government							
Who may avail:		Concern Stak	akeholders				
CHECKLIST OF	REQUIF	REMENTS	WH	IERE TO	SECURE		
1 Data Privacy F original)	Request	Form (1	1		ivacy Office (Grou g Resource Cente	nd Floor, University r)	
2 DPO Clearance	ce (1 orig	inal)	2	Data Pr	ivacy Office (Grou	nd Floor, University	
				Learnin	g Resource Cente	r)	
CLIENT STEPS	AGEN	CY ACTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Request documents	review t accorda	eive and the request in ance with RA provision	ſ	None	5 Minutes	Public Information Officer Data Privacy Office	
2. Wait for the approval of the request	of the E Vice Pr	to the Office xecutive	None3 MinuteExecutive Vice President Office of the EVP			President	
DRO clearance of corresponding None 2 Minutes Office					Public Information Officer Data Privacy Office		
		TOTAL:		None	10 Minutes		



DATA PROTECTION OFFICE

Internal Service





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

Office or Divisio	on:	Data Privacy	/ Office			
Classification:	ssification: Simple					
	- A.	G2C – Gover	nme	ent to C	Citizen	
Type of Transac	ctions:	G2G – Gover	nme	ent to C	Government	
Who may avail:		Concern Stak	keho	lders		
CHECKLIST OF	REQUIE	REMENTS	WF	IERE	TO SECURE	
1 Data Privacy F	Request	Form (1	1	Data	Privacy Office (Gr	ound Floor,
original)	Y 22			Unive	ersity Learning Re	source Center)
CLIENT STEPS	AGEN	CY ACTION	тс	EES) BE AID	PROCESSING TIME	PERSON RESPONSIBLE
document/s to review request for None 5 Minutes C				Public Information Officer Data Privacy Office		
2.Receive the document2. Release the document			Ν	one	1 Minute	Public Information Officer Data Privacy Office
		TOTAL:	N	one	6 Minutes	





EXTENSION SERVICES OFFICE

Internal Service





1. Request for Extension Services

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

Communities												
	Office or Division: Extension Services Office											
Classification: Complex Type of G2C - Government to Citizen, G2B - Government to Business, G2G												
Тур	Type of G2C - Government to Citizen, G2B - Government to Business, G2G											
Tra	insaction:											
Wh	o may	All citizens/groups	that	t need ass	istance of exten	sion services						
ava		offered by the Univ	ers	ity								
CH	ECKLIST OF	REQUIREMENTS		WHERE T	O SECURE							
1	Request Le	tter (1 original)	1		n Service Office elopment Bldng.	(2 nd Floor Research)						
2	Reply Notic	e (1 original)	2		n Service Office elopment Bldng.	(2 nd Floor Research)						
3	Minutes of t original)	he Meeting (1	3	Extensio		(2 nd Floor Research						
4	Project Prop original)	oosal/MOA Draft(1	4	Extensio		(2 nd Floor Research						
	IENT EPS	AGENCY ACTION		FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE						
req and the	Secure uest letter I submit to Office of President	1. Receive the client's request, stamp and route to University Extension Services Office thru the VP RET Office		None	1 Day	<i>Administrative Aide (Office Secretary)</i> Office of the President						
	2. Wait for the reply notice acceptance or no acceptance			None	1 Day	Director for Extension Services, Extension Services Staff Extension Services Office, Research, Extension and Training Bldg.						
me Ext	3. Attend meeting at the Extension3. Coordinate with the ExtensionServices OfficeServices Office personnel; Discuss the project or service requested and assist in drafting a project			None	3 Day	Director and Staff, Extension Services Office, Research, Extension and Training Bldg.						

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





FINANCE MANAGEMENT SERVICES OFFICE

Internal Services





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

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

		r Divisio	n:		emen	t Services Office (FMSO)				
-				Simple	mont to Citizon, COD Covernment to					
Ту					ment to Citizen, G2B-Government to G-Government to Government					
W	Who may avail: Internal/Externa			Internal/Externa	al Clients requesting allotment for payment					
Cł	ECKLIST OF REQU			IREMENTS	WH	ERE TO SECURE				
1	evide Servi Othe (MO0 Capit	ence of pa ices (PS) r Operati DE), Equ tal Outlay ssary do nal)	aymen , Main ng Exp ipmen / (CO) cumen / (CO) cumen / Rem List c Retir	t Outlay (EO) & – (all ts should be oved Payroll ittance List of Actual ees	1	Departments/Colleges/Other Government Agencies, Private Companies, Individuals, etc.				
	1.2	MOOE 1.2.1	ADM Itiner	putation from INSO ary of travel						
		1.2.2		attachments ial Receipts						
		1.2.3		ement of		of Cherry				
		1.2.4	Billin	g Statement						
		1.2.5	Sale	s Invoice		NUVISU				
		1.2.6	Purc	hase Order		UTI MI				
	N. Rice	1.2.7	2.7 Approved Bud Proposal			Contraction of the second				
		1.2.8	Liqui	dation Report						
		1.2.9		Signed uest Letter of ment						
		1.2.10	Job (Order Contract		STREET, STREET				

1.3	СО					
1.5	1.3.1	Cont	ract Agreement			1000
	1.3.2	Appr Lette	oved Request			
	1.3.3	PPM	Р			
	1.3.4	APP	1. T. A			
1.4	EO		10 a. 10			
	1.4.1	Cont	ract Agreement			
	1.4.2		hase Order			
	1.4.3	PPM	Р			
	1.4.4	APP				
			ACENCY	FEES	PROCESSING	DEDSON
CLIE	ENT STEI	PS	AGENCY ACTION	TO BE PAID	TIME	PERSON RESPONSIBLE
Office a necessa	nit to FMS II the ary docun ing purpc	nents	1.1 Receive and record on the Control Logbook the supporting documents.	None	2 Minutes	<i>Administrative Aide I</i> Finance Management Services Office
			1.2 Verify accuracy and completeness of supporting documents, process and assign number on the ORS/BURS based on the Control Logbook maintained for the purpose.	None	15 Minutes	<i>Administrative Aide I</i> Finance Management Services Office

1.3 Advise the client to fill out the customer survey form.	None	2 Minutes	Administrative Aide I Finance Management Services Office
---	------	--------------	--

	1.00		8 3 3
1.4 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.	None	10 Minutes	Admin. Assistant VI / Budget Officer Finance Management Services Office
1.5 Review the ORS/BURS and supporting documents. If in order, sign the certification in Section B of the ORS/BURS.	None	15 Minutes	Chief Administrative Officer Finance Management Services Office
1.6 Forward the ORS/BURS and supporting documents to the Office of the Vice President for Admin and Finance for signature.	None	2 Minutes	<i>Administrative Aide I</i> Finance Management Services Office
TOTAL:	None	46 Minutes	





Graduate School

External Services





1. Graduate School Enrolment Procedure (New Student)

This describes the procedure in enrolment.

Office or Division: Graduate School									
Classification: Simple							1.1.1		
Type of Transaction: G2C – Government to Citizen									
W	ho may avail:	1.0	Graduate an	Graduate and Post Graduate students					
CH	HECKLIST OF REG	UIREM	ENTS	W	HERE TO	SECURE			
1	Advising Form (1	original)		1	Graduate School Office, 2 nd Floor, Graduate School Bldg.				
2	Certificate of Regi original)	stration	(COR) (1	2		he University Registation Bldg.	strar (OUR), 1 st Floor,		
3	Official Receipt (1	original)	3	Cashierin Window 1	g Office, 1 st Floor, <i>1</i> 1	Admin. Bldg. –		
4	Identification Card	l (1 origi	nal)	4	Internet M		IMC), (at the back of		
5	Interview Guide Fo	orm (1 o	original)	5		School Office, 2 nd	Floor, Graduate		
6	Personal Data She Picture with Name	Transcript of Record (1 photocopy), Personal Data Sheet (1 original), 2x2 Picture with Name Tag (1 original), Long Brown envelope			Possible I	0			
	CLIENT STEPS	AGEN	CY ACTION		EES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1.	Submit the following requirements: Photocopy of	cł	eceive and neck the equirements	None		2 Minutes	Faculty In-charge/ Program Chairperson Graduate School Office		
	Transcript of Record; Personal Data Sheet; 2x2 Picture with Name tag; and long brown envelope to the Dean's Office of the Graduate School.	th Si re th ar In	nsure that e Graduate chool tudent (GSS) egisters on e log Sheet nd issue the terview uide Form	None		5 Minutes	Faculty In-charge/ Program Chairperson Graduate School Office		
2.	Accomplish and submit the Interview Guide Form to the	2.1. R do ar	eceive the ocuments nd conduct terview	None None		5 Minutes	Faculty In-charge/ Program Chairperson Graduate School Office		
	Dean's Office of the Graduate School.		sue advising frm to GSS			2 Minutes	Faculty In-charge/ Program Chairperson Graduate School Office		

			A 1 2 .	410 3.4	
		2.3. Advise the GSS to copy the schedule	None	5 Minutes	Faculty In-charge/ Program Chairperson Graduate School Office
		2.4. Check and sign the Advising form	None	3 Minutes	Faculty In-charge/ Program Chairperson Graduate School Office
		2.5. Advise the GSS to proceed to the Registrar's office	None	2 Minutes	Faculty In-charge/ Program Chairperson Graduate School Office
3.	Submit the approved Advising Form to the University Registrar's Office	3.1. Encode the courses to be enrolled and print the Certificate of Registration (COR)	None	3 Minutes	Administrative Aide Office of the University Registrar
		3.2. Advise the GSS to proceed to the Cashiering office for payment	None	1 Minute	Administrative Aide Office of the University Registrar
4.	Pay the necessary amount at the Cashiering office.	4. Receive the payment and issue Official Receipt (OR) for the payment made.	See table for the Schedule of Fees and Other Charges	2 Minutes	Administrative Aide Cashiering Office
5.	Present the COR to the IMC for the issuance of I.D.	5. Print Identification Card (ID) for GSS	None	10 Minutes	Administrative Aide Internet Multimedia Center
		TOTAL:	See table for the Schedule of Fees and Other Charges	38 Minutes	



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

SCHEDULE OF FEES AND OTHER CHARGES CHM, CSSP.





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

Of	fice or Division		Graduate School						
	assification:		Simple						
Ту	pe of Transacti	on:							
	ho may avail:								
CH	HECKLIST OF R	EQUIR	EMENTS	W	HERE TO	SECURE			
1 Clearance Academic Program Evaluation (APE) Form (1 original)					Graduate School B	e School Office, 2 ⁿ Idg.	^d Floor, Graduate		
2	Advising Form			2		School Office, 2 ⁿ	^d Floor, Graduate		
3	3 Certificate of Registration (COR) (1 original)			3		the University Rec ministrative Bldg.	gistrar (OUR), 1 st		
4					Cashierin Window	ng Office, 1 st Floor 11	, Admin. Bldg. –		
5	Identification C	ard (1 o	riginal)	5 Internet Multimedia Center (IMC), (at the bac of Admin. Bldg.) - Room 1					
С	LIENT STEPS		GENCY CTION		EES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1.	Inquire for the requirements needed to enroll at the Graduate School office.	a e re cl	heck adent's cademic valuation ecords and earance ompliance.		None	5 Minutes	Faculty In-charge/ Program Chairperson Graduate School Office		
		th S (C re	nsure that le Graduate chool tudent GSS) egisters on le log Sheet		None	5 Minutes	Faculty In-charge/ Program Chairperson Graduate School Office		
		1.3. Is ac fo ai th co	sue an dvising orm to GSS nd require le GSS to opy the chedule		None	2 Minutes	Faculty In-charge/ Program Chairperson Graduate School Office		





	CHM, CSSP,						
	CBS, COE,	Tourism,	CAS,				
	CEA, CIT	Accountancy	Sociology	CCS, BSEE	EOC	Soc. Work	GS
TUITION FEE	220/unit	<u>220/unit</u>	<u>220/unit</u>	<u>220/unit</u>	1,250.00	<u>350/unit</u>	450/350
OTHER FEES-GENERAL FUND							
Admission Fees	-	-	-	-	-	-	-
Athletic Fees	160.00	160.00	160.00	160.00	160.00	160.00	160.00
Computer Fees	200.00	200.00	200.00	200.00	-	200.00	200.00
Cultural Fees	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Development Fees-IRSF	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00
Entrance Fees	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Guidance Fees	50.00	50.00	50.00	50.00	50.00	50.00	50.00
Guidance Fees-CB SEP	-	-	-	-	-	-	-
Handbook Fees	100.00	100.00	100.00	100.00	100.00	-	-
Insurance	50.00	50.00	50.00	50.00	50.00	50.00	50.00
Laboratory Fees	150.00	450.00	2,500.00	600.00	150.00	150.00	150.00
Library Fees	150.00	150.00	150.00	150.00	150.00	150.00	150.00
Medica // Dental Fees	80.00	80.00	80.00	80.00	80.00	80.00	80.00
Miscellaneous	70.00	70.00	70.00	70.00	70.00	70.00	70.00
Registration Fees	100.00	100.00	100.00	100.00	100.00	100.00	100.00
ROTC/CWTS	330.00	330.00	330.00	330.00	330.00	-	-
School ID Fees	150.00	150.00	150.00	150.00	150.00	150.00	150.00
Utility Fee	-	-	-	-	-	-	300.00
Total	3,490.00	3,790.00	5,840.00	3,940.00	3,290.00	3,060.00	3,360.00
OTHER FEES-TRUST FUND							
Devt. Fees-College Fee	50.00	50.00	50.00	50.00	50.00	50.00	50.00
Devt. Fees-Industrialist	70.00	70.00	70.00	70.00	70.00	70.00	70.00
Devt. Fees-USC/SSC	70.00	70.00	70.00	70.00	70.00	70.00	70.00
Total	190.00	190.00	190.00	190.00	190.00	190.00	190.00
	2 (20.00	2 000 00	6 0 20 00	4 4 3 0 00	2 400 00	2 250 00	2 550 00
TOTAL OTHER FEES	3,680.00	3,980.00	6,030.00	4,130.00	3,480.00	3,250.00	3,550.00

SCHEDULE OF FEES AND OTHER CHARGES

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

Office or Division	1 :	Graduate S	Graduate School of Studies					
Classification:		Simple						
Type of Transact	ion:	G2C – Gov	ernme	ent to (Citizen			
Who may avail:		All bonafide	e gradi	uate s	chool students of t	he University		
CHECKLIST OF F	REQUIRE	EMENTS	WHE	RE TO	O SECURE	-		
1 Manuscript (1 s	soft copy)	1	Clier	nt	A second		
2 Assessment Slip (1 original)				2 Graduate School Research Laboratory, 3 rd Floor Graduate School Bldng.)				
3 Official Receipt	(1 photo	сору)	3	Cash	niering Office (1 st F	loor, Admin Bldg.)		
CLIENT STEPS AGENCY ACTION				S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submit the soft copy of the manuscript to the Graduate School of Studies		/ of the ipt or if it he format of	No	ne	3 Minutes	Administrative Staff Office of the Graduate School		

		1.2	21112	
2. Pay the necessary fee	 2.1 Issue an assessment slip 2.2 Receive payment 2.3 For Undergraduate 2.4 For Graduate School 	PHP 45.00/ page	4 Minutes	Administrative Aide Office of the Graduate School Administrative Officer Cashiering Office
3. Submit the Assessment slip and a photocopy of the official receipt (OR)	3.1 Verify the payment made through OR and run the document using the plagiarism test. 3.2 Advise the client for edit, following the suggested modification and return for another plagiarism test should the manuscript fail, including grammar check	None	1 Day, 3 Minutes	<i>Administrative Aide</i> Office of the Graduate School
4 Receive issued Certificate of Plagiarism	4 Ensure that GSS submit the edited manuscript for final checking and Issue the Certificate of Plagiarism duly signed by the Research Laboratory Coordinator	None	10 Minutes	<i>Administrative Aide</i> Office of the Graduate School
	TOTAL:	PHP 45.00/ page	1 Day, 21 Minutes	



Graduate School

Internal Services





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

Office or Division: Graduate School							
assification:	Simple	Simple					
pe of Transacti ho may avail:	Graduate	Bovernment to Citizen e School Student (GSS) who has completed the academic ments prior to taking up thesis/dissertation writing.					
ECKLIST OF F	EQUIREMENTS	W	HERE TO	SECURE			
Transcript of R photocopies)	ecord (2	1	Registra	r's Office, 1 st Floor,	, Admin. Bldg.		
		2					
	· · · · · · · · · · · · · · · · · · ·						
Letter of Intent	(1 original)	5	Dean's (Office, Graduate Sc	chool (GS) – 2 ^{na} Floor		
2x2 picture (2 c	original)	6	Dean's (Office, Graduate So	chool (GS) – 2 nd Floor		
LIENT STEPS	AGENCY ACTION			PROCESSING TIME	PERSON RESPONSIBLE		
Apply at the Dean's office for Comprehensi ve Examination	1.1. Ensure that Graduate School Student registers on the Log Sheet.		None	2 Minutes	<i>Administrative Aide</i> Dean's Office Graduate School		
	eligibility of the student to take the Comprehens ve Examination and issue ar	si	None	5 Minutes	<i>Administrative Aide</i> Dean's Office Graduate School		
Present the Assessment Slip and pay the necessary amount to the	receipt (OR) S	for the chedule	10 minutes	<i>Cashier</i> Cashiering Office		
	pe of Transacti ho may avail: HECKLIST OF R Transcript of R photocopies) Assessment SI Official Receipt Letter of Intent 2x2 picture (2 c LIENT STEPS Apply at the Dean's office for Comprehensi ve Examination	pe of Transaction:G2C - Gho may avail:Graduate requiremHECKLIST OF REQUIREMENTSTranscript of Record (2 photocopies)Assessment Slip (1 original)Official Receipt (1 photocopy) Letter of Intent (1 original)2x2 picture (2 original)LIENT STEPSAGENCY ACTIONApply at the Dean's office for Comprehensi ve Examination1.1. Ensure that Graduate School Student registers on the Log Sheet.1.2. Evaluate the eligibility of the student to take the Comprehensi ve1.2. Evaluate the eligibility of the student to take the Comprehensi vePresent the Assessment Slip and pay the necessaryPresent the Assessry2.1. Issue official receipt (OR to the GSS.	pe of Transaction:G2C – Govern Graduate Schor requirements pHECKLIST OF REQUIREMENTSWTranscript of Record (21photocopies)1Assessment Slip (1 original)2Official Receipt (1 photocopy)3Letter of Intent (1 original)52x2 picture (2 original)6LIENT STEPSAGENCY ACTIONF BApply at the Dean's office for Comprehensi ve1.1. Ensure that Graduate Student registers on the Log Sheet.61.2. Evaluate the eligibility of the student to take the Comprehensi ve1.2. Evaluate the eligibility of the student to take the Comprehensi ve1.2. Evaluate the eligibility of the student to take the Comprehensi ve1.2. Evaluate the eligibility of the student to take the Comprehensi veSPresent the Assessment Slip and pay the necessary2.1. Issue official receipt (OR) to the GSS.S	pe of Transaction:G2C – Government to C Graduate School Studer requirements prior to takHere to may avail:Graduate School Studer requirements prior to takHECKLIST OF REQUIREMENTSWHERE TO Record (2 photocopies)Transcript of Record (2 photocopies)1RegistraAssessment Slip (1 original)2RegistraOfficial Receipt (1 photocopy)3CashieriLetter of Intent (1 original)5Dean's O2x2 picture (2 original)6Dean's OLIENT STEPSAGENCY ACTIONFEES TO BE PAIDApply at the Dean's office for Comprehensi ve1.1. Ensure that Graduate Student registers on the Log Sheet.None1.2. Evaluate the eligibility of the student to take the Comprehensi ve1.2. Evaluate the eligibility of the student to take the Comprehensi veNonePresent the Assessment Slip to the GSS.2.1. Issue official receipt (OR) to the GSS.See table for the schedule	pe of Transaction:G2C – Government to Citizenfor may avail:Graduate School Student (GSS) who has c requirements prior to taking up thesis/disseHECKLIST OF REQUIREMENTSWHERE TO SECURETranscript of Record (2 photocopies)1Registrar's Office, 1st FloorAssessment Slip (1 original)2Registrar's Office, 1st FloorOfficial Receipt (1 photocopy)3Cashiering Office, Graduate ScLetter of Intent (1 original)5Dean's Office, Graduate Sc2x2 picture (2 original)6Dean's Office, Graduate ScLIENT STEPSAGENCY ACTIONFEES TO BE PAIDPROCESSING TIMEApply at the Dean's office for Comprehensi ve Examination1.1. Ensure that Graduate School Student registers on the Log Sheet.None2 MinutesPresent the Assessment Slip and pay the necessary2.1. Issue official receipt (OR) to the GSS.See table for the Schedule10 minutes		

Cashiering Office.		and other Charges		
 Present the OR to the Dean of Grad. School 	3.1. Record the OR number in the Log Sheet.	None	1 Minute	<i>Administrative Aide</i> Dean's Office Graduate School
	3.2. Inform the student regarding the schedule of the orientation. Note: The orientation will be done three (3) weeks after the enrolment.	None	1 minute	<i>Administrative Aide</i> Dean's Office Graduate School
 Attend the Orientation as scheduled. 	4.1. Orient the GSS regarding the policies on taking the CE	None	1 Hour	<i>Dean</i> Dean's Office Graduate School
	4.2. Require the GSS to submit the following requirements: Application Letter for CE; 2 copies of 2x2 picture; and TOR prior to Examination.	None	1 Minute	<i>Dean / Administrative Aide</i> Dean's Office Graduate School
5. Submit the required documents to the Dean's Office	5.1. Issue an Examination permit after the orientation and ensure that the GSS submits all the requirements.	None	2 Minutes	<i>Administrative Aide I</i> 2 nd floor, Dean's Office, Graduate School

		22.2	12.00	
	5.2. Post a list of examinees before the examination. Note: The Schedule will be posted two (2) weeks after the orientation.	None	3 Minutes	Administrative Aide I Graduate School
 If qualified, present valid I.D. and permit to take 	6.1. Check the ID and permit of the GSS	None	5 Minutes	Proctor / Examiner Graduate School
the examination following the required examination schedule.	6.2. Give test instructions.	None	10 Minutes	<i>Proctor / Examiner</i> Graduate School
	TOTAL:	None	1 Hour, 35 Minutes	

SCHEDULE OF FEES AND OTHER CHARGES

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



GUIDANCE AND TESTING OFFICE

External Service





1. Issuance of Certificate of Good Moral Character

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

				•		mpioymona	
	Office or Division: Guidance and Testing Center						
Classif	ication		Simple				
		action:	G2C-Government to Citizen				
Who m			All bona fide DHVSU students, alumni/alumnae.				
CHECH			WHERE TO SECURE				
1		rsity Issued nt ID (1 al)	1	DHVSU b	oona fide students		
2	Enrol	cate of ment, Transfer entials (1 al)	2 Office of University Registrar's (1st Floor, Admir Bldng.)				
3	Paym the Is Certifi	est for ent Form for suance of cate of Good Character	3 Guidance and Testing Center (1 st Floor, Studen Affairs and Service Bldng.)				
4	Officia (OR)	al Receipt	4	Cashierin	g Office (1₅ Floor, /	Admin Bldng.)	
5		mentary os (2 pieces)	5		Internal Revenue	X /	
CLIE STE		AGENCY ACTION		EES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
cate Goo Mor Cha at th	Certifi of al racter dance ting	1. Interview and evaluate the client's request and verify records	2	None	2 Minutes	<i>Administrative Aide</i> Guidance and Testing Center	



2. Pay	2. Recei	A 1.4 P.	1000	
the necessary amount at the Cashiering Office.	ve the payment and issue OR for the payment made.	PHP 50	4 Minutes	<i>Administrative Officer</i> Cashiering Office.
3. Prese nt the OR to the Guidance and Testing Center	3. Print the Certificat e for Good Moral Characte r and affix documen tary stamp For <i>TRANSF</i> <i>EREES</i> to other school interview and instruct to fill out the Exit Interview Form	None	3 Minute 5 minutes	Administrative Aide Guidance and Testing Center <i>Guidance Counselor</i> Guidance and Testing Center
4. Wait for the issuance of Good Moral Character Certificat e at the Guidance and Testing Center	4. Relea se the Good Moral Character Certificate duly signed by the Guidance Counselor and request the client to fill out Customer Survey Form.	None	1 Minute	Administrative Aide Guidance and Testing Center
	TOTAL:	PHP 50	15 Minutes	



GUIDANCE AND TESTING CENTER Internal Services



1. Counseling Intervention Services

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

0.0	adjust satisfactorily to situations confronting him/her.							
	ice or Div		Guidance and Testing Center					
	ssificatio	n:	Simple					
	be of		G2C - Governm	ent to	Citizen	; G2G- Gove	rnment to	
	nsaction:		Government					
	o may av	_	administrative e	mploy	ees of th	ne University.	culty members and	
CH			UIREMENTS	WH	ERE TO	SECURE		
1	Universi original)	ty Issuec	Student ID (1	1		t Multimedia k of Adminis	Center (IMC) (at tration Bldg.)	
2	Certifica original)	te of Reg	gistration (1	2		of University Admin Bldng.	Registrar's (1₌)	
3	Call Slip	(1 origin	al)	3			ng Center (1∝ Floor, Service Bldng.)	
4	Referral	Form	* 4	4			ng Center (1∝ Floor, Service Bldng.)	
-	LIENT	AGE	NCY ACTION	FEES TO PROCES PERSON			PERSON RESPONSIBLE	
	WAL N Register to the Visitor/ Client basic info. in the Log Sheet	nsel inqu 2. Set	swer cou ee's initial iries an appointment le counselee	- N	lone	1 Minute 2 Minutes	<i>Guidance Associate</i> Guidanc e & Testing Center	
	for Counseli ng Services at the Guidanc e and Testing Center.		3. Facilitate interview using Intake Summary Form and Individual Informatio n Sheet			10 Minutes	Guidance Counselor Guidance & Testing Center	

		2.4.1.	2.3 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
2. Attend to the schedul ed counseli ng session and other assessm ent as required by the Guidanc e and Testing Center.	aluate counselee's oblem, conducts case nceptualization alyze pertinent data and ormation of the counselee an counseling intervention t counseling goals	None	1 Hour	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center
3. Attend the scheduled follow-up session/s at the Guidance and Testing Center	onduct series of unselling session raluate and Terminate unselling progress	None	1.5 Hours 25 Minutes	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center
	TOTAL:	None	3 Hours, 8 Minutes 1 Hour, 38 Minutes (for first session) 1.5 hours (for succeedin g sessions)	
B. Refe rrals	1. Receive accomplished Referral Form	None	1 Minute	<i>Guidance Associate Guidanc e & Testing Center</i>

		1		3 1 1
X.X	Gather information to the referee and conduct Intake Interview to the counselee	None	20 Minutes	Guidance Associate Guidanc e & Testing Center
	 Evaluate counselee's problem, conducts case conceptualization Analyze pertinent data and information of the counselee Plan counseling intervention Set counseling goals 	None	1 Hour	<i>Guidance Coordinator/ Guidance Counselor</i> Guidance & Testing Center
	Conduct series of counseling session Evaluate and Terminate counseling progress	None	1.5 Hours 25 Minutes	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center
	TOTAL:	None	3 Hours, 6 Minutes 1 Hour, 46 Minutes (for first session) 1.5 hours (for succeedin g sessions)	

2. Online Counseling Intervention Services

It is a goal-oriented process between a professionally trained, competent counselor and an individual seeking help for the purpose of clarifying facts and issues to increase the individual's capacity to adjust satisfactorily to situations confronting him/her. Online Counseling is a process of conducting intervention and counseling session over the phone or computer. Common means of communication for the



session may include text messaging, audio calling and video chatting and conference.

Office or Di	vision:	Guidance and Testing Center						
Classificati	on:	Simple	, and the second s					
Type of Transaction: G2C – G				ment to Cit	izens			
Who may a			lient who are mostly from students, faculty members nd administrative employees of the University.					
CHECKLIST	OF REQUIR	EMENTS	WH	ERE TO S	ECURE			
	ke Interview Sł dent Counselir ı)		1		ik posted in t Center Faceb	he Guidance and ook page.		
Psy	ital Health and chosocial Supp bloyees Google		2		k posted in t Center Faceb	he Guidance and ook page.		
CLIENT STEPS	AGENCY	ACTION		S TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE		
1. 1. Fill out Student counseli ng	Verify accom Student Cou google form MHPS goog	inseling and	None				3 Minutes	Administrative Aide Guidance & Testing Center
google form or MHPS google form to set an appoint ment posted in the Guidanc					2 Minutes	<i>Guidance Coordinator/ Guidance Counselor</i> Guidance & Testing Center		
e and testing center Facebo ok page.					TIVISU			
Attend to the scheduled intake interview with Guidance Associate.	Attend to neGuidance Associate facilitates intake interview and refer the student or employee to the Guidance WithAttend to facilitates intake interview and refer the student or employee to the Guidance Guidance			None	22 Minutes	<i>Guidance Associate</i> Guidanc e & Testing Center		

		2.28		1. 1 m
Attend to the scheduled online Counseling Session via Video conference or Audio calling thru Facebook	Evaluates counselee's problem, conducts case conceptualization. Analyzes pertinent data and information of the counselee. Plans counseling intervention. Sets counseling goals.		1 Hour	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center
4. Atten . d the scheduled . session/s at the Guidance and Testing Center	Schedules series of counseling session. Terminates Counseling Session	None	30 Minutes	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center
5. Atten d the scheduled follow-up session/s at the Guidance and Testing Center	Conducts series of Counseling Sessions	None	1.5 hour	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center
	TOTAL:	None	3 hours, 27 minutes 1 Hour, 57 Minutes (for first session) 1.5 hours (for succee ding session s)	



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

to cre	editable reaso	ns.				
Office or Div	vision:	Guidance	and 7	Festing Ce	nter	
Classificatio	n:	Simple				
Type of Tran	ransaction: G2C – Government to Citizens					
Who may av	ail:					aculty members
		and admir			yees of the U	Iniversity.
CHECKLIST	OF REQUIRE	EMENTS	WH	ERE TO S	ECURE	
	ersity Issued S	Student ID	1	DHVSU E	Bona fide Stu	udents
	riginal)		_			
-	Signed Excus	e letter (1	2	Parents/0	Guardian	
Origii 3 Valid		upporting	3	Doon's O	Affico / Drinoir	
	Documents s ause of	upporting	3		office / Princip Nedical/Denta	
	nce/tardiness	(all		Onice, iv	lealeal/Denta	
Origi		(un				
					PROCES	DEDCON
CLIENT STEPS	AGENCY	ACTION		S TO BE PAID	SING	PERSON RESPONSIBLE
SIEFS				FAID	TIME	RESPONSIBLE
1. Sign in	1. Checks e					
the	letter of t					
Visitor/ Client	student s guardian	•				
Log	guaruian	parent				
Sheet				None	3 Minutes	
and						
request						
for class						and the second second
admissio						Guidance
n slip.		4h. a		1		Counselor
2. Prese nt excuse	rify records in ecdotal index o					Guidance & Testing Center
letter and					and the second s	Conter
other			10	None	2 Minutes	
documents	diana.				100	
(e.g medical certificate)	3.8. 70			1	15 A.	and the second second
3.Attend	3. Conducts i	nterview				
Interview	based on the			8223	10	
with the	explanation le	etter and		None	10 Minutoo	
Guidance	verify support			100	Minutes	ANNELLO .
Counselor/	documents.	1000		Personal	00200 P-0++++	

Guidance Associate	AAA			
4. Secure Class admission Slip and accomplish Customer Survey form	4. Issues Class Admission Slip and request student to fill out customer survey form	None	3 Minutes	
	TOTAL:	None	18 Minutes	

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

	work immersion, on the job training				01	1	
Office or Division:			Guidance and Testing Center				
Classification:				Simple			
Type of Transactic	saction: G2C – Government to Citizens						
Who may avail:				•	unior and Senior H	•	
				•	ndergraduate, grac	luate and post	
			gradu	ate scho	ol applicant		
CHECKLIST OF RE	EQUIR	EMENTS	S	WHER	E TO SECURE		
1	Requ	uest Lette	er (for	1	Dean's Office / P	rincipal's Office	
	OJT)						
2	2 Endorsement			2	Administrative Se		
Letter (for hir			ing		Floor, Admin Bld	ng.)	
	purp	oses)				a like a	
CLIENT STEPS AGE							
CLIENT STEPS	6	AGEN ACTI		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	

	a second second second			EN CONTRACTOR
2. Register in the Visitor/ Client Log Sheet	1 Advise the applicant to register in the Visitor/ Client Log Sheet	None	1 Minute	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center
test at the Guidance and Testing Center and	 Administers the Test Battery Distributes and collects Customer Survey Form 	None	1 hour (OJT) 2 hours (teaching, non- teaching applicants and newly hired)	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center
	TOTAL:	None	1 hour, 5 minutes (For OJT/Work Immersion) 2 hours, 5 minutes (Teaching and Non-Teaching applicant and newly hired)	

5. Issuance of Test Permit Process

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

Office or Division:	Guidance and Testing Center				
Classification:	Simple				
Type of Transaction:		G2C-Government to Citizen			
Who may avail:	All incoming Junior and Senior High School, transferees, undergraduate, graduate and post graduate school applicant				
CHECKLIST OF R	EQUIREMENTS	u			
1	Test stub (1 original)	1	Admissions Office (1 st Floor, Student Affairs and Services Bldng.)		
2	Photocopy of Form 138	2	Student applicant's current School		
3	Official Receipt of Testing Fee (for student applicant not	3	Cashiering Office (1≝ Floor, Admin Bldng.)		



				213
	covered by RA 10931		1.00	
4	Picture (1 passport size)			Sec. C.
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present UAT test stub and required documents.	.1 Receives and check UAT test permit and required documents	None	2 Minutes	Administrative Aide Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center
Register on the test Schedule Log Sheet.	.1 Requests student to register on the log sheet	None	3 Minutes	Administrative Aide Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center
 Sign and Secure UAT Test permit. Accomplish customer survey form 	.1 Issues examination schedule or Test permit	None	5 minutes	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center
	TOTAL:	None	10 minutes	~~~

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

Office or Division:	Gu	uidance an	d Testing Center		
Classification:	Sir	Simple			
Type of Transaction	on: G2	G2C-Government to Citizen			
Who may avail:		All incoming Junior and Senior High School, transferees, undergraduate, graduate and post			
	graduate school applicant				
CHECKLIST OF RE	EQUIREMENTS	WHERE TO SECURE			
1 Testing permit(1 original)		1	Guidance and Testing Center (2 nd Floor, Student Affairs and Service Bldng.)		
2	School ID	2	Student applicant's current School		

				3 2 2	
3	Official Receipt of Testing Fee (for student applicant not covered by RA 10931	3	Bldng.)	a (1ª Floor, Admin	
4	Application form(for graduate students)	4	Admissions Office (1 st Floor, Student Affairs and Services Bldng.)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING	PERSON RESPONSIBLE	
Present UAT test permit and required documents.	Receives and checks UAT test permit and required documents	None	1 Minutes	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center	
Listen to the instruct of the proctor and fil the answer sheets		None	13 Minutes	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center	
Answer the sample questions and take UAT.	. Distributes	None	50 Minutes	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center	
Listen to the announcement of th proctor regarding schedule of the test results and accompl customer Survey for	ie . Collects test booklets and answer sheets . Distributes	none	5 Minutes	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center	

. Instructs the	1.0	122.34	
Schedule of			
test results.			100.00
TOTAL:	None	1 Hour and 9	
IOTAL:	none	Minutes	

Laboratory High School (LHS)

External Service





1. Enrollment Procedure for Junior High School This describes the standard procedure in the enrolment system of Grades 7-10.

Office of		V.A.V.A					
Divisio	n:	Laboratory High School					
Classifi		Simple					
Type of Transa		G2C - Government to Citizen					
	ay avail:	Incoming Grade 7 students and	d old s	tud	ents		
CHECKLIST OF REQUIREMENTS WHERE TO SECURE					E		
1	For Grac	le 7: Form 9 (1 original)	1		lementary So e student gra		
2	PSA Birt photocor	h Certificate (1 original, 1 oy)	2	A	hilippine Stat uthority, Mair an Fdo. Pam	mpis, City of	
3	Certifica photoco	te of Good Moral (1 original, 1 3 Previous sc			revious scho	ol attended	
4	2x2 pictu (1 origina	ure with white background 4			Photo Studio		
5				Laboratory High School (Principal`s Office, 1∝ Floor, LHS)			
6	Clearand	ce 9 (1 original)	6		ccounting Of dmin Bldng.)	fice, (1 st Floor	
7	Pre-regis original)	stration Form 9 (1	7	Laboratory High School (Principal`s Office, 1∝ Floor, LHS)			
8	8 Feedback Form 9 (1 original)			(F	aboratory Hig Principal`s Of HS)	gh School fice, 1ª Floor,	
CLIENT STEPS AGENCY ACTION		FEE S TC BE PAID)	PROCESS ING TIME	PERSON RESPONSI BLE		
1. Subr required docume evaluati	d ents for	 1.1 For Grade 7: Check the student's name on the list of qualifiers issued by the Office of the Admission 	None 5 Minutes Labora		Faculty In Charge Laboratory High School		

				<u> </u>
	 1.2 For Grades 8- 10: Check the student's Form 9 and clearance 1.3 Attach the student's complete documents to the pre-registration form 1.4 Issue the pre-registration form and feedback form with attached documents 			
2. Submit the accomplished pre-registration form for evaluation and advice	2.Evaluate/review and advise the student about the subjects to be enrolled	None	5 Minutes	<i>Unit</i> <i>Coordinator</i> Laboratory High School
3.Submit the evaluated pre- registration form to the Unit Coordinator	3. Approve the pre- registration form and forward to the Office of the Registrar	None	5 Minutes	<i>Principal</i> Laboratory High School
4. Proceed to the Office of the Registrar, Accounting and Cashier's Office for enrollment proper	4.Advise the student to proceed with the enrollment proper	None	5 Minutes	Administrativ e Aide Office of the University Registrar Accounting Office Cashiering Office
	TOTAL:	None	20 Minutes	100

2. Encoding of Grades for Junior High School This describes the standard procedure in the encoding of grades of Grade 7-10 students.

Office or Division:	Laboratory High School
Classification:	Simple
Type of	
Transaction:	G2C - Government to Citizen
Who may avail:	Enrolled Grade 7-10 students



CHECKLIST OF REQUIREMENTS			WHE	RE TO SECURE	No.	
1	Grade S	heet	1	Concerned Subject	ct Teacher	
2	Tempora	ary Card	2	Concerned Class Adviser		
3		port Card	3	Concerned Class Adviser		
4	4 Feedback Form 9		4	Laboratory High S Office, 1 st Floor, Li	· ·	
CLIENT	STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Compl requirem reflected approved system	on the	 1.1Secure a recording material (class record) for documenting or recording of student's grades per subject. 1.2Encode and print all students' grades at the end of every quarter. 1.3 Submit the grading sheet to the unit coordinator for checking. 	None	One quarter	<i>Subject Teachers</i> Laboratory High School	
		 2.1Receive and checks the grading sheets. 2.2Affixe the unit coordinator's signature for notation. 2.3 Endorse the grading sheets to the principal for further evaluation. 	None	10 minutes	Unit Coordinator Laboratory High School	



				318
	 3.1 Receive, recheck, and approve the submitted grading sheets. 3.2 Return the approved grade sheets to the secretary 	None	5 Minutes	<i>Principal</i> Laboratory High School
	4. Give the copy of grade sheet to the class adviser and to the subject teacher	None	1 Minute	<i>Administrative Aide</i> Laboratory High School
	5.1 Receive the approved grading sheets.		1 Minute	
	5.2 Make a summary of the students of each section.		60 Minutes 60 Minutes	
2. Receives the	5.3 Reflect the grades of each student on his/her Form 10 (Report Card) and Form 19 (Cumulative	None		Class Advisers Parent/Guardian
copy of the grades	Record). 5.4 Conduct counter		120 Minutes	Laboratory High School
	rechecking with the other faculty. 5.5 Distribute the temporary card (1 st -3 st Quarter) and final card (4 st quarter) to the parents/guardian of each student during the		At the end of the quarter (60 Minutes)	

				1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
XXX	scheduled Parents-Teacher Conference.		At the end of the academic year	
	5.6 Submit the Form 10 of his/her advisory class to the concerned registrar staff for filing purposes.			
	6. Receive and keep the said documents.	None	1 Minute	<i>Registrar's Staff</i> Office of University Registrar
	TOTAL:	None	5 Hours, 8 Minutes	

3. Student Disciplinary Action This describes the standard procedure in handling student disciplinary action.

Office or							
Division:		Laboratory High School					
Classifica	ation:	Simple					
Type of							
Transact	ion:	G2C, G2G - Government to Citizen, Government to Government					
Who may	/ avail:	Laboratory High School students					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE				
1	Parent's	Needed Letter (1	1	Class Adviser of the client			
- AND	original)				1000 L 1000		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		

1. Receive a complaint	1. Address complaint/s or problems to the Class Adviser	None	10 Minutes	Faculty In Charge Laboratory High School
2. Receive a parent's needed letter	 2.1 Discusses the complaint to the concerned student 2.2 Release a parent's needed letter to student whose complaint has an effect on the student's behaviour and on academic performance 	None	30 Minutes	Respective Class/Section Adviser Laboratory High School
3 Bring his/her parent/guardian	 3.1 Discuss the complaint in the presence of the guardian, Discipline Coordinator, Student concerned, and faculty concerned 3.2 Takes account of the complaint and the discussion. 3.3Discuss the violation and the possible sanction as stated in the Student Manual 3.4 Keep all the agreements and monitors the student 3.5 Endorse the situation to the Principal for final sanction/possible intervention 3.6 Give the sanction/intervention 	None	1 Hour	Discipline Coordinator Laboratory High School or Principal Laboratory High School or Guidance Counselor Laboratory High School

3.7 Endorse the student with serious/very serious situation/offense to the LHS Guidance Counselor/Guidance Office Staff/OSA Staff 3.8 Monitor and give intervention to student who committed serious or major offense			
TOTAL:	None	1 Hour, 40 Minutes	





Management Information System

External Service





1. ID Printing (New Student)

This describes the procedure for ID printing for new students.

This describes the pr	oceat		0					
Office or Division:		M	MIS Encoding Center					
Classification:		Si	imple	1.0	2 - M - M - C -	8 . 1 L L L		
Type of Transaction	n:	G	2G – (Governn	nent to Governme	nt		
Who may avail:	1	AI	II DHV	SU Emp	oloyees			
CHECKLIST OF RE	EQUIR	REMENTS		WHER	E TO SECURE			
1		ficate of		1	Office of the Reg			
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Regi origir	stration (1 nal)			Administrative Bl	dg.)		
CLIENT STEPS AGEN			Υ J T	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Registration (COR) payn		1. Verify payment i the COR	in _I	None	3 Minutes	Administrative Aide MIS Encoding Center		
capturing and affix e- phot		2. Capture photo and e-signatur	d I	None	5 Minutes	<i>Administrative Aide</i> MIS Encoding Center		
on the ID card inf be		3. Verify informatio before printing	on l	None	1 Minute	Administrative Aide MIS Encoding Center		
		4. Print ar issued ID card	-	None	5 Minutes	Administrative Aide MIS Encoding Center		
		TO	TAL:	None	9 Minutes			

2. Replacement of ID (Old Student)

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

Office or Division	1:	MIS	Encoding Center			
Classification:		Simple				
Type of Transact	pe of Transaction: G2G – Government to Government			ernment to Government		
Who may avail:		All DHVSU Employees				
CHECKLIST OF REQUIREMENTS			WHER	E TO SECURE		
1	Official Receipt (1 original)		1	Cashiering Office (1₌ Floor, Admin. Bldng.)		
2	Old School ID (1 original)		2	ID issued by the previous school		

3	ID Printing Form (1 original)	Form (1 Affair		Office of Student Affairs, 1∝ Floor, Student Affairs and Services Bldng.)		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE		
1. Request replacement of ID	1. Issue ID printing form	None	3 Minutes	Administrative Aide Office of the Administrative Services		
2. Pay necessary fee	2. Collect payment and issue official receipt	PHP 150	2 Minutes	<i>Administrative Aide</i> Cashieri ng Office		
3. Present ID printing form and Official Receipt (O	3. Verify ID printing R) form and OR	None	2 Minute	Administrative Aide MIS Encoding Center		
4. Prepare for pho capturing and affix e-signature		None	5 Minutes	Administrative Aide MIS Encoding Center		
5. Validate information on the ID card	5. Verify informatio n before printing	None	1 Minute	<i>Administrative Aide</i> MIS Encoding Center		
6. Wait for the ID Card issued I card		None	5 Minutes	Administrative Aide MIS Encoding Center		
	TOTAL:	PHP 150	18 Minutes			



Management Information System

Internal Service





1. Encoding of Students Grade

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

Office or Division:			MIS Encoding Center					
Classification:	-		Simple					
Type of Transactio	on:		G2G – Government to Government					
Who may avail:				eaching Personne				
CHECKLIST OF RI	EQU			E TO SECURE	•			
1		ulty	1	VPAA's Office/R	lespective			
	Sch	edule		Colleges/Campu	-			
		gram(1						
		tocopy)						
2		de Sheet	2		formation System (2 nd			
		original)	FEES	Floor, Admin Blo	lig.)			
CLIENT STEPS	CLIENT STEPS AGEN		TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
grades and provide the MIS staff a copy of class schedule facult the enrolr		enrolment system.	None	5 Minutes	Administrative Aide MIS Encoding Center			
grades facult when		2. Assist faculty whenever possible	None	1 Hour	Faculty DHVSU Administrative Aide MIS Encoding Center			
of the grade sheets the gr sheet and a		3. Print the grade sheets and affix initials	None	3 Minutes	Administrative Aide MIS Encoding Center			
alle.	TOTAL:	None	1 Hour, 8 Minutes					

2. ID Printing for Employees

This describes the procedure for ID printing among DHVSU personnel.

percention .					
Office or Division:	MIS Encoding Center				
Classification:	Simple				
Type of Transaction:	G2G – Government to Government				

-	URA
800	
	* 1
8	

Who may ava	il:	All DHVSU Employees						00	
	CHECKLIST OF REQUIREMENTS				WHERE TO SECURE				
1	Rec	Employee ID Request Form (1 priginal)		1 Administrative S Admin Bldng.)			s Office (1 st Floor,	
CLIENT STE	PS	AGEN ACTIO	-	FEES TO BE PAID	PROCESS PERSON ING TIME RESPONSIBLE				. T
1. Present Employee ID Request Form		1. Verit records the Person I Manag ment Systen	s in nne je	None	3 Mir	nutes	<i>Adminis Aide</i> MIS En Cen	coding	
2. Prepare for photo capturin and affix e- signature	g	2. Capture photo and e- signature		None	5 Minutes		<i>Adminis Aide</i> MIS E Cen	ncoding	
3. Validate information on the ID card		3. Verit informa n befor printing	atio re	None	1 Minute		Administrative Aide MIS Encoding Center		
4. Wait for the Card	ID	4. Print and issued card		None	5 Mir	nutes	<i>Adminis</i> <i>Aide</i> MIS E Cen	ncoding	
		ТС	TAL:	Non	e	9 N	linutes		



OFFICE FOR ALUMNI AFFAIRS

Internal Services





1. Giving and Acceptance of Donation The procedure covers the receiving and acknowledging of donations.

The procedure cover	IS THE LECEIN	ing anu a		Meuging	y or donations.		
Office or Division:	Office fo	or Alun	nni Affa	irs			
Classification:	Simple						
Type of Transaction	G2C – Government to Citizen						
Who may avail:		Donors					
CHECKLIST OF R	EQUIREMEN	NTS WHERE TO SECURE					
1	Letter of Int original)	Letter of Intent (1 original)			Donor		
2	Donation Form (1 original)			2	Office for Alumni Affairs (1₅ Floor, University Hostel)		
3	Deed of Donation (1 original)			3	Office for Alumni Affairs and the concerned unit - Benefactors		
4	Certificate of Appreciation (1 original)			4	Office for Alumni Affairs (1st Floor, University Hostel)		
		ENCY TION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the documents for donation	1.1. Info the Adminis Office 1.2. Pre the accepta program	tration pare nce	None		1 Day	OAA Director Office for Alumni Affairs	
2. Attend the 2. Conc Program the prog			None		1 Day	OAA Director Office for Alumni Affairs	
3. Accomplish 3. Colle Customer Survey accomp Form survey		lished	None		10 Minutes	Office Secretary Office for Alumni Affairs	
		тот	AL:	None	2 Days and 10 Minutes		

2. Request for Holding Alumni Activities The process of requesting and documenting the holding of alumni activities.

Office or Division:	Office for Alumni Affairs	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	

Who may avail:	1.00		DHVSU	J AI	umni	12.01		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE				
1	Request Form (1 original))	1	Office for Alumni Affairs (1 st Floor, University Hostel)		
CLIENT STEPS		AGENCY ACTION			FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIB LE	
1. Submit letter of request for evaluation		1.1. Eva the requ 1.2. Sec approva the requ to the manage	est cure al of uest top	None		10 Minutes	<i>OAA Director</i> Office for Alumni Affairs	
2. Wait for the release of the memorandum		2. Issue memora m for the activity	ndu	None		10 Minutes	<i>University</i> <i>President</i> Office of the President	
3. Prepare the report and document the activity		3. Recei and file t docume on	the	None		10 Minutes	Office Secretary Office for Alumni Affairs	
4. Accomplish Co Survey For			a survey		None	10 Minutes	Office Secretary Office for Alumni Affairs	



OFFICE FOR INTERNATIONAL PARTNERSHIPS AND PROGRAMS

Internal Services



OFFICE FOR INTERNATIONAL PARTNERSHIPS AND PROGRAMS

1. FOREIGN STUDENT ADMISSION

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

Office or	_								
Division:		Office for International Partnerships and Programs (OIPP)							
Classificati	00.		Highly Technical						
Type of Transaction		G2C – Governme	ont to Citi	700					
Who may a		FOREIGN STUDE		2611					
		EQUIREMENTS		TO SECURE					
CHECKEIS		of Intent (1	WIILKL						
1	origina		1	Student applican	t				
		ation Form (1		Office for Alumpi	Affairs (1st Floor,				
2	origina		2	University Hostel					
		nt visa (1)				
3	photod		3	Philippine Embas	ssy				
	priotos		FEES						
		AGENCY	TO	PROCESSING	PERSON				
CLIENT ST	TEPS	ACTION	BE	TIME	RESPONSIBLE				
			PAID						
1. Submit th	е	1. Evaluate the							
required		submitted	None	1 Day	Director				
documents		documents		, , , , , , , , , , , , , , , , , , ,	OIPP				
2. Attend the	Э	2. Orient the							
orientation of	on the	students about							
rules and		rules and	None	1 Day	Director,				
regulations	of the	regulations of			OIPP				
University		the University			and the second se				
3. Attend re	gular	3. Monitor and		111					
classes and	•	facilitate	Nese	(Depends on	ESL Coaches and				
sessions		students'	None	the program)	Instructors				
		learning	1	1 3 ,					
4. Attend the	Э	4. Prepare and	-	NUMASU					
completion		issue certificates	None	1 Day	Administrative				
ceremony		of completion		,	Aide OIPP				
		5. Collect the		STATISTICS OF	LANGE AND				
Customer Survey		accomplished	None	10 Minutes	Office Secretary				
Form		survey form	NONE	TO MINULES	OIPP				
	L ASNO	Survey IOIII		Approvingetal					
				Approximately	ana and a second				
1 8 55		TOTAL	None	more than 20					
		TOTAL:	None	Days					



2. REQUEST FOR TRAVEL AUTHORITY (OFFICIAL BUSINESS)

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

Office or		Office for later	notional	Dorthorphing on	d Programa (OIDD)				
Division: Classifica	tion	Once for inter	national	rannersnips an	d Programs (OIPP)				
·		Complex							
Type of	2.1	Complex							
Transacti	on:	G2G - Government to Government							
Who may		020 001011							
avail:		All bonafide DI	HVSU S	taff and Faculty					
CHECKLI	ST OF								
REQUIRE	MENT	ſS	WHER	E TO SECURE					
1	(1 ori	r of Request ginal)	1	Requesting Sta	ff/Faculty				
2		ficate of onal Travel (1 nal)	2	Requesting Staff/Faculty					
3		el Request (1 original)	3	Office for International Partnerships and Programs (1st Floor, University Hostel)					
	CLIENT AGENCY STEPS ACTION		FEE S TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE				
1. Submit the required documents for evaluation		1. Evaluate the submitted documents	None	1 Day	Director OIPP				
2. Wait for the approval of the evaluated documents		2.1 Endorse the letter of request and evaluated documents to the Board of Regents for approval	None	2 Days	Director OIPP				
	90	2.2 Forward the approved request to CHED -IAS	11						
3. Wait for approval c		3. Evaluate, approve/ disapprove	None	15 Days	Director, CHED -IAS				

evaluated documents	the request for travel	S.	A A E	
4. Receive the approved documents	4. Issue the approved Travel Authority	None	1 Day	Administrative Aide OIPP
5. Accomplish Customer Survey Form	5. Collect the accomplishe d survey form	None	10 Minutes	Office Secretary OIPP
			19 Days and	
	TOTAL:	None	10 Minutes	

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

Office or								
Division: Office for		Office for Internat	ffice for International Partnerships and Programs					
Classificati	on:	Simple						
Type of								
Transaction	า:	G2G- Governmer	nt to Gove	ernment				
Who may a		REQUESTING S	TAFF AN	ID FACULTY				
CHECKLIS	OF R	EQUIREMENTS	WHERE	TO SECURE				
1	Letter origina	of Request (1 al)	1	Requesting Staff/F	aculty			
2		cate of Personal I (1 original)	2	Requesting Staff/F	aculty			
3 Travel Request Form (1 original)		3	Office for International Partnerships and Programs (1 st Floor, University Hostel)					
CLIENT ST	TEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Submit the required documents		1. Review the submitted documents	None	1 Hour	Director OIPP			
		1.2. Prepare the endorsement letter and travel authority	None	1 Hour	Administrative Aide OIPP			
		2.2. Sign the documents	None	1 Hour	Chief Administrative Officer			
		2.3. Approve the travel authority	None	1 Hour	University President			

2. Receive the documents	2. Issue the travel authority	None	1 Hour	Administrative Aide OIPP
3. Accomplish Customer Survey Form	3. Collect the accomplished survey form	None	10 Minutes	Office Secretary OIPP
7.21	TOTAL:	None	5 Hours and 10 Minutes	1.1.1.1





OFFICE OF THE STUDENT AFFAIRS

External Services





1. ID Validation

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

CLIENT STEPSACTIONBE PAIDTIMERESPO1. Sign in the log sheet1. Instruct the client to sign in the log book1. MinuteAdmini Admini Ali Office of Admini Administrative Aide in charge for verification1. Instruct the client to sign in the log bookNone1 MinuteAdmini Admini Admini Admini Admini Admini Administrative Aide in charge for verification2. Receive the required documents upon verificationNone2 MinutesAdmini Admini1. Sign of the validated document4.Admini Admini	students in the Univ	ity.	le University.						
Type of Transaction: G2G – Government to Government Who may avail: All bona fide DHVSU students CHECKLIST OF REQUIREMENTS WHERE TO SECURE 1 Certificate of Registration (COR) 1 2 Official Identification Card (ID) 2 Management Information (MIS) CLIENT STEPS AGENCY ACTION FEES PAID PROCESSING PER RESPO 1. Sign in the log sheet 1. Instruct the client to sign in the log book 1. Instruct the client to sign in the log book None 1 Minute Admini Air Office of Affice	Office or Division:	100	vision:	Office	ffice of Student Affairs				
Who may avail: All bona fide DHVSU students CHECKLIST OF REQUIREMENTS WHERE TO SECURE 1 Certificate of Registration (COR) 1 Office of the University Registration (COR) 2 Official Identification Card (ID) 2 Management Information (MIS) CLIENT STEPS AGENCY ACTION FEES PAID PROCESSING TIME PER RESPO 1. Sign in the log sheet 1. Instruct the client to sign in the log book 1. Minute Admini 2. Submit the required documents to the Administrative Aide in charge for verification 2. Receive the required documents None 2 Minutes Admini. Aid Office of Affice of A	Classification:	Simple	Simple						
CHECKLIST OF REQUIREMENTSWHERE TO SECURE1Certificate of Registration (COR)1Office of the University Registration (MIS)2Official Identification Card (ID)2Management Information (MIS)CLIENT STEPSAGENCY ACTIONFEES TO BE PAIDPROCESSING BE PAIDPER RESPO1. Sign in the log sheet1. Instruct the client to sign in the log bookNone1 MinuteAdmini- Admini- Admini- Admini- Admini- Admini- Admini- Administrative Aide in charge for verification2. Receive the required documents upon verificationNone2 MinutesAdmini- Adm	Type of Transactic	G2G –	G2G – Government to Government						
1Certificate of Registration (COR)1Office of the University Registration (COR)2Official Identification Card (ID)2Management Information (MIS)CLIENT STEPSAGENCY ACTIONFEES TO ACTIONPROCESSING BE PAIDPER RESPO1. Sign in the log sheet1. Instruct the client to sign in the log book1. MinuteAdmin. Admin. Admin. difice of Aff2. Submit the required documents to the Administrative Aide in charge for verification2. Receive the required documents upon verificationNone2 MinutesAdmin. Admin. Admin. Admin. Admin. Admin. Aff3. Wait for the release of the validated document3. Mark the COR with OSA Rubber stampNone3 MinutesAdmin. Admin. Admin. Admin. Aff4. Receive the validated document4. Release/return the validated ID to the studentNone1 MinuteAdmin. Admin. Admin. Admin.5. Fill out the customer satisfaction ratio5. Provide the CustomerS. Provide the CustomerAdmin.		100		All bon					
Registration (COR)Management Information (MIS)2Official Identification Card (ID)2Management Information (MIS)CLIENT STEPSAGENCY ACTIONFES D BE PAIDPROCESSING BE PAIDPER RESPO1. Sign in the log sheet1. Instruct the client to sign in the log book1. MinuteAdmini Admini Adi2. Submit the required documents to the Administrative Aide in charge for verification2. Receive the required documents upon verificationNone1 MinuteAdmini Admini Admini Admini Admini Admini Admini Admini Admini Admini documents upon verificationNone2 MinutesAdmini Ad	CHECKLIST OF RE	JIREMENT	OF REQUIREMEN	S	WHER	E TO SECURE			
2 Official Identification Card (ID) 2 Management Information (MIS) CLIENT STEPS AGENCY ACTION FES TO BE PAID PROCESSING PER RESPO 1. Sign in the log sheet 1. Instruct the client to sign in the log book 1. Minute Admin. Ai Office of Affice o	1			COR)	1	Office of the Uni	versity Registrar		
CLIENT STEPSAGENCY ACTIONFEES TO BE PAIDPROCESSING TIMEPER RESPO1. Sign in the log sheet1. Instruct the client to sign in the log book1. Instruct the client to sign in the log bookNone1 MinuteAdmini Ali Office of Affi2. Submit the required documents to the Administrative Aide in charge for verification2. Receive the required documents upon verificationNone2 MinutesAdmini Ali Office of Affi3. Wait for the release of the validated document3. Mark the COR with OSA Rubber stampNone3 MinutesAdmini Ali Office of Affi4. Receive the validated document4. Release/return the validated ID to the studentNone1 MinuteAdmini Ali Office of Affi5. Fill out the customer satisfaction ration5. Provide the CustomerNone1 MinuteAdmini Admini	2	ficial Identi	Official Ide		2	•	ormation System		
Align with or by structClient to sign in the log bookNone1 MinuteAli Office of Aff2. Submit the required documents to the Administrative Aide in charge for verification2. Receive the required documentsNone2 MinutesAdmini Ali Office of Aff3. Wait for the release of the validated document3. Mark the COR with OSA Rubber stampNone2 MinutesAdmini Ali Office of Aff4. Receive the validated document4. Release/return the validated ID to the studentNone3 MinutesAdmini Ali Office of Aff5. Fill out the customer satisfaction ration5. Provide the CustomerS. Provide the CustomerAdmini Admini	CLIENT STEPS AG			TO BE	PROCESSING	PERSON RESPONSIBLE			
documents to the Administrative Aide in charge for verificationrequired documents upon verificationNone2 MinutesAdmini All 	1. Sign in the log sh	client to	client	client to sign in		1 Minute	Administrative Aide Office of Student Affairs		
of the validated documentCOR with OSA Rubber stampNoneAdminutesAttach the ID Validation sticker on the ID of the studentNone3 MinutesAdminutes4. Receive the validated document4. Release/return the validated ID 	documents to the Administrative Aide	required docume upon	o the requir ve Aide in docur prification upon	required documents upon		2 Minutes	Administrative Aide Office of Student Affairs		
validated documentRelease/return the validated ID to the studentNone1 MinuteAdmini- Ali5. Fill out the customer satisfaction rating5. Provide the CustomerAdmini- AliAdmini- Ali	of the	COR with Rubber Attach th Validation sticker of ID of the	ocument COR Rubbo Attack Valida sticke ID of t	COR with OSA Rubber stamp Attach the ID Validation sticker on the ID of the		3 Minutes	<i>Administrative Aide</i> Office of Student Affairs		
satisfaction rating Customer Admin	4. Receive the validated document4.Receive the the the		ne 4. cument Relea the va	4. Release/return the validated ID		1 Minute	Administrative Aide Office of Student Affairs		
Satisfaction None 3 Minutes Office of		Custom Satisfac Rating for	rating Custo Satisf Rating	er ion orm to	None	3 Minutes	Administrative Aide Office of Student Affairs		
TOTAL: None 10 Minutes		IT IN THE		OTAL:	None	10 Minutes	11111		



2.Replacement of Old/Lost ID

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

Office or Division:		Office of Student Affairs					
Classification:			Simple				
Type of Transaction:			G2G – Government to Government				
Who may avail:	1.2	7 A 7	All bon	a fide Dł	HVSU students	1. A.	
CHECKLIST OF R	EQUI	REMENTS	S	WHER	E TO SECURE		
1		tificate of istration (0	COR)	1	Office of the Un	iversity Registrar	
2	Official Old Identification ((ID)		Card	2	Students' old ID		
3	ID F	Printing Fo	rm	3	Office of Studen	nt Affairs	
		AGEN ACTI		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
book		1. Instruct the client to sign in the log book		None	1 Minute	Administrative Aide Office of Student Affairs	
2. Submit the required documents to the Administrative Aide in charge for verification		 2. Receive the required documents upon verification Issue ID printing form to the student 		None	2 Minutes	<i>Administrative Aide</i> Office of Student Affairs	
3. Fill out the ID printing form and submit to the Administrative Aide in charge for checking		3. Instructs the student to fill out all the items needed in the form and checks the completeness of the data		None	3 Minutes	Administrative Aide Office of Student Affairs	
4. Wait for further instruction on the next step at the cas office for payment ID replace		o pay shiers' of the	None	1 Minute	Administrative Aide Office of Student Affairs		

	Satisfaction Rating form to the student TOTAL:	None	3 Minutes	Office of Student Affairs
5. Fill out the customer satisfaction rating	5. Provide the Customer			Administrative Aide
XX	the Official Receipt at the MIS office for the printing of the new ID			

3. Accreditation and Re-Accreditation of Student Organizations

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

Office or Divisio		Office of Student Affairs				
Classification:	1000 C	Simple				
Type of Transac	tion:	G2G –	Government to Government			
Who may avail:		All recognized student organizations in the University				
CHECKLIST OF REQUIREMENT	S	WHER	E TO SECURE			
For Re-Accredit	ation					
1	Accomplishment Report (USC Form 001)	1	University Student Council Office			
2	2 Audited Financial Report (USC Form 002)		University Student Council Office			
3	3 Certificate of Compliance		University Student Council Office			
For New Organi	zation					
1	Letter of Intent	1	Student Organization concern			
2	Endorsement letter	2	College Deans/Campus Directors			
3	List of Elected Officers	3	Student Organization concern			
4	Approved Constitution and By-Laws	4	Student Organization concern			
5	Action Plan (USC Form 100)	5	Office of the University Student Council			
6	Photocopy of ID's with	6	Student Organization concern			



AV.A.Y	specimen signature		38.35	No. Contraction of the second s
7	Certificate of Oath of Office	7	Office of Student Af	fairs
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book	1. Instruct the client to sign in the log book	None	1 Minute	Officer in charge USC Office
2. Submit the required documents to the officer in charge at the USC office for checking and validation	2. Receive and review the documents submitted by the student organization	None	3 Minutes	<i>Officer in charge</i> USC Office
3. Wait for the documents to be evaluated for approval	3. Evaluates the documents submitted by the student organization	None	20 Minutes	<i>Officer in charge</i> USC Office
4. Wait for the approval of the accreditation/re-accreditation of the organization	Approves or disapproves (if necessary) the accreditation or re-accreditation of the student organizations	None	3 Minutes	<i>Director</i> Office of Student Affairs
5. Fill out the customer satisfaction rating	5. Provide the Customer Satisfaction Rating form to the student	None	3 Minutes	Administrative Aide Office of Student Affairs
	TOTAL:	5	None	30 Minutes

4. Lost and Found Services

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

Office or Division:	Office of Student Affairs	1
Classification:	Simple	



				G2G – Government to Government			
				bona fide DHVSU students			
CHECKLIST OF REQUIREME					WHERE TO SECURE		
1		ident Re	port	1	Office of Student Affairs		
2	Cla	im form		2	Office of Studen	t Affairs	
CLIENT STEPS		AGE ACT		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sign in the client log book1. Instruct client to s the log sl		sign in	None	1 Minute	Administrative Aide Office of Student Affairs		
2. Report/ surrender the lost/found item to the Administrative Aide in charge	ne	2. Recei report or surrende item fror concern student logs in th sheet fo and four item(s)	r ered m the and he log r lost	None	3 Minutes	<i>Administrative Aide</i> Office of Student Affairs	
3. Wait for the confirmation/verification of the lost or found item(s)		3. Post the announcement for lost and found item(s) on designated areas Contact the student, in case of the item(s) found and ask them to describe the lost item		None	15 Minutes	<i>Administrative</i> <i>Aide</i> Office of Student Affairs	
4. Wait for the release of the item the item to the rig owner af verification		found ghtful fter	None	011V15U 3 Minute	Administrative Aide Office of Student Affairs		
5. Fill out the custome satisfaction rating	r	5. Provide the Customer Satisfaction Rating form to the student		None	3 Minutes	Administrative Aide Office of Student Affairs	



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

Office or Division:			Office of Student Affairs				
Classification:				Simple			
Type of Transaction	on:				ment to Governm	ent	
Who may avail:	1.00	V 6. V	All bor	a fide D	HVSU students		
CHECKLIST OF R	EQUI	REMENTS	5	WHER	E TO SECURE		
1	Incid	lent Repor	t	1	Office of Studen	t Affairs	
2		ative Repo		2	Students involve	ed	
		oborated b	•				
	disir	terested p	arties	FEES			
CLIENT STEP	5	AGEN ACTI		TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sign in the client log book1. Instruct client to s the log sh		t tho					
JUUK		client to s	sign in	None	1 Minute	<i>Administrative</i> <i>Aide</i> Office of Student Affairs	

3. Wait for the issuance	3.			
of notice from either the prefect of discipline or the OSA Director	3.a Issue a memorandum to concern	None	1 day	Director Office of Student Affairs
	students for initial interview about the case filed against them 3.b Call for the meeting of the Disciplinary Committee to further investigate and deliberate on the case		3-5 days (Depending on the availability of the members of the committee)	<i>Director</i> Office of Student Affairs
4. Wait for the decision	4. Makes the			
of the Disciplinary Committee	decision based on the investigation conducted and the gathered information during the interview	None	3 days	Disciplinary Committee Director
	Inform the students concern about the decision thru an issuance of Office Order		DHVISU	Office of Student Affairs
5. Receives the decision from the committee	5. Explain the sanctions due to the involved students	None	20 Minutes	<i>Director</i> Office of Student Affairs

	TOTAL:	None	9 days and 29 Minutes	
6. Fill out the customer satisfaction rating	6.Provide the Customer Satisfaction Rating form to the student	None	3 Minutes	Administrative Aide Office of Student Affairs

6. Insurance Claim

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

Office or Division:		Office	Office of Student Affairs			
Classification:		Simple	Simple			
Type of Transactic	on:	G2G -	- Govern	ment to Governm	ent	
Who may avail:		All bo	na fide D	HVSU students		
CHECKLIST OF R	EQUIREMENTS	S	WHER	E TO SECURE		
1	Police Report incident repor the case may	t as	1	Police station		
2	Certificate of Registration		2	Office of the Unit	versity Registrar	
3	Photocopy of ID of the Student Claimant		3	Student Concerr	1	
4	Sworn statement of two disinterested parties		4	From two witnes	ses	
5	Policy contrac (photocopy)	ct	5	Office of Studen	t Affairs	
6	Official Recei medicines and supplies purc	d	6	Drugstores or Pr the medicines w		
7	Medical Abstr hospitalized		7	Hospital where t was confined	he patient/student	
8	Official Recein hospital bills	pts of	8	was confined	he patient/student	
9 Medical Certificat issued by the attending physici			9	From the attendi during the confin		
CLIENT STEPS	AGEI ACTI		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	

	a second second second	1. State 1.		EN C
1. Sign in the client log book	1. Instruct the client to sign in the log sheet	None	1 Minute	Administrative Aide Office of Student Affairs
2. Report the incident to the Administrative Aide in charge	2. Receive the report and issue the checklist of requirements when claiming for an insurance	None	5 Minutes	<i>Administrative Aide</i> Office of Student Affairs
3. Prepare all the requirements needed as stated in the checklist provided and submit these to the Administrative Aide in charge	3. Receive the requirements submitted	None	5 minutes	<i>Administrative Aide</i> Office of Student Affairs
3. Wait for the verification of the requirements submitted	3. Checks the requirements submitted by the student claimant	None	15 Minutes	<i>Administrative</i> <i>Aide</i> Office of Student Affairs
4. Wait for the endorsement from the Office of Student Affairs	4. Issue an endorsement letter to the claimant	None	5 Minutes	<i>Director</i> Office of Student Affairs
5. Fill out the customer satisfaction rating	5. Provide the Customer Satisfaction Rating form to the student	None	3 Minutes	<i>Administrative</i> <i>Aide</i> Office of Student Affairs
	TOTAL:	None	34 Minutes	Aler.

7. Filing of Candidacy

This describes the process of an application for candidacy of aspiring student leaders who are interested to run for a seat in the University Student Council election.

Office or Division:	27	Office of Student Affairs			
Classification:		Simple			
Type of Transaction	on:	G2C -	Governi	ment to Government	1
Who may avail:		All bona fide DHVSU students			1
CHECKLIST OF R	EQUIREMENTS		WHER	E TO SECURE	
1 Application for candidacy		1	1	S-COMELEC	

2	Certificate of Registration	2	Office of the Uni	iversity Registrat	
3	Photocopy of ID of the Student Claimant	3	Student Concer	n	
4	Election forms	4	S-COMELEC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sign in the client I book	client to sign in the log sheet	None	1 Minute	Administrative Aide Office of Student Affairs	
2. Files his/her candidacy to the S- COMELEC office	2.Receive the application for candidacy from the student leader	None	3 Minutes	S-COMELEC Office of Student Affairs	
3. Prepare all the requirements neede and submit these to the S-COMELEC Secretary	 3. Receive documents submitted by the candidates/party list 	None	5 minutes	S-COMELEC	
3. Wait for the verification of the requirements submitted	3.Evaluates the documents submitted by the candidates/party list	None	15 Minutes	S-COMELEC	
4. Wait for the endorsement from the S-COMELEC Chair	4. Endorse the list of approved candidates/party list to the OSA Director	None	5 Minutes	S-COMELEC Chair	
5. Wait for the postir of qualified candidates/party list	the list of qualified candidates/party list	None	10 Minut <mark>e</mark> s	S-COMELEC Chair	
6. Wait for the schedule of the campaign period	6. Sets the campaign period and the date of election	None	1 day	S-COMELEC Chair	
7. Fill out the customer satisfaction rating Satisfaction Rating form to the student		None	3 Minutes	Administrative Aide Office of Student Affairs	



7. OUTBOUND ACTIVITY

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

Office or Division:	Office	of Stude	ent Affairs				
Classification:			1	Simple			
Type of Transactio	on:	1.0		G2C – Government to Government			
Who may avail:	-	100			HVSU students		
CHECKLIST OF RE	QUIRE	MENTS			E TO SECURE		
1	Letter	of invite		1	From the organi	zing committee	
2	Memo	randum	issued	2	Office of the Co		
	by the Colleg	e/Depar	tment				
3	Outbo	und activ (OSA Fo	vity	3	Office of Studer	nt Affairs	
4		otarized al conse		4	Parents concerr	۱	
5	Photocopy of ID of parents with 3 specimen signature			5	Parents concern		
6		ry of act		6	Office of the College Dean		
7	List of	participa	ants	7	Office of the College Dean		
CLIENT STEP	S		NCY ION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sign in the client book	log	1. Instr the clie sign in log she	ent to the	None	1 minute	Administrative Aide Office of Student Affairs	
2. Request for Outbound Activity Forms 2. Release the request upon presert the lease invite		ase forms sted	None	3 minutes	<i>Administrative Aide</i> Office of Student Affairs		
			None	10 minutes	Administrative Aide Office of Student Affairs		

Administrative Aide in charge	submitted by the students			
4. Wait for the certificate of compliance	3.Evaluates the documents submitted by the students Issue the Certificate of Compliance after meeting all the requirements	None	15 minutes	<i>Director</i> Office of Student Affairs
5. Fill out the customer satisfaction rating	5. Provide the Customer Satisfaction Rating form to the student	None	3 minutes	<i>Administrative Aide</i> Office of Student Affairs
	TOTAL:	None	32 minutes	

8. Filing and Resolving Incident or Case

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

Of	ffice or Divisio	on:	Office of	Office of Student Affairs					
CI	assification:		Simple			A A A A A A A A A A A A A A A A A A A			
Ту	/pe of Transac	tion:	G2C –	Gover	nment	to Citizen			
W	ho may avail:	and the second	All bona	a fide [DHVSL	Students and Teac	chers		
C	HECKLIST OF	REQUIREME	NTS	WHE	RE TO	SECURE			
1	Incident repor student/teach	t duly signed b er complainant	by the t (1 origir	nal)	1	Concerned Stud	ent		
2		ort corroborate parties (1 origi	ed by two (2) 2 Witnesses						
	CLIENT STEPS	AGENCY AG	TION FEES TO PROCESSING PERSON BE PAID TIME RESPONSIBLE						

			12.14	12 14 12	
1.	Report the incident to the Office of Student Affairs	 Assess the report and issue an Incident Report Form to the complainant 	None	2 Minutes	<i>Director</i> Office of Student Affairs
2.	Accomplish the Incident Report Form and submit it to the Office of the Student Affairs	2. Study and analyze the case	None	30 Minutes	<i>Director</i> Office of Student Affairs
3.	Wait for the action to be taken for the case	3. Recommend necessary sanction or solution	None	10 Minutes	<i>Director</i> Office of Student Affairs
		TOTAL:	None	42 Minutes	





OFFICE OF THE STUDENT SERVICES

External Services





1. MEDICAL CHECK-UP

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

Office or Division	n:	Medical Health Unit					
Classification:	1.0	Simple					
Type of Transact	tion:	G2C - Government to Citizen					
Who may avail:	1.77.1	All bona fide	DH\	/SU stud	ents with particula	r emphasis on	
		those facing t					
CHECKLIST OF	REQUIRE	EMENTS	W) SECURE		
1 University Issu (1 original)	1 A		1	Internet	Multimedia Cente	er (IMC) Office	
2 Client Satisfac	tion Form	1	2	Medica	l Building		
CLIENT STEPS	AGENC	Y ACTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE	
 Register the patient in the General Gog Book and 	data	e patient's a (chief plaint, vital s)		None	3 Minutes	<i>Medical Officer</i> Medical and Dental Clinic	
Departmenta I Log sheet of the Medical	Exa Diag	orm Physical mination, gnosis and tment		None	8 Minutes	<i>Medical Officer</i> Medical and Dental Clinic	
Health Unit 2. Fill out Client		e prescribed licines		None	2 Minutes	<i>Medical Officer</i> Medical and Dental Clinic	
Satisfaction Form 1.4. Advice for follow- up check-ups or referral to specialist for severe cases			None	2 Minutes	<i>Medical Officer</i> Medical and Dental Clinic		
	1	TOTAL:		None	15 Minutes		



2. ORAL CHECK-UP (ORAL EXAMINATION)

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

Office or Division	on:	Dental Hea	lth U	nit		
Classification:		Simple				
Type of Transa	ction:	G2C – Government to Citizen				
Who may avail:		All bona fide	e D⊦	IVSU st	udents with partic	ular emphasis on those
Y A Y	A. 77.	facing the g				
CHECKLIST OF	-			r	O SECURE	
1 University Iss			1		et Multimedia Cen	ter (IMC) Office
2 Client Satisfa	action For	m	2		al Building	
CLIENT STEPS	AGENO	Y ACTION		ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register on the Patient's Daily	data	ner patient's (major plaint)	Σ	lone	2 Minutes	<i>Dental Aide</i> Medical and Dental Clinic Building
Record Form at the Dental Health Unit	Exa and	orm Oral mination treatment ning	Ν	lone	15 Minutes	<i>University Dentist III</i> Medical and Dental Clinic Building
2. Fill out Client Satisfaction Form	1.3. Adm case expl and	ninister	Ν	lone	2 Minutes	<i>University Dentist III</i> Medical and Dental Clinic Building
1.4. Advice follow- check- referra		ice for w-up ck-ups or rral to cialist for	Ν	lone	3 Minutes	<i>Dental Aide</i> Medical and Dental Clinic Building
	seve	ere cases TOTAL:	N	lone	22 Minutes	Charles a

3. SERVICE COMPLAINT

The Office of Student Services is one among the servicing offices of the University which is assigned to head and look after the services of all units under its jurisdiction if units are operating and performing in conjunction with its goal. The OSS looks, analyzes, and identifies the problems that arise from the different units under its leadership specifically problems concerning students' issues on services provided by its units.

Office or Division:	Student Services Office	
and the second s		

				41 P 4	
Classification:	1.00	Simple	10.00	1 C	
Type of Transact	tion:	G2C – Gov	ernment to C	Citizen	
Who may avail:				ommunity with spe led services.	cial attention on
V.A. 77					
CHECKLIST OF	REQUIRE	EMENTS	WHERE TO	O SECURE	
1 OSS Complai		1.00		of Student Service	
2 Customer Sat	isfaction I	Form		of Student Service	
3 University Issu	ued Stude	ent ID	3 Interne	et Multimedia Cent	ter (IMC) Office
CLIENT STEPS		Y ACTION	FEES TO	PROCESSING	PERSON
CEIEIT OTEI O	AULING	Action	BE PAID	TIME	RESPONSIBLE
1. Register on the Log Sheet of Student Services Office	Complai	×	None	2 Minutes	OSS Staff Student Services Building
2. Fill up OSS Complaint Form	2.1. Rev forwarde Complai	ed	None	5 Minutes	OSS <i>Director</i> Student Services Building
3. Discuss with the OSS Director the concerns issues/complaint	3.1. Discuss with the client the concern issues/ complaint		None	20 Minutes	OSS Director Student Services Building
4. Fill out Customer Satisfaction Form		vide and solutions client	None	10 Minutes	OSS Director Student Services Building
	·	TOTAL:	None	37 Minutes	



OFFICE OF THE UNIVERSITY REGISTRAR

External Services



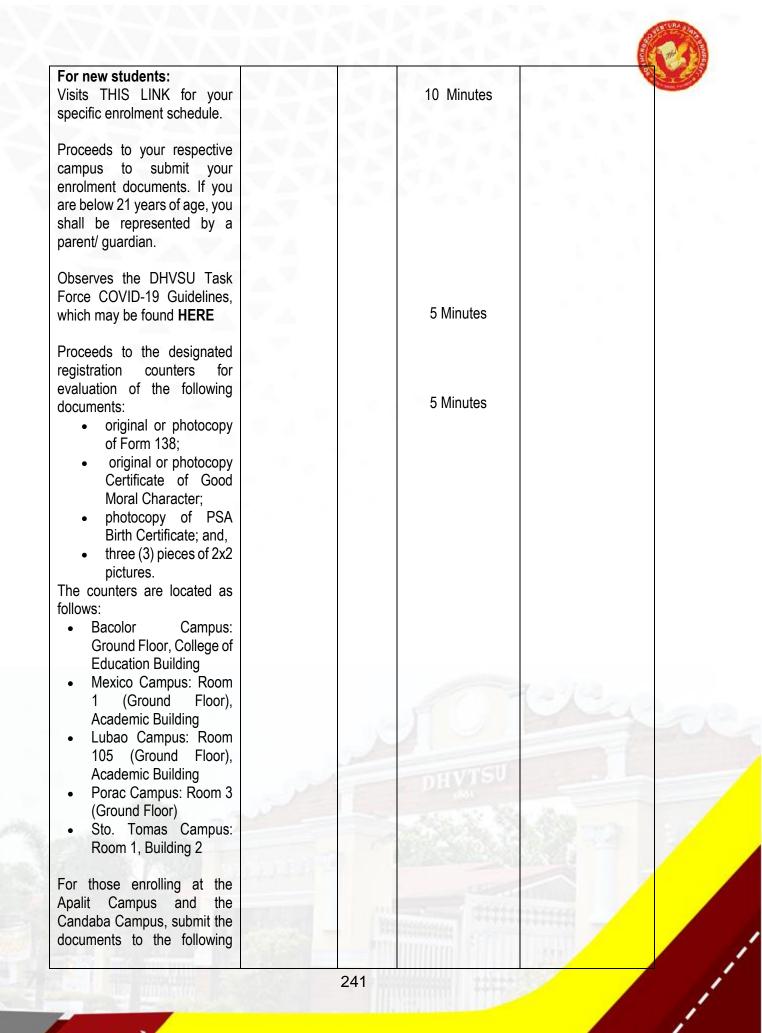


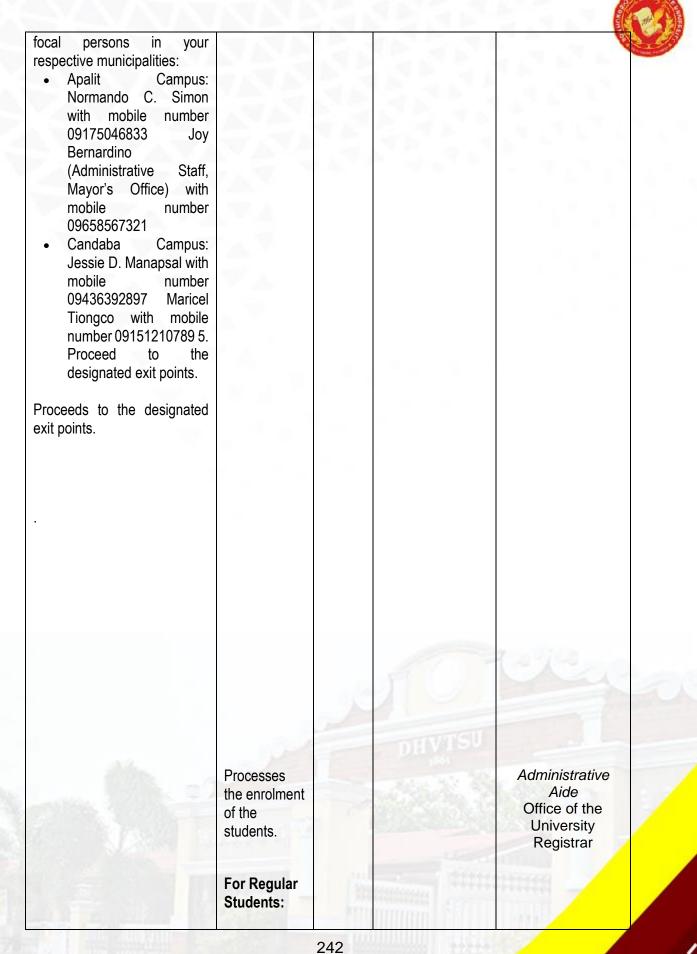
DURING PANDEMIC

1. Enrolment Procedure

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

Office or Division:		Offi	ce c	of the Uni	iversity Registrar	
Classification:		Sim	ple			
Type of Transaction: G2C -				Governm	nent to Citizen	
		All i	nco	ming Fre	shmen, shiftees,	transferees,
Who may avail:		retu	rne	es and a	Il regular students	6
CHECKLIST OF			w		O SECURE	
REQUIREMENTS		_				
1	Senior Hi	gh	1			Registrar (1st Floor,
	School			Studen	t Affairs and Serv	ices Bldg.)
	Report Ca					
	(1 origina					
	photocop For First	y) —				
	Year Coll	ene				
	applicant	ege				
2	Grade 6		2	School	of origin	
	Report Ca	ard			er en gin	
	, (1 origina					
	photocop	y) –				
	For Grade	e 7				
	applicant					
3	Good Mo		4	School	of origin	
	Certificate	•				
	original, 1					
4	photocop PSA Birth		5	5 Philippine Statistics Authority, Maimpi		
4	Certificate		5	CSFP	ne Statistics Auti	ionty, maimpis,
	original, 1	•		0011		A de
	photocop			1		
5	Transcrip		6	School	of origin	
	Records				DEVTSU	
10.00	original, 1					
1978	photocop					a starter
- ANNAL 3 PARSA	For Grad	uate		-		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
	School					
	applicant					
5 5 6 M L	Transfere	es		EEEe	1 diana	
	10	BENC	v	FEES TO	PROCESSING	PERSON
CLIENT STEPS		CTIO		BE	TIME	RESPONSIBLE
	A	51101		PAID		







Prepares the AcademicAdministrative AideEvaluation Program.Office of the University RegistrarProcesses the enrolment of the studentsAdministrative AideProcesses the enrolment of the studentsAdministrative AideFor Irregular Students, Shiftees, Transferees and Returnees:Adviser/chairpersonAnnounces specific schedule thru social media.Adviser/chairpersonContacts the student for advising which shall be carried out online.Adviser/chairpersonSubmits the pre- assessment forms to the dean for approval.Adviser/chairpersonForwards the approved forms to the defice.Adviser/chairpersonForwards the approved forms to the defice.Adviser/chairpersonProcesses the enrolment of the students.Adviser/chairpersonTOTAL:None 20 MinutesAdviser/chairperson				30
For Irregular Students, Shiftees, Transferees ,and Returnees:Adviser/chairpersonAnnounces specific schedule thru social media.Adviser/chairpersonContacts the student for advising which shall be carried out online.Adviser/chairpersonSubmits the pre- assessment forms to the dean for approval.ChairpersonForwards the approved forms to the Registrar's Office.Processes the enrolment of the students.	Academic Evaluation Program. Processes the enrolment of the			<i>Aide</i> Office of the University Registrar <i>Administrative</i> <i>Aide</i> Office of the University
specific schedule thru social media. Adviser/chairperson Contacts the student for advising Adviser/chairperson which shall be carried out be carried out online. Submits the Chairperson pre- assessment forms to the Administrative dean for Aide office of the University Registrar's Office. Processes the enrolment of the students.	Students, Shiftees, Transferees ,and			
student for advising which shall be carried out online. Adviser/chairperson Submits the pre- assessment forms to the dean for approval. Chairperson Forwards the approved forms to the Registrar's Office. Administrative Aide Processes the enrolment of the students. Processes the enrolment	specific schedule thru social media.			Adviser/chairperson
Submits the pre- assessment forms to the forms to the Administrative dean for approval. Forwards the approved forms to the Registrar Processes the enrolment of the students.	student for advising which shall be carried out			
Forwards the approved forms to the Registrar's Office. Registrar's Processes the enrolment of the students. Image: Comparison of the students.	pre- assessment forms to the dean for		50	<i>Administrative Aide</i> Office of the
the enrolment of the students.	 approved forms to the Registrar's		DHVISU	
	the enrolment of the students.	Nono	20 Minutos	
	IUTAL:	NOTE	20 minutes	



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

Off	ice or Division:		Iniversity Regist	rar (OUR)	
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen			
	o may avail:	All students ar	nd alumni of DH	VSU	
СН	ECKLIST OF REQUIREMENTS		WHERE TO S	SECURE	
Pri	ncipal		·		
1	Application Form (1 Original)		1	Office of the University Registrar, 1 Floor, Administrative Bldg.	
2	Student's ID or any government issued ID (1 Original)		2	Management Information System, DHVSU, Bacolor, Pampanga	
3	Documentary Stamps (2 pieces)		3	Bureau of Internal Revenue (BIR), Sindalan, CSFP	
4	Official Receipt (OR) as payme authentication (1 Original)	nt for the	4	Cashiering Office, 1 st Floor, Administrative Bldg.	
5	Transcript of Records (TOR), Diploma and Certifications (1 Original and 1 Photocopy for each document)		5 DHVTSU	Office of the University Registrar, 1 st Floor, Administrative Bldg.	
Rep	presentative's additional require	ements	100 March 100 Ma		
1	Duly Signed Authorization Lette		1	Person being represented	
2	Any government issued ID of th representative (1 photocopy)	e	2	Any valid ID issued by public and private government	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
 Request for Application Form and present Student's ID and sign in the client Log Sheet at the OUR For representative, present any Government issued ID, Authorization Letter and sign in the client Log Sheet at the OUR 	Issue application form	None	5 Minutes	Administrative Aide VI Administrative Aide IV Administrative Aide I Office of the University Registrar
2. Submit application form including documents at the OUR.	2. Verif y and check the documents for authenticati on and issue a payment stub	None	5 Minutes	Administrative Aide VI Administrative Aide IV Administrative Aide I Office of the University Registrar
3. Pay at the Cashiering Office and present the official receipt (OR) to the OUR.	3. Sche dule the date of release and issue claim stub	PHP 50/ set	5 Minutes	Administrative Aide VI Administrative Aide IV Administrative Aide I Office of the University Registrar
4 Present the claim stub, Official Receipt and Authorization Letter (for a representative) for the issuance of the requested document/s and sign in the client Log Sheet at the OUR	4. Issue the client's requested certification	None	2 Minutes	Administrative Aide VI Administrative Aide IV Administrative Aide I Office of the University Registrar
	TOTAL:	PHP 50/set	17 Minutes	



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

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

Offi	ce or Divisio	on:	Office of	Office of the University Registrar (OUR)			
Clas	ssification:		Simple	Simple			
Тур	e of Transa	iction:	G2C – G	Governm	ent to Citizen		
Who	o may avail		All stude	ents and	alumni of DHVSL	J	
CH	ECKLIST O	F REQUIREM	ENTS	WHER	RE TO SECURE		
Prir	ncipal	1					
1	Applicatio Original)	n Form (1	1		Office of the Uni 1 st Floor Admini	iversity Registrar, stration Bldg.	
2		ID or one (1) ent issued ID II)	2		Management Int 2 [™] Floor, DHVSI	formation Systems, J Admin. Bldg.	
3	Documen (6 pieces)	tary Stamps	3		BIR, Sindalan, CSFP		
4		eceipt (OR) ent for CAV (1	4		Cashiering Office, DHVSU, 1 Floor, Administration Bldg.		
5	Transcript Diploma a Certificatio Original, 2 photocopi	ons (1 2	5		Office of the University Registrar, 1st Floor Administration Bldg.		
Rep		e's additional	requireme	nts			
1		ed tion Letter for sentative (1	1	1	Person being represented		
2	Any gover issued ID represent Photocop	of the ative (1	2		Person being represented		
	CLIENT STEPS	AGENCY ACTION	FEES TO PAIL		PROCESSING TIME	PERSON RESPONSIBLE	

	-		1 2 1 1 P	1 m
 Request for Applicatio n Form and present Student's ID and sign in the client Log Sheet at the OUR For represent ative, present any Governm ent issued ID, Authorizat ion Letter and sign in the client Log Sheet at the OUR 	 Issue Applicati on Form for CAV of school records. 	None	5 Minutes	Administrative Aide I Office of the University Registrar
2. Submit application form including documents at the Registrar's Office.	2. Verif y and check the documents for authenticati on and issue a payment stub	None	5 Minutes	Administrative Aide <i>I</i> Office of the University Registrar
3. Pay at the Cashiering Office and present the official receipt (OR) to the OUR	3. Sche dule the release and issue claim stub	PHP 150	5 Minutes	Administrative Aide I Office of the University Registrar

			10.10	
4. Prese nt the claim stub, Official Receipt and Authorization Letter (for a representa tive) for the issuance of the requested document/s and sign in the client Log Sheet at the OUR	requested	none	3 days	Administrative Aide I Office of the University Registrar
	TOTAL:	PHP 150	3 days 15 Minutes	

3. Application for Certifications of Document/s Requested

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

	••••••						
Office or Divis	ion:	Office of the U	Office of the University Registrar (OUR)				
Classification:		Simple					
Type of Transa	action:	G2C – Govern	ment to	Citizen			
Who may avai		All students an	d alumn	i of DHVSU			
CHECKLIST O	F REQUIREMEN	TS	WHER	E TO SECURE			
Principal			•				
1	Application Form (1 Original)		1	Office of the University Registrar, 1 st Floor, Administration Bldg.			
2	Student's ID or any Government Issued ID (1 Original)		2	Management Information Systems, DHVSU, Bacolor, Pampanga			
3	Documentary St pieces)	tamps (2	3	BIR, Sindalan, CSFP			
4	Official Receipt (OR) as payment for the requested certifications (1 Original)		4	Cashiering Office, 1 st Floor, Administration Bldg.			
Representative	e's additional rec	quirements	11152				
1	Duly signed Aut Letter for the rep original)		1	Person being represented			

2	Any apparement issued ID of	2			
2	Any government issued ID of the representative (1 photocopy)		Any valid ID issued by public and private government		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSI BLE	
 Request for Application Form and present Student's ID and sign in the client Log Sheet at the OUR For representa tive, present any Governme nt issued ID, Authorizati on Letter and sign in the client Log Sheet at the OUR 	 Issue Application Form for the issuance of the requested certification. 	None	5 Minutes	Administrativ e Aide VI Administrativ e Aide IV Administrativ e Aide I Office of the University Registrar	
2. Submit application form including documents to the Registrar's Office	2. Ver ify and che ck the sub mitt ed doc um ent s and iss ue	None	5 Minutes	Administrativ e Aide VI Administrativ e Aide IV Administrativ e Aide I Office of the University Registrar	

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	me		1.1.1.1	1000
	nt	1.0		
	stu	1.1	1.11	10 1 m 1 m
	b	1.0	A 14	
3. Pay at	3. Sc		1.1	
the Cashiering	hed			
Office and	ule			Administrativ
present the	the			e Aide VI
receipt of	rele			Administrativ
payment to	ase	PHP		e Aide IV
the Registrar's	and	50/pa	5 Minutes	Administrativ
Office	iss	ge		e Aide I
	ue	_		Office of the
	clai			University
	m			Registrar
	stu			
	b			
		PHP		
	TOTAL:	50/pa	15 Minutes	
		ge		

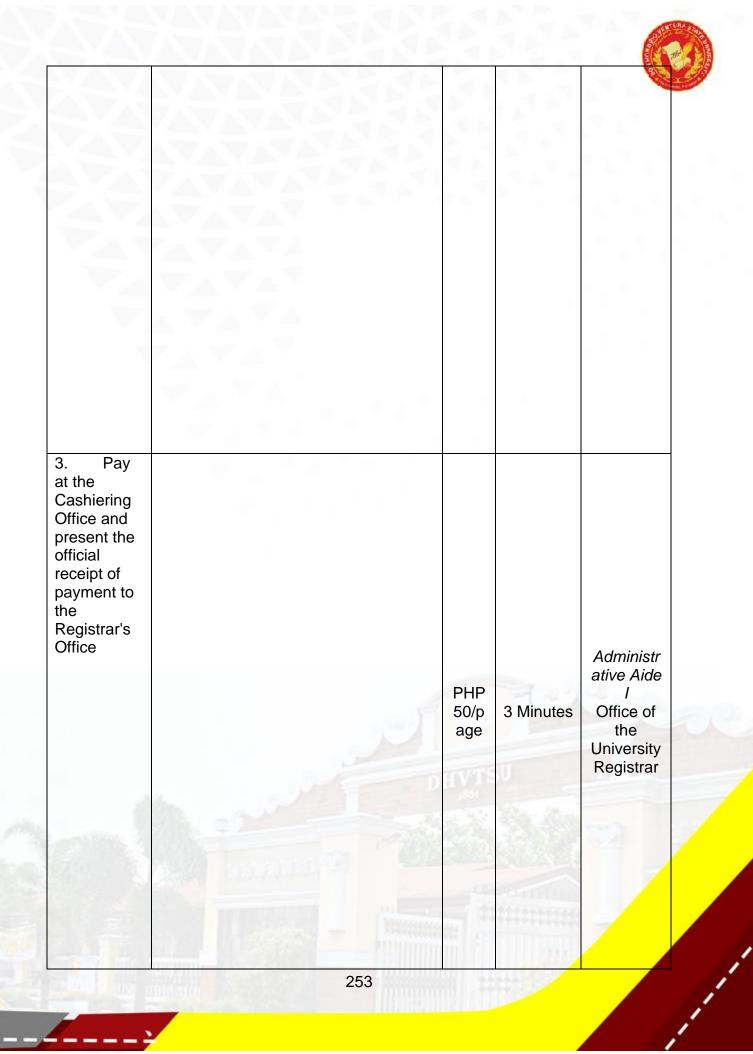
4. Application Certification of Completed Academic Requirements (CAR)

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

Office or Division: Office of t		Office of the Univ	e University Registrar (OUR)		
Classification:		Simple			
Type of Transaction:		G2C - Government to Citizen			
Who may avail:		All students and alumni of DHVSU			
CHECKLIST	OF REQUIREMENTS	S WHERE TO SECURE		RE TO SECURE	
Principal			S		
1	Application Form (1 o	riginal)	1	Office of the University Registrar, 1ª Floor, Administration Bldg.	
2	Student's ID or any government issued ID (1 original)		2	Management Information System, 2 [™] Floor, Administration Bldg.	
3	Documentary Stamps	s (2 pieces)	3	Bureau of Internal Revenue (BIR), Sindalan, CSFP	

4	Official Receipt as payment for CAR Certification (1 original)	4	Cashiering Office, 1 Floor, Administration Bldg.		
5	Comprehensive Exam Result (1 original)	5	Graduate School Office, DHVSU, Bacolor, Pampanga		
Representati	ve's additional requirements	1.1	, , ,		
1	Signed Authorization Letter (1 Original)	1	Person being represented		
2	Two (2) Valid ID's of the person being represented (1 photocopy)		Person being represented		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAI D	PROCES SING TIME	PERSON RESPON SIBLE	
 Request for Applicati on Form and present Student' s ID and Compre hensive Examina tion Result and sign in the client Log Sheet at the OUR For represen tative, present any Govern ment issued ID, Authoriz ation 	1. Issue Application Form	Non e	5 Minutes	Administr ative Aide I Office of the University Registrar	

				\$(\$**#**
and sign in the client Log Sheet at the OUR				
2. Sub mit accomplishe d application form including documents to the Registrar's Office.		Non	5 Minutes	Administr ative Aide I Office of the University Registrar
	252			



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	VAVA VA			
	CALCULATE A			
	VAYA'			
	AVAYS			
	N 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			
4. Pres ent the	4. Release the requested documents			
claim stub, official				Administr
receipt and Authorizatio		Non		ative Aide I
n Letter (for a		e	5 Minutes	Office of the
representati ve) to the				University Registrar
Registrar's Office.				
	TOTAL:	PHP 50/p	18	2.34
		age	Minutes	Carlos

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

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



Who may avail: All graduates of I				f DHVSU	- 6	61 S. (1 F)	8
CHECKLIST OF REQUIREMENTS			WHERE 1	ro s	ECURE		
Prine	cipal			100		A 100 M	
1	go		ID or any ent issued ID I)	1	Management Information Systems Floor, Administration Bldg.		
2	Cle	earanc	e (1 original)	2		ounting Office, 1 ninistration Bldg.	Floor
Repr	resentat	tive's a	additional requi	rements			
1 Duly signed Authorization Letter (1 Original)			1	Person being represented			
2			ernment issued otocopy)	2	Person being represented		enteu
CLI	ENT ST	EPS	AGENCY ACTION	FEES TO PAID		PROCESSING TIME	PERSON RESPONSIBLE
th o si c a S th C F e p g is	Request f ne issual f Diplom ign in the lient log nd prese student II ne Regis office. N for epresent a present a present a sued ID suthoriza	nce la, e book ent D at strar's ote: tative, iny ent 0 and	1. Verify, check or retrieve the requested diploma and schedule the date of release	None		10 Minutes	University Registrar/ Registrar III/ Assistant Registrar/ Admin. Aide VI/ Admin. Aide I V/ Admin. Aide I Office of the University Registrar
L	etter			Nerr			19 19 m
			TOTAL:	None		10 Minutes	

6. Enrolment for New Students and Transferees

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE					
avail:	All students who qualified in the University Admission Test						
Who may							
Transaction:	G2C -	G2C - Government to Citizen					
Type of	30						
Classification:	Simple	Simple					
Office or Division:	Office of the University Registrar (OUR)						

1. Secure an Advisin g Form at the	1. Issue Advising Form	None	10 Minutes		College Dean
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING) TIME	PERSON RESPONSIBLE
	pictures with white backgrou nd (2 pieces)		- Sec	TO DIVI	
5	Certificat e (1original , 1 photocop y) 2x2	5		Pampanga Photo Stud	
4	al/Honor able Dismissal (for transfere es) (1 original) PSA Birth	4		Philippine	Statistics Authority,
3	Moral Characte r (1 original) Transfer Credenti	3		From forme	er school
	e of Good	2			
2	138/Copy of Grades of Transfere e (1 original) Certificat	2		From forme	
1	Form	1		From forme	er school

College Dean's		100		¥
Office	1 A 10	100		
2. Fill-	2.1.			
out the Advising	Check the			
Form and	requirem	1 A		
submit to	ents and			
the College	advising form and	1. C. C.		
Dean's	forward	7 m	V	
Office	the	None	10 Minutes	College Dean
	documen ts to the	None		Concyc Dean
	Office of	1		
	the	- · ·		
	Universit	- A.		
	y Registrar	. 12		
	for			
	encoding			
	2.2. Encode			
	and print			Administrative Aide VI/
	the	None	10 Minutes	Administrative Aide IV/ Administrative Aide I
	Certificat e of			Office of the University
	Registrati			Registrar
	on			
	2.3.			
	Forward the			
	Certificat			72/20
	e of Dogistrati			
	Registrati on to the			Administrative Aide VI/ Administrative Aide IV/
	Dean/	None	10 Minutes	Administrative Aide IV
	Chairma		Dury Market	Office of the University
	n of different	20	A STREET	Registrar
	colleges			
	for		11 2 10 10 10 10	
	distributio n	1011111		
	TOTAL:	None	40. Minutes	1111111111
-	IVIAL.	Tione		



Enrolment for Old, Continuing and Returning Students This describes the enrolment procedure for old, continuing and returning 7.

students.

Students		04	A (b + 1)				
Office or Di			Office of the University Registrar				
Classificati		Simple					
Type of Tra			Government				
Who may a			udent who are	e qualified to		enroll at DHVSU	
	T OF REQUIREN				1 1	RE TO SECURE	
1	University issue	14			E	nternet Multimedia Center (IMC), DHVS Bacolor, Pampanga	
CLIENT	Academic Prog		EES TO BE	PROCESS	SING	Respective Colleges	
STEPS	ACTION		PAID	TIME	I	RESPONSIBLE	
1. Secure an Advisin g Form at the College Dean's Office	1. Issue Advis Form	ing	None	10 Minu	tes	College Dean	
out the Advising Form and submit to the	eck the quirements and vising form and ward the cuments to the fice of the iversity Registra encoding	ar	None	10 Minu	tes	College Dean	
	ai pi th C ifi e R	de nd rint ne ert cat cat of egi crat	None	10 Minu	tes	Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar, DHVSU, Bacolor, Pampanga	

3. For war d the Cert ificat e of Regi strat ion to the Dea n/ Chai rma n of diffe rent colle ges for distr ibuti on	None	10 Minutes	Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar, DHVSU, Bacolor, Pampanga	
TOTAL:	None	40 Minutes		

8. Application for Grade Discrepancy Form

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

Office or D	ivision:	of the University Registrar (OUR)				
Classificati	ion:	Simple	Э		11 -	1-1-200
Type of Transaction: G2G -			- Govern	ment-	to-Government	
Who may a	vail:	DHVS	U Facult	y	1	19
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE TOUS			
1	Duly signed Grading She original)	et (1	1	Management Information Systems, 2 nd Floor, Administration Bldg.		
2	Student Reco original)	Student Record (1		Concerned Instructor		
CLIENT AGENCY STEPS ACTION			FEES BE P	-	PROCESSING TIME	PERSON RESPONSIBLE

Present the gradi ng sheet to the University Registrar including the student record and sign in the client Log Sheet at the OUR.	1. Check the posted grade, verify the student record, and issue Grade Discrepancy Form to the instructor	None	5 Minutes	University Registrar Office of the University Registrar
Submit the Grade Discrepanc y Form including requirement s at the Registrar's Office.	 Input the corrected grade and ensure proper documentatio n. 	None	3 Minutes	University Registrar Office of the University Registrar
	TOTAL:	None	8 Minutes	

9. Application for Incomplete Grade Agreement Form

The procedure in requesting Incomplete Grade Agreement form.

Office or Di	vision:	Office of th	e University	/ Registrar (OUR)			
Classification: Simple							
Type ofTransaction:G2C - Government			ernment to	ernment to Citizen			
Who may a	vail:	All DHVSU	College St	udents with an Incomplete (Grade		
CHECKLIST OF REQUIREMENTS WHERE TO SECURE			Air				
1	Studen original	t's ID (1)	1	Management Information Syst 2 nd Floor Administration Bldg.			
2	(OR) as for the Grade	Receipt s payment Incomplete Agreement 1 original)	2 Cashiering Office,1 st Floor, Administration Bldg.		loor,		
CLIENT STEPS	A	GENCY CTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONS IBLE		

		and and a		300
1. Request for Incompl ete Grade Agreem ent Form, present Student' s ID and sign in the client Log Sheet at the OUR.	 Check the student's academic record for the incomplete grade and issue payment stub 	None	5 Minutes	Registrar III/ Administrati ve Aide VI/ Administrati ve Aide IV Administrati ve Aide I/ Office of the University Registrar
2. Pay at the Cashiering Office and present the official receipt of payment to the Registrar's Office	2. Issue the Incomplete Grade Agreement Form	PHP 100	5 Minutes	Registrar III/ Administrati ve Aide VI/ Administrati ve Aide IV Administrati ve Aide I/ Office of the University Registrar
	TOTAL:	PHP 100	10 Minutes	

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

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

Office or Di	vision:	Office of the Univ	ersity Registrar (OUR)	
Classificati	on:	Simple	1841	
Type of Tra	insaction:	G2C – Government-to-Citizens		
Who may a	vail:	All students and alumni of DHVSU		
CHECKLIS REQUIREM		WHERE TO SE	CURE	
1	Application Form (1 Original)	1	Office of the University Registrar, 1 st Floor DHVSU Admin. Bldg., Bacolor, Pampanga	

2	Cert Orig	Birth ificate (1 inal, 1 ocopy)	2			Statistics Authority impis, CSFP
3	Stuc any	lent's ID or Government ed ID (1			Management Information Systems, 2 nd Floor DHVSU Admin. Bldg., Bacolor, Pampanga	
4		r signed trance (1 inal)	4		Accounting Floor DHV Bacolor, Pa	SU Admin. Bldg.,
5		umentary nps (2 pieces)	5		BIR, Sinda	lan, CSFP
6	Offic (OR for the	cial Receipt) as payment ne TOR and n 137 (1	6			Office, 1∝ Floor dmin. Bldg., Bacolor, l
7	Duly Auth Lette	signed orization er for the esentative (1	7		Person bei	ing represented
8	Any issu repr	government ed ID of the esentative (1 tocopy)	8		Person bei	ing represented
CLIENT ST	EPS	AGENCY ACTION	FEES TO BE PAID	PRC	CESSING TIME	PERSON RESPONSIBLE
 Request Applicati Form and present Student's and sign the client Log Shee the OUR For represen e, presen any Governm issued II Authoriza n Letter a sign in th 	on d s ID in t et at tativ nt nent), atio and	1. Issue Applicati on Form	None	5	Minutes	Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar



				EN.
client Log Sheet at the OUR.	Θ			
2. Submit application form including the requirements at the Registrar's Office.	2. Verify , check or retrieve the requested documents and issue payment stub	None	5 Minutes	Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar
3. Pay at the Cashiering Office and present the official receipt of payment to the OUR and schedule the date of release and issue claim stub	3. Sche dule the date of release and issue claim stub	PHP 110/ page	2 Days	Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar
4. Present the claim stub, Official Receipt and Authorization Letter (for a representativ e) for the issuance of the requested document/s and sign in the client Log Sheet at the OUR	• Release the requested document/s	None	5 Minutes	Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar
	TOTAL:	PHP 110/ page	2 Days, 10 Minutes	



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

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

Office or Division	:	Office	of the Univ	ersity Registrar (OUR)	
Classification:		Compl	ex	10.00		
Type of Transacti	ion:	G2C – Government to Citizen'				
Who may avail:	N	All stu	dents and a	alumni of DHVSU	J	
CHECKLIST OF F	REQUIREMENT	S	WHERE ⁻	TO SECURE		
1	Application Fo original)	rm (1	1	Office of the Ur Registrar, DHV Pampanga	-	
2	PSA Birth Cer (1 original, 1 photocopy)	tificate	2	Philippine Stati (PSA), Maimpis		
3	Student's ID/C Government Is ID (1 original)	• •	3	Management Ir Systems, DHV: Pampanga	SU, Bacolor,	
4	Clearance (1 original)		4	Accounting Office, 1 st Floor DHVSU Admin. Bldg., Bacole Pampanga		
5	Documentary Stamps (2 pied	ces)	5	BIR, Sindalan,	CSFP	
6	Payment Rece original)	eipt (1	6	Cashiering Office,1∝ Floor DHVSU Admin. Bldg., Bacolo Pampanga		
7	Authorization I (1 Original) wit (2) valid IDs of representative	th two the	7	Person being re	epresented	
	S AGEN S AGEN ACTI		FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E	
 Request for Application For and present Student's ID an sign in the clier Log Sheet at th OUR For representany Government iss ID, Authorization Letter and sign 	Form Form tive, sued on	cation	None	5 Minutes	Administrative Aide Office of the University Registrar	

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			4.1	3
the client Log Sheet at the OUR.				
2. Submit application form including the requirements at the Registrar's Office.	2. Verify, check or retrieve the requested documents and issue payment stub	None	5 Minutes	Administrative Aide Office of the University Registrar
3. Pay at the Cashiering Office and present the receipt of payment to the Registrar's Office.	3. Schedul e the date of release and issue claim stub	PHP 110/pag e	6 Days	Administrative Aide Office of the University Registrar
4. Present the claim stub, Official Receipt and Authorization Letter (for a representative) for the issuance of the requested document/s and sign in the client Log Sheet at the OUR	4. Release the requested documents	None	5 Minutes	Administrative Aide Office of the University Registrar
	TOTAL:	PHP 110/pag e	6 Days, 15 Minutes	Rac

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

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

Office or Division:	Office of the University Registrar (OUR)
Classification:	Simple



- /	_		-		4.5	3	
Type of Transaction		G2C - Governm	oont t	o Citiz	200		
		All students of I					
Who may av		QUIREMENTS	1		TO SECURE		
1	-	ation Form (1	1	Office of the University Registrar, 1st Floor Administration Bldg.			
2	PSA B (1 orig photoc		2 Philippine Statistics Authority, Maimpis CSFP			ority, Maimpis,	
3	Studer	nt's ID/One (1) nment Issued ID	3		agement Information r Administration Bldg		
4	Cleara	nce (1 Original)	4		ounting Office, 1st Floo inistration Bldg.	or	
5	Docum (4 piec	nentary Stamps ces)	5	BIR,	Sindalan, CSFP		
6	Payme	I Receipt of ent (1 Original)	6	Cash Bldg	niering Office,1₅ Floo	r Administration	
7	origina valid II	ization Letter (1 I) with two (2) Ds (for a entative) (1 copy)	7	Pers	on being represented	d	
CLIENT ST	EPS	AGENCY ACTION	то	ES BE AID	PROCESSING TIME	PERSON RESPONSIBL E	
 Request f Application Form and present Student's and sign in the client Sheet at the OUR For represent , present Governme issued ID Authoriza Letter and sign in the client Log Sheet at the OUR 	ID In Log the ative any ent tion	. Issue application form	Nc	one	5 Minutes	Registrar/ Registrar III/ Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar	

the second second	A DOLLAR DESCRIPTION			SC 1
2. Submit application form including the requirements at the Registrar's Office.	2. Verify, check or retrieve the requested documents and issue payment stub	None	5 Minutes	University Registrar/ Registrar III/ Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar
3. Pay at the Cashiering Office and present the receipt of payment to the Registrar's Office	3. Schedule the date of release and issue claim stub	PHP 110/ page	2 Days	University Registrar/ Registrar III/ Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar
4. Present the claim stub, Official Receipt and Authorization Letter (for a representative) for the issuance of the requested document/s and sign in the client Log Sheet at the OUR	4. Release the requested documents	None	5 Minutes	University Registrar/ Registrar III/ Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar
	TOTAL:	PHP 110/ page	2 Days, 15 Minutes	14

13. FILING OF APPLICATION FOR SCHOLARSHIP & FINANCIAL ASSISTANCE

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

Office or Division: Scholarships & Financial Assistance Unit				
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All bona fide DHVSU students who are in tertiary level			



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE				
1	1 Application Form (1 original)			vider (Benefactor)	cial Assistance Unit & , University Floor Administration		
2	Certificate of Registration (1 original and 1 photocopy)	2	Uni Adr	Office, 1 st Floor			
3	Certificate of Grades (1 original)	3		versity Registrar's ninistration Bldg.	Office, 1 Floor		
4	University issued Student's I. D. (1 Photocopy)	4		rnet Multimedia C ninistration Bldg.)	enter (at the back of		
5	Original Copy of Good Moral Certificate (1 Original and 1 photocopy)	5	5 Guidance & Testing Center (infront of (Bldg.)				
6	ITR or Certificate of Indigency (1 Original and 1 photocopy)	6 BIR/ Respective Barangay		ngay			
7	Duly signed Letter of Intent (1 Original)	7	DH	VSU Student			
CLIENT STEPS	AGENCY ACTION	FE TO PA	BE	PROCESSING TIME	PERSON RESPONSIBLE		
 Request for application form and requiremen s at the University Registrar's Office. 	application form &	No		2 Minutes	Administrative Aide I Scholarships & Financial Assistance Unit University Registrar's Office		
2. Submit accomplished application form & requirements at the University Registrar's Office.	2. Validate and evaluate submitted documents	Noi	ne	2 Minutes	Administrative Aide I Scholarships & Financial Assistance Unit University Registrar's Office		

3. Prepare for interview	3. Conduct Interview	None	15 Minutes	Administrative Aide Scholarships & Financial Assistance Unit University Registrar's Office
4. Wait for the result of the interview Note: The time of the result of the interview is highly dependent on the scholarship/ financial assistance applied for. Most government agencies (i.e. CHED and DOST) have their respective timetable of activities while private scholarship program takes around three (3) days to a week after the interview.	4. Inform the applicant on the result of the interview whether the applicant will be granted or not.	None	Varies timetable of each scholarship & financial assistance program s	Administrative Aide I Scholarships & Financial Assistance Unit University Registrar's Office
	TOTAL:	None	18 minutes plus varies timetable of each scholarship & financial assistance programs	



PLANNING AND DEVELOPMENT OFFICE

Internal Services

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

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

Off	fice or Division		Planning	and	Develop	ment Office			
Cla	assification:		Simple						
Ту	pe of Transacti	on:	G2G – G	ovei	rnment to	Government			
Wł	no may avail:		All bona	ona fide DHVSU employees					
CHECKLIST OF REQUIREMENTS			S	WHERE TO SECURE					
1		ormance Comn		1 DHVSU Official Website, DHVSU FB					
(IPC) Form (1 original, 1 photocopy)			tocopy)	Page, Planning and Development Office (2 nd Floor, Admin.Bldng)					
2	2 Office Performance Commitment (OPC) Form			2	Page, P	Official Website, lanning and Deve or, Admin.Bldng)			
С	LIENT STEPS	AGENCY A	CTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE		
	Sign in the ent log book	1. Instruct the sign in the log			None	1 Minute	Administrative Aide Planning and Development Office		
rec doc Co init	2. Submit the required2. Receive the required docu and check for counter 1 for initial assessment and verificationCounter 1 for initial assessment and verificationForwarding the Planning Direct		ments before em to the		None	2 Minutes	Administrative Aide Planning and Development Office		

3. Wait for the release of the validated document	3. Validate the accuracy and alignment of the success indicators to the agency`s targets and strategic directions	None	5 Minutes	<i>Director</i> Planning and Development Office
4. Receive the validated document	4. Record all the comments, suggestions, and recommendations on the accomplished forms	None	2 Minutes	<i>Administrative</i> <i>Aide</i> Planning and Development Office
	TOTAL:	None	10 Minutes	

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

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

Office or Division: Plannin						ment Office	
Cla	ssification:		Simple				
Ту	pe of Transacti	on:	G2G – Government to Government				
Wh	o may avail:		All bona	fide	DHVSU e	employees	
CHECKLIST OF REQUIREMENTS			W	IERE TO	SECURE		
1 Individual Performance Commitment and Review (IPCR) Form (1 original, 1 photocopy)			1	Page, P	Official Website, lanning and Deve or, Admin.Bldng)		
2	2 Office Performance Commitment and Review (OPCR) Form (1 original, 1 photocopy)			2	Page, P	Official Website, lanning and Deve or, Admin.Bldng)	
CI	LIENT STEPS	AGENCY A	CTION		ES TO	PROCESSING TIME	PERSON RESPONSIBLE
	1. Sign in the client log book1. Instruct the client to sign in the log book			ALX.	None	1 Minute	Administrative Aide Planning and Development Office
req doc	Submit the juired cuments to unter 1 for	2. Receive the required docur and check for completeness	ments		None	3 Minutes	Administrative Aide Planning and Development Office

initial assessment and verification	forwarding them to the Planning Director			
3. Wait for the release of the evaluated document	3. Prepare the evaluation report and provide feedback based on the identified performance/success indicators	None	10 Minutes	<i>Director</i> Planning and Development Office
4. Receive the evaluated document	4. Record the individual and office performance rating reflected on the validated documents	None	1 Minute	<i>Administrative</i> <i>Aide</i> Planning and Development Office
- W.	TOTAL:	None	15 Minutes	

PUBLIC INFORMATION OFFICE

Internal Service



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

Office or Division:		Public	Inforn	nation	Offic	20		
Classification:			Simple					
				rnmen	t to (Citizen		
				ed Stal				
CHECKLIST OF REQUIREMENTS						TO SECURE		
Layout / Copy of the Materials Posted (1 original)				1			nation Office	
CLIENT STEPS	AGENCY ACTION			S TO PAID	PR	OCESSING TIME	PERSON RESPONSIBLE	
1. Sign in the Office Client Logbook	1. Require clie log in the Offic book		No	one	1	1 Minute	Administrative Aide Public Information Office	
2. Submit a copy of the materials to be posted	2. Receive an review the materials to be posted	R	No	one		2 Minutes	Administrative Aide Public Information Office	
3. Receive the approved materials (with stamp) for posting	3. Approve the materials for posting and re the details of transaction in DPO/PIO Log sheet	ecord the	No	one		2 Minutes	Administrative Aide Public Information Office	

			34
TOTAL:	None	4 Minutes	68

QUALITY ASSURANCE OFFICE

Internal Service





1.Verification of Quality Activities

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

	Office or									
Divis	sification:	Quality Assuran	ice C	лпсе						
Type		Complex	-							
	saction:	G2G - Governm	nent t	o Government						
Who		020 001011			·					
avail		All Units (i.e., A	II Ca	impuses)						
CHE	CHECKLIST OF			WHERE TO SECURE						
REQ	UIREMEN	TS	WH	ERE TO SECU	JRE					
1		Quality Audit Ian (1 original)		1		ce Office (1 st Floor, evelopment Bldng.)				
2		Quality Audit n (1 original)		2		ce Office (1 st Floor, vevelopment Bldng.)				
3		lanagement Checklist Plan II)	1	3	Quality Assurance Office (1 st Research and Development E					
4	Audit Memo Plan (1			4		ce Office (1 st Floor, evelopment Bldng.)				
5	Internal Quality Audit			5 Quality Assurance 5 Floor, Research Bldng.)		ce Office (1 st n and Development				
6		Quality Audit / Log Sheet priginal)		6	Quality Assurance Office (1 st Floor, Research and Development Bldng.)					
7		Performance n Plan (1				ce Office (1 st Floor, evelopment Bldng.)				
	IENT'S TEPS	AGENCY ACTI	ON	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE				
reque resch	t the dule or est for a nedule in onse to oudit	 1.1 Prepare an Internal Quality Audit Master Pla for the next calendar year 1.2 Review and approve the Internal Quality Audit Master Pla 1.2 Prepare the Internal Quality Audit Plan whic 	an	None	5 Days	<i>Lead Auditor/Audit Team</i> Quality Assurance Office				

		2 A M	2.45	il er at
X-X	includes the following: area to audit/process; date			
	of the audit; duration of time;			1.0
	name of auditee/s;	1.1		
	name of auditor/s;	10.24	10.246	
	and ISO clauses			
	1.3 Prepare the			1.1.1.1.1.1
	Quality Management			
	System Audit			
	Checklist by			
	reviewing and			
	studying the			
	standards,			
	procedures,			
	instruction and nonconformity			
	noted on the			
	previous audit			
2. Prepare	2. Conduct semi-			
he	annual audit based			
necessary	on the following			
locuments	methods: Desk			
or audit	audit -review of all			
	applicable documents;			
	Interview of the			
	personnel			
	assigned in the			Lead Auditor/Audit
	area being	None	5 Days	Team
	audited;		J Days	Quality Assurance
	Compliance check		1	Office
	of actual	1.00		
	implementation against the			K
	documented	L	NUMASU	
	requirement;		Diavas	
	Results of audit			all and
	are recorded on		4.5 M () ()	Sec. 1980 1
	the applicable		The Market	
1000	audit checklists.	1.1.2		
3.1	3.1. Generate an		5 D	Lead
Acknowledge	Internal Quality	None	5 Days	Auditor/Auditors
the Internal	Audit Report	55222	and a state of the	A CONTRACTOR OF CONTRACTOR

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





RESEARCH AND DEVELOPMENT SERVICES OFFICE

Internal Services





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

		Beeserah and Develop		00		
	e or Division:	Research and Developr	ment Services	s Offic	ce (RDSO)	
	sification:	Highly Technical	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		1. T. P	
Туре						
	saction:	G2G - Government to C	Sovernment			
	may avail:	Faculty Researchers				
CHECKLIST OF REQUIREMENTS WHERE TO SECURE						
1	1 Research Paper Processing Application original)		on Form (1	1	Services Offic	d Development ce (2 nd Floor, d Development
2 Rubric for Research Paper Evaluation		n (1 original) 2		Services Offic Research and Bldng.)	d Development	
3	3 Hard and Soft Copies of Research Paper (1 original)			3	Services Offic Research and Bldng.)	d Development
4	4 RDSO Compliance Form (1 original)			4	Research and Development Services Office (2 nd Floor, Research and Development Bldng.)	
5	Enhanced Re	search Paper(1 original)	5 Researcher		
CLIE	ENT STEPS	AGENCY ACTION			CCESSING	PERSON RESPONSIBLE
docu requ the I Coo endo the I Dire Seco	ubmit the umentary irements to Research rdinator for the orsement to Dean/ Campus ctor/ ondary School cipal	1. Check the submitted documents; Review the content of the proposals/ completed papers through the College Specialist/s	None	TTS ITS	4 Days	Research Coordinator, College Specialists Research and Development Services Office
reco of th	omply with the mmendations e College cialist/s	2. Review the revised paper based on the recommendations of College Specialists; Submit the endorsement with the documentary requirements to the Research and	None	A LONG	1 Day	Research Coordinator, College Specialists, Research Center Manager, Research and Development Services Office

	Development Services Office (RDSO) through its Research Centers			
3. Wait for the result of the review process of the RDSO through its Research Centers	3. Facilitate the review process	None	15 Days	RDSO Director, Research Center Manager, Research Center Specialist Research and Development Services Office
4. Comply with the recommendations of the RDSO	4. Review the compliance of the researcher/s; Endorse for presentation in the University In-House Review	None	1 Day	RDSO Director, Research Center Manager, Research Center Specialist Research and Development Services Office
	TOTAL:	None	21 Days	

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

Offi	ce or Division:	Research and	Deve	lopment	Services Office (R	DSO)	
Clas	ssification:	Highly Technic	Technical				
Тур	e of Transaction:	G2G – Governi	ment	to Gove	ernment		
Who	o may avail:	Faculty Resear	cher	S			
CH	ECKLIST OF REQUI	REMENTS	WH	IERE TO) SECURE		
1	Research/Project In Agreement (1 origir		1		ch and Developme ch Coordinator	ent Services Office;	
2	Status/Progress Re original)	port Form (1	2	Personal And Development Services Office			
3	Work and Financial original)	Plan (1	3	Research and Development Services Office; Research Coordinator			
4	Terminal Report(1 c	original)	4		ch and Developme ch Coordinator	ent Services Office;	
5	Research Paper Pro Application Form (1		5	the second se	ch and Developme ch Coordinator	ent Services Office;	
6	Hard and Soft Copy Research Paper	of the	6	Resear	cher		
7	Rubric for Research Evaluation	Paper	7	Research and Development Services Office; Research Coordinator			
CLI	ENT STEPS	AGENCY ACTION		ES TO PAID		PERSON RESPONSIBLE	

1. Accomplish Research/Project Implementation Agreement Form from the RDSO, Status/Progress Report on a monthly/quarterly/ biannual basis and submit to the Research Coordinator following the Status Report Guidelines 2. Submit Terminal	 Validate the Status/Progre ss Report; Facilitate proper endorsement 2. Validate 	None	5 Days	RDSO Director, Research Center Manager, Research Center Specialist, Research Coordinator Research and Development Services Office
Report along with the completed manuscript with Abstract (hard and soft copies) to the Research Coordinator	the submitted documents; Facilitate proper endorsement; Subject for review (plagiarism scan, technical soundness, content)	None	15 days	RDSO Director, Research Center Manager, Research Center Specialist, IPO Staff, Technical Writers, Research Coordinator Research and Development Services Office
	TOTAL:	None	20 Days	





Senior High School

External Service



1. Enrollment Procedure of Senior High School Students



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

Office or Division:	Senior High School			
Classification:	Simple			
Type of Transaction:	G2C - Govern			
Who may avail:	All bonafide vo thru PEAC Fur		er recipients of DHVSU-Senior High School	
CHECKLIST OF REQUIREMENTS			IERE TO SECURE	
For Grade 11:				
Original Form	138			
Diploma				
Certificate of C	Good Moral			
ESC/QVR/LRI	N Certification			
School ID			Previous School Attended	
NCAE				
Photocopy PS Certificate	A Birth			
2x2 picture wit background ar			Philippine Statistics Authority	
For Grade 12: Original Form	138		Jel Cierce	
Clearance		3-	Senior High School Department	
and the second			University-Accounting Office	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log in the Students' Master List Directory	Verify if the student is included in the Master List	None	1 Minute	Faculty in-charge
Accomplish the pre-registration form	Issue the pre- registration form and feedback form with the attached documents	None	3 minutes	Faculty in-charge
Submit the pre- registration form to the Academic Instruction Chairperson	Evaluate/ Review and advise the subjects to be enrolled by the students	None	3 Minutes	Academic Instruction Chairperson
Seek the approval of the principal	Approve the pre- registration and forward it to the Office of the Registrar	None	2 Minutes	Principal
Verify LRN for assessment	Verify the LRN/ ESC/ QVR number of the student	None	2 Minutes	Registrar Staff
Pay for the corresponding fees to the cashier for non-voucher recipient	Advise the Grade 11 student to proceed to the Cashier for non-voucher	(Php8, 750) Grade 12 (Php 8, 405)	3 Minutes	Cashier



	recipient and Accounting Office for the voucher recipient.			
	Attach the Official Receipt and stamp the student's Certificate of Registration.			
Proceed to the Accounting Office for voucher recipient	Advise the student to proceed to the Concerned Accounting staff. Receive the official receipt of the student for non- voucher recipient.	None	2 Minutes	Accounting Staff
Receive the Assessment form from the concerned accounting staff	Print and issue the Assessment form.	None	2 Minutes	Accounting Staff
Return to the Office of the Registrar for stamping of	Encode the subjects to be enrolled and prints the	None	3 Minutes	Registrar Staff

Certificate of Registration	Certificate of Registration.			
	Issue the Certificate of Registration to the student.			
Submit to the Accounting Office the triplicate copy of the Certificate of Registration	Advise the student to go back to the Office of the Registrar for stamping of Certificate of Registration Receive the triplicate copy of the Certificate of Registration.	None	2 Minutes	Accounting Staff
Validate profile to the Office of the Student Affairs	AdvisetheStudenttoproceedtoOffice oftheStudentffairsValidatethestudent'sprofile.AdvisetheStudenttoproceedtoMISto	None	2 Minutes	Office of the Student Affairs Staff
Request for ID to the MIS	Check the ID capturing or validation of the student	None	4 Minutes	MIS Staff

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E		100	5	泪
N	1	1	E.	27
	100	< x	20	× .

Submit customer survey satisfaction form		None	1 Minute	Faculty in-charge
	TOTAL:	Grade 11 (Php8, 750) Grade 12 (Php 8, 405)	30 Minutes	





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

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

	oucher recipients.						
Office or							
Di	vision:	Senior High Sc	hool		1. N. 1. N		
CI	assification:	Highly Technica	al				
Ту	/pe of						
Tr	ansaction:	G2C - Governm	nent	to Citize	en		
All bonafide voucher recipients of DHVSU-Senior High Sc							
	ho may avail:	thru PEAC Fun	ds				
	HECKLIST OF	V & V 4	WH	IERE TO	O SECURE		
1	Certification of I photocopy of Fo photocopy of bi certificate, 2x2	orm 138, rth	1	Online	Application thru P	PEAC	
C	CLIENT STEPS	AGENCY ACTION		ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Ce ES ph Fc 13 of ce	Submit ertificate of SC/QVR, notocopy of orm 88,photocopy birth ertificate, 2x2 cture	1. Log in the Learner's Reference Number (LRN) and encode the corresponding information	None		2 Minutes	Class Adviser/ SHS Secretary	
	Log in to EAC system	2. Log in the Learner's Reference Number (LRN) and encode the corresponding information	None		3 Minutes	Class Adviser/ SHS-MIS Coordinator/SHS Secretary	
	Wait for the erification	 3.1 Verify student's record 3.2 Enroll the learner thru PEAC voucher recipient funds 	None		4 Minutes	Class Adviser / SHS-MIS Coordinator/SHS Secretary	

	3.3 Encode and issue the billing statement			
	4.1 Forward the billing statement to the University President for signature			Administrative Aide
4. Wait for the confirmation for the approval of the request	statement to	None	3 Months	MIS Coordinator
	4.3 Track the billing statement thru PEAC system			
5. Wait for final update of release of billing statement	5. Confirm	None	1 Minute	MIS Coordinator/Class Adviser
	TOTAL:	None	3 Months, 10 Minutes	



Senior High School

Internal Service





1. Enrollment of Senior High School Students in DepEd Learner's Information System (LIS)

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

Offi	ce or Division:	Senior High School							
	sification:	Simple							
Typ Trar	e of nsaction:	G2G -Government to Government							
	o may avail:	All bonafide Senior High School Students of DHVSU							
CHE	ECKLIST OF QUIREMENTS	WHERE TO							
1	Photocopy of FORM 138 (1 original, 1 photocopy)	1	School la	nool last attended (Grade 10 Class Adviser)					
2	Certification of ESC/QVR/LRN (1 original, 1 photocopy)	2	Online A	Online Application thru PEAC					
с	LIENT STEPS	AGENCY	AGENCY ACTION		PROCESSING TIME	PERSON RESPONSIBLE			
1. Log in the SHS Log Book		1. Issue Log Book		None	2 Minutes	Administrative Aide			
2. Present original and submit a photocopy of Form 138 and Certification of ESC/QVR/LRN		2 .Verify student's record		None	2 Minutes	Administrative Aide			
	3. Secure Students Directory3. Issue Students Directory		None	4 Minutes	Administrative Aide				
	Submit Students ctory	4. Check th student's re	cord	None	1 Minute	Administrative Aide			
5. Submit the reviewed student's records 5. Encode information Learner's Information		in the	None	10 Minutes	Class Adviser				

6. Accomplish customer satisfaction survey form	6. Issue customer satisfaction survey form	None	1 Minute	Administrative Aide
TOTAL:	None	28	20 Minutes	





SPORTS AND DEVELOPMENT OFFICE

Internal Service





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

Office or Division:	: Office of the Sports and Development					
Classification:	Simple					
Type of Transaction	: G2G – Governme	ernment to Government				
Who may avail:	All DHVSU Facult	llty				
CHECKLIST OF REC	QUIREMENTS	W	HERE T	O SECURE		
1 Letter Request for Utilization (1 origin		1	Reque	sting Party		
2 Identification Card		2	Any ID compa	issued by public ny	and private	
3 University Gymnas (1 original)	sium Reservation Form	3		of the Sports and University Gymna	Development, 1 st sium	
4 Customer Survey F	Form (1 original)	4		of the Sports and University Gymna	Development, 1 st sium	
CLIENT STEPS	AGENCY ACTION			PROCESSING TIME	PERSON RESPONSIBLE	
availability of the ru University s Gymnasium 1 fr	.1 Check for the eservation matrix schedule of Gymnasium .2 Issue Reservation orm and Customer Survey Form		None	5 Minutes	<i>Administrative Aide</i> Office of the Sports and Development	
accomplished the required for a complished for a complished for a complex for a comple	2.1 Receive and check he accomplished equired documents 2.2 Forward the documents to the Jniversity Gymnasium Manager for approval	None		5 Minutes	<i>Administrative Aide</i> Office of the Sports and Development	
release of the the transaction slip 3	B.1Approve/Disapprove he application B.2. Log the approved eservation and release a transaction slip	None		5 Minutes	University Gymnasium Manager Office of the Sports and Development	



UNIVERSITY CULTURE AND THE ARTS UNIT

Internal Service





1. AUDITION AND SELECTION OF STUDENT CULTURAL ARTISTS AND PERFORMERS

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

Office or Divisio	n:	University	/ Cultur	e and the Arts I	Unit (UCAU)		
Classification:	Simple						
Type of Transac	tion:		G2C – Government to Citizen				
Who may avail:	V.V.		de DH∖	/SU Students w	vith talents in		
CHECKLIST OF	REQUIREMENTS		WHEF	RE TO SECURE			
1	Certificate of Regist (COR)		1	Office of the L Registrar (OU	R)		
2	Validated Student I		2	Office of the S			
3	UCAU (face to fa Audition/Selection Revision 001, S.202	Form	3	UCAU / UCAL Page	J Official FB		
4	UCAU Audition Par Consent Form (face face/virtual)	ental	4	UCAU / UCAL Page	J Official FB		
5	Uploaded Video rec /YouTube performa works (for virtual an process)	inces/Art	5	Students onlin online auditior	ne uploads (for n/selection)		
CLIENT STEP	PS AGENCY A	ACTION	FEE S TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIB LE		
1. Logs/Registers fills out the UCAL to face/G Audition/ Sele Form	J face student / app oogle sign in the lo ection (face to face) register virtual through the U Google Audit Selection Fo verify Studen Records for	documentation purpo		2 Minutes	Administrative Aide I UCAU		
2. Present all Audition 2. Validate Sturequirements for (face Information and to face or online) Audition/Selection validation to the UCAU required documents for the UCAU required documents		and ection	None	2 Minutes	Administrative Aide I UCAU		

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				3.9
Secretary including the signed UCAU Audition/ Selection Parental Consent Form (APCF) for those below 18 years old.				
3. Inquires on the actual/virtual audition/selection date for posting at the UCAU Official FB Page.	3. Posting of the schedule of audition at UCAU Official FB Page	None	2 Minutes	Administrative Aide I UCAU
4. Goes through a preliminary interview process (for face to face audition/selection processes) only	4. Initially interviews the auditionees/ applicants for face to face audition/selection.	None	3 Minutes	Head, UCAU UCAU
5. Performs/ presents artworks physically or uploads video performances/ artworks to respective Art Group Directors	5. Subjects all qualified auditionees/applicant s to face to face or virtual audtion/ selection process	None	5 Minutes	Art Group Director UCAU
6. Wait for the FINAL POSTING of all qualified auditionees/ selected artworks at the UCAU Official FB Page	6. Posting of the list of audition/ selection qualifiers at the UCAU Official FB Page duly identified by Name, Course, Year Level and Section.	None	5 Days	Administrative Aide I UCAU
7. Accomplishes the Customer Satisfaction Survey Form physically or virtually	7. Collects the accomplished Customer Satisfaction Survey Form physically or virtually	None	1 Minute	Administrative Aide I UCAU
	TOTAL:	None	5 Days, 15 Minutes	



UNIVERSITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

Internal Services





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

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

Office or Division	ו:	University Disaster Risk Reduction and Management				
Classification:		Simple				
Type of Transact	ion:	G2G – Gover	nme	ent to Go	overnment	
Who may avail:	1	All Employee	s of	DHVSU		
CHECKLIST OF F	REQUI	REMENTS	WH	IERE TO	D SECURE	
1 Letter of Reque	est (1 c	original)	1	Reque	sting Party	
CLIENT STEPS	AGE	NCY ACTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the Letter of Request with the University President's Approval		g the details request ng	None		5 minutes	UOSHO Secretary UDRRMO
2. Secure the receiving copy and wait for its approval	Letter taking partic colleg t/offic	view the of Request, note of the ipants, je/departmen e, topics and ng date	None		5 Minutes	Head of UOSHO UDRRMO
3. Note the approved schedule and needed materials for the training	3. Ap	orove the ng request	None		5 Minutes	Head of UOSHO UDRRMO
		TOTAL:	Ν	lone	15 Minutes	

2. Conduct of Disaster Preparedness and Capacity Building Training

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

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



С	HECKLIST OF	REQUIREMENTS	WHERE TO SECURE					
1 Letter of Request (1 original)			-	1 Requesting Party				
2 Evaluation Tool (1 original)		2	2 UDRRMO, 2 nd Floor General Security and					
				Services Office				
3		•	3		IO, 2 nd Floor Gene	eral Security and		
	Participation (1		-	Services				
4	Written Examin	ation (1 original)	4		IO, 2 nd Floor Gene	eral Security and		
			_	Services		DEDOON		
C	LIENT STEPS	AGENCY ACTION	-	EES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE		
ta	. Register and ake the pre-test or the training	1. Distribute and collect the written examination (Pre-test) paper		None	5 minutes	UDRRMO Members UDRRMO		
	. Participate in ne training	2. Conduct training proper		None	16 Hours	UDRRMO Members UDRRMO		
te e	. Take the post- est and valuate the aining	3. Distribute and collect the post- test and evaluation tool		None	5 Minutes	UDRRMO Members UDRRMO		
	. Receive the ertificates	4. Distribute the Certificates of Completion and Participation		None	5 Minutes	UDRRMO Members UDRRMO		
		TOTAL:		None	16 Hours, 15 Minutes			

3. Pre-Conduct of Earthquake and Fire Drill

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

0	Office or Division:	University Disast	ter	Risk Reduction and Management			
Classification: Simple			SUV/ISU				
Type of Transactions: G2G – Governme			nent to Government				
Who may avail: All Students and Employees of DHVSU				mployees of DHVSU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE				
1	Letter of Request (1 origin	nal)	1	UDRRMO, 2 nd Floor General Security and Services Office	/		
2	Letter of Request for Assi original)	stance (1	2	Municipality Mayor/BFP/PNP/RHU			
3	Evacuation Plan (1 origin	al)	3 UDRRMO, 2 nd Floor General Security and Services Office				

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

4. Conduct of Earthquake and Fire Drill

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

Office or Division:	University	Disas	Disaster Risk Reduction and Management		
Classification:	Simple				
G2C – Gov			vernment to Citizens		
Type of Transactions: G2G – Gov			vernment to Government		
Who may avail:	All Studen	s and Employees of DHVSU			
CHECKLIST OF REQUIREMENTS		WH	IERE TO SECURE		
1 Memorandum (1 original)		1	Office of the University President (2 nd Floor, Admin Bldng.)		

2	2 Attendance Sheet (1 original)3 Evaluation Tool(1 original)		2	UDRRMO, 2 nd Floor General Security and Services Office		
3			3		RMO, 2 nd Floor Gei ces Office	neral Security and
	CLIENT STEPS AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE
	Participate in the neral orientation	1. Conduct general orientation	None		20 Minutes	UDRRMO Members
	Participate in the Il execution	2. Conduct fire and earthquake drill				UDRRMO Members DHVSU
			N	one	30 Minutes	<i>BFP, PNP and RHU Representatives</i> Municipality of Bacolor
	Evaluate the tivity	3. Distribute the evaluation tool	None		10 Minutes	UDRRMO Members
		TOTAL:	N	one	1 Hour	

5. EARTHQUAKE HAZARD RESPONSE

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

Office or Division: University Disaster F			< Reduction and Management			
Classification			4212			
:		Simple		a' Azie		
Type of						
Trar	Transaction: G2C, G2G - Governme			izen, Government to Government		
Who avai	o may il:	University Employees and Students				
CHE	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1	List of stud	lents (1 original)	1	per department head		
2	evacuation	n plan (1 original)	2	UDRRMO, 2 nd Floor General Security and Services Office		
3	3 list of casualties (1 original)		3	UDRRMO, 2 nd Floor General Security and Services Office		
4 information of injured/ affected (1 original)		4	UDRRMO, 2 nd Floor General Security and Services Office			

5 6		evaluation tool (1 original) Documentation (1 original)		Service UDRR	RRMO, 2 nd Floor General Security and vices Office RRMO, 2 nd Floor General Security and vices Office		
CLIENT STEPS		AGENCY ACTION		ES TO E PAID	PROCESSING	PERSON RESPONSIBLE	
and 1.2 the 1.3 Cov Holo 1.4 roor proc evac sites	Leave the n and ceed to the cuation	 1.1 Activate the University alarm and UDRRMT 1.2 Instruct all university personnel and students to stay inside the room /office till the shaking stops 1.3 Instruct personnel and students to Duck, Cover, and Hold 1.4 Instruct them to leave the room/ office orderly (as practiced during the drill) and proceed to the designated evacuation site. 		None	12 Minutes	Incident Commander Evacuation Team Head All University Employees Evacuation Tean	
2.2 liste	Count off Follow and n to ructions	 2.1 Identify the number of students/ teachers who are leaving the room/office 2.2 Instruct the evacuees to walk faster but do not run, and to cover their head and nape while evacuating. 2.3 Establish the Incident command post 2.4 Activate Operation Team 2.5 Count the respective evacuees 2.6 Instruct the Site and Security team head to do the inspection 		None	31 Minutes	All Teachers/ Head, Evacuation Team Logistics Incident Commander Evacuation Team and Communication Team	

	2.7 Instruct the Communication Team Head to get the number of the evacuees			
3. Stay calm and follow instructions	3.1 Write on the Board the number of evacuees including the missing			
	3.2 Inspect all the rooms and buildings for any cracks and damages, then place caution tape to discourage anyone to enter the room if found out cracks and damages. Also, check for any casualties.	None	17 Minutes	Communication Team Site and Security Team

4. Stay calm and follow instructions	4.1 If there is a casualty, call to the incident commander to report and ask help. Provide complete details (exact location, and number of casualties)			
	 4.2 Relay to the Rescue Team Head (RTH) and Medical Team Head (MTH) the information. Instruct the rescue Team Head to get the casualties safely and the Medical Team Head to provide medical intervention as needed. 4.3 Relay to the Rescue team the information, designate specific rescuers who will attend the casualties, what area and how many. Deploy the Rescuers. 4.4 Assist, lift, and move the casualties safely from the dangerous area to the established medical area 	None	60 Minutes	Medical Team, Rescue Team, Site and Security Team Medical Team, Rescue Team, Site and Security Team Rescue Team the Information Rescue Team Medical Team Medical Team Medical Team Communication Team Communication Team Communication Team Communication Team Incident Commander
	4.5 Endorse the casualty to the medical team and report the case of the specific casualty rescued and identify the code	5		400

evacuation site and wait for further announcement for departure		None	10 Minutes	Incident Commander
5. Stay at the	 4.11 If all are safe and sound, report to the Head of UOSHO regarding the details of the earthquake incident including the damages reported and rescued casualties. 5. Report to the EVP 		VISU	
	and black codes 4.10 Instruct the communication Team Head to call BFP if there is unmanageable fire			
	4.9 Instruct the communication Team Head to call RHU if needed ambulance for casualty who are in red			
	4.8 Instruct the communication Team Head to call MDRRMO if needed additional man power			
	4.7 Write the number of the rescued casualties with their complete details (name, course, department, section, area found, injury, code)			
	4.6 Receive the casualty and provide appropriate medical intervention			
	(yellow, green, red, and black)			

6. FIRE HAZARD RESPONSE

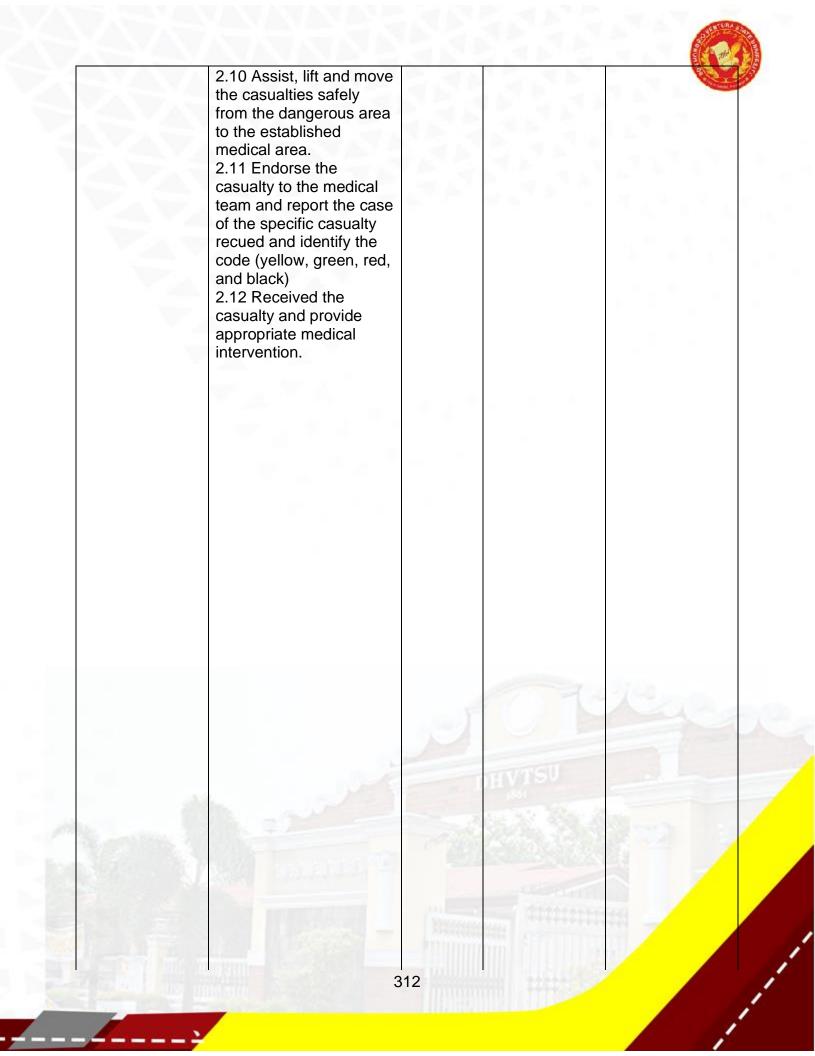
This describes the guidelines and processes in responding effectively to the fire hazard to prevent and minimize its adverse effect or even the disaster.

Off	ice or					
Div	ision:	University Disaster Risk F	Reduction and Management			
Cla	ssification:	SIMPLE				
Тур	Type of					
Tra	Transaction: G2C, G2G - Government			izen, Government to Government		
Who may avail: University Employees ar			d Stude	lents		
СН	ECKLIST OF	REQUIREMENTS	WHE	ERE TO SECURE		
1	List of studer	nts (1 original)	1	per department head		
2	evacuation p	lan (1 original)	2	UDRRMO, 2 nd Floor General Security and Services Office		
3	3 list of casualties (1 original)		3	UDRRMO, 2 nd Floor General Security and Services Office		
4	information o original)	f injured/ affected (1	4	UDRRMO, 2 nd Floor General Security and Services Office		
5	evaluation to	ol (1 original)	5	UDRRMO, 2 nd Floor General Security and Services Office		
6	Documentati	on (1 original)	6	UDRRMO, 2 nd Floor General Security and Services Office		
CLI	ENT STEPS	AGENCY ACTION	то	EES PROCESSING PERSON D BE TIME RESPONSIBLE		

 1.1 Stay calm and follow the university personnel's instructions 1.2 Leave the room/ office safely (as practiced during the drill) and proceed to the designated evacuation site 	 1.1 Activate the university alarm 1.2 Instruct all university personnel and students to leave the room/ office safely (as practiced during the drill) and proceed into the designated evacuation site 1.3 Identify the number of students/ teachers who are moving out the 	None	9 Minutes	Deputy UDRRMO UDRRMO Evacuation Team UDRRMO Evacuation Team
1.3 count off	who are moving out the room/office			



2.1 Stay calm at evacuation site	2.1 Establish the Incident command post			
2.2 Count off	2.2 Activate Operation			1.2.12
	Team			A
2.3 Answer	2.2 Count the respective			A. 1997
pertinent questions	2.3 Count the respective evacuees in the area			10.10
2.4 Stay calm and follow	2.4 Instruct the Site and Security team head to do			1.1.1.1
instructions	the inspection			
	2.5 Instructs the			
	Communication Team Head to get the number			
	of the evacuees			
	2.6 Write on the Board the number of evacuees			UDRRMO
	including those missing			Logistics
	2.7 If there is a casualty,			Incident
	call to the incident commander to report	None	1 Hour,	Commander
	and ask help. Provide complete details (exact		26 Minutes	Communicatio Team
	location, and number of casualties)			Medical Team
	2.8 Relay to the Rescue			Rescue Team
	Team Head (RTH) and Medical Team Head			
	(MTH) the information.		1	07236
	Instruct the rescue Team			A de
	Head to get the casualties safely and the			1.00
	Medical Team Head to			
	provide medical intervention as needed.		HVISU	
	2.9 Relay to the Rescue			200
	team the information, designate specific			
	rescuers who will attend		LE CONTRACTOR	
	the casualties, what area and how many. Deploy		1111111111	111
	the Rescuers.		SET TO	



3. Stay away from the fire	3.1 Fight the FIRE	2.30		
	3.2 List down on the board the number of the rescued casualties, complete details (name, course, department, section, area found, injury, code)			
	3.3 Instruct the communication Team Head to call MDRRMO if needed additional man power			Fire Marshals
	3.4 Instruct the communication Team Head to call RHU if needed ambulance for casualty who are in red and black code	None	37 Minutes	Communication Team Incident Commander
	3.5 Instruct the communication Team Head to call BFP if there is unmanageable fire.			
	3.6 If all are safe and sound, report to the head of OSHO regarding the details of the earthquake incident including the damages reported and rescued casualties.	5		Race
4. Stay at the	4. Report to the EVP			- brains
evacuation site and wait for urther	0	None	10 Minutes	Incident Commander
announcement or departure	A. 22		SEAL SALA	Same a

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

7. HEAVY RAINS HAZARD RESPONSE

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

Of	fice or					
Di	vision:	University Disaster Risk I	Reduc	tion an	d Management	
CI	assification:	SIMPLE				
Ту	/pe of					
Tr	ansaction:	G2C, G2G – Governmen	t to Ci	tizen, C	Government to Gov	ernment
W	ho may avail:	University Employees an	d Stud	lents		
C	HECKLIST OF	REQUIREMENTS	WHE	RE TC	SECURE	
1	List of student	ts (1 original)	1	per de	epartment head	
2	2 Evacuation plan (1 original)		2		RMO, 2 nd Floor Ger Services Office	neral Security
CI	LIENT STEPS	AGENCY ACTION		S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE

			100	and the second sec
2. Follow the announcement	2.1 If class suspension, disseminate information through social media. Give final announcement			
	2.2 If class suspension, instruct security guards to inform per office regarding the decision of the president and ask to follow the dismissal procedures (dismissal drill)	None	20 Minutes	Public Information Officer OSHO Head, Director of GSSO
	2.3 Instruct the security guards to make sure all high schools' students were safe and dismissed properly in an orderly manner.			
3.1 Leave the university properly3.2 Follow the enderty	3.1 Maintains the orderly dismissal of the students' / university personnel			
orderly dismissal of classes 3.3 Follow instructions	3.2 Instruct security guards to dismiss first students/ college housed at the back of the university then wait for another 30 min to ask another unit to follow.	None	20 Minutes	Director GSSO Incident Commander GSSO
	3.3 Check and make sure that no students remained in any rooms, offices, and building.		HVTSU	
4. Follow instructions	4. Report to the Executive Vice President	None	10 Minutes	Head OSHO And Director GSSO
5. Follow instructions	5. Report to the University President	None	10 Minutes	Head OSHO And Director GSSO
	TOTAL:	None	2 Hours	



8. DISASTER PREVENTION AND MITIGATION: HAZARD MAPPING

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

Of	fice or Divisi	on:	University Disaster	University Disaster Risk Reduction and Management				
CI	assification:	1	SIMPLE					
Ту	vpe of							
Tr	Transaction: G2C, G2G – Government to Citizen, Government to Government					Government		
W	ho may avail:	no may avail: University Employees and Students						
C	HECKLIST OF	REC	QUIREMENTS	WHERE TO SECURE				
1	1 Hazard Mapping Checklist (1 original)		1	University Occupational Safety and Health Office, (2 nd Floor, University Learning Resource Center)				
	LIENT TEPS	AGI	ENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
re: ro re: gc	Stay inside spective oms and frain from ing out the ilding	the to co map	ecure a permit from University President onduct hazard oping with specific e and time	None	10 Minutes	UOSHO Head		



request to the Municipality Mayor to ask assistance from the MDRRMO Bacolor and BFP 2.2 Once approved, conduct a general meeting together with MDRRMO, BFP, UDRRMO, BAP, UDRRMO, BFP, UDRRMO, and Prevention and Mitigation Team Head (Engineering Department) to plan the activity and to identify the functions and significant contributions per invited government agency 2.3Inform all offices regarding the hazard mapping to avoid destruction during the usual barbards operation through a memorandum 3.1 Conduct the hazard mapping per building and per area in the university including structural. Document and take pictures of all the identified hazards 3.2 Consolidate and discuss the identified potential hazards which might occur relative to the existing hazard identified (include the sources and possible measures to address it)	21 Cond a latter of	-	42.0	
mapping to avoid destruction during the usual business operation through a memorandum	Municipality Mayor to ask assistance from the MDRRMO Bacolor and BFP 2.2 Once approved, conduct a general meeting together with MDRRMO, BFP, UDRRMO, and Prevention and Mitigation Team Head (Engineering Department) to plan the activity and to identify the functions and significant contributions per invited government agency 2.3Inform all offices	None	55 Minutes	USHO, Security, MDRRMO, BFP and Engineering department UOSHO noted by the Executive Vice President, approved by the
	mapping to avoid destruction during the usual business operation through a memorandum 3.1 Conduct the hazard mapping per building and per area in the university including structural and non- structural. Document and take pictures of all the identified hazards 3.2 Consolidate and discuss the identified potential hazards which might occur relative to the existing hazard identified. (include the sources and possible	None		Mapping Team UOSGO Hazard Mapping Team

to the Executive Vice President.			
4. Suggest recommendations and submit the report to the University President noted by the Executive Vice President.	None	20 Minutes	Head UOSHO, OPP
TOTAL:	None	3 Hours and 45 Minutes	

9. DISASTER RECOVERY AND REHABILITATION: HAZARD IMPACT ASSESSMENT

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

Offi	ce or Division:	University Disaster Risk Reduction and Management				
Cla	ssification:	SIMPLE				
	e of					
Tra	nsaction:	G2C, G2G –	 Government to Citizen, Government to Government 			
Wh	o may avail:	University En	Employees and Students			
	ECKLIST OF QUIREMENTS		WHERE TO SECURE			
1	Hazard Mapping 1 original)	g Checklist ((1 University Occupational Safety and Health Office, (2 nd Floor, University Learning Resour Center)			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Refrain from entering the university premises unless needed and wait for further announcement	1. Secure a permit from the University President to conduct the hazard impact assessment right after the occurrence of any kind hazard. Note the specify the date and time.	None	10 Minutes	UOSHO Head
	2.1 Inform all offices regarding the conduct impact hazard assessment and declare the suspension of usual business operation through a memorandum			
	 2.2 Send a letter of request to the Municipality Mayor to ask assistance from the MDRRMO Bacolor and BFP. 2.3 If approved, call and hold a general meeting together with MDRRMO, BFP, UDRRMO and Prevention and Mitigation Team Head (Engineering Department) to plan and to identify the functions and significant contributions per invited government agency 	None	1 Hour	University President UOSHO Head USHO, Security, MDRRMO, BFP and Engineering department

3.1 Conduct the impact hazard assessment per building and per area in the university and include the structural and nor structural assessment. 3.2 Consolidate a discuss the identified potentia hazards which might occur relativ to the existing hazard identified. (include the source and possible measures to address it) 3.3 Prepare and submit a comprehensive report to the Executive Vice President and the University Preside	nd I ve None	2 Hours, 10 Minutes	Impact Hazard assessment team Impact Hazard assessment team Secretary
4. Suggest recommendations and submit it to th University Preside noted by the Executive Vice President	e	20 Minute	Prevention and Mitigation Program Team Head
TOTA	AL: None	3 Hours, 40Minute	



UNIVERSITY LEARNING RESOURCE CENTER

External Services





1. Application for New Library Card Procedure

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

	ervices of the libra		_	_			
Office or Division:		University Learning Resource Center (ULRC)					
Classification:		Simple					
Type of Transaction:		G2C – C	G2C – Government to Citizen				
Who may avail:	All bona fide students of Don Honorio Ventura State University who have complied satisfactorily all the requirements for the issuance of the library card						
CHECKLIST OF RE	QUIREMENTS		W	HERE TO	D SECURE		
	Certificate of Regis (1 original)			University Registrar's Office, 1 st Floor DHVSU Admin. Bldg.			
2 V	alid ID (1 original)		2	Student Center, beside DHVSU Library Bldg.			
	Passport size pictur original)		3	Any Photo shop near Gate 3 of the university			
CLIENT STEPS AGENCY AG		TION	FEES TO BE PAID		PROCESS ING TIME	PERSON RESPONSIBLE	
 Logs in the Student Log Sheet Secures and fills up Library Card Form (LCF) by presenting personally the Certificate of Registration or Valid ID 	 Provides Student Log Sheet Gives Library Card Form 			None	3 Minutes	<i>Library Staff</i> Information Desk, 1≝ Floor, ULRC, DHVSU	
2. Submits LCF form to library staff together with the COR or Valid ID	2. Checks filled up Library Card Form and verify the student Certification of Registration or Valid ID together with 1 passport size picture			None	1 Minute	Library Staff Information Desk, 1ª Floor, ULRC, DHVSU	
	1. Type and print new library card			None	3 Minutes	Library Staff Information Desk, 1≝ Floor, ULRC, DHVSU	

			1.2.1		g of the
	2. Barcode the library card				
	3. Signs newly processed Library Card of students		None	1 Minute	University Librarian Office of the Librarian, 1 Floor, ULRC, DHVSU
3. Receives Library Card	3. Releases library Card		None	1 Minute	<i>Library Staff</i> Information Desk, 1≝ Floor, ULRC, DHVSU
4. Accomplishe s Receiving Log Sheet for Students and Customer Survey Form	4. Provides Receiving Log Sheet for Students and Customer Survey Form		None	1 Minute	<i>Library Staff</i> Information Desk, 1ª Floor, ULRC, DHVSU
		TOTAL:	None	10 Minutes	
 Logs in Faculty Log Sheet Secures and fills up Library Card Form and Library Card for DHVSU Employees 		 Provides Faculty Log Sheet Gives Library Card Form and Library Card for DHVSU Employe es 	None	3 Minutes	<i>Library Staff</i> Information Desk, 1∝ Floor, ULRC, DHVSU
2. Submits LCF form to library staff together with 2pcs of 1x1 picture		2. Checks filled up Library Card Form and Library Card for DHVSU Employees together with 2pcs of 1x1 picture	None	1 Minute	Library Staff Information Desk, 1ª Floor, ULRC, DHVSU
3. Receives Libr Card	ary	3. Release s Library Card	None	1 Minute	Library Staff Information Desk, 1≋ Floor, ULRC, DHVSU
4. Accomplishes Receiving Log Sheet for		4. Provides Receiving Log Sheet	None	1 Minute	Library Staff Information Desk, 1ª Floor,

Employees and Customer Survey Form	for Employees and Customer Survey Form			ULRC, DHVSU
	TOTAL:	None	6 Minutes	

2. Borrowing and Returning of Printed Library Resources Procedure

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

Office or Division:		Univer	sity Lear	ning	Resource Center	(ULRC)	
Classification:		Simple		U			
Type of Transaction	:	G2C –	Govern	ment	to Citizen		
Who may avail:		All bona fide students of Don Honorio Ventura Sta University who have complied satisfactorily all the requirements imposed by the Office of the Universi- Learning Resource Center MENTS WHERE TO SECURE			ctorily all the		
CHECKLIST OF REC	-		WHER	E TO	SECURE		
1	Studen Library (1 origi	card	1		University Learning Resource Center, DHVSU Library Bldg.		
CLIENT STEPS	AGENCY ACTION		FEES BE P/	-	PROCESSING TIME	PERSON RESPONSIBLE	
BORROWING OF BO			r		1		
 Personally present his/her library card Logs in the Student Log Sheet 	 Veri stud Libra Carce 1. Pro Stu Log She 	lent ary d ovides ident	Non	е	1 Minute	Library Staff Circulation Desk, 2 [™] Floor ULRC, DHVSU	
2. Brows es card catalog for needed materials	s the clier on the requ	ntele	Non	e	3 Minutes	Library Staff Circulation Desk, 2 [™] Floor ULRC, DHVSU	

3. Proceeds to the book shelves to get the desired	3. Assist s in retrieving desired library materials	None	3 Minutes	Library Staff Circulation Desk, 2 ^ª Floor ULRC, DHVSU
4. Presents the book, fills out the book card and surrender Library Card	4. Instruc ts students in filling out the book card	None	2 Minutes	Library Staff Circulation Desk, 2 [™] Floor ULRC, DHVSU
plishes	5. Provid es Customer Survey Form	None	1 Minute	<i>Library Staff</i> Circulation Desk, 2 [™] Floor ULRC, DHVSU
	TOTAL:	None	10 Minutes	
RETURNING OF BOO	K/S			
borrowed material/s	Scans books for any damaged . Checks in-			Library Staff
	 Checks in- book Returns book card inside the book 	None	1 Minute	Circulation Desk, 2 ^{ªd} Floor ULRC, DHVSU
library card and accomplishes Customer Survey	2. Releases Library Card and Customer Survey Form	None	1 Minute	<i>Library Staff</i> Circulation Desk, 2 [.] d Floor ULRC, DHVSU
	TOTAL:	None	2 Minutes	

Office or Divisi	on:	University Learning Resource Center (ULRC)		
Classification: Simple				
Type of Transa	ction:	G2C – Government to Citizen		
Who may avail		All bona fide employees of Don Honorio Ventura State University who have complied satisfactorily all the requirements imposed by the Office of the University Learning Resource Center		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	DHVSU Employees Library card (1 original)	1	University Learning Resource Center, DHVSU Library Bldg.	

				DEDO
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
BORROWING OF E	BOOK/S			
 Logs in the Employees Log Sheet 	 Provides Employees Log Sheet 			Library Staff
1. Browses card catalog for needed materials	 Assists the clientele on the requested materials 	None	2 Minutes	Circulation Desk, 2 [™] Floor ULRC, DHVSU
2. Proc eeds to the book shelves to get the desired library resources	2. Assists in retrieving desired library materials	None	2 Minutes	Library Staff Circulation Desk, 2 [∞] Floor ULRC, DHVSU
3. Presents the book, fills out the book card and surrender Library Card	 Instructs students in filling out the book card 	None	1 Minute	<i>Library Staff</i> Circulation Desk, 2 [∞] Floor ULRC, DHVSU
4. Acco mplishes customer survey form	4. Provides Customer Survey Form	None	1 Minute	Library Staff Circulation Desk, 2 [.] d Floor ULRC, DHVSU
, ,	TOTAL:	None	6 Minutes	
RETURNING OF BO	DOK/S	•		
1. Returns borrowed material/s	 Scans books for any damaged Checks in-book Returns book 	None	1 Minute	Library Staff Circulation Desk, 2 [∞] Floor ULRC, DHVSU
	card inside the book	D	IVISU	
2. Claims Library Card and accomplishes Customer Survey Form	2. Releases Library Card and Customer Survey Form	None	1 Minute	Library Staff Circulation Desk, 2 [∞] Floor ULRC, DHVSU
	TOTAL:	None	2 Minutes	



3. Baggage Area Procedure

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

Office or Division:	: University Learning Resource Center (ULRC)						
Classification:	Classification: Simple						
				ent to Citizen			
Who may avail: All bona Universit requirem			ty who ha nents imp	ave complied satis	orio Ventura State sfactorily all the e of the University		
CHECKLIST OF REQUIR	EMENTS	6	WHERE	TO SECURE			
1	Student' Library o original)		1	University Learr Center, DHVSU	5		
CLIENT STEPS	AGE ACT	-	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
 Personally presents his/her library card Logs in to Student Log Sheet 	 Verifies student Library Card Provides Student Log Sheet 		None	1 Minute	<i>Library Staff</i> Baggage Area, 1₅ Floor ULRC, DHVSU		
2. Proceeds to Baggage Area				30 seconds			
1. Removes valuable from bag	1. Instruction stude remo	ents to	-5	30 seconds	1º aca		
2. Surrenders bag	valua from bag 2. Rece stude bag a place	ables his/her eives ents	None	30 seconds	Library Staff Baggage Area, 1₅ Floor ULRC, DHVSU		
3. Claims baggage number		shelf	Streets	30 seconds	11		

	3. Provides baggage area number			
3. Surrenders baggage number	3. Retrieves student baggage number	None	30 seconds	<i>Library Staff</i> Baggage Area, 1ª Floor
3.1.Claims bag	1. Releases students bag		30 seconds	ULRC, DHVSU
4. Accomplishes customer survey form	4. Provides Customer Survey Form	None	1 Minute	Library Staff Baggage Area, 1₅ Floor ULRC, DHVSU
	TOTAL:	None	5 Minutes	

Office or Division				University Learning Resource Center (ULRC)					
Office or Division:		lesource C							
Classification:	Simple								
Type of Transaction:	G2C – Government to	G2C – Government to Citizen							
Who may avail:	All bona fide outside								
	satisfactorily all the re	equirement	s imposed by the	Office of the					
	University Learning R	Resource C	enter						
CHECKLIST OF REQU	UIREMENTS WHERE TO SECURE								
1	Referral Letter (1 original)	1	Respective Libraries						
2	School ID/Valid ID	2	Respective School/University						
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING	PERSON RESPONSIB LE					
 Personally presents his/her Referral Letter and School ID/Valid ID Logs in to Visitors Log Sheet 	 Verifies Referral Letter and School ID/Valid ID Provides Visitors Log Sheet 	None	2 Minutes	<i>Library Staff</i> Baggage Area, 1ª Floor ULRC, DHVSU					

2. Surrenders bag	2. Receives outside	None	30 seconds	Library Staff
bug	researchers bag and places bag in baggage area shelf			Baggage Area, 1∝ Floor ULRC, DHVSU
3. Claims	3. Provides baggage area	None	30 seconds	
baggage number	number			Library Staff Baggage Area, 1₅ Floor ULRC, DHVSU
 Surrenders baggage number 	3. Retrieves outside		30 seconds	
3.1.Claims bag	researchers baggage number 1. Releases outside	None	30 seconds	Library Staff Baggage Area, 1∝ Floor ULRC, DHVSU
	researchers bag			
4. Accomplishes Customer Survey Form	4. Provides Customer Survey Form	None	1 Minute	Library Staff Baggage Area, 1ª Floor ULRC, DHVSU
all the	TOTAL:	None	6 Minutes	

4. Lost Library Card Procedure Issuance of Library card is a requirement for availing the different services of the library.

Office or Division:	University Learning Resource Center (ULRC)	
Classification:	Simple	



Type of Transaction: Who may avail:	G2C – Government to C All bona fide students o who have complied sati	of Dor isfact	h He		
CHECKLIST OF RE	issuance of the library of the libra		FR	E TO SECURE	1.1.1.1.1
1 2	Valid ID (1 original) Passport size picture	1Student Center, be Library Bldg.2Any Photo shop n			1.1.1.1
CLIENT STEPS	(1 original) AGENCY ACTION	FE S T BI PA	E O	e university PROCESSIN G TIME	PERSON RESPONSIBL E
 Logs in the Student Log Sheet Secures and fills up Lost Library Card Form and Affidavit of Lost by presenting personally his/her Valid ID 	 Provides Student Log Sheet Gives Lost Library Card Form and Affidavit of Lost 	Nor	ne	3 Minutes	Library Staff Information Desk, 1∝ Floor ULRC, DHVSU
2. Submits Lost Library Card Form and Affidavit of Lost to library staff together with 1pc passport size picture and Valid ID		Nor	ne	1 Minute	Library Staff Information Desk, 1∗ Floor ULRC, DHVSU
	 2. Types and prin ts new library card 3. Barcode s the 	Nor	ne	3 Minutes	Library Staff Information Desk, 1ª Floor ULRC, DHVSU

and the second se			A 1 1 1 1 1 1 1	SCA
XXX	Library Card			
	4. Signs duplicate process ed Library Card of students	None	1 Minute	<i>University</i> <i>Librarian</i> Office of the Librarian, 1 Floor ULRC, DHVSU
3. Receives Library Card	3. Releases library card	None	1 Minute	Library Staff Information Desk, 1∝ Floor ULRC, DHVSU
4. Accomplish es Receiving Log Sheet for Students and Customer Survey Form	4. Provides Receiving Log Sheet for Students and Customer Survey Form	None	1 Minute	Library Staff Information Desk, 1≝ Floor ULRC, DHVSU
-	TOTAL:	None	10 Minutes	

5. Interlibrary Request Letter Procedure

Interlibrary loan is a service whereby a patron of one library can take advantage of services offered by other libraries.

Office or Division	า:	Universit	y Learr	ning Resource Ce	enter (ULRC)
Classification:		Simple			
Type of Transact	ion:	G2C – G	iovernm	nent to Citizen	
Who may avail:		All bona	fide stu	dents and emplo	yees of Don
		Honorio	Ventura	a State University	/ who have
		complied	l satisfa	ctorily all the req	uirements for
		the issua	ance of	the library card	
CHECKLIST OF I	MENTS	WHE	RE TO SECURE		
1	Library C	ard (1 original)	1 I	1 Information Desk, ULRC, DHVS	
		1000	Library Bldg.		
2	2 pcs Lor	ng Bond Paper		Any supply shop near Gate 3 o	
Section 1 Star	S. 4.1		t	he university	Contract of the second
			FEE		PERSON
CLIENT STEPS	AGI	ENCY ACTION	S TO		RESPONSIBL
			BE	G TIME	E
1. Logs in Studer	t 1 P	rovides Student	PAID		Library Staff
Log Sheet or	the second s	og Sheet or	None	2 Minutes	Information
Log Sheet Of		0	TNONE	2 Williutes	
	E E	aculty Log Sheet			Desk, 1 st Floor

	and the second			5 M 10
Faculty Log		. 10		ULRC, DHVSU
Sheet	1. Gives	12	1.1	
	Interlibrary		1.0	1
1. Secures and	Request Letter Form	2.1		
fills up	T OIL		24 A. C. C. C.	
Interlibrary		1.1		
Request				
Letter Form				
2. Submits	2. Checks		30 Seconds	
Interlibrary Request	information written in the Interlibrary			
together with 2pcs	Request Letter Form			
long bond paper				
	1. Encodes and			Liberary Otaff
100 A	prints			Library Staff Information
	Interlibrary	None	1 Minute	Desk, 1₅ Floor
	Request Letter			ULRC, DHVSU
	2. Signs			
	Interlibra			
	ry			
	Request		30 seconds	
	Letter			

3. Receives signed Interlibrary Letter	3. Releases Interlibrary Request Letter	None	30 seconds	Library Staff Information Desk, 1ª Floor ULRC, DHVSU
4. Accomplishe s Receiving Log Sheet and Customer Survey Form	4. Provides Receiving Log Sheet and Customer Survey Form	None	30 seconds	Library Staff Information Desk, 1ª Floor ULRC, DHVSU
	TOTAL:	None	5 Minutes	

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

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

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

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1 Li	brary Card (1 original)	1	Information Desk, I Library Bldg.	ULRC, DHVSU	
2 R	equest Letter	2	Personally made le	etter	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID		PERSON RESPONSIBLE	
 Logs in Student Log Sheet or Faculty Log Sheet Secures and fills up Discussion and AVR Reservation Fo rm 	 Provides Student Log Sheet or Faculty Log Sheet Gives Discussion and AVR Reservation Fo rm 	None		Library Staff Information Desk, 1₅ Floor ULRC, DHVSU	
2. Submits form together with the request letter	 2. Checks submitted documents 1. Checks Discussion and AVR schedule 2. Approves requested schedule 	None	30 seconds 1 Minute 30 seconds	Library Staff Information Desk, 1ª Floor ULRC, DHVSU	
3. Accomplishes Customer Survey Form	3. Provides Customer Survey Form	None	1 Minute	Library Staff Information Desk, 1ª Floor ULRC, DHVSU	
	TOTAL:	None	5 Minutes	212	

7. Signing of Clearance

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

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

CHECKLIST OF F	EQUIREMENTS	WHEF	RE TO SECURE	
	Library Card (1 original)		Information De DHVSU Librar	esk, ULRC,
2	Students Clearance	2	Accounting Of Admin Bldg.	
3	Employees Clearance	3	HR Office, 1 st F Bldg.	Floor Admin
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAI D	PROCESSIN G TIME	PERSON RESPONSIBL E
1. Logs in Student Log Sheet or Faculty Log Sheet	Faculty Log Sheet	Non e	1 Minute	Library Staff Information Desk, 1∝ Floor ULRC, DHVSU
2. Presents library card and clearance	2. Checks library card, list of overdue books (for students) and library card pockets (for faculty)	Non e	1 Minute	Library Staff Information Desk, 1ª Floor ULRC, DHVSU
	1. Signs students clearance 2. Signs employe es clearanc e		30 seconds	Library Staff Information Desk, 1ª Floor ULRC, DHVSU University Librarian 1ª Floor
3. Receives clearance and	3. Releases clearance and	Non e	30 seconds	ULRC, DHVSU Library Staff Information
accomplishes Customer Survey Form	provides Customer Survey Form	2000	REAL	Desk, ULRC, DHVSU
	TOTAL:	Non e	3 Minutes	111



8. Submission of Thesis/Dissertation Procedure

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

		donation of r				
Office or Division	า:		University Learning Resource Center (ULRC)			
Classification:			Simp			
Type of Transaction:		G2C	G2C – Government to Citizen			
Who may avail:	Who may avail:		Hono comp	orio Ventura	dents and employe State University v ctorily all the requi ibrary card	vho have
CHECKLIST OF I	REQUI	REMENTS			O SECURE	
1	Copy Thesi	of s/Dissertation		1	Personally produ	iced copies
2		ocopy of s/Dissertation page		2	Personally produ	iced copies
CLIENT STEF	S	AGENC ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
 Logs in Stuc Log Sheet o Faculty Log Sheet Accomplis Thesis/Dis tion Recei Log Sheet 	r hes serta ving	 Provides Student Sheet or Faculty I Sheet Instruct cliente log in t Thesis sertati Receiv Log SI 	Log _og cts ele to the s/Dis on /ing	None	2 Minutes	Library Staff Information Desk,1∝ Floor ULRC, DHVSU
2. Submits Photocopy of Thesis/Dissertatio front page	n	2. Recei and stamps Photocopy o Thesis/Disse on front page 1. Return receivi copy to cliente	ves f ertati e ns ing o	None	30 seconds 30 seconds	Library Staff Information Desk,1≋ Floor ULRC, DHVSU

3. Drops Thesis/Dissertation copies in the book drop box	3. Instructs clientele to drop copies Thesis/ Dissertation in the book drop box	None	30 seconds	Library Staff Information Desk, 1≋ Floor ULRC, DHVSU
4. Accomplishes Customer Survey Form	4. Provides Customer Survey Form	None	30 seconds	Library Staff Information Desk, 1≋ Floor ULRC, DHVSU
	TOTAL:	None	4 Minutes	

UNIVERSITY TRAINING SERVICES OFFICE

Internal Service





1.Request for Training Services

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

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



VI. FEEDBACK AND COMPLAINTS

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

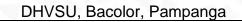
	3.3 Date and Time of the incident;
	3.4 The delivering office, service requested and the person being complained; and
	3.5 Details of the complaints
	 Every last Friday of the month, Human Resource Staff will get all the accomplished Customer Complaints Forms from the different offices/colleges/campuses for consolidation.
How complaints are processed?	 Complaints which are sent through email will be checked for consolidation by the HR staff on a weekly basis.
	 The HR Staff will submit the consolidated complaints to the DHVSU Anti Red Tape Unit (ARTU).
	 ARTU will then convene to take necessary action/s on the complaint/s.
	Executive Vice President – 0910-023-6632
	VP for Academic Affairs – 0921-611-9919
	VP for Administration and Finance – 0920-656-3981
	VP for Research, Extension, and Training – 0929- 887-5556
Contact Information of CCB, PCC, ARTA	VP for Student Affairs & Services – 0910-023-6625
	DHVSU HOTLINE: (045)-458-3815
	ARTA :complaints@arta.gov.ph (02) 8478-5093
	PCC: 8888
	CCB: 0908-881-6565 (SMS)



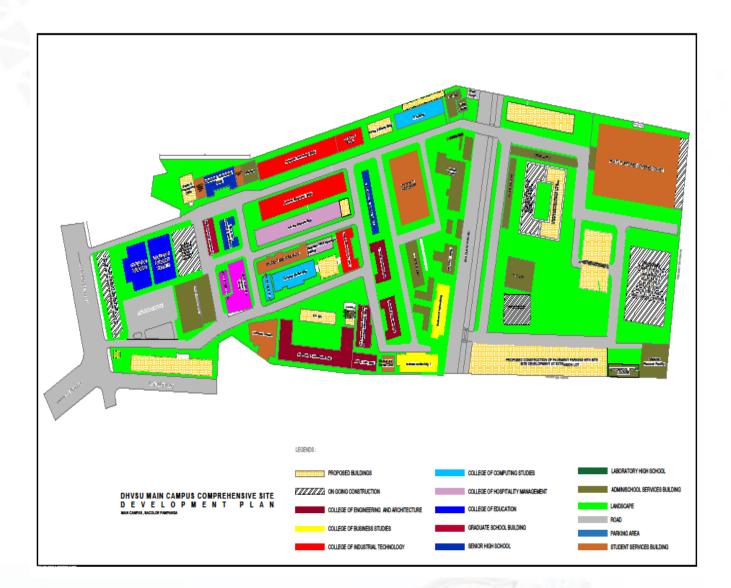
VII. LIST OF OFFICES

Office	Address	Contact Information
Office of the University President	Second Floor, Administration Building, DHVSU, Bacolor, Pampanga	+639173205705
Office of the Executive Vice President	Second Floor, Administration Building, DHVSU, Bacolor, Pampanga	+639177756399
Office of the Vice President for Academic Affairs	Second Floor, Administration Building, DHVSU, Bacolor, Pampanga	+639988834969
Office of the Vice President for Administration and Finance	Second Floor, Administration Building, DHVSU, Bacolor, Pampanga	+639088890908
Office of the Vice President for Research, Extension and Training Services	DHVSU, Bacolor, Pampanga	+639175958817
Office of the Vice President for Student Affairs and Services	Second Floor, Graduate School Building, DHVSU, Bacolor, Pampanga	+639999979760
Accounting Office	Ground Floor, Administration Building, DHVSU, Bacolor, Pampanga	(045) 900-0691
Administrative Services	Ground Floor, Administration Building, DHVSU, Bacolor, Pampanga	+639209648415
Admission Office	DHVSU, Bacolor, Pampanga	+639328872871
Auxiliary Services	DHVSU, Bacolor, Pampanga	+639177190209
Career Services Office	DHVSU, Bacolor, Pampanga	(045) 458-3815
Cashiering Office	Ground Floor, Administration Building, DHVSU, Bacolor, Pampanga	(045) 458-3815
College of Arts and Sciences	DHVSU, Bacolor, Pampanga	+639167231022
College of Business Studies	DHVSU, Bacolor, Pampanga	+639455067289
College of Computing Studies	DHVSU, Bacolor, Pampanga	+639185951281
College of Education	DHVSU, Bacolor, Pampanga	+639192796729
College of Engineering and Architecture	DHVSU, Bacolor, Pampanga	+639423490149
College of Hospitality Management	DHVSU, Bacolor, Pampanga	+63955359 <mark>5112</mark>
College of Industrial Engineering	DHVSU, Bacolor, Pampanga	+6393 <mark>33888060</mark>

College of Social Sciences and Philosophy	DHVSU, Bacolor, Pampanga	+639359003673
Data Privacy Office/ Public Information Office	Ground Floor, University Learning Resource Center, DHVSU, Bacolor, Pampanga	+639971724399
Disaster Management, General Services and Security Office	DHVSU, Bacolor, Pampanga	+639498803827
Extension Services Office	DHVSU, Bacolor, Pampanga	+639456858324
Finance Management Services	Ground Floor, Administration Building, DHVSU, Bacolor, Pampanga	+639189653529
Guidance and Testing Center	DHVSU, Bacolor, Pampanga	(045) 458-3815
International Partnerships and Programs / Alumni Affairs	DHVSU, Bacolor, Pampanga	+639359873647
Laboratory High School	DHVSU, Bacolor, Pampanga	+639324196391
Lubao Campus	Lubao, Pampanga	+639208739325
Management Information System	Second Floor, Administration Building, DHVSU, Bacolor, Pampanga	+639153836726
Mexico Campus	Mexico, Pampanga	+639257445483
Office of Physical Plant and Facilities	Second Floor, Administration Building, DHVSU, Bacolor, Pampanga	+639224592863
Office of Student Affairs	DHVSU, Bacolor, Pampanga	+639953175006
Office of Student Services - Dental Unit	DHVSU, Bacolor, Pampanga	+639430634898
Office of Student Services - Medical Health Unit	DHVSU, Bacolor, Pampanga	+639430634898
Office of the University Registrar	Ground Floor, Administration Building, DHVSU, Bacolor, Pampanga	(045) 458-3815
Planning and Development Office	Second Floor, Administration Building, DHVSU, Bacolor, Pampanga	+639161745589
Porac Campus	Porac, Pampanga	+639989559520
Quality Assurance Office	First Floor, Research Center DHVSU, Bacolor, Pampanga	+639771388046
Research and Development Services	2 nd Floor, Research Center DHVSU, Bacolor, Pampanga	+639430100362
Senior High School	DHVSU, Bacolor, Pampanga	+639322874947
Sports Development	1 st Floor, University Gymnasium DHVSU, Bacolor, Pampanga	+639175046833
Sto. Tomas Campus	Sto. Tomas, Pampanga	+63917635 <mark>5306</mark>
Training Services	2 nd Floor, Research Center DHVSU, Bacolor, Pampanga	+639155 <mark>51868</mark> 0
University Learning Resource Center Office	1 st Floor, University Learners` Center	(04 <mark>5) 458-3815</mark>











DHVSU ADMINISTRATIVE COUNCIL MEMBERS

NAME	POSITION/DESIGNATION	CONTACT NUMBER
DR. ENRIQUE G. BAKING	SUC President III	+639173205705
ENGR. ROHEL S. SERRANO	Executive Vice President	+639177756399
ENGR. REDEN M. HERNANDEZ	Vice President for Academic Affairs	+639988834969
DR. REYNALDO C. NICDAO	Vice President for Administration and Finance	+639088890908
ENGR. RANIE B. CANLAS	Vice President for Research, Extension & Training Services	+639175958817
DR. DOLORES T. QUIAMBAO	Vice President for Student Affairs and Services and Concurrent Dean, Graduate School	+639999979760
ENGR. JUN P. FLORES	Dean, College of Engineering and Architecture	+639423490149
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DR. NELLY N. PILAO	Dean, College of Social Science and Philosophy	+639359003673
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MR. JOEL C. SOTTO	Director, Training Services	+639155518680

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