

# REPUBLIC OF THE PHILIPPINES DONHONORIO VENTURA STATE UNIVERSITY BACOLOR PAMPANGA

# CHARIER CHARIER

2022

### I. Mandate

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

### II. Vision

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

### III. Mission

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

## IV. <u>Service Pledge</u>

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



## 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 UniversityPresident

	Office or Division: Office of the University President (OUP)								
		Simple							
Ту	ype of	G2G, G2B, G2C - Government to Government, Government to							
	ansaction:	Business, Government to Citizen							
W	ho may avail:	Government ager	cies	s, Busines	s entities and Clie	nts			
CI	HECKLIST OF R	EQUIREMENTS	WI	HERE TO	SECURE	_			
1	Appointment	form (1 original)	1	Office of Admin B	the University Pre Idng.)	sident (2 <sup>nd</sup> Floor,			
C	CLIENT STEPS	AGENCY ACTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE			
iss	Request for suance of emoranda	1. Issue and disseminate the memoranda either for the whole university or specific university official and personnel		None	1 Day (upon theavailability of the signatory)	Administrative Aide Office of the University President			
ap dis vo ch ap let	Request for opproval of sbursement ouchers, necks, opointment tters, and other orrespondences	2 Receive and record the documents for approval of the University President		None	1 Day (upon theavailability of the signatory)	Administrative Aide Office of the University President			
for ap	Secure request rm for an oppointment with e University resident	3. Receive the request form for appointment	2.4	None	2 Minutes	Administrative Aide Office of the University President			
		TOTAL:		None	2 Days, 2 Minutes				

# OFFICE OF THE EXECUTIVE VICE PRESIDENT



## 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 (Of	=VP).					
Office or Division:		Office	of the	e Ex	cecutive Vice Pres	sident	
Classification:	Simple						
Type of Transaction	G2G -	G2G Government to Government					
Who may avail:		Accour	ting	Off	ice		
<b>CHECKLIST OF RE</b>	QUIREMENT	S		W	HERE TO SECU	RE	
1/	Disbursemen (1 original)			1	Accounting Office	e	
2	DHVSU-QSF form	'-OEVP-(	001	2	EVP Office		
CLIENT STEPS	AGEN ACT		T B	ES O E	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit Disbursement Voucher	order, the vouc the Acc Office acc order sub voucher the EVP signing	the if duly by ed es ords the s rs in the QSP- O1 form r If not in returns cher to counting nd if in bmitsthe to for	No	ne	10 Minutes	Administrative Aide Office of the Executive Vice President	
2. Wait for the release of the signed vouch to the Office of the University President	the the the the the voucl	2.Countercheck the voucher entries and sign the voucher that is in order and			9 Minutes	Executive Vice President Office of the Executive Vice Presidents	

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

## 2. Preparation and Issuance of EVP Memorandum

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

Office or Division	Office of the Executive Vice President					
Classification:	Simple					
Type of Transact	ion:		G2G –	Govern	ment to Governn	nent
Who may avail:			Reques	sting Off	ice	Z.
CHECKLIST OF F	REQUIRE	MENTS		WHER	E TO SECURE	
1 Communication I Directive Memora from the Universi			andum ity	1	Requesting Offi	ce
2	President (1 original 2 DHVSU-QSP-OEV 003 form / DHVSU QSP-OEVP-004 fo			2	EVP Office	
CLIENT STEPS AGE			FEE S TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E	
Submit communication letter / directive memorandum from the University President		1.1 Recand log community dependent / direction the	the nicatio from ned partme ctive andum	None	1 Minute	Administrative Aide Office of the Executive Vice President

	University President			7
$\langle - \rangle$	1.2 Draft and submit the memorandum	$\wedge$		
	to the EVP for approval			Executive Vice President
	*Note: If corrected by the EVP, re- encodes the memo	None	10 Minutes	Office of the Executive Vice Presidents
	1.3. Approve the memorandum			
2. Wait for the release of the approved	2. Forwards the			
memorandum for dissemination	memorandum to the Office ofthe			
	University President for approval	None	9 Minutes	Administrative Aide Office of the
	2.1 Release the memorandum signed by the EVP and the University	٢		Executive Vice President
-M/A	President.		1861	
	TOTAL:	None	20 Minutes	

# OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS



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

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

trainings, and workshops related to academic affairs.

Of	ffice or Division:	Vice President	for Academic Affairs (VPAA) Office					
	assification:	Simple	To readonio riidio (vi rvi) onio					
	pe of Transaction		ment to Government					
	ho may avail:		HVSU employees and students					
	HECKLIST OF REC				SECURE			
1	Complete docume original, 1 photoco		1					
2	Invitation Letter w original)	ith Routing Slip (1	2	Bldng.)	f the President (2	<sup>nd</sup> Floor, Admin		
3	Request Letter (1	original)	3	Immedia	ate Supervisor	7		
4	List of participants original)	s who will attend (1	4	Immedia	ate Supervisor			
	CLIENT STEPS	AGENCY ACTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE		
for of Im Su	Submit the quired documents recommendation approval of the mediate upervisor to the PAA Office	1. Receive and check the submitted document		None	10 Minutes (upon the availability of the signatory)	Administrative Aide VPAA Office		
re	Wait for the lease of the emorandum	2.1 Prepare the memorandum and route it for approval  2.2 Issue and disseminate the memorandum to		None	1 Hour	Administrative Aide VPAA Office		
		the requesting client	7			A PER		
ap m	Receive the oproved emorandum from PRET Office	3. Provide the Immediate Supervisor of the requesting client a copy of the memorandum approved by the VPRET		None	10 Minutes	Administrative Aide VPAA Office		
		TOTAL:	1	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

Of	ffice or Division:	Off	Office of the Vice President for Academic Affairs				
	assification:	Sir	nple		_		
	pe of	1					
	ansaction:		B			E 10 10 22	1 4
VV	ho may avail:		Deans, Directors 'AACluster of DH'			Faculty and Staff	under the
CI	HECKLIST OF R	EQU	IREMENTS	WH	HERE TO	SECURE	
1	Invite or letter of	f requ	uest	1	Request	ing institution or a	gency
2	President's Office	ce Ro	outing Slip	2	DHVSU,	Office of the Pres	sident
3				3			
CI	LIENT STEPS	AG	SENCY ACTION		EES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Requests issuance of Memoranda	1	Verify receipt of invite or request		None	2 minutes	Administrative Aide I / EA VPAA, VPAA Office, DHVSU Admin. Bldg.
2	Waiting	2	Receives and logs in the communication letter from President's Office with Routing Slip		None	1 minute	Administrative Aide I, VPAA Office, DHVSU Admin. Bldg.
3	Waiting	3	Drafts and encodes the memorandum, and forwards it to the VPAA (Note: If corrected by the VPAA, reencodes the memo)		None	7 minutes	Administrative Aide I / EA VPAA, VPAA Office, DHVSU Admin. Bldg.
4	Waiting	4	Submits the memorandum to the VPAA for approval		None	2 minutes	Administrative Aide I / EA VPAA, VPAA Office, DHVSU Admin. Bldg.
5	Waiting	5	Approves the Memorandum		None	2 minutes	VPAA, VPAA Office, DHVSU Admin. Bldg.

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



## OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION AND FINANCE



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

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

	Office or Division:	Office of the Vice	Pres	sident fo	r Administration and	Finance	
	Classification:	Simple		/	/		
	Type of Transaction:	G2G, G2C, G2B					
	Who may avail:	Personnel from the Office, students a			dministrative Office entities	and Accounting	
CHECKLIST OF REQUIREMENTS WHERE TO SECURE					1		
	Complete and signed BURS and ORS from the Budget Office (1 original)			Office of the Vice President for Administration and Finance (2 <sup>nd</sup> Floor, Admin Bldng.)			
	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE	
	1 Have the BURS and ORS received	1 Record the documents subject for the recommendatio n for approval by the VPAF	None		1 Day (upon the availability of the signatory)	Administrative Aide Office of the Vice President for Administration and Finance	
	2 Submit documents for recommendation for the approval of the University President 2 Record are check the document		None		1 Hour (upon the availability of the signatory)	Administrative Aide Office of the Vice President for Administration and Finance	
6		TOTAL:	7		1 Day, 1 Hour		

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



## 1. Processing of Request of Extension Service

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

Office or Division:	Extension Services Management Office						
Classification:	Simple						
Type of Transaction	on:	G2C					
Who May Avail:	X X X	Commur	nity/General Pul	blic			
CHECKLIST REQU	JIREMENTS		TO SECURE				
1	Request Letter with contact information	Head of	the Requesting	Community			
2	Customer Survey Form	Extensio	n Service Mana	agement Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	DCESSING TIME	PERSON RESPONSIBLE			
1. Forward the request letter to the President's Office	1. Assess and response to the request	None	3 Days	Administrative Aide President's Office Secretary, Director Extension Services Management Office			
2. Wait for the release of the response notification	2. Transmit or contact the requesting party for the response	None	1 Day	Secretary, Director Extension Services Management Office			
3. Fill up the customer survey form	3. Receive the feedback from the survey form	None	1 Day	Secretary Extension Services Management Office			
4. Attend the discussion meeting for the Project Proposal plan and MOA	4. Conduct meeting with the requesting regarding the details of the Plan and MOA	None	1 Day	Director, University Extension Staff Extension Services Management Office			
5. Sign the MOA upon agreement to all stipulated	5. Explain and finalize the provisions of the project plan and MOA	None	1 Day	Director, University Extension Staff Extension Services Management Office			
commitmen		23					

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



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

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

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

	Office or Division: Vice President for Student Affairs and Services (VPSAS) Office					(VPSAS) Office	
	ssification:	Simple					
Tra	ne of neaction:	G2G – Governmer					
	o may avail:	All bona fide DHVS					
СН	ECKLIST OF REC	<u> </u>	WH	ERE T	O SECURE		
1	Complete documents (1 original, 1 ph	ments signatories otocopy)	1	Desig	nated Office		
2	Invitation Letter (1 original)	with Routing Slip	2	Office Bldng	e of the President g.)	(2 <sup>nd</sup> Floor, Admin	
3	Request Letter	(1 original)	3	Imme	diate Supervisor		
4	List of participa (1 original)	nts who will attend	4	Imme	ediate Supervisor		
C	CLIENT STEPS	AGENCY ACTION		S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE	
dod rece app Imr	Submit cuments for commendation of coroval of the mediate corrisor to the SAS Office	Receive and check the document	N	one	10 Minutes (upon the availability of the signatory)	Administrative Aide VPSAS Office	
2. V	Vait for the ease of the morandum	2.1 Prepare the memorandum and route it for approval  2.2 Issue and disseminate the memorandum to the requesting client	N	one	DHVTSU 1 Hour	Administrative Aide VPSAS Office	
app	Receive the proved morandum from VPSAS Office	3.1Provide the Immediate Supervisor of the requesting client a copy of the memorandum approved by the VPSAS	N	one	10 Minutes	Administrative Aide VPSAS Office	
		TOTAL:	N	one	1 Hour, 20 Minutes		

## **ACCOUNTING OFFICE**

**External Service** 



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

Office or Division:	Accounting Office						
Classification:	Simple						
Type of Transaction:	G2C - Government to Citizen						
Who may avail:	All bona fide students who of graduation fee from this		ed to secure c	ertificate of payment			
CHECKLIST OF REQUIREM	ENTS	WHERE	TO SECURE				
1	Student's Identification Card (1 Original)	1		timedia Center (IMC), of Admin. Bldg.)			
2	Official Receipt (OR) of Payment (1 Original)	2		Office, 1st Floor, on Bldg Window 11			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	DCESSING TIME	PERSON RESPONSIBLE			
Present ID and request for Certificate of Payment for Graduation Fee at the Accounting Office	Verify     student's balance     from the system and     instruct to make     payment for the     certification.	None	1 Minute	Administrative Aide Accounting Office			
Pay the necessary amount at the Cashiering Office.	2. Collect Payment and issue OR for the payment made.	PHP 50	1 Minute	Administrative Officer Cashiering Office			
Present OR at the Accounting Office	3. Print and release Certificate of Payment for Graduation Fee	None	1 Minute	Administrative Aide Accounting Office			
The same of the sa	TOTAL:	PHP 50	3 Minutes				

	SCHEDULE	OF FEES AND	OTHER CHA	ARGES			
	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	220/unit	1,250.00	350/unit	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 (1st Yr only)	100.00	100.00	100.00	100.00	100.00	-	-
Insurance	50.00	50.00	50.00	50.00	50.00	50.00	50.00
Laboratory Fees	150.00	450.00	2,500.00	600.00	150.00	150.00	150.00
Library Fees	150.00	150.00	150.00	150.00	150.00	150.00	150.00
Medical/Dental Fees	80.00	80.00	80.00	80.00	80.00	80.00	80.00
Miscellaneous	70.00	70.00	70.00	70.00	70.00	70.00	70.00
Registration Fees	100.00	100.00	100.00	100.00	100.00	100.00	100.00
ROTC/CWTS	330.00	330.00	330.00	330.00	330.00	-	-
School ID Fees	150.00	150.00	150.00	150.00	150.00	150.00	150.00
Utility Fee	-	-	-	-	-	-	300.00
Total	4,290.00	4,590.00	6,640.00	4,740.00	4,090.00	3,360.00	3,660.00
OTHER FEES-TRUST FUND							
Devt. Fees-College Fee	50.00	50.00	50.00	50.00	50.00	50.00	50.00
Devt. Fees-Industrialist	70.00	70.00	70.00	70.00	70.00	70.00	70.00
Devt. Fees-USC/SSC	70.00	70.00	70.00	70.00	70.00	70.00	70.00
Total	190.00	190.00	190.00	190.00	190.00	190.00	190.00
TOTAL OTHER FEES	4,480.00	4,780.00	6,830.00	4,930.00	4,280.00	3,550.00	3,850.00

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

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

Office or Division:	<u> </u>	Accounti	ng Office						
Classification:		Simple							
Type of Transaction:		G2C – G	overnment to Cit	tizen					
Who may avail:	$\lambda \rightarrow$		All bona fide students who are required to secure student's clearance from this office.						
CHECKLIST OF REC	UIREMENTS	)———	WHERE TO SE	ECURE					
4	Student's Identif Card (1 Original)		1	Internet Multimedia Center (IMC), (at the back of Admin. Bldg.) DHVSU, Bacolor, Pampanga					
2	Official Receipt of Payment (1 Orig		2	Cashiering Office Admin. Bldg. –	ce, 1st Floor, DHVSU Window 11				
CLIENT STEPS	AGEN(	_	FEES TO BE PAID	PROCESSIN G	PERSON RESPONSIBL E				
Inquire for verifical of outstanding balance the Accounting Office	e at stude outsta	anding ce from	None	1 Minute	Administrative Aide Accounting Office				
Payment of outstanding balance at Cashiering Office	the student's and colle Payment	record ect	See Table for Schedule of Fees and Other Charges below.	1 Minute	Administrative Officer Cashiering Office				
3. Present Official Refor the payment made to Accounting Office		y	None	2 Minutes	Administrative Aide Accounting Office				
	Novin (	TOTAL:	See Table for Schedule of Fees and Other Charges below.	4 Minutes					

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

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

Office or Division:	Accounting Office	/		
Classification:	Simple	- 1		
Type of Transaction:	G2C – Government to Cit	izen		
Who may avail:	All bona fide students who office.	o are req	uired to secure stud	dent's clearance from this
CHECKLIST OF REQ	UIREMENTS	WHER	E TO SECURE	1
$\mathcal{M}^{1}$	Student's Identification Card (1 Original)	1		ia Center (IMC), (at the n. Bldg.) DHVSU, Bacolor,
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	ROCESSING TIME	PERSON RESPONSIBLE
Request for Clearance at the Accounting Office.	Verify student balance from the system and print clearance	None	1 Minute	Administrative Aide Accounting Office
2. Receive the Clearance from the Accounting Office.	2. Release the Clearance signed by the accountant.	None	1 Minute	Administrative Aide Accounting Office
	TOTAL:	None	2 Minutes	

## 4. Issuance of Clearance (2nd Copy)

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

Office or Division:	Accounting Office	/ //	•					
Classification:	Simple							
Type of Transaction:	G2C – Government to Citizen							
Who may avail:	All bona fide students who an office.	re required	to secure stude	nt's clearance from this				
CHECKLIST OF REQUIR	EMENTS	WHERE	TO SECURE					
1	Student's Identification Card (1 Original)	1		media Center (IMC), f Admin. Bldg.)				
2	Official Receipt (OR) of Payment (1 Original)	2		fice, First Floor, n. Bldg Window 11				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	OCESSING TIME	PERSON RESPONSIBLE				
Present ID and request for 2 <sup>nd</sup> Copy of Clearance at the Accounting Office	Verify     student's balance from     the system and instruct     the student to make     payment for     the request made.	None	1 Minute	Administrative Aide Accounting Office				
Pay the necessary amount at the Cashiering Office	2. Collect Payment and issue OR for the payment made.	PHP 50	1 Minute	Administrative Officer Cashiering Office				
3. Present OR to the Accounting Office	3. Print and release Clearance signed by the University Accountant	None	2 Minute	Administrative Aide 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:  Account			ng Office			
Classification:		Simple				
Type of Transaction:	$\rightarrow$	G2C – G	Sovernment to Cit	zen		
Who may avail:	$\times$		fide students who	are required to secure		
CHECKLIST OF REQU	UIREMENTS		WHERE TO SE	CURE		
1	Student's Identification Card Original)	I (1	1	Internet Multimedia Center (IMC) (at the back of Admin. Bldg.)		
2	Official Receipt of Payment original)	(1	2	Cashiering Office, First Floor, DHVSU Admin. Bldg Window 11		
3	Documentary Stamp (1 piec	e)	3	Bureau of Internal Revenue (BIR), Sindalan, CSFP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Request for     Statement of Account     at the Accounting     Office.	Verify student records	None	2 Minutes	Administrative Aide 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	Administrative Aide 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	Administrative Aide Accounting Office		
	TOTAL:	PHP 50	8 Minutes			

# ADMINISTRATIVE SERVICES OFFICE

**External Services** 



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

Office or Division:	Administrative Services Office (ADMINSO)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business; G2G – Government to Government			
Who may avail:	All government and private institutions with Letter of Consent from the personnel being verified			
CHECKLIST OF RE	QUIREMENTS	WHER	E TO SECURE	
1	Letter of Consent (1 original)	1	From the employee/personnel being verified	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
- 113 110000018	TOTAL:	None	30 Minutes	

# ADMINISTRATIVE SERVICES OFFICE



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

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

Office or Division:	Administrative	Services	Office (ADMINSO)				
Classification:	Simple						
Type of Transaction	G2C – Govern	G2C – Government to Citizen					
Who may avail:	All Employees and Permane		U (Job Order, Casเ	ıal, Temporary,			
CHECKLIST OF REC	UIREMENTS	WHERE	TO SECURE				
i	Government ssued ID (1 original)	1	Any ID issuing gov	vernment agency			
	COE Request Form (1 original)	2	ADMINSO, Groun DHVSU Administra				
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 IV ADMINSO			
2. Register at the Logbook for COE at HR.	2. Print the COE	None	2 Minutes	Administrative Aide IV ADMINSO			
3. Wait for the issuance of the COE at the HR.	3.1 Verify and sign the COE	None	2 Minutes	Chief Administrative Officer ADMINSO			
	3.2 Issue the signed COE	None	1 Minute	Administrative Aide IV 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 IV ADMINSO			
	TOTAL:	None	10 Minutes				

#### 2. Issuance of Service Record

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

Office or D	ivision:	Administrative Services Office (ADMINSO)					
Classificati	ion:	Simple	e				
Type of Tra	ansaction:	G2C – Government to Citizen					
Who may a	vail:	All Employees of Casual, Tempora			(Job-Order/Contra Permanent)	act of Service,	
CHECKLIS	T OF REQU	JIREMENTS			E TO SECURE		
1	Governme original)	ent issued ID (1	1	Ar	ny ID issuing gover	rnment agency	
2		ecord Request	2	Αſ	OMINSO, Ground	1	
	Form (1 o	riginal)		Fle	oor, Administration	n Bldg.	
CLIENT		AGENCY ACTION	FEE TO BE PAI	PROCESSING PERSONS		PERSON RESPONSIBLE	
1. Secure and submit the accomplished Service Request Form at HR.		Verify and prepare the Service Record	None		2 Minutes	Administrative Assistant IV ADMINSO	
2. Register and Logbook for Record at H	Service	2. Print the Service Record	Non	е	2 Minutes	Administrative Assistant IV ADMINSO	
3.Wait for the issuance of the Service Record at HR.		3.1 Verify and sign the Service Record	Non	е	2 Minutes	Chief Administrative Officer ADMINSO	
		3.2 Issue the signed Service Record	Non	е	1 Minute	Administrative Assistant IV ADMINSO	
4. Accomplish the Customer Survey Form and drop to the designated box.		4. Ensure evaluation of the service delivery.	Non	е	2 Minutes	Administrative Assistant IV ADMINSO	
in innian		TOTAL:	Non	е	10 Minutes	1277	

# 3. Issuance of University Issued IdentificationCard (New)

This describes the procedure in acquiring university issued identification card.

Office or Division:	Administrative Services Office	e (ADM	INSO)						
Classification:	Simple								
Type of Transaction:	G2C – Government to Citizen								
Who may avail:	All Employees of DHVSU (Jo Permanent)	ob Orde	r, Casual, Tempor	ary, and					
CHECKLIST O	F REQUIREMENTS	WHER	E TO SECURE						
1	ID Request Form (1 original)	1	ADMINSO, Ground Administration E						
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE					
1. Secure and accomplish ID Request Form at the ADMINSO.	1.1. Receives the ID Request Form	None	5 Minutes	Administrative Aide I ADMINSO					
	1.2. Inputs applicant's information in the system	None	10 Minutes	Administrative Aide I ADMINSO					
	1.3. Submits the ID Request Form to the Chief Administrative Officer (CAO) only if the applicant	None	5 Minutes	Administrative Aide I  ADMINSO					
	has provided a TIN number		18 To	All and the second					
	2. Authorizes the issuance of ID by signing the ID Request form	None	10 Minutes	Chief Administrative Officer ADMINSO					
	2.1. Returns the signed ID request form to the applicant	None	5 Minutes	Administrative Aide I					
		HIIII	THE PARTY OF THE P	ADMINSO					
2.Present the approved ID Request Form to the MIS, and wait for the ID	2. Directs the applicant to the Management Information Systems office for the processing and issuance of the ID	None	2 Minutes	Administrative Aide I  Management Information					
issuance.				Systems Bldg.					

	3. Return to the HR and accomplish the	3.Accomplishes the Survey on Customer	None	3 Minutes	Administrative
	Customer	Jalistaction	110110	o wiii lataa	Aide I
	Survey Form and drop to the				ADMINSO
١	designated box.				
	/ / /	TOTAL:	None	40 Minutes	

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

Granting approval for the replacement for lost, stolen and outdatedidentification card.

	Office or	Administrative Services Office (A	DMINS	O)				
	Division:							
	Classification:	ation: Simple						
<i>\</i>	Type of Transaction:	G2C – Government to Citizen			<i>E</i> _			
	Who may avail:	I: All Employees of DHVSU (Job Order, Casual, Temporary, and Permanent)						
	CHECKLIST OF	REQUIREMENTS	WHER	E TO SECURE	7 -0 / 00			
	1	ID Request Form (1 original)	1					
	2	Affidavit of Loss for lost ID (1 original)	2	Law Firm / Notary Public				
	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
	Secure and accomplish ID Request Form	1. Asks the requesting personnel about the state of his/her present ID	None	1 Minutes	Administrative Aide I ADMINSO			
		1.2 Confirms if his/her present ID has been damaged, lost, or requires an update of information	None	5 Minutes	Administrative Aide I ADMINSO			
		1.3. Issues the ID Request Form to the applicant	None	5 Minutes	Administrative Aide I ADMINSO			
		1.4. Accomplishes the ID     Request Form and surrenders	None	10 Minutes	Administrative Aide I ADMINSO			
		his/her old ID. If lost, provides and Affidavit of Loss			ADIVIINSO			

		- 1		
	1.5. Receives the ID Request Form and the old ID or affidavit, whichever is applicable	None	2 Minutes	Administrative Aide I ADMINSO
	1.6 Updates the applicant'sinformation in the system	None	10 Minutes	Administrative Aide I ADMINSO
approval of the	2. Submits the ID Request Form to the Chief Administrative Officer (CAO)	None	5 Minutes	Chief Administrative Officer ADMINSO
	2.1. Signs the ID Request Form	None	5 Minutes	Chief Administrative Officer ADMINSO
	2.2. Returns the approved ID Request Form to the applicant	None	5 Minutes	Administrative Aide I ADMINSO
approved ID Request Form to the MIS and wait	3. Directs the applicant to the Management Information Systems office for the processing and issuance of the new ID	None	2 Minutes	Administrative Aide I Management Information Systems Bldg
	Accomplishes the Survey on Customer Satisfaction	None	3 Minutes	Administrative Aide I ADMINSO

**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 Division: Administrative Services Office (ADMINSO)						
Classification	on:	Simple				
Type of Transaction Who may a	/ \	G2C – Government	nt to Citizen  OHVSU with Casual, Temporary, and			
	V/	Permanent status.				
CHECKLIST		QUIREMENTS		IER	E TO SECURE	
	for Lea Form CSC I 2020 / DHVS	nplished Application ave Form/CSC 6 (2 original) Form 6, Revised / SU-QSP- NSO-002-F0001-	1	•	• ,	dg. /ebsite HR Downloadable on for Leave Form site
2	origina	al Certificate (1 al) days and beyond of absence	2	•	Registered Physic concerned persor	
3	Duly s Form	igned Clearance (3 original) Odays leave of	<ul> <li>ADMINSO, DHVSU         Administrative Bldg.     </li> <li>Official DHVSU Website         (dhvsu.edu.ph) – HR         Downloadable Forms – Clearan         Form     </li> </ul>		l <mark>g.</mark> /ebsite HR	
CLIENT S	TEPS	AGENCY ACTION	T B	ES O E	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure ar accomplish ( Form 6 - Application f Leave Form submit to the	CSC for and	1. Receive and indicate the personnel's leave credits on the form	No	ne	10 Minutes	Administrative Assistant IV ADMINSO
2. Register a Logbook for ADMINSO Transactions waiting for th verified appl	s while ne	2. Certify the correctness of the number of leave credits.	No	ne	15 Minutes	Supervising Administrative Officer ADMINSO

0 Famural II - 000	0 December 1			
3. Forward the CSC Form 6 to the Immediate Superior	3. Recommend the approval/ disapproval of the application for	None	1 Hour	Dean/ Unit Director DHVSU
	leave			
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 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	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 Di	vision:	Administrative Se	rvice	s Of	fice (ADMINSO)	
Classificati	Simple					
Type of Transaction		G2C – Governme	nent to Citizen of DHVSU with Casual, Temporary, and			orary, and
Who may a		Permanent status	1			
CHECKLIST	COF REC	UIREMENTS	WH	IER	E TO SECURE	
1	Applica Form/C origina CSC F 2020 / DHVSC	plished ation for Leave CSC Form 6 (2 I) orm 6, Revised U-QSP- ISO-002-F0001-	<ul> <li>ADMINSO, Ground Floor, Administration Bldg.</li> <li>Official DHVSU Website (dhvsu.edu.ph) – HR Downloadable Forms –Application for Leave Form</li> <li>Official CSC Website (www.csc.gov.ph)</li> </ul>		dg. /ebsite HR rms –Application site	
2	Approv for Moi Univers	red Request Letter netization by the sity President (1	2	•	Concerned personnel	
	origina	ı) days and beyond				
CLIENT S		AGENCY ACTION	FE T B	0 E	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure ar accomplish Form 6 - App for Leave For (Monetization submit to the	CSC plication orm on) and	1. Receive and indicate the personnel's leave credits on the form	No	ne	10 Minutes	Administrative Assistant IV ADMINSO
2. Register a Logbook for ADMINSO Transactions waiting for the verified appli	at the	2. Certify the correctness of the number of leave credits	No	ne	15 Minutes	Supervising Administrative Officer ADMINSO
3. Forward to Form 6 to the Immediate S	he CSC e	3. Recommend the approval/ disapproval of the application for monetization	No	ne	15 Minutes	Dean/Unit Director DHVSU

4. Forward the signed CSC Form 6 to the HR	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
× 7	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 Division:		Administrative Servi	ces Offi	ce (ADMINSO)		
Classification: Simple						
Type of						
Transaction:	$\triangle$	G2C – Government				
Who may ava	V	status.		h Casual, Temporary, a	nd Permanent	
CHECKLIST		EQUIREMENTS	WHEF	RE TO SECURE		
1	to Re the U	ed Letter of Intent etire addressed to Jniversity President iginal, 3 ocopies)	1	Concerned Employee		
2	Univ	roval Letter from the ersity President (1 inal, 3 photocopies)	2	Office of the University President, 2 <sup>nd</sup> Floor, Administration Building		
3	Appl	Signed ication for rement Form (4 nal)	3	GSIS Website - https://www.gsis.gov.ph/downloadabl -forms		
4	of No	Signed Certificate o Administrative e (4 original)	4	ADMINSO, Ground Floor, Administration Bldg.		
5	Certi Decl Pend	Signed ification on aration of dency and Non- dency (4 original)	5	ADMINSO, Ground Floor, Administration Bldg.		
6	Sign	ed Service Record iginal)	6	ADMINSO, Ground Flo Administration Bldg.	or,	
7	Clea	rance Form (3 nal)	7	ADMINSO, Ground Flo Administration Bldg.	or,	
8		omplished CSC n 6 (3 original)	8	ADMINSO, Ground Flo Administration Bldg.	or,	
9	3613111	Picture with white ground (3 original)	9	Any photo shop availab	le	
CLIENT STE	PS	AGENCY ACTION	FEES TO BE PAID		PERSON RESPONSIBLE	

Register at the Logbook for ADMINSO Transaction.	Assist the client.	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
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/Disapprov al to the Retirement of the concerned client.	None	10 Minutes	University President 2 <sup>nd</sup> Floor, Administration Bldg.
5. Accomplish and sign the GSIS Application Form for Retirement and	5.1. 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 <sup>nd</sup> Floor, Admin. Bldg.
	5.4 Attach the Certification of No Administrative Case, Declaration of Pendency and Non- Pendency and Service Record to the form	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	Retiree
6. While waiting for the GSIS's response, accomplish the Customer Survey Form and drop to the designated box.	6. Ensure evaluation of the service delivery.	None	3 Minutes	Administrative Aide I, Supervising Administrative Officer ADMINSO
	TOTAL:	None	2 Hours, 35 Minutes	9



# ADMINISTRATIVE SERVICES OFFICE – COMPENSATION AND OTHER BENEFITS UNIT

**Internal Service** 



# 1. Approval of PAG-IBIG Loan Applications Granting approval of Pag-ibig loan applications

ı	Office on Divi		0	l O	41	n Danafita I luit			
	Office or Divi	sion:	·	Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)					
	Classification	า:	Simple						
	Type of Transaction:		G2C – Governm	G2C – Government to Citizen					
/	Who may ava		Temporary, and			J (Job Order, Cas ent)	ual,		
	CHECKLIST	OF REQ	UIREMENTS	WI	1EF	RE TO SECURE			
			oplication Form (1 l)	1	-C	agibig Website – BOO Unit - ADMI Iministrative Bldg	Pagibig Loan Form NSO, 2 <sup>nd</sup> Floor		
	Issued		Government IDs (2 opies back and	2	Ar	ny ID issuing gove	rnment agency		
			ird or Loyalty Photocopy)	3		andbank agibig	Tex		
	CLIENT S	TEPS	AGENCY ACTION	FEE TC BE PAI	)	PROCESSING TIME	PERSON RESPONSIBLE		
	Inquire on specific Loan Application		1. Assist the client.	Non	e	5 Minutes	Administrative Aide I CBOO Unit - ADMINSO		
The state of the s	2. Accomplish the Loan Application Form and attach two (2) photocopies of two (2) government issued IDs (showing front and back of the ID) and one (1) photocopy of		2. Prepare necessary documents needed	Non	ie	10 Minutes	Administrative Aide I CBOO Unit - ADMINSO		
	ATM card or Lo						44		
	ATIVI CATO OF LO	<i>y</i> arry							

3. Submit the accomplished Loan Application Form and attach two (2) photocopies of two (2) government issued IDs (showing front and back of the ID) and one (1) photocopy of ATM card or Loyalty Card	3. Sign the Loan Application Form and advice the client to submit the documents to the respective agency.	None	3 Minutes	Administrative Officer V CBOO Unit -ADMINSO
3. Accomplish the Customer Survey Form and drop to the designated box.	3. Ensure evaluation of the service delivery and wait for the request to confirm the approval of the application of the loan from the concerned agency.	None	15 Minutes	Administrative Aide I CBOO Unit - ADMINSO
1	TOTAL:	None		
	IUIAL:	None	33 minutes	

# 2. Approval of GSIS Loan Applications Granting approval of GSIS loan applications

Office or Division:		Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)					
Classification:	Simple						
Type of Transaction:	G2C – Governm	ent to Ci	tizen				
Who may avail:	All Employees o Permanent)	f DHVSL	(Casual, Tempor	ary, and			
CHECKLIST OF REC	QUIREMENTS	WHER	E TO SECURE				
1 UMII	) Card	1 -0	SSIS				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Apply loan through GSIS Kiosk using GSI UMID Card or apply through online	1. Check the GSIS website for loan applications	None	3 Minutes	Administrative Officer V CBOO Unit - ADMINSO			
2. Proceed to the CBOO Unit – ADMINSO for the approval of loan application	2.1 Verify if the net pay is with accordance to the allowable minimum take home pay	None	5 Minutes	Administrative Officer V CBOO Unit -ADMINSO			
	2.2 Approve the GSIS loan	None	2 Minutes	Administrative Officer V CBOO Unit - ADMINSO			

	3. Accomplish the Customer Survey Form and drop to the designated box.	Ensure evaluation of the service delivery	None	15 Minutes	Administrative Aide I CBOO Unit -
\					ADMINSO
	$\rightarrow \rightarrow \rightarrow \rightarrow$				
	TOTAL:	V	None	25 Minutes	



3. Issuance of Certificate of Payment – Remittances
Issuance of a document stating that the contributions/premiums andloans of the employee has been paid.

Office or Division:  Classification:		Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)						
		Simple						
Type of Transactio n:		1.	G2C – Government to Citizen					
Who may av	ail:	All Employees of and Permanent)	DHVSU	(Job Order, Casua	al, Temporary,			
CHECKLIST	OF RE	QUIREMENTS	WHEF	RE TO SECURE				
)1	Gover (1 orig	rnment issued ID ginal)	1 /	Any ID issuing gov	vernment agency			
CLIENT S	TEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Secure and accomplish Request Form		1. Verify and check the premium or loan remittance report and official receipts	None	5 Minutes	Administrative Officer V Administrative Assistant II Administrative Aide IV Administrative Aide I CBOO Unit - ADMINSO			
2. Wait for the issuance of Certificate of Payment		2.1 Prepare and print the Certificate of Payment	None	30 Minutes	Administrative Officer V Administrative Assistant II Administrative Aide IV Administrative Aide I CBOO Unit - ADMINSO			
		2.2 Certify the correctness of the Certificate of Payment	None	5 Minutes	Administrative Officer V ADMINSO			
		2.3 Issue the Certificate of Payment	None	2 Minutes	Administrative Officer V Administrative Assistant II Administrative Aide IV Administrative Aide I CBOO Unit -			

			$\sim$	$\rightarrow \!$	ADMINSO
4	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 IV Administrative Aide I CBOO Unit - ADMINSO
4		TOTAL:	None	45 Minutes	

#### 4. Issuance of BIR FORM 2307

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

Office or Division:	Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)					
Classification:	Simple					
Type of Transaction:	G2C – Government to Citizen					
Who may avail:	All Employees	of DHV	SL	J (Job Order/Cont	ract of Service)	
CHECKLIST OF REQU	JIREMENTS	WHE	RI	E TO SECURE		
1 Governm (1 origina	nent issued ID al)	1	F	Any ID issuing go	vernment agency	
CLIENT STEPS	AGENCY ACTION	FEES TO B PAID	Е	PROCESSING TIME	PERSON RESPONSIBLE	
Fill out the Request Form	1. Assist the Client	None	<b>!</b>	1 Minute	Administrative Aide I CBOO Unit - ADMINSO	
2. Wait for the issuance of the request at the CBOO Unit -ADMINSO.	2.1 Prepare and print the BIR Form 2307	None	:	5 Minutes	Administrative Officer V CBOO Unit -ADMINSO	
	2.2 Verify and sign BIR Form 2307	None	À	5 Minutes	Accountant IV Accounting Office	
-M-/45	2.3 Issue the signed BIR Form 2307	None		1 Minute	Administrative Officer V CBOO Unit -ADMINSO	
3. Accomplish the Customer Survey Form and drop to the designated box.	3. Ensure evaluation of the service delivery	None	2	3 Minutes	Administrative Officer V CBOO Unit -ADMINSO	
	TOTAL:	None	€	15 Minutes		

#### 5. Issuance of BIR FORM 2316

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

Office or Division:	ion: Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)					
Classification:	Simple	/				
Type of Transaction:	G2C – Governm	ent to C	itizen			
Who may avail:	All Employees o	f DHVS	U (Casual, Tempor	ary, and		
CHECKLIST OF REG	UIREMENTS	WHE	RE TO SECURE			
1 Governm (1 origina	nent issued ID	1	Any ID issuing go	vernment agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Fill out the Request Form	1. Assist the Client	None	1 Minute	Administrative Aide I CBOO Unit - ADMINSO		
2. Wait for the issuance of the request at the ADMINSO.	2.3 Issue the signed BIR Form 2316	None	1 Minute	Administrative Officer V CBOO Unit - 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 CBOO Unit - ADMINSO		
	TOTAL:	None	5 Minutes	700 AND		

### 6. Issuance of Daily Time Record (DTR)

Issuance of a document stating the employee's name, registeredattendance

Type of Transaction:  Who may avail:  All Employees of DHVSU with Casual, Temporary, and Permanent status.  CHECKLIST OF REQUIREMENTS  1 Government issued ID (1 original)  2 Memorandum / Approved Letter - basis for justification  CLIENT STEPS  AGENCY ACTION  1. Request for DTR and register at the Logbook for ADMINSO Transactions at the HR  2. Submit the accomplished DTR Request Form to the ADMINSO.  3. Check the printed DTR for possible corrections.  3. Check the printed DTR for possible corrections.  4. Sign the DTR, have it verified through the signature of t	Office or Divisi on: Classification:		Compensation ar (ADMINSO)	nd Other	Benefits	Unit - Administrati	ve Services Office				
Type of Transaction:  Who may avail:  All Employees of DHVSU with Casual, Temporary, and Permanent status.  CHECKLIST OF REQUIREMENTS  1 Government issued ID (1 original)  2 Memorandum / Approved Letter -basis for justification  CLIENT STEPS  AGENCY ACTION  TO BE PAID  1. Request for DTR and register at the Logbook for ADMINSO Transactions at the HR  2. Submit the accomplished DTR Request Form to the ADMINSO.  3. Check the printed DTR for possible corrections.  3. If there are corrections, validate through submitted memorandums/ letters and/or documents, make necessary correction/s and reprint DTR. Note: If no attachment/s submitted, advise the client to furnish the office a copy of the memo/letter to validate corrections.  4. Sign the DTR, have it verified through the signature of the			ion:	Simple	Simple						
Permanent status.	1	Type of Transaction:		G2C – Governme							
1 Government issued ID (1 original) 2 Memorandum / Approved Letter -basis for justification  CLIENT STEPS AGENCY ACTION TIME  AGENCY ACTION  1. Request for DTR and register at the Logbook for ADMINSO Transactions at the HR 2. Submit the accomplished DTR Request Form to the ADMINSO.  3. Check the printed DTR for possible corrections.  3. If there are corrections, validate through submitted memorandums/ letters and/or documents, make necessary correction/s and reprint DTR. Note: If no attachment/s submitted, advise the client to furnish the office a copy of the memo/letter to validate corrections.  4. Sign the DTR, have it verified through the signature of the						with Cas	ual, Temporary, a	nd			
CLIENT STEPS   AGENCY ACTION   FEST TO BE PAID	J	CHECKLIST OF R		REQUIREMENTS		WHEF	RE TO SECURE	/			
Letter -basis for justification  CLIENT STEPS  AGENCY ACTION  1. Request for DTR and register at the Logbook for ADMINSO Transactions at the HR 2. Submit the accomplished DTR Request Form to the ADMINSO.  3. Check the printed DTR for possible corrections.  3. Check the printed DTR for possible corrections.  4. Sign the DTR, have it verified through the signature of the ADMINSO  4. Sign the DTR, have it verified through the signature of the ADMINSO  Administrative Aide I Administrative Aide I Administrative Aide I ADMINSO  FEES TO BE PAID  FEES TO BE PAID  FEES TO BE PAID  Administrative Aide I Administrative Aide I ADMINSO  Administrative Aide I ADMINSO  Administrative Aide I ADMINSO  None  5 Minutes  Administrative Aide I ADMINSO  Administrative Aide I ADMINSO  Dean/ Unit Director DENSING  TIME  PROCESSING TIME  PROCESSING TIME  PROCESSING TIME  PAID  Administrative Aide I ADMINSO		1			1	Any ID i	ssuing governmer	nt agency			
1. Request for DTR and register at the Logbook for ADMINSO Transactions at the HR 2. Submit the accomplished DTR Request Form to the ADMINSO.  3. Check the printed DTR for possible corrections.  3. Check the printed DTR for possible corrections.  4. Sign the DTR, have it verified through the signature of the ADMINSO to secure and accomplished both at the client to furnish the office a copy of the signature of the ADMINSO.  To BE PAID  Administrative Aide I  Ad	7	2	Letter		2	Concerr	ned Employee				
DTR and register at the Logbook for ADMINSO Transactions at the HR  2. Submit the accomplished DTR Request Form to the ADMINSO.  3. Check the printed DTR for possible corrections.  3. If there are corrections, validate through submitted memorandums/ letters and/or documents, make necessary correction/s and reprint DTR. Note: If no attachment/s submitted, advise the client to furnish the office a copy of the memo/letter to validate corrections.  4. Sign the DTR, have it verified through the signature of the		CLIENT ST	ГЕРЅ	AGENCY AC	TION	то ве					
2. Submit the accomplished DTR prepare to print the DTR. Request Form to the ADMINSO.  3. Check the printed DTR for possible corrections.  3. If there are corrections, validate through submitted memorandums/ letters and/or documents, make necessary correction/s and reprint DTR. Note: If no attachment/s submitted, advise the client to furnish the office a copy of the memo/letter to validate corrections.  4. Sign the DTR, have it verified through the signature of the		DTR and register at the Logbook for ADMINSO Transactions at		secure and accom	plish the	None	2 Minutes				
printed DTR for possible corrections.  validate through submitted memorandums/ letters and/or documents, make necessary correction/s and reprint DTR. Note: If no attachment/s submitted, advise the client to furnish the office a copy of the memo/letter to validate corrections.  4. Sign the DTR, have it verified through the signature of the		2. Submit the accomplished Request Fo	ed DTF orm to			None	5 Minutes				
have it verified buly signed DTR.  through the signature of the Duly signed DTR.  None 25 Minutes DHVSU	A CONTRACTOR OF THE PROPERTY O	printed DTR for possible		validate through sumemorandums/ let and/or documents, necessary correction reprint DTR. Note: attachment/s submadvise the client to the office a copy of memo/letter	ubmitted iters make on/s and If no nitted, furnish f the	None	5 Minutes				
signature of the signature of the		have it verif	ied		ive the	None	25 Minutes				
Immediate	1	signature of Immediate	the				ZO MINUTES	DIIVOU			

Superior and submit to the HR.			7
5. Accomplish the Customer Survey the service delivery.	/		Administrative Aide I
Form and drop to the designated	None	3 Minutes	ADMINSO
box.			
TOTAL:	None	40 Minutes	

### 7. Issuance of Pay Slip

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

Office or Division	Compensation and Of Office (ADMINSO)	Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)							
Classification:	Simple	Simple							
Type of Transacti	on: G2C – Government to	Citizen							
Who may avail:	All Employees of DHV Permanent)	'SU (Job	Order, Casual, Te	emporary, and					
CHECKLIST OF R	EQUIREMENTS	WHER	E TO SECURE						
1	Government issued ID (1 Original)	1	Any ID issuing	government agency					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE					
1. Fill out the Request Form	Advice the client to secure and accomplish the Request Form.	None	3 Minutes	Administrative Aide I CBOO Unit - ADMINSO					
2. Submit the accomplished Request Form at the CBOO Unit ADMINSO.	2.1 Verify and prepare to print the Pay slip.	None	5 Minutes	Administrative Officer V Administrative Aide I CBOO Unit - ADMINSO					
	2.2 Have the Pay slip signed by the Cashiering Officer.	None	3 Minutes	Administrative Aide I ADMINSO Acting Cashier Cashiering Office					
	2.3 Issue the signed Pay slip.	None	1 Minute	Administrative Aide I					
	T dy Slip.	58	- Will late	CBOO Unit - ADMINSO					

3. Accomplish the Customer Survey Form and drop to the designated box.	3. Ensure evaluation of the service delivery.	None	3 Minutes	Administra CBOO Unit
	TOTAL:	None	12 Minutes	

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

Office or Division	on:	Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)				
Classification:	/ '	Simple			7	
Type of Transaction:	7	G2C – Government to C	itizen			
Who may avail:		All Employees of DHVS	U		/	
CHECKLIST OF	REC	UIREMENTS	WHE	RE TO SECURE		
1		vernment issued ID Original)	1	Any ID issuing gov	rernment agency	
CLIENT STEP	S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fill out the Request Form		1.1 Assist the client	None	1 Minute	Administrative Aide I CBOO Unit - ADMINSO	
		1.2 Prepare and print the certification.	None	5 Minutes	Administrative Officer V CBOO Unit - ADMINSO	
		1.3 Verify and sign the certification.	None	5 Minutes	Chief Administrative Officer ADMINSO	
	TV.	1.4 Issue the Certificate of Gross Pay/Net Pay	None	1 Minute	Administrative Aide I CBOO Unit - ADMINSO	
2. Accomplish the Customer Survey Form and drop to the designated bo		2. Ensure evaluation of the service delivery.	None	2 Minutes	Administrative Aide I ADMINSO	
THE THE	HISTORY !	TOTAL:	None	14 Minutes		

3. Accomplish the Customer Survey Form and drop to the designated box.	3. Ensure evaluation of the service delivery.	None	3 Minutes	Administra CBOO Unit
designated box.	TOTAL:	None	12 Minutes	

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

Office or Divisio	n: Compensation and Oth Services Office (ADMIN		ts Unit - Administra	tive				
Classification:	Simple	-						
Type of Transaction:	G2C – Government to (	G2C – Government to Citizen						
Who may avail:	All Employees of DHVS	SU						
CHECKLIST OF	REQUIREMENTS	WHER	RE TO SECURE	7-				
1	Government issued ID (1 Original)	1	Any ID issuing gov	vernment agency				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE				
1. Fill out the Request Form	1.1 Assist the client	None	1 Minute	Administrative Aide I CBOO Unit - ADMINSO				
	1.2 Prepare and print the certification.	None	5 Minutes	Administrative Officer V CBOO Unit - ADMINSO				
	1.3 Verify and sign the certification.	None	5 Minutes	Chief Administrative Officer ADMINSO				
	1.4 Issue the Certificate of Gross Pay/Net Pay	None	1 Minute	Administrative Aide I CBOO Unit - 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	14 Minutes					

# ADMINISTRATIVE SERVICES OFFICE – MOTORPOOL SERVICES

**Internal Service** 



#### 1. Vehicle Services Process

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

Office or Division		Transportation Services Un	it (AD	IIM	NSO)			
Classification: Simple								
Type of Transact	tion:	G2C – Government to Citi	G2C – Government to Citizen					
Who may	y avail:	All Employees and Studer	its of	DH	VSU			
CHECKL	IST OF RE	QUIREMENTS	WHI	ERE	TO SECURE			
1	Approve	d Travel Order (1 original)	1	TS	SU, near the Univ	ersity Gymnasium		
2	Approve (1 original	d Vehicle Request Form al)	2		SU, near the Univ ymnasium	ersity		
3	Trip Tick	rets (1 original)	3		SU, near the Universion	ersity		
CLIENT	STEPS	AGENCY ACTION	FEE TO E PAIL	BE	PROCESSING TIME	PERSON RESPONSIBLE		
1. Reque vehicle an at the Log Motorpoo	nd register gbook of	1.1 Secure approved Travel Order and Vehicle Request Form.	None		5 Minutes	Supervisor TSU, near the University Gymnasium		
		1.2 Check the availability of the driver and transport vehicle to be used.	None		5 Minutes	Supervisor TSU, near the University Gymnasium		
		1.3 Mark the approved travel on the whiteboard for Scheduled Travel			3 Minutes	Supervisor TSU, near the University Gymnasium		
		1.4 Inform the driver on the trip details	None		5 Minutes	Supervisor TSU, near the University Gymnasium		
		1.5 Prepare the Vehicle Trip Ticket.	None		5 Minutes	University Driver TSU, near the University Gymnasium		
		1.6 Secure the signature of the mechanic, motor pool supervisor, the VPAF	Nor	ie	30 minutes	University Driver TSU, near the		
		and the University	62			University Gymnasium		

	2. Secure confirmation of the availability of the request for vehicle.	2. Confirm the trip and departure time with the client	None	10 Minutes	University Driver TSU, near the University Gymnasium
	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 be reported immediately to the MPS who in turn will assign another available vehicle.	None	20 Minutes	University Driver TSU, near the University Gymnasium
2	$\rightarrow$	3.2 Inform the client of the alternative vehicle to be used.	None	2 Minutes	University Driver TSU, near the University Gymnasium
		3.3 Require all passenger personnel to affix individual signatures on the trip ticket.	None	5 Minutes	University Driver TSU, near the University Gymnasium
2	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 TSU, near the University Gymnasium
		TOTAL:	None	1 Hour, 55 Minutes	1000

	2. Secure confirmation of the availability of the request for vehicle.	2. Confirm the trip and departure time with the client	None	10 Minutes	University Driver TSU, near the University Gymnasium
×	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 be reported immediately to the MPS who in turn will assign another available vehicle.	None	20 Minutes	University Driver TSU, near the University Gymnasium
6	$\times$	3.2 Inform the client of the alternative vehicle to be used.	None	2 Minutes	University Driver TSU, near the University Gymnasium
4		3.3 Require all passenger personnel to affix individual signatures on the trip ticket.	None	5 Minutes	University Driver TSU, near the University Gymnasium
	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 TSU, near the University Gymnasium
		TOTAL:	None	1 Hour, 55 Minutes	CCQ

### **ADMISSION OFFICE**

**External Services** 



#### 1. Application Procedure - General Admission

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

0	ffice or Division:	Office of Admis	admissions					
C	lassification:	Simple						
T	ype of Transaction:	G2C – Government to Citizen						
W	/ho may avail:	All graduating ( andBachelor's		e 6, Grade 10, Grade 12 students ree Graduate				
С	HECKLIST OF REQU	JIREMENTS	WH	HERE TO SECURE				
Application Form (DHVSU -QSP-ADSO-001-FO001-R001 (1scanned copy of original document)			1	DHVSU Website https://dhvsu.edu.ph/index.php/admission- menu/admission-requirement#forms				
2	Senior High School F scanned original doo First Year College ap	ument,- For	2	School of origin				
3	Junior High School Roriginal, 1 photocopy Grade 11 applicant		3	School of origin				
4			4	School of origin				
5		te (1 original, 1	5	School of origin				
6	PSA Birth Certificate photocopy)	(1 original, 1	6	Philippine Statistics Authority, Main Road Diosdado Macapagal Regional Center, San Fernando, Pampanga				
7	Transcript of Records photocopy) – For Grapplicant		7	School of origin				
8	8 Recommendation/Referral Letter			DHVSU Website ( <u>www.dhvsu.edu.ph</u> .)				
	CLIENT STEPS	AGENCY ACTI	ON	FEES TO BE PAID PROCESSING PERSON RESPONSIBLE				

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

y futationenn	TOTAL:	None	10 Minutes	
	(qualified student applicants will be notified via submitted email address)			
	- LHS - SHS - Undergraduate Program - Graduate School - School of Law		DHVTSU	
	Endorses Qualified Applicants for enrolment (all programs) via Admissions Portal	None	1 Minute	Admissions Staff Office of Admissions
	Endorses list of students for interview to the Dean of the School of Law (For Law School Applicants)	None	5 Minutes	Director Office of Admissions
	Endorses student applicant for University Test Schedule and qualifying exam (For Board Courses)	None	1 Minute	Admission Staff Office of Admissions
			18. 1	

### 2. Application Procedure – Shifting of AcademicProgram

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

0	ffice or Division:	Office of Admissions					
C	Classification: Simple						
Ty	pe of Transaction:	G2C – Governme	ent	to Citize	n \		
W	ho may avail:	Students in the te program	ertiary level who wish to change academic				
C	HECKLIST OF REQ	UIREMENTS	8	HERE T	O SECURE		
Admission Application Form (1 original)		1	DHVSU Website https://dhvsu.edu.ph/index.php/admission- menu/admission-requirement#forms				
2	2 Shifting Form (1 original)		2	DHVSU Website <a href="https://dhvsu.edu.ph/index.php/admission-menu/admission-requirement#forms">https://dhvsu.edu.ph/index.php/admission-menu/admission-requirement#forms</a>			
3	Copy of Grades (1 original, 1 photocopy)		3	University Registrar's Office, 1 <sup>st</sup> Floor, Administration Bldg.			
4	4 Clearance Form (1 original, 1 photocopy) For Applicants not covered by RA 10931		4	Accounting Office (1 <sup>st</sup> Floor, Administration Bldg.)			
	CLIENT STEPS AGENCY ACTION			FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.	Downloads and properly filled-out shifting form from the DHVSU Website (www.dhvsu.ed u.ph)			None	Varied	Student Applicant	

2.Fills out all information in the Online Admission Portalhttps://sms.dhvsu.edu.ph/padmission?fbclid=lwAR1AtfuUWCO3LdRcVcq5-cXdr4MvdHrDhit8WxatWl4hYL1BircqobykhUand upload all		None	Varied	Student Applicant
pertinent application document (pdf format)	>			
	Verifies and checks documents of student applicants, specially the grade requirement for the degree program the student decides to shift into.	None	2 Minutes	Administrative Aide Office of Admissions
	Acknowledge the receipt of shifting application form and documents of student applicants and send Customer Satisfaction Survey Form via admissions portal.	None	1 Minute	Administrative Aide Office of Admissions
	Accept applicants with complete uploaded documents and qualified for final evaluation of the receiving department	None	1 Minute	Administrative Aide Office of Admissions

	Print shifting documents and endorse student applicant documents to receiving department for final evaluation, approval	None	5 Minutes	Administrative Aide Office of Admissions
	and advising  Endorses approve shifting applications via online admission portal and send Customer Satisfaction Survey Form via admissions portal.	None	1 Minute	Administrative Aide Office of Admissions
	Endorses approved Advising form to the Office of the University Registrar for processing of enrollment	None	5 Minutes	Administrative Aide Office of Admissions
3. Proceed to the office of the registrar for enrollment. Present notice of approved admission.			J 0	700
	TOTAL:	None	15 Minutes	The state of the s

### 3. Application Procedure - Transferee

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

Ó	ffice or Division:	Office of Admissions			
CI	lassification:	Simple			
Ty	pe of Transaction:	G2C – Government to Citizen			
Who may avail:  All students in tegraduating students are graduating students.			ertiary level who plans to enroll in the university except ents.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1	Admission Application original)	on Form (1	1	DHVSU Website https://dhvsu.edu.ph/index.php/admission-	
				menu/admission-requirement#forms	

2	2 Honorable Dismissal (1 original, 1 photocopy)			2 School of origin				
3	Transcript of Records (1 original, 1			Scho	ol of origin			
4	photocopy) PSA Birth Certificate (1 original, 1 photocopy)		4	Philip	ppine Statistics Aut	hority, Maimpis, CSFP		
5	Good Moral Certifi	cate	5	Scho	ol of origin			
	CLIENT STEPS	AGENCY ACTION	T	EES O BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1.Downloads and properly filled-out shifting form from the DHVSU Website (www.dhvsu.edu.ph)			NONE		Varied	Student Applicant		
info Or Po vsi on uU cX Wy by an pe do	Fills out all ormation in the oline Admission ortalhttps://sms.dhu.edu.ph/padmissi?fbclid=lwAR1AtflwCO3LdRcVcq5-dr4MvdH_rDhit8xatWl4hYL1BircgokhUdupload all rtinent application cument (pdfrmat)		Ν	ONE	Varied	Student Applicant		
		Verifies and checks submitted documents specially the grade requirement of the degree program the student decides to take. Issues Customer Satisfaction Survey Form		lone	2 Minutes	Administrative Aide Office of Admissions		

EHUMUL

	Accepts qualified student applicant in the admission portal (based on submitted application documents) and endorses for examination	None	1 Minute	Administrative Aide Office of Admissions
3. Take the Admission Test and wait for the result of the examination to be posted in the Bulletin Board for Qualified Applicants of the Admissions Office.	Verify student's qualification based on the UAT result with respect to the admission and retention requirements of the college.	None	2 Minutes	Administrative Aide Office of Admissions
	Print application form and transcript of records and endorse student applicant to the receiving department for final approval of transferring application	None	5 Minutes	Administrative Aide Office of Admissions
	Endorses student for enrolment via online admission portal (once approved by the Dean of the College)	None	1 Minute	Administrative Aide Office of Admissions
	approved advising slip		5 Minutes	244

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



# AUXILIARY SERVICES OFFICE

**External Services** 



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

Off	ice or Division:	Auxiliary Services (	Office	$/ \setminus$	1	
Cla	ssification:	Simple		( )		
Тур	oe of Transaction:	G2B - Government	to Busi	ness		
Wh	o may avail:	Prospective Lessee	9			
СН	ECKLIST OF REQU	JIREMENTS	WHEF	RE TO S	ECURE	
1	Letter of Intent (1 o	original)	1	Prosp	ective Lessee	
2	Application Form f	or Lease(1 original)	2		of the Auxiliary Servisity Hostel)	vices (1 <sup>st</sup> Floor,
3	Application for Cororiginal)	ntract of Lease (1	3	Office	of the Auxiliary Servisity Hostel)	vices (1st Floor,
4	Receipt for the pay		4		ering Office (1st Floo	or, Admin Bldg.)
5	deposit (1 original, 1 photocopy)  Documents needed; DHVSU Commercial Sanitary clearance, DHVSU Commercial Hazard and Fire Safety clearance checklist, stall tenant and employee ID application Form			Office	fice of the Auxiliary	
6	Contract of Lease (1 original 1		6	Office of the Auxiliary Services(1st Floor, University Hostel)		
	CLIENT STEPS	AGENCY ACTION		S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
ava fror	nquire for the allability of stalls on Office of the kiliary	1. Check the List of the existing Lessee	No	one	5 Minutes	Administrative Aide Office of the Auxilia Services
2. Submit a Letter of Intent addressed to the University President thru the Office of the Auxiliary Services		2.1 Forward the letter to the Office of the President for approval  2.2 Issue a Memorandum/ Routing Slip upon approval	No	one	30 Minutes	Administrative Aide Office of the Auxilian Services
app with me	orward the oved documents the attached no to the Office of Auxiliary; Check  3. Check the List of the existing Lessee		No	one	5 Minutes	Administrative Aide Office of the Auxilia Services

the Availability of the			$X \rightarrow T$	
stalls		$\rightarrow$		
4.1 Wait for the	4.1 Evaluate the	$\leftarrow \wedge$		
evaluation of application	application of prospective lessee			
4.2 Secure and submit the lease application for store rental and application for DHVSU Contract of Lease	4.2 Receive the Lease Application Form and Application for DHVSU Contract			Director of the of the Office of the Auxiliary Services Office of the President
4.3 Acquire the Letter for the Eligible to openan account from the Office of the	of Lease  4.3 Issue the Letter for the Eligible to open	None	2 Hours	Administrative Aide Office of the Auxiliary Services  Administrative Aide
Auxiliary Services	an account to the lessee			Accounting Office
4.4 Proceed to the Accounting Office for	4.4 Open the			
the Account opening	Account for lease			



2 months deposit and 1-month advance payment and issue Receipt; Stall 4 m x 2.85 m ₱5,000.00 main campus ₱4000,00 satellite campus; Snack only with stall 4 m x 2.85 m - ₱3,000.00	ministrative Aide Cahier's Office
1-month advance issue Receipt; stall 4 m x 2.85 m ₱5,000.00 main campus ₱4000,00 satellite campus; Snack only with stall 4 m x 2.85 m - ₱3,000.00	
2.85 m ₱5,000.00 main campus ₱4000,00 satellite campus; Snack only with stall 4 m x 2.85 m - ₱3,000.00	
₱5,000.00 main campus ₱4000,00 satellite campus; Snack only with stall 4 m x 2.85 m - ₱3,000.00	
main campus ₱4000,00 satellite campus; Snack only with stall 4 m x 2.85 m - ₱3,000.00	
campus ₱4000,00 satellite campus; Snack only with stall 4 m x 2.85 m - ₱3,000.00	
P4000,00 satellite campus; Snack only with stall 4 m x 2.85 m - P3,000.00	
satellite campus; Snack only with stall 4 m x 2.85 m - ₱3,000.00	
campus; Snack only with stall 4 m x 2.85 m - ₱3,000.00	
Snack only with stall 4 m x 2.85 m - ₱3,000.00	
with stall 4 m x 2.85 m - ₱3,000.00	
x 2.85 m - ₱3,000.00	-
₱3,000.00	
main	
campus	
₱2,000.00	1
satellite	
campus;	/ /
Snack and	$\rightarrow$
lunch without	1 1 1
stall	/ /
₱4,000.00	/_/ \
main	
campus 30 Minutes	1
₱3,500.00	
satellite	00
campus;	
Snack only	
without stall	11/1/2017
₱2,000.00	
main	AND DESCRIPTION
campus	
₱1,500.00	
satellite	- CONT.
campus;	AM 1
Office and	
school	
supplies stall	
3m x 2m -	The second
₱3,000.00	
main	
campus	HARRY
₱2,000.00	Visit
satellite satellite	
campus;	
Loading	
Station Stall	

		1,500.00;	70 7 7	
		Photocopyin		
		g Machine		
		Only		
	/ /	₱2,000.00/		
		machine		
		main		
A 1		campus		
		₱1,500.00/m		
	- X - X	achine		
	/ / \	satellite		
-	X( )	campus;		
	\ /	Photocopyin		
	- V	g machine		
		with stall		3(
	P.	2.5m x 2 m		
		₱2,000.00/		
		machine		
		plus		7
		₱1,000.00		/ /
		(stall) main		1 1 1
5001 111		campus		/ /
5.2 Submit all the	505	D4 500 00/		2/
required documents to	5.2 Receive the	₱1,500.00/m		Administrative Aide
the Office of the	required	achine plus		Office of the Auxiliary
Auxiliary Services	documents; DHVSU	₱800.00		Services
	Commercial	(stall) satellite		
	Sanitary		F	
	clearance,	campus; Booth (for		
	DHVSU	university		
	Commercial	events)	W W CII	
	Hazard and Fire	₱1,000.00/p	DHVISO	
2016	Safety clearance	er day main	1801	
937700	checklist , Stall	campus	TABLE TO THE	200 M
- The state of the	tenant and	₱800.00/day		
	employee ID	satellite		700
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	application form	campus		
5.3 Receive and Sign			a transfer	
the Contract for lease	5.3 Review and	1357		
	issue the Contract	None	COCCUMENT OF THE PARTY	
	of Lease	10000	Comment Comment	
			Helling Fred	1231 Same 1
5.4 Acquire a copy of	and the second second	100		
the Notary of Contract	5.4 Issue the			
and secure Stall ID	copy of the		7211112 17 1 1883	
NEXT SHAPE OF THE SHAPE OF	Notary of		10000000	
75 75 95 33	Contract and Stall	1000		
The second second	ID		2333	
			1000	

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

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

Of	ffice or Division:	Auxiliary Services	Offic	e		
CI	assification:	Simple				
Type of Transaction: G2B - Governme All bonafide stude Agencies, and no				Organizations	s, Colleges, Alum	nnus, Government
	HECKLIST OF REC			ERE TO SE	CURE	
1	University Venue	Reservation Form	1	Office of t	he Auxiliary Serv	vices
2	Letter of request a University Preside		2	Office of t Services	he President, Of	fice of the Auxiliary
3	Memorandum		3	Office of t	he President	Service and a
4	University Venue	Payment Slip	4	Office of t	he Aux <mark>ilia</mark> ry Serv	vices
5	DHVSU Official Re	SU Official Receipt ersity Venue Ingress & Egress		<ul> <li>Cahier, Office of the Auxiliary Services</li> <li>Office of the Auxiliary Services</li> </ul>		
6	University Venue Clearance Form					
7	University Venue Cancellation Form		7	Office of the Auxiliary Services		
	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID		PROCESSIN G TIME	PERSON RESPONSIBLE
	Checks availability venue	1. Checks the schedule of the availability of the venues		None		Administrative Aide Office of the Auxiliary Services
su Ur	Secures and librid the state of the secures and librid the secures the secure of the secures and librid the secure	2.Give the University Venue Reservation Form to fill up the necessary information	None		20 Minutes	Administrative Aide Office of the Auxiliary Services

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

	7 Dravidas a convest	7. Receive the		- X	
	7.Provides a copy of the receipt to OAS	copy of the Official Receipt	None		Administrative Aide Office of the Auxiliary Services
	8.Secures and submits Ingress and Egress/ Clearance Form	8.Issued and receive the Ingress and Egress/	None	1 Hour before the event and 1 Hour after the event	Administrative Aide Office of the Auxiliary Services
	9.Secures and submits University Venue Reservation Cancellation Form	9.Issued and receive the University Reservation Cancellation Form	None	At least 2 Working Days before the event	Administrative Aide Office of the Auxiliary Services
			For Hostel - PHP 8,000 For Hostel Guest Room -		
TOTAL:			For Executive Lounge - PHP 4,000	6 Days, 3 Hour, 20 Minutes	7000
			For Multi – Purpose – PHP 5,000	DHVTS	J
		- 9 200	For Auditorium - PHP 20,000	- 14 s 3 L	

# BIDS AND AWARDS COMITTEE

**Internal Services** 



1. Awarding of Procurement Project (Public Bidding)

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

rnis describes in	e proced	dure in awarding	of pr	ocureme	nt project under pu	iblic bidding.	
Office or Division: Bids and Awar				ommittee			
Classification: Complex							
Type of Transac	ctions:		overnment to Business Government to Government				
Who may avail:		Procuring unit (	Depa	artment/0	College/Office)		
<b>CHECKLIST OF</b>	REQUI	REMENTS	WH	IERE TO	SECURE		
1 BAC Resolution	on (1 orig	jinal)	1	BAC Of	fice, 2 <sup>nd</sup> Floor, Uni	versity Food Center	
2 Contract Agre	ement (1	original)	2	BAC Of	fice, 2 <sup>nd</sup> Floor, Uni	versity Food Center	
3 Notice of Awa	rd (1 orig	ginal)	3			versity Food Center	
4 Notice to Proconginal)	eed (DH	VSU) (1	4	BAC Of	fice, 2 <sup>nd</sup> Floor, Uni	versity Food Center	
CLIENT STEPS	AGE	NCY ACTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Wait for the confirmation of award	Resolutive recommendation award to bidder to Regention 1.2 Coraward controls award controls recommendation award to be a second to be a secon	nending the to winning for Board of s confirmation of	1	None	3 Days (Upon schedule)	BAC Secretariat BAC Office  BAC Office  DHVSU Board of Regents	
2. Wait for the issuance of Notice of Award (NOA), Contract Agreement (CA) and Notice to Proceed (NTP)  Philo Diagram Service preparation of Proceed (NTP)  Award (NOA), Contract Philo Diagram of Philo Diagram o		sity premises ward the ement ents to the e Management es Office for the ation of the ion Request atus and Utilization		None	6 Days	Head, BAC Secretariat BAC Office	

allocation/utilization	/		
TOTAL:	None	9 Days	

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

Office or Division	:	Bids and Award	rds Committee			
Classification:		Complex				
$\rightarrow$	>	G2B – Govern	G2B – Government to Business			
Type of Transaction	ons:	G2G – Governr	ment	to Gov	ernment	
Who may avail:		Procuring unit (	Depa	artment/	College/Office)	
<b>CHECKLIST OF R</b>	EQUIF	REMENTS	WH	ERE TO	SECURE	
1 BAC Resolution	(1 orig	jinal)	1	BAC C	Office, 2nd Floor, Un	iversity Food Center
2 Contract Agreen	nent (1	original)	2	BAC C	Office, 2nd Floor, Un	iversity Food Center
3 Notice of Award	(1 orig	jinal)	3	BAC C	Office, 2nd Floor, Un	iversity Food Center
4 Purchase Order	(1 ori	ginal)	4	Supply	and Procurement	Office
CLIENT STEPS	AGI	ENCY 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)	issue	epare and e the NOA, CA NTP or PO	None		4 Days	Head, BAC Secretariat BAC Office
	CA a Philo University and of place	ost the NOA, and NTP in the GEPS website, ersity website, conspicuous es in the ersity premises		lone	1 Day	Head, BAC Secretariat BAC Office

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

### 3. Procurement of Goods and Services - Public Bidding

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

0	ffice or Division:	Bids and Awa	ards	Comm	nittee		
C	lassification:	Highly Techn	Highly Technical				
_	/	G2B – Gove					
	ype of Transactions:	G2G – Gove					
W	ho may avail:	Procuring uni	it (De	epartm	ent/College/Office		
C	<b>HECKLIST OF REQUI</b>	REMENTS	WH	IERE	TO SECURE		
1	Abstract of Bids (1 original	ginal, 1	1	BAC	Office, 2nd Floor, U	Jniversity Food	
	photocopy)			Cente	er		
2	Pre-procurement Con	ference	2	BAC	Office, 2nd Floor, U	Jniversity Food	
	Memoranda (1 origina	l, 1		Cente	er	mell'	
	photocopy)	197		DHVISO			
3		(1 original, 1	3	BAC Office, 2 <sup>nd</sup> Floor, University Food			
	photocopy)			Cent	er		
4	Invitation to Observers	s (1 original)	4	BAC Office, 2 <sup>nd</sup> Floor, University Food			
				Cent	er	SCHOOL STREET	
5	Notice of Post Qualific	ation (1	5	BAC Office, 2 <sup>nd</sup> Floor, University Food			
	original)	3 7 7 7		Cent	er		
6	Post Qualification Rep	ort (1	6	BAC	Office, 2 <sup>nd</sup> Floor, U	Jniversity Food	
	original)			Center			
7	7 Attendance Form (1 original)			QA Office, 1 <sup>st</sup> Floor, Research and			
	AND LESSON STREET			Development Center			
	CLIENT STEPS AGEN	NCY ACTION	TC	EES D BE	PROCESSING TIME	PERSON RESPONSIBLE	

1. Submit	1.1 Schedule Pre-			/
request for procurement documents	procurement conference and prepare the bidding documents 1.2 Post necessary documents to PhilGEPS,	None	34 Days	Head, BAC Secretariat BAC Office
$\rightarrow \rangle$	University website, and conspicuous places within the University premises			
2. Attend Preprocurement conference	2. Conduct Pre- procurement conference	None	1 Hour	BAC Members BAC office  Procuring Unit Representatives DHVSU
3. Attend Opening of Bids	3. Convene for the submission, receipt and opening of Bids document	None	2 Hours	BAC Members BAC office  Procuring Unit Representatives DHVSU  Bidder Representative
4. Attend Bid Evaluation	4. Conduct Bid Evaluation	None	1 Hour	BAC Members BAC office  Procuring Unit Representatives DHVSU
5. Visit the winning bidder	5. Conduct Post Qualification	None	30 Days	Procuring Unit Representatives DHVSU
	TOTAL:	None	64 Days, 4 Hours	1111111111

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

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

Who may avail:		Procuring uni	it (Department/College/Office)			
CHECKLIST OF	REQUIF	REMENTS	WH	IERE TO	SECURE	1
1 Request for Q	uotation	(1 original)	1	Supply	and Procurement	Office
2 Notice of Awa	rd (1 orig	inal)	2	BAC Of	fice, 2 <sup>nd</sup> Floor, Uni	versity Food Center
3 Purchase Ord	ler (1 orig	inal)	3	Supply	and Procurement	Office
CLIENT STEPS	AGEN	CY ACTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the release of goods	1.1 Pre Reques Quotati 1.2 Ser for Quo	otfor on nd Request	1	None	2 Days	BAC Secretariat BAC Office  Administrative Aide Supply Office

IOIAL: None 6 Days	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  6 Days	BAC Secretariat BAC Office
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  BAC Office	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			7000
TATAL	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		DHVT	

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

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

Office or Division:	Bids and Awa	ards	Committ	ee	
Classification:	Complex				
Type of Transactions:	G2G - Gove	rnme	ent to Go	vernment	
Who may avail:	Procuring uni	it (De	epartmen	t/College/Office)	
CHECKLIST OF REQUIR	REMENTS	WH	IERE TO	SECURE	
1 Pre-procurement Confe Memoranda (1 photoc		BAC Office, 2 <sup>nd</sup> Floor, University Food Center			versity Food Center
2 Request for Quotation photocopy)	(1 original, 1	2	Supply Main-Ca	and Procurement ( ampus	Office, DHVSU
3 Price Quotation (1 orig photocopy)	inal, 1	3	Supplier		
4 Bid Evaluation Report	(1 original)	4	4 BAC Office, 2 <sup>nd</sup> Floor, University Food Center		
CLIENT STEPS AGEN	ICY ACTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE



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	Head, BAC Secretariat BAC Office
3. Attend Opening of Supplier's Proposal	3. Convene for the submission, receipt and opening of Supplier's proposals	None	2 Hours	BAC Members BAC office  Procuring Unit Representatives DHVSU  Supplier Representative
4. Attend Bid Evaluation	4. Conduct Bid Evaluation	None	1 Hour	BAC Members BAC office  Procuring Unit Representatives DHVSU
200.00	TOTAL:	None	5 - 9 Days, 2 Hours	

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

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

Office or Division:	Bids and Awa	Bids and Awards Committee			
Classification:	Complex	ш			
Type of Transaction	s: G2G – Gove	G2G – Government to Government			
Who may avail:	Procuring uni	Procuring unit (Department/College/Office)			
CHECKLIST OF RE	QUIREMENTS	WH	HERE TO SECURE		
1 Pre-procurement (	Conference	1	BAC Office, 2 <sup>nd</sup> Floor, University Food		
Memoranda (1 ph	otocopy)	py) Center			
2 Request for Quota	2 Request for Quotation (1 original, 1		Supply and Procurement Office, DHVSU		
photocopy)			Main-Campus		

3 Price Quotation photocopy)	3 Price Quotation (1 original, 1 photocopy)		Supp	olier	7
	n Report (1 original)	4	BAC Office, 2 <sup>nd</sup> Floor, University Food Center		
5 Program of W Maintenance)	orks (Repair and	5		e of the Physical P Floor, Administratio	lant and Facilities, on Bldng.)
CLIENT STEPS	AGENCY ACTION	TC	EES D BE ND	PROCESSING TIME	PERSON RESPONSIBLE
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	Head, BAC Secretariat 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
	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
Classification:	Simple

			7				
Type of Transac	tion:	G2G – Gove	rnme	ent to (	Government	/	
Who may avail: Procuring ur				epartm	ent/College/Office	)	
CHECKLIST OF	REQUIF	REMENTS	WH	IERE	TO SECURE		
1 Letter of Requ		<u> </u>	1		user Unit (Procurin		
2 Purchase Req photocopy)	uest (1	original, 1	2	Supp	ly and Procureme	nt Office	
3 Project Procurement Management Plan ( 1 original, 1 photocopy)			3		ly and Procureme		
4 Market Study (	(1 photo	copy)	4	End (	user Unit (Procurin	g Unit)	
	5 Annual Procurement Plan (1 original, 1 photocopy				Supply and Procurement Office		
CLIENT STEPS	ACENCY ACTION		TC	EES D BE AID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit checklist of requirements	checklist of completeness of		N	one	20 Minutes	Administrative Aide BAC Office	
2. Route		ents to the	N	one	1 Day	Administrative Aide BAC Office	
		f	N	one	10 Minutes	BAC Members	
TOTAL:			N	one	1 Day, 30 Minutes		

## **OFFICE CAREER SERVICES**

**External Services** 



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

C	Office or Division:		Office of Caree	Office of Career Services				
C	lassification:		Simple					
T	ype of Transaction	1:	G2C – Governr	ment to Citizen				
٧	Vho may avail:		All graduating e	enrolled in the internship program				
(	HECKLIST OF RE	QU	IREMENTS	WH	HERE TO	SECURE		
1	Certificate of Reg	istra	ation	1	DHVSU	Office of the Univ	ersity Registrar	
2				2		the Dean		
3				3		the Dean	7	
4		Fo	rm	4		the Dean		
5	Internship Agreen	nen	t	5	Office of	the Dean		
6	Memorandum of A	٩gr	eement	6	Office of	Career Services		
7	Medical Certificate	e (F	Fit-to-Work)	7	Universi	ty Clinic		
8	Psychometric Tes	t R	esult	8	DHVSU	Guidance and Tes	sting Center	
9	Final Endorsemer	nt		9	Office of	Career Services	1 1	
	CLIENT STEPS		AGENCY ACTIO	N	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
		fo	ndorses students r Psychometric a hysical Examinat	ınd	NONE	varied	College SIPP Coordinator All Colleges	
ir C	1.Secures internship documents from the College SIPP Coordinator		1.1 Verifies Pre- internship requirements		NONE	7 Minutes	College SIPP Coordinator All Colleges	
	of E In O		2 Issues Certification of Eligibility and Endorsement for Internship to the Office of Caree Services	d or e	NONE	5 Minutes	College SIPP Coordinator All Colleges	

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



## **CASHIERING OFFICE**

**External Services** 



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

Of	Office or Division: Cashiering Office								
CI	assification:		Simple		1				
Ty	pe of Transaction	on:	G2C – Gov	ernmer	nt to Citiz	en			
	ho may avail:	$\neg$	Contractors Receipts fo	s and Suppliers who are required to secure Official or bid documents					
CI	HECKLIST OF R	<b>EQUIR</b>	EMENTS	WHE	RE TO S	O SECURE			
1	Payment Form (	1 origir	nal)	1		and Procurement , Pampanga	Office, DHVSU,		
-	CLIENT STEPS		GENCY CTION	_	TO BE	PROCESSING TIME	PERSON RESPONSIBLE		
1.	Present accomplished Payment Form to the collecting officer at the Cashiering Office.	red (na of	erify/check quest form ame/nature request)	None		1 Minute	Administrative Officer Cashiering Office		
2.	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.		for Pa	Table ayment Bidding uments	2 Minutes	Administrative Officer Cashiering Office			
			TOTAL:	for Pa	Table ayment Bidding uments	3 Minutes			

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

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

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

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

(1 diigiriai)				Willdow 11)			
1	CLIENT STEPS	A	GENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.	Present the Student Request Form to the Cashiering Office.	1.	Verify student request form (Name and student number)	None	1 Minute	Administrative Aide Cashiering Office	
2.	Prepare the exact amount for payment at the Cashiering Office.	2.	Receive and ensure accuracy of payment made by the client.	See Table for Schedule of Fees and Other Charges below	1 Minute	Administrative Aide Cashiering Office	
3.	Secure Official Receipt for the payment made at the Cashiering Office	3.	Issue Official Receipt for the payment made	None	1 Minute	Administrative Officer Cashiering Office	
			TOTAL:	See Table for Schedule of Fees and Other Charges below	3 Minutes		

PAYMENTS FOR THE ISSUANCE OF CERTIFICATIONS						
Certification	PHP 50.00					
Certificate of Grades	PHP 50.00					
CAV	PHP 100.00					
Transcript of Records	PHP 110.00 /page					
Diploma	PHP 100.00					
Completion Form	PHP 100.00					
SOA	PHP 50.00					
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 Divisio	n:	Cashiering Off	ice			2
Classification:		Simple				/
Type of Transac	tion:	G2C – Govern	ment to	Citize	en	
Who may avail:		All clients who	are req	uired	to secure Official R	eceipts for the
2.		issuance of ce				
CHECKLIST OF	REQU	REMENTS	WHI	ERE	TO SECURE	7
1 Request Form Good Moral C					ce and Testing Offi and Services Bldng	ce (1st Floor Student
CLIENT STEPS	AGE	NCY ACTION	FEES BE P		PROCESSING TIME	PERSON RESPONSIBLE
1. Present Request Form for the issuance of Good Moral Certificate to the Cashiering Office.	V	theck and erify student's equest Form	Nor	ne	1 Minute	Administrative Officer Cashiering Office
2. Pay the necessary amount and secure OR for the payment made at the Cashiering Office.	p is th	eceive ayment and ssue an OR for ne payment nade.	PHP	50	2 Minutes	Administrative Officer Cashiering Office
	6344	TOTAL:	PHP	50	3 Minutes	CENTRAL PROPERTY.

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

Office or Division:	Cashiering Office					
Classification:	Simple					
Type of Transaction:	G2C – Government to Citizen					
Who may avail:	All clients who are required to secure Official Receipts for the					
	issuance of certifications.					
CHECKLIST OF REQUI	REMENTS	WHERE TO SECURE				
Payment Form (1 original)		Auxiliary Service Office (1st Floor, University Hostel)				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the accomplished Payment form to the Cashiering Office.	Verify the name and the amount to be paid.	None	1 Minute	Administrative Officer Cashiering Office
2. Pay the necessary amount and secure OR for the payment made at the Cashiering Office.	2. Receive payment and issue an OR for the payment made.	See Table for Payment for Rentals	2 Minute	Administrative Officer Cashiering Office
	TOTAL:	See Table for Payment for Rentals	3 Minutes	/TSU

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

### **5. Collection of Payments for Bidding Documents**

Payment for Issuance of Bidding Documents

Office or Divisi	ion:	Cashiering Office, DHVSU, Bacolor, Pampanga						
Classification:		Simple						
Type of Transaction: G2C – Government to Citizen								
Who may avail	:	All clients who are required to secure Official Receipts fo the payment of Bidding Documents						
CHECKLIST O	F REQUIR	EMENTS	MENTS WHERE TO SECURE					
1 Payment For	1 Payment Form 1 Supply and Procurement Office, DHVSU Bacolor Pampanga				MALE OF THE PERSON AND			
CLIE NT STEP S	AGENC ACTION		FEES TO BE PAID		PROCESSIN G TIME	PERSON RESPONSIB LE		

1. Present the accompli shed payment form to the Cashierin g Office	1. Verify the name, nature of payment and the amount to be paid	None	1 Minute	Collecting Officer Cashiering Office
2. Prepare and pay the exact amount for payment at the Cashierin g Office.	2. Receive and ensure accuracy of payment made by the client.	See Table for Schedule of Fees and Other Charges below	1 Minute	Collecting Officer Cashiering Office
3. Secure the Official Receipt as proof of payment made at the Cashiering Office	3. Issue Official Receipt for the payment made	None	1 Minute	Collecting Officer Cashiering Office
4. Accomplish Survey Form	4.Hand out Survey form to client.	None	1 Minute	Collecting Officer Cashiering Office
	TOTAL:	_ 98	4 Minutes	

PAYMENTS FOR RENTALS							
TYPE OF COMMERCIAL STALL	MEASUREMENT IN	MAIN CAMPUS	SATELLITE CAM				
TIPE OF COMMERCIAL STALL	METERS	RENTAL RATE	RENTAL RAT				
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 / ma				
Photocopying Machine with Stall	2.5 x 2	PHP 2,000.00 / machine	PHP 1,500.00 / ma				
r notocopying macrime with Stall	2.0 A Z	PHP 1,000.00 (stall)	PHP 800.00 (st				
Booth (for university events)	Cart Only	PHP 1,000.00 / day	PHP 800.00				

## 6. Collection of Payments for Tuition Fees Collection of Payments for Tuition Fees

Office or Division: Cashiering Office, DHVSU, Bacolor, Pampanga									
CI	assification:		Simple	mple					
Ту	pe of Transaction	า:	G2C – Govern	ment to Citizen					
W	ho may avail:	0.0	All DHVSU bor	na fide students					
CI	HECKLIST OF RE	QUI	REMENTS	WHERE TO S	SECURE				
1	1 Student's Identification Card (1 original) 1 Internet Multimedia Center (IMC), (at the base Admin. Bldg.)								
2	Student's Assess original)	mer	nt Form (1	2 Cashiering Office, (1st Floor, Admin. Bldg Window 11)					
	CLIENT STEPS		AGENCY ACTION	FEES TO BE PROCESSING PER PAID TIME RESPO					
	Present the Student Assessment Form at the Cashiering Office.	1.	Verify student assessment form (Name and student number)	None	1 Minute	Administrative Officer Cashiering Office			
2.	Prepare the exact amount for payment at the Cashiering Office	2.	Receive and ensure accuracy of payment made by the client.	See Table for Schedule of Fees and Other Charges	1 Minute	Administrative Officer Cashiering Office			
3.	Secure Official Receipt for the payment made at the Cashiering Office.	3.	Issue Official Receipt of the payment made	None	1 Minute	Administrative Officer Cashiering Office			
10			TOTAL:	See Table for Schedule of Fees and Other Charges	3 Minutes	<b>1</b>			

SCHEDULE OF FEES AND OTHER CHAI	CEC

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

### 7. 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.

O	ffice or Division:	Cashiering (	Cashiering Office, DHVSU, Bacolor, Pampanga					
CI	lassification:	Simple	Simple					
Ty	ype of Transaction:	G2C – Gove	G2C – Government to Citizen					
W	ho may avail:	All bona fide Receipts.	stu	dents w	ho are required to	secure Official		
CI	HECKLIST OF REQU	IREMENTS	1	<b>NHERE</b>	TO SECURE			
1	Student's Identification original)	on Card (1	1	Internet Multimedia Center (IMC), (at the bac of Admin. Bldg.)				
2	Request Form for the Statement of Accour		2 Cashiering Office (1st Floor, Administration Bldg Window 11)					
_	CLIENT STEPS AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE		
1.	Request for Statement of Account/ Clearance at the Cashiering Office.	Verify     student     request     form	None		1 Minute	Administrative Officer 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:	Pl	HP 50	3 Minutes			

## 8. 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:	ice					
Classification: Simple						
Type of Transaction: G2C - Government to Citizen						
Who may avail:	All bona fide s Receipts.	students who are required to secure Official				
<b>CHECKLIST OF REQU</b>	JIREMENTS	WHERE 1	TO SECURE			
1 Request Form (1 or	iginal)		fice of Student Affa fairs and Services	airs (1 <sup>st</sup> Floor, Student Bldng.)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID		PERSON RESPONSIBLE		
Present the     Request Form for     reprinting of new     ID at the     Cashiering Office.	Verify the student's name and number.	None	1 Minute	Administrative Officer 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		
365.	TOTAL:	PHP 50	3 Minutes			

9. Preparation of Checks/ADA Process
The processing of checks as payment for salaries, bonuses, incentives, honoraria, allowances, fund requests and reimbursements.

Of	ffice or Division	: Cashiering	Cashiering Office				
CI	assification:	Simple					
Ty	pe of Transacti		overnment to Citizen overnment to Business				
	Who may avail:  This covers the process and mode of payment for University-related expenses such as salaries, bor incentives, honoraria, allowances, fund requests a reimbursements.						
CI	HECKLIST OF R	REQUIREMENTS	WHERE	TO SECURE			
1	Disbursement \	Voucher (1 original)		nistrative Services n. Bldg.)	Office (1st Floor,		
2	Check/Voucher ADA (1 original		2 Cashiering Office (1st Floor, Admin. Bldg				
С	LIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1.	Wait for the Issuance of Check/s at the Cashiering Office.	1.1. Receive the approved Disbursement Voucher (DV) from the Office of the University President	None	2 Minute	Administrative Assistant Cashiering Office		
	President 1.2. Prepare the checks according to Fund: Fund 101; Fund 164; Fund 184;		None	5 Minutes	Administrative Assistant		

# CASHIERING OFFICE **External Services**

### 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.

Off	ice or Division:		Civil Secur	ity U	Init	6	
Cla	Classification: Simple						
	pe of Transaction: no may avail:		G2C - Gov			zen cial Business and Tra	anagation within the
VVII	io iliay avali.		university	WIIC	nave Onic	dai business and Tra	ansaction within the
СН	ECKLIST OF REQ	UIREMENTS	$\rightarrow$	WH	IERE TO S	SECURE	
1	Any Valid ID's Ca			1		sued by public and p	
2	Visitor's Pass (1			2		curity Personnel Gua	
3	Routing Slip (1 o	riginal)		3	Gate Sec	curity Personnel Gua	rd House
(	CLIENT STEPS	AGENCY A	CTION		EES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Cai Ins	Present Valid ID rd and Bag for pection.	1.1. Check Valid IDCard and bage verification and inspection 1.2. Request the to register in the logbook.	g for I ne Visitor e		None	1 Minute	Gate Security Personnel Entrance Gate, DHVSU Campus
nar	Register their ne and purpose visit.	2.1 Check and the registration visitor 2.2 Issue Visito Pass and Routi Slip.	of the		None	45 Seconds	Gate Security Personnel Entrance Gate, DHVSU Campus
Vis	. Receive the Tisitor's Pass and Souting Slip.  3. Allow the entry of the visitor in the university.			None	15 Seconds	Gate Security Personnel Entrance Gate, DHVSU Campus	
slip pas boo	Surrender Routing and visitor's ss; sign on the log ok and retrieve surrendered ID rd.	4. Retrieve routing visitor's pass and the surrendered the visitor.	d return	8	None	1 Minute	Gate Security Personnel Entrance Gate, DHVSU Campus
			TOTAL:		None	3 Minutes	Line and

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

Office or Division:	ice or Division: Civil Security Unit					
Classification:		Simple				
Type of Transaction: G2C - Go				nent to Citi		
Who may avail:		All student	s cu	rrently enro	olled at DHVSU	
<b>CHECKLIST OF RE</b>	EQUIREMENTS	$\rightarrow$	WH	HERE TO	SECURE	
1 Valid DHVSU ID	Card (1 original)	$\leftarrow$	1	Internet I of Admin	Multimedia Center (II . Bldg.)	MC), (at the back
CLIENT STEPS	AGENCY A	CTION	FEES TO PROCESSING BE PAID TIME			PERSON RESPONSIBL E
1. Present Valid DHVSU ID Card, Prescribed uniform/attire and bag for Inspection.	Check Valid II Prescribed unifo and bag for verif and inspection.	rm/attire,		None	30 Seconds	Gate Security Personnel Entrance Gate, DHVSU Campus
2. Wait for the Security personnel to allow entry.	2. Require the second (male/female) to any piercing or the student is not wearing the present the student.	o remove change if ot		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 s followed the rest then allow entry.	rictions,		None	30 Seconds	Gate Security Personnel Entrance Gate, DHVSU Campus
	B. 274	TOTAL:		None	1 Minute, 30 Seconds	

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

	100000	FEES	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTION	TO BE PAID	TIME	RESPONSIBLE
1. Present Valid DHVSU ID Card, Prescribed uniform/attire	Check Valid ID     Card, Prescribed     uniform/attire, and     bag for verification     and inspection	None	30 Seconds	Gate Security Personnel Entrance Gate, DHVSU Campus
and Bag for Inspection	$\times$ $\times$	\	1	
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	3. Check if the student followed the restrictions then allow entry	None	30 Seconds	Gate Security Personnel Entrance Gate, DHVSU Campus
uniform)	TOTAL:	None	1 Minute, 30 Seconds	

## 3. Repair and Maintenance

Approval of Job Request for Minor Repairs and Improvement

Office or Division:	General	General Services			
Classification:	Simple	Simple			
Type of Transaction:	G2G – G	G2G – Government to Government			
Who may avail:	All bona t	fide	DHVSU employees		
CHECKLIST OF REQUIREM	ENTS	WHERE TO SECURE			
1 Request Letter		1	Request Letter by the requesting employee		

	nprovement and	2 General Services Office				
Inspection for	rm		$\times$			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Sign in the client log book	Instruct the client to sign in the log book	None	1 Minute	Administrative Aide General Services and Security Office		
2. Submit request letter stating the project specification	2. Receive the request letter form from the requesting office/unit	None	1 Minutes	Administrative Aide General Services and Security Office		
	3. Instruct the concern staff ( carpenter, mason, plumber and electrician)	None	2 Minutes	GS Supervisor General Services and Security Office		
	<ul><li>4. Conducts the prerepair inspection.</li><li>4.1 Schedule the workrepair depending on the utility.</li><li>4.2 Prepare the Accomplishment Report</li></ul>	None	5 Minutes	GS Supervisor and Repair and Maintenance Staff General Services and Security Office		
	5. Sign the Repair and Improvement Inspection Report	None	1 Minute	GS Supervisor and Repair and Maintenance Staff General Services and Security Office		
20/4	6. Attest the Repair and Improvement Inspection Form Report	None	1 Minute	GS Supervisor General Services and Security Office		
	7. Receive and sign the Repair and Improvement Inspection Form	None	2 Minutes	GSSO Director General Services and Security Office		
	8.Submit the signed RIIF to VPAF for approval	None	2 Minutes	Administrative Aide General Services and Security Office		

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

### 4. Janitorial Services

Approval of Janitorial Services and Maintenance of Building and Surrounding

0	Office or Division: General Services						
CI	lassification:	Simple					
Tr	ype of ransaction: 'ho may avail:	G2G – Government All bona fide DHVSL					
C	HECKLIST OF REQ	UIREMENTS	WI	HERE TO	SECURE		
1	Request Letter		1	employ	st Letter by the requee/offices	uesting	
2	Memorandum		2	Genera	l Services Office	1 1	
	CLIENT STEPS	AGENCY ACTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	Sign in the client g book	1. Instruct the client to sign in the log book	None		1 Minute	Administrative Aide General Services and Security Office	
let G:	Submit request ter address to the SSO Director ating the job pecification	2. Receive the request form from the requesting office/unit	2	lone of	1 Minutes	Administrative Aide General Services and Security Office	
	3. Creates the memorandum of concern utility for his/her assigned area of responsibility.  Sign the memorandum		None		2 Minutes	GSSO Director General Services and Security Office	
		4. Submit memo to designated offices for approval		None	5 Minutes	Administrative Aide	

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



# **CIVIL SECURITY UNIT**

**Internal Services** 



# 1. Procedure for Students Entering the University

This describes the procedure when students enter the university.

Office or Division:	Civil Security Unit	/				
Classification:	Simple					
Type of Transaction:	G2C - Government to Citizen					
Who may avail:	All students currently en	rolled at D	HVSU			
<b>CHECKLIST OF RI</b>	EQUIREMENTS	WHERE	TO SECURE			
1 Valid DHVSU ID	Card (1 original)	Internet Nof Admin		(IMC), (at the back		
CLIENT STEPS	AGENCY ACTION	FEES TO BE 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		
estina Tilli	TOTAL:	None	1 Minute, 30 Seconds	72		

# COMPETENCY ASSESMENT CENTER

**External Services** 



### 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.

CHECKLIST 1	TVET Graduate, Industry Workers, OFW  CKLIST OF REQUIREMENTS WHERE TO SECURE  1 Application Form (1 1 Competency Assess				Assessment
2	original)	mant Cuida	2	Center (1st Floor, Research and Development Bldg.)	
2	Self-Assess (1 original)	ment Guide	2	Competency Assessment Center (1st Floor, Research and Development Bldg.)	
3	Official Recephotocopy)	eipt (1	3	Cashiering Office (1st Floor, Admin Bldng.)	
4	Passport siz (3 copies, w background, shirt/blouse, printed at the	ith white , with collar with name	4	Photo Studio	os (Carlos)
CLIENT S	CLIENT STEPS AGE		FEES TO BE PAID	PROCES SI NG TIME	PERSON RESPONSIB LE

1 Encoding of Profile	1 Review the			Assassment
1. Encoding of Profile in the T2MIS  Request for Assessment Schedule  Receive applications for assessment	1. Review the completeness and correctness of requirements and administer the Self-Assessment Guide  Coordinate with TESDA Pampanga the request for assessment schedule  Collect	Php. 500.00 to Php. 2175.00 (dependin g on competen cy type)	1 Day	Assessment and Certification Supervisor  Administrative Aide I  Competency Assessment Center  Administrative Officer V Cashiering Office, DHVSU, Administrative
	assessment fee from applicants			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 Assessment	2. Follow-up the approval of assessment schedule and assigned/availability of assessor  Supervise the conduct of competency assessment	None	AVTSU 2 Days	Officer-In- Charge TESDA Pampanga Provincial Office

The second second second				
3. Encoding of Assessment Results Generate RWAC Administrative Aide I encodes the assessment result in the T2MIS and generates RWAC Submits reports to the PO	3. Encode the 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
T2MIS and generates RWAC TESDA Processes reports	examinees through T2MIS			(4)(4)
5. Receive and Process CARS Print Certificate Issue National Certificate (NC)  • Presents the CARS to PO • Prepares NC/COC • Issues NC/COC to the Certified Worker	5. Coordinate and follow-up the Issuance of National Certificates (NC)	None	1 Day	Officer-In- Charge TESDA Pampanga Provincial Office

TOTAL	Php. 500.00 to Php. 2175.00 (depending on competenc y type)	7 Day s	

CAMPUSES (SATELLITE)

APALIT CAMPUS

CANABA 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	
Classification: Simple			/	/		
Ty	pe of Transaction:	G2C - Governme	nt to (	Citizen		
	no may avail:	All bonafide stude	ents o	f DHVSI	J	
	IECKLIST OF REQUI	REMENTS	WH	ERE TO	SECURE	
1	Clearance ( 1 origina	al)	1	Accour	nting Office, DHVS anga	SU Bacolor,
2	Academic Evaluation	n (1 original)	2		of University Regisistration Bldg.)	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		ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
reg fee	Secure a pre- gistration and edback form at the ean's Office	1.Verify student's record	N	lone	2 Minutes	Administrative Aide Respective College/Campus
reg fee	Submit the complished pre- gistration and edback forms to the pairperson for aluation	2.Advise the student about the subjects to be enrolled	N	lone	10 Minutes	Designated Chairperson Respective College/Campus
3.S for	Submit the evaluated ms to the College ean for approval	3.Approve the evaluated pre- registration form	N	lone	2 Minutes	College Dean Respective College/Campus
pre the Re an	4.Submit the approved pre-registration form to the Office of the Registrar for encoding and secure Certificate of Registration  4.Encode the subjects and issue Certificate of Registration		N	lone	1 Day	Administrative Aide Office of the University Registrar
	The state of	TOTAL:	N	lone	1 Day, 14 Minutes	

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

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

Office or Division:	All Colleges/Extension Campuses				
Classification:	Simple	-{		7	
Type of Transaction:	G2C - Government to	o Citi	zen		
Who may avail:	All bonafide irregular	stud	ents		
<b>CHECKLIST OF REQ</b>	UIREMENTS	WH	IERE TO	SECURE	
1 Certificate of Regist original)	stration (1	1		f University Regist tration Bldg.)	trar(1st Floor,
2 Academic Evaluati original)	on Record (1	2		f University Regist tration Bldg.)	trar (1st Floor,
3 Adding, Dropping, original)	Changing Form (1	3	Respect	tive College/Camp	ous
CLIENT STEPS	AGENCY ACTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a copy of Certificate of Registration (COR) and Academic Evaluation Record from the Office of the Registrar	1.Issue a copy of the Certificate of Registration and Academic Evaluation Record		None	1 Minute	Administrative Aide Respective College/Campus
2.Secure Adding, Dropping, Changing Form from the College Secretary	2.Issue Adding, Dropping, Changing Form	None		1 Minute	Administrative Aide Respective College/Campus
3.1 Advise the student as to which subject to add, dropor change  3.2 Evaluate and encode the data  3.3 Approve the subjects to be added, dropped orchanged			None	9 Minutes	Program Chairperson/ Respective College/Campus

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

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

Office or Division: All Colleges/Extension				npuses	<b>;</b>	
Classification: Simple						
Ту	pe of Transaction:	G2C - Government to	o Citize	en		
WI	no may avail:	All bonafide students	of DH	VSU		//
CH	ECKLIST OF REQ	JIREMENTS	WHE	RE TO	SECURE	
1	Official Transfer of original, 1 photocol		1	Scho	ool Last Attended	Z=/
2		d credits earned in iginal, 1 photocopy)	2	Scho	ol Last Attended	
3	Certificate of Good photocopy)	Moral (1 original, 1	3	School Last Attended		
4	Birth Certificate (1	original, 1 photocopy)	4	Philippine Statistics Authority, City of Sar Fernando, Pampanga		
5	Valid ID	110	5	Internet Multimedia Center, DHVSU		
CL	CLIENT STEPS AGENCY ACTION			S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Endorsement Letter and the required documents to the respective College/Campus		Evaluate and endorse the transferee	No	ne	10 Minutes	Designated Chairperson Respective College/Campus

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





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

### 1. Enrollment Procedure

This describes the guideline and procedure for the enrollment of collegestudents.

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

	2.1 Evoluate/Pavious and		40	Program
3.Submit the accomplished pre-registration and feedback forms to the Program	3.1 Evaluate/Review and Advise the courses to be enrolled by the students  3.2 Advise the student to drop the feedback form	None	10 Minutes	Chairperson CAS
Chairperson for evaluation	tothe designated drop box.	None	1 Minute	Program Chairperson CAS
			2 Minutes	College Dean CAS
4.Submit the evaluated form to the College Dean for approval	4. 1 Approve the pre- registration form and forward to the office of the University Registrar  4.2 Encode the courses to be enrolled and print the Certificate of Registration (COR)	None	8 Hours	Administrative Aide Office of the University Registrar
	4.3 Endorse the printed Certificate of Registration (COR) to the Office of the College Dean.	DHV	8 Hours	Administrative Aide Office of the University Registrar
SA DE	TOTAL:	None	16 Hours, 20 Minutes	

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

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

Office or Division:	College of Arts and Sciences (CAS)						
Classification	Simple						
Type of Transaction:	G2C - Government to Citizen						
Who may avail:	All bonafide irre	gular stude	nts				
CHECKLIST O		WHERE	TO SECURE		<u></u>		
1	Certificate of Registratio n (1 original)	1	Office of th Administra	e University Regi tion Bldg.)	strar (1st Floor,		
2	Academic Evaluation Record (1 original)	2	Office of the University Registrar (1st Floor, Administration Bldg.)				
3	Adding, Dropping, Changing Form (1 original)	3	Dean's Office (1st Floor, CAS Building)				
CLIENT STEPS	AGENCY A	CTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Secure a copy of Certificate of Registration (COR) and Academic Evaluation Record from the Office of the Registrar	1.Issue a copy of Certificate of Re (COR) and Acadevaluation Reco	egistration demic	None	1 Minute	Administrative Aide Office of the UniversityRegistrar		

2.Secure Adding,		\	X >	
Dropping, Changing Form from the College Secretary	2.Issue Adding, Dropping, Changing Form	None	1 Minute	College Secretary CAS

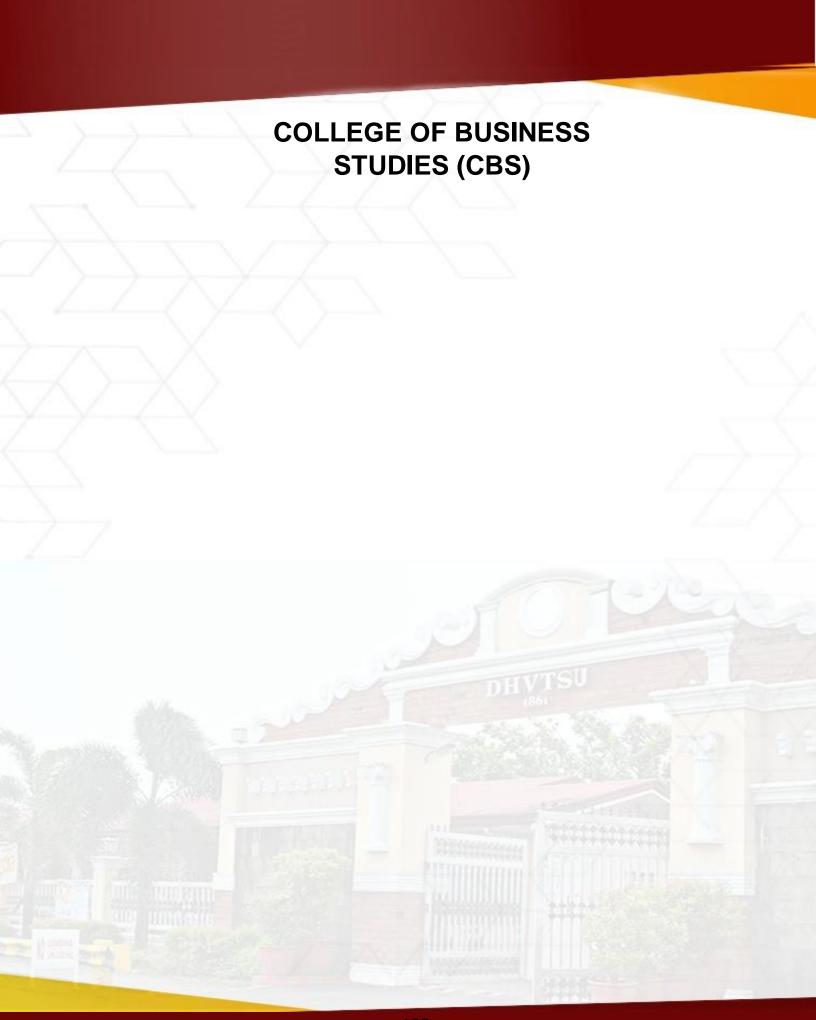
3. Submit the accomplished Adding, Dropping, Changing Form to the Program Chairperson for evaluation	3.Evaluate the student as to the courses to be added, dropped or changed	None	5 Minutes	Program Chairperson CAS
4.Submit the evaluated Adding, Dropping, Changing Form to the College Dean for approval	4. Approve the courses added, dropped or changed	None	4 Minutes	College Dean CAS
5. Submit the approved Adding, Dropping, Changing form to the College Secretary	5. Forward the approved adding, Dropping, Changing form to the Office of the University Registrar for processing	None	30 Minutes	College Secretary CAS
	TOTAL:	None	41 Minutes	7

### 3. Transferring Procedure

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

CLIENT STEPS	AGENC	Y ACTION	FEES TO BE PAID	PROC ESSIN G TIME	PERSON RESPONSIBLE		
6	Customer Form (DH ADMINSO FO001-Ro	IVSU-QSP- D-004-	6				
5	2 copies of pictures, find photo with background	full faced n white nd	5	Any Phot	to Center		
4	Birth Cert Original, photocopy marriage of Married	1 y) and Certificate	4		e Statistics Authority, an. Fernando, Pampanga		
3	Certificate Moral (1o 1 photoco	riginal, 3		School Last Attended			
2	credits ea		2	School L	ast Attended		
1	Official Tr of Creden 1 Original (Honorab Dismissal	itials le	1	School L	ast Attended		
CHECKLIST OF REQU	JIREMENT	S	WHERE	TO SECUI	RE		
Who may avail:	Who may avail:			All bonafide students of DHVSU			
Type of Transaction:	G2C - Gov	ernment to	Citizen				
Classification:		Simple	• • • • • • • • • • • • • • • • • • • •				
Office or Division:	College of	f Arts and Sciences (CAS)					

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



### 1. Enrollment Procedure

This describes the guideline and procedure for the enrollment of collegestudents.

Of	fice or Division:	College of Busine	ss Stu	udies (CE	3S)		
Cla	assification:	Simple	/				
Ту	pe of Transaction:	G2C - Governmen	ent to Citizen				
	ho may avail:	All bonafide CBS	stude	nts of Dh	HVSU		
CH	IECKLIST OF REQUI	REMENTS	WH	ERE TO	SECURE		
1	Clearance (1 origina	l)	1	Accour Pampa	nting Office, DHVS	U Bacolor,	
2	Academic evaluation Student's grades (1		2		of the University Restrative Building)	egistrar (1 <sup>st</sup> Floor,	
3	Pre-Registration form		3		Office (2 <sup>nd</sup> Floor, 0	CBS Building 1)	
4	Customers Survey F QSP-ADMINSO-004		4	Dean's	Office (2 <sup>nd</sup> Floor, 0	CBS Building 1)	
5	Certificate of Registr	ration (COR)	5	Dean's	Office (2 <sup>nd</sup> Floor, 0	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 Office  2. Secure a preregistration form and feedback forms at the Dean's Office  1. Receive check stude Academic Evaluation records and clearance compliance  2. Issue Pre Registration feedback forms at the Dean's Office		N	None	5 Minutes	College Secretary (CBS)	
reg fee			N	lone	2 Minutes	College Secretary (CBS)	
and Advise the courses to be enrolled by the students		Evaluate/Review and Advise the courses to be enrolled by the	None		10 Minutes	Program Chairperson (CBS)	
Pro	edback forms to the ogram Chairperson evaluation	3.2 Advise the student to drop the feedback form to the	None		1 Minute	Program Chairperson (CBS)	

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

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

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

	irregular students of the university.							
Of	Office or Division:College of Business SClassification:Simple			Studies (CBS)				
CI								
Ту	pe of Transaction:	G2C - Government to	Citiz	zen				
W	ho may avail:	All bonafide irregular	stude	ents				
CI	HECKLIST OF REQU	JIREMENTS	WH		SECURE			
1	Certificate of Regis	tration (1 original)	1	Adminis	the University Re tration Bldg.)	· .		
2	Academic Evaluation	on Record (1 original)	2		the University Retration Bldg.)	gistrar (1st Floor,		
3	Adding, Dropping, (original)	Changing Form (1	3	Dean's (	Office (2 <sup>nd</sup> Floor, C	BS Building 1)		
Ž	CLIENT STEPS	AGENCY ACTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Ce Re an Ev fro	Secure a copy of ertificate of egistration (COR) and Academic valuation Record om the Office of the egistrar	1.Issue a copy of the Certificate of Registration (COR) and Academic		None	1 Minute	Administrative Aide Office of the University Registrar		
Dr Fo	Secure Adding, copping, Changing orm from the College ecretary	2.Issue Adding, Dropping, Changing Form	None		1 Minute	College Secretary (CBS)		
ac Dr Fc Ch	Submit the complished Adding, opping, Changing rm to the Program airperson for aluation  3.Evaluate the student as to the courses to be added, dropped or changed			None	5 Minutes	Program Chairperson (CBS)		

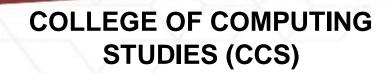
4.Submit the				
evaluated Adding, Dropping, Changing Form to the College Dean for approval	4. Approve the courses added, dropped or changed	None	4 Minutes	College Dean (CBS)
5. Submit the approved Adding, Dropping, Changing form to the College Secretary	5. Forward the approved adding, Dropping, Changing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

### 3. Transferring Procedure

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

	fice or Division:	College of Business	studies	(CBS)			
Cla	assification:	Simple					
Ту	pe of Transaction:	G2C - Government to	Citize	n			
WI	no may avail:	All bonafide students	s of DHVSU				
CHECKLIST OF REQUIREMENTS		WHE	RE TO	SECURE			
1	Official Transfer of 0 1 Original (Honorab		1	Scho	ol Last Attended		
2	Copy of Grades and other schools (1 ori	ginal, 1photocopy)	2	Scho	ol Last Attended		
3	Certificate of Good photocopy)		3		ol Last Attended		
4	and marriage Certif		4		opine Statistics Auth ando, Pampanga	nority, City of San.	
5	with white backgrou		5	Any I	Photo Center		
6	Customers Survey Form (DHVSU-QSP-ADMINSO-004-F0001-R01)		6	Dear	n's Office (2 <sup>nd</sup> Floor,	, CBS Building 1)	
CL	IENT STEPS	AGENCY ACTION		S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE	
do of	Present the required cuments (checklist requirements) at the ean's Office	1. Evaluate and endorse the transferee and advise to proceed to the Admission's Office	No	one	10 Minutes	Program Chairperson (CBS)	
En	2. Admit the transferee and refers to the Endorsement Letter to the Admission's Office Testing Center Admission Examination		No	one	2 Minutes	Administrative Aide Admission Office	
3. Take the examination on specified schedule		3. Administer and check examination, and issue the results	No	one	40 Minutes	Guidance Coordinator Office of the University Guidance Councilor	

4.Secure a customer survey form at the Dean's office	4. Issues Customer Survey Form	None	3 Minutes	College Secretary (CBS)
5. Submit the required documents (checklist of requirements) for	5. Receive the documents and advise the student			
enrollment and the Customer Survey Form at the Dean's office	to drop the Customer Survey Form at the designated drop box.	None	3 Minutes	College Secretary (CBS)
	TOTAL:	None	56 Minutes	70





### 1. Enrollment Procedure

This describes the guidelines and procedures for the enrollment of collegestudents.

Office or Division: College of Computing			g Stud	lies (CC	CS)	
Class	sification:	Simple	j j		/	
Туре	of Transaction:	G2C - Government to	o Citiz	en		
Who	may avail:	All bona fide CCS St	udents	s of DH	VSU	
CHEC	CKLIST OF REQU	JIREMENTS	WHE	ERE TO	SECURE	
1	Clearance (1 or	riginal)	1	Accou Pamp	unting Office, DHVS panga	U Bacolor,
2	Academic Evalue Student's grade	uation/ Certificate of es (1 original)	2		e of the University Renistrative Building)	egistrar (1 <sup>st</sup> Floor,
3	Pre-Registratio	n Form (1 original)	3	Dean	's Office (Ground Flo	oor, ICT Building)
4		ey Form (DHVSU- D-004-FO001-RO1)	4	Dean	's Office (Ground Flo	oor, ICT Building)
5	Certificate of Re	egistration (COR)	5	Dean's Office (Ground Floor, ICT Build		
CLIE	NT STEPS	AGENCY ACTION		S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sig	gn in the client ook	Instruct the client to sign in the log book	N	one	1 Minute	College Secretary CCS
the Dean's Office and clearance compliance  3. Secure a Pre- 3. Issue Pre-		check Student's Academic Evaluation records and clearance	No	one	4 Minutes	College Secretary CCS
		Registration Form and Customer Survey Form to	No	one	2 Minutes	College Secretary CCS

	4.1 Evaluate / Review and Advise the courses to be	$\leq$		7
4. Submit the accomplished Pre-Registration Form and	enrolled by the students	None	10 Minutes	Program
Customer Survey Form to the Program Chairperson for	4.2 Advise the student to drop the Customer Survey	None	1 Minute	Chairperson CCS
evaluation	Form to the designated drop box.		T. Manual Co	
	5.1. Approve the		2 Minutes	College Dean CCS
	Pre-Registration Form and forward to the office of the University Registrar			
5. Submit the	5.2. Encode the courses to be			Administrative Aide
evaluated form to the College Dean for approval	enrolled and print the Certificate of Registration (COR)	None	4 Hours	Office of the University Registrar
	5.3. Endorse the printed Certificate of Registration (COR) to the Office		DHVTSU	Administrative
	of the College Dean.		4 Hours	Aide Office of the University Registrar
	TOTAL:	None	8 Hours,20 Minutes	

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

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

Of	fice or Division:	College of Computing	Stud	ies (CC	CS)			
Cla	Classification: Simple							
Type of Transaction: G2C - Government to Citizen								
WI	ho may avail:	All bona fide Irregular	All bona fide Irregular Students					
CH	HECKLIST OF REQU	JIREMENTS	WHE	RE TO	SECURE			
1	Certificate of Regis	tration (1 original)	1		of the University Ronistration Bldg.)	egistrar (1 <sup>st</sup> Floor,		
2	Academic Evaluation	on Record (1 original)	2		of the University Ronistration Bldg.)	egistrar (1 <sup>st</sup> Floor,		
3	Adding, Dropping, (original)	Changing Form (1	3	Dean	's Office (Ground Fl	oor, ICT Building)		
4	Customer Survey F ADMINSO-004-FO	orm (DHVSU-QSP- 001-RO1)	4	Dean	's Office (Ground Fl	oor, ICT Building)		
	CLIENT STEPS AGENCY ACTION			S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Ce Re an Ev fro	Secure a copy of ertificate of egistration (COR) d Academic raluation Record om the Office of the egistrar	1. Issue a copy of the Certificate of Registration (COR) and Academic Evaluation Record	None		1 Minute	Administrative Aide Office of the University Registrar		
	Sign in the client g book	2. Instruct the client to sign in the log book	None		1 Minute	College Secretary CCS		
3. Secure Adding, Dropping, Changing Form and Customer Survey Form from the College Secretary		3. Issue Adding, Dropping, Changing Form and Customer Survey Form to students	None		1 Minute	College Secretary CCS		

	4.1 Evaluate the		V	
4. Submit the accomplished Adding, Dropping, Changing	student as to the courses to be added, dropped or changed	None	3 Minutes	
Form to the Program				Program Chairperson
Chairperson for evaluation and the	4.2 Advise the student to drop the			ccs
Customer Survey Form	Customer Survey Form to the designated drop box.	None	1 Minute	
5. Submit the evaluated Adding, Dropping, Changing Form to the College Dean for approval	5. Approve the courses added, dropped or changed	None	4 Minutes	College Dean CCS
6. Submit the approved Adding, Dropping, Changing form to the College Secretary	6. Forward the approved adding, Dropping, Changing form to the Office of the University Registrar for processing	None	10 Minutes	College Secretary CCS
	TOTAL:	None	21 Minutes	

### 3. Transferring Procedure

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

Office or Division:		College of Computing Studies (CCS)						
Clas	sification:	ation: Simple						
Type of Transaction: G2C - Government to Citizen								
Who	may avail:	All bona fide Student	s of DI	HVSU				
CHE	CKLIST OF REQU	JIREMENTS	WHE	RE T	O SECURE			
1	Official Transfer 1 Original (Hono	of Credentials orable Dismissal)	1	Sch	ool Last Attended	7		
2	Copy of Grades in other schools photocopy)	and credits earned (1 original, 1	2	Sch	ool Last Attended			
3	Certificate of Go 1 photocopy)	ood Moral (1 original,	3	Sch	ool Last Attended			
4	Birth Certificate (1 Original, 1 photocopy) and marriage Certificate of Married		4		Philippine Statistics Authority, City of San. Fernando, Pampanga			
5	2 copies of 2x2 photo with white	pictures, full faced background	5	Any Photo Center				
6	Customer Surve	y Form (DHVSU- -004-F0001-R01)	6	Dean's Office (Ground Floor, ICT Building)				
CLIE	NT STEPS	AGENCY ACTION		FEES TO PROCESSING TIME		PERSON RESPONSIBLE		
1. Siglog b	gn in the client ook	1. Instruct the client to sign in the log book	None		1 Minute	College Secretary CCS		
2. Present the required documents (checklist of requirements) at the Dean's Office		2. Evaluate and endorse the transferee and advise to proceed to the Admission's Office	No	ne	10 Minutes	Program Chairperson CCS		

3. Submit the Endorsement Letter to the Admission's Office	3. Admit the transferee and refers to the Guidance and Testing Center for Admission Examination	None	2 Minutes	Administrative Aide Admission Office
4. Take the examination on specified schedule	4. Administer and check examination, and issue the results	None	40 Minutes	Guidance Coordinator Office of the University Guidance Councilor
5. Secure a Customer Survey Form at the Dean's office	5. Issues Customer Survey Form	None	3 Minutes	College Secretary CCS
6. Submit the required documents (checklist of requirements) for enrollment and the Customer Survey Form at the Dean's office	6. Receive the documents and advise the student to drop the Customer Survey Form at the designated drop box.	None	2 Minutes	College Secretary CCS
	TOTAL:	None	56 Minutes	

# **COLLEGE OF ENGINEERING AND ARCHITECTURE**



# Enrollment Online Procedure (OLD STUDENTS) This describes the guideline and procedure for the enrollment of CEA students.

Of	fice or Division:	College of Engine	ering	and Arc	chitecture	
Classification: Simple						
Ту	pe of Transaction:	G2C - Governmen	nt to (	Citizen		
WI	ho may avail:	All bonafide stude	ents o	f DHVS	J	
CH	ECKLIST OF REQUI	REMENTS	WH	ERE TO	SECURE	
1	Clearance (1 origina	l)	1	Accour Pampa	nting Office, DHVS anga	SU Bacolor,
2	Academic Evaluation	(1 original)	2		of University Regististration Bldg.)	strar(1st Floor,
3	Letter of Intent, LOI (	1 original)	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
	Secure a pre-advising m and LOI	1.Verify student's record	None		5 Minutes	Administrative Aides/ Faculty Adviser
ac ad to	Submit the complished pre- vising form and LOI the Department nail for evaluation	2.Advise the student about the subjects to be enrolled	None		20 Minutes	Chairperson/ Faculty Adviser
		TOTAL:	N	lone	25 Minutes	
	2/4	End of Transact	tion F	OR STU	DENT	The state of the s
Su for	3. Approve the evaluated orms to the College Dean for approval		None		2 Minutes	College Dean
Su pre Of	Dean for approval  4. The Department Submit the approved ore-advising form to the Office of the Registrar or encoding and  4. Encode the subjects and issue Certificate of Registration		N	lone	1 Day	Administrative Aide Office of the University Registrar

secure Certificate of Registration				
	TOTAL:	None	1 Day, 2 Minut es	

### **Issuance of Adding, Dropping, and Changing Forms** (ONLINE) This procedure covers the steps on the issuance of Adding,

١.	Dropping and C	hanging Form to all irre	egula	ar student	s of the university	•	
Office or Division: College of Engineering and Architecture							
Cla	assification:	Simple					
	pe of ansaction:	G2C - Government to	nt to Citizen				
W	ho may avail:	All bonafide irregular	stuc	lents			
CH	ECKLIST OF REQ	UIREMENTS	WH	IERE TO	SECURE	_	
1	Certificate of Regist original)	,	1	Adminis	f University Regist tration Bldg.)	// /	
2	Academic Evaluati original)	ion Record (1	Office of University Registrar (1st F Administration Bldg.)			trar (1st Floor,	
3	Adding, Dropping, original)	Changing Form (1	3 Deans Office/CEA Official FB SITE			FB SITE	
4	Customer Survey I	Form (1 original)	4	Deans (	Office/CEA Official	FB SITE	
	CLIENT STEPS	AGENCY ACTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE	
co Re an Ev fro	Secure a scan py of Certificate of egistration (COR) d Academic aluation Record m the Office of the egistrar	1.Issue a copy of the Certificate of Registration and Academic Evaluation Record		None	5 Minutes	Administrative Aides/ Faculty Adviser	
Dr Fo Of	Secure Adding, opping, Changing orm from Deans fice/CEA Official 3 Site	2.Issue Adding, Dropping, Changing Form	None		5 Minute	Administrative Aides/ Faculty Adviser	

	3.1 Advise the	_		
3. Submit the accomplished Adding, Dropping,	student as to which subject to add, dropor change			Program
Changing Form to theCollege Dean via	3.2 Evaluate and encode the data	None	9 Minutes	Chairperson/ Faculty Adviser
Email for advising and approval	3.3 Approve the			
απα αρριοναι	subjects to be added, dropped orchanged		_	
4. Forward the approved Adding, Dropping, Changing				Administrative
Form to the Registrar's Office for processing		None	30 Minutes	Aide
				1 1
	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.

Of	fice or Division:	College of Engineering and Architecture					
Cla	assification:	Simple					
Ту	pe of Transaction:	G2C - Government	ent to Citizen				
WI	ho may avail:	All bonafide studen	udents of DHVSU				
CH	HECKLIST OF REQU	JIREMENTS	WHE	RE TO SECURE			
1	Official Transfer of original, 1 photocopy	Credentials (1 by)	1	School Last Attended			
2	Copy of Grades and other schools (1 ori	d credits earned in	2	School Last Attended			

3	Certificate of Good photocopy)	Moral (1 original, 1	3	3 School Last Atten		d	
4		original, 1 photocopy)	4		opine Statistics Autl ando, Pampanga	hority, City of San	
5	Valid ID	>>/	5	Inter	net Multimedia Cen	ter, DHVSU	
6	Customer Survey F	orm (1 original)	6	Dear	ns Office/CEA Offic	ial FB SITE	
CL	IENT STEPS	AGENCY ACTION				PERSON RESPONSIBLE	
En an do	Submit adorsement Letter the the required cuments to the EA Deans Office	1. Evaluate and endorse the transferee	None 10 Min		10 Minutes	Program Chairperson	
En	Submit the dorsement Letter to Admission Office	2. Schedule an entrance exam for the transferee	None		2 Minutes	Administrative Aide Admission Office	
ex	Take the amination on ecified schedule	3.Administer the examination, check and issue the results	None		40 Minutes	Guidance Coordinator Office of the University Guidance Councilor	

None

None

Administrative

Aide

3 Minutes

55 Minutes

4.Receive the

Survey Form

documents and

issue Customer

TOTAL:

4.Submit the required

documents for

enrollment

#### 4. Excuse Letter 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 Architecture						
CI	assification:	Simple	-(	\	-7:	
Ту	pe of Transaction:	G2C - Government to	o Citize	en		
W	ho may avail:	All bonafide students	of DH	VSU	/	
CI	HECKLIST OF REQU	JIREMENTS	WHE	RE TC	SECURE	
1	Excuse letter form	$\overline{}$	1	Dear	ns Office/CEA Office	ial FB SITE
2	Valid ID	V	5	Interr	net Multimedia Cer	nter, DHVSU
3	Customer Survey F	orm (1 original)	6	Dear	ns Office/CEA Offic	ial FB SITE
CI	LIENT STEPS	AGENCY ACTION				PERSON RESPONSIBLE
of fro	Secure a scan copy Excuse letter form om the CEA deans fice	1.Issue a copy of scan copy of Excuse letter form	No	ne	5 Minutes	Administrative Aides/ Faculty Adviser
ac Ex the	Submit the complished cuse letter form to e Department Office incerned	2. Evaluate and Approve the Excuse Letter	None		5 Minutes	Chairperson/ Faculty Adviser
the	3. Provide a copy of the approved letter to all faculty involved  3. Acknowledged the receipt of the letter		No	ne	2 Minutes	Faculty Concerned
	TOTAL:		No	ne	12 Minutes	THE WAY





### **COLLEGE OF HOSPITALITY AND TOURISM MANAGEMENT (CHTM)**

#### 1. Enrollment Procedure

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

Of	fice or Division:	College of Hospita	ality a	nd Tour	ism Management	
CI	assification:	Simple		/		
Ту	pe of Transaction:	G2C - Governme	nt to (	Citizen		
W	ho may avail:	All bonafide stude	ents o	f DHVSI	JX	
CH	HECKLIST OF REQUI	REMENTS	WH	ERE TO	SECURE	
1	Clearance ( 1 origina	al)	1	Accour Pampa	nting Office, DHVS anga	SU Bacolor,
2	Academic Evaluation	n (1 original)	2		of University Regisistration Bldg.)	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	LIENT STEPS	AGENCY ACTION		ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
reg fee	Secure a pre- gistration and edback form at the ean's Office	1.Verify student's record	None		2 Minutes	Administrative Aide Ms Rona P. Encinas CHTM Secretary
reg fee	Submit the complished pre-gistration and edback forms to the aculty in charge for aluation	2.Advise the student about the subjects to be enrolled	٨	lone	10 Minutes	Faculty in Charge College of Hospitality and Tourism Management
3.3 for Ch	3. Submit the evaluated forms to the Program Chairperson for approval  3. Approve the evaluated pre-registration form		N	lone	2 Minutes	Program Chairperson BSHM/BSTM College of Hospitality and Tourism Management
Cu	2. Collect the accomplished Curvey Form CSS Form			lone	3 Minutes	Administrative Aide Ms Rona P. Encinas CHTM

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

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

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

to all irregular students of the university.

Of	fice or Division:	College of Hospitality	/ and	l Tourism	Management		
Cla	assification:	Simple					
Type of G2C - Government to Citizen						1.1	
W	Who may avail: All bonafide irregula			lents			
CH	ECKLIST OF REQ	(LIST OF REQUIREMENTS WHERE TO SECURE					
1	Certificate of Registration (1 original)		1		f University Regist tration Bldg.)	trar(1st Floor,	
2	Academic Evaluati original)	on Record (1	2 Office of University Regist Administration Bldg.)		rar (1st Floor,		
3	Adding, Dropping, original)	Changing Form (1	3	3 Respective College/Campus			
	CLIENT STEPS	AGENCY ACTION			PERSON RESPONSIBLE		
Re an Ev fro	Secure a copy of ertificate of egistration (COR) d Academic aluation Record m the Office of the egistrar	1.Issue a copy of the Certificate of Registration and Academic Evaluation Record		None	1 Minute	Administrative Aide Ms Rona P. Encinas CHTM	

2.Secure Adding, Dropping, Changing Form from the College Secretary	2.Issue Adding, Dropping, Changing Form	None	1 Minute	Administrative Aide Ms Rona P. Encinas CHTM
	3.1 Advise the student as to which subject to add, drop			Dragram
3. Submit the accomplished	or change			Program Chairperson
Adding, Dropping, Changing Form to theCollege Dean for advice and approval	3.2 Evaluate and encode the data  3.3 Approve the subjects to be added, dropped orchanged	None	9 Minutes	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 to transfer in the university.

	fice or Division: assification:	College of Hospitality Simple	/ and T	ourism	n Management	
	pe of Transaction:	G2C - Government to	o Citize	en		
Ť	ho may avail:	All bonafide students	_		7	
-				-	OF OUR	
CF	IECKLIST OF REQU		WHE	RE IC	SECURE	
1	Official Transfer of original, 1 photocop	oy)	1	Scho	ol Last Attended	
2	Copy of Grades and other schools (1 ori	ginal, 1 photocopy)	2	Scho	ol Last Attended	
3	Certificate of Good photocopy)	Moral (1 original, 1	3 School Last Attended			
4	Birth Certificate (1 o	original, 1 photocopy)	4		ppine Statistics Autl ando, Pampanga	hority, City of San
5	Valid ID		5	Interr	net Multimedia Cen	iter, DHVSU
CL	LIENT STEPS AGENCY ACTION		FEE: BE F	_	PROCESSING TIME	PERSON RESPONSIBLE
En an do res	Submit adorsement Letter d the required cuments to the spective bllege/Campus	1. Evaluate and endorse the transferee	No	ne	10 Minutes	Program Chairperson BSHM/BSTM College of Hospitality and Tourism Management
En	Submit the adorsement Letter to Admission Office	2. Schedule an entrance exam for the transferee	No	ne	2 Minutes	Administrative Aide Admission Office
ex	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
do	Submit the required cuments for rollment	4.Receive the documents and issue Customer Survey Form	No	ne	3 Minutes	Administrative Aide Ms Rona P. Encinas CHTM

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







### 1. Enrollment Procedure

This describes the guideline and procedure for the enrollment of collegestudents.

Of	fice or Division:	College of Industr	ial Te	chnolog	y (CIT)	
Cla	assification:	Simple	/		1/	
Ту	pe of Transaction:	G2C - Governme	nt to C	Citizen		
WI	ho may avail:	All bonafide CIT s	tuder	nts of DH	IVSU	
CH	ECKLIST OF REQUI	REMENTS	WHI	ERE TO	SECURE	
1	Clearance (1 origina	1)	1	Accour Pampa	nting Office, DHVS inga	SU Bacolor,
2	Academic evaluation Student's grades (1		2		of the University R strative Building)	egistrar (1 <sup>st</sup> Floor,
3	Pre-Registration form	n (1 original)	3	Dean's	Office (1st Floor, 0	CIT-GS Building)
4	Customers Survey F QSP-ADMINSO-004	•	4	Dean's	Office (1st Floor,	CIT-GS Building)
5	Certificate of Registr	ation (COR)	5	Dean's Office (1st Floor, CIT-GS Buildin		
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	None		5 Minutes	College Secretary CIT Office
reg fee	Secure a pre- gistration form and edback forms at the ean's Office	2.Issue Pre- Registration and feedback forms to students	None		2 Minutes	College Secretary CIT Office
3.Submit the accomplished pre-		3.1 Evaluate/Revie w and Advise the courses to be enrolled by the students	None		10 Minutes	Program CIT Office
Pro	ogram Chairperson evaluation	3.2 Advise the student to drop the feedback form to the	Non	е	1 Minute	Program Chairperson CIT Office

	designated drop				
	box.	$\prec$ $\succ$		7	
	4. 1 Approve the pre-registration form and forward to the		2 Minutes	College Dean (CIT)	
	office of the University Registrar				
4.Submit the evaluated form to the College Dean for approval	4.2 Encode the courses to be enrolled and print the Certificate of Registration (COR)	None	8 Hours	Administrative Aide Office of the University Registrar	5
	4.3 Endorse the printed Certificate of Registration (COR) to the Office of the College Dean.		8 Hours	Administrative Aide Office of the University Registrar	
	TOTAL:	None	16 Hours, 20 Minutes		

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

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

irregu	lar stu	dents	of	the	uni	versi	ty.

Office or Division:	College of Industrial Technology (CIT)					
Classification:	Simple					
Type of Transaction:	G2C - Government to	Citi	zen	_		
Who may avail:	All bonafide irregular	stud	ents			
CHECKLIST OF REQ	UIREMENTS	WH	IERE TO	SECURE		
1 Certificate of Regist original)	stration (1	1		f the University Re tration Bldg.)	egistrar (1st Floor,	
2 Academic Evaluati original)	on Record (1	2		f the University Re tration Bldg.)	egistrar (1st Floor,	
3 Adding, Dropping, original)	Changing Form (1	3	Dean's	Office (1 <sup>st</sup> Floor, C	IT-GS Building)	
CLIENT STEPS	AGENCY ACTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Secure a copy of Certificate of Registration (COR) and Academic Evaluation Record from the Office of the Registrar	1.Issue a copy of the Certificate of Registration (COR) and Academic Evaluation Record	None		1 Minute	Administrative Aide Office of the University Registrar	
2.Secure Adding, Dropping, Changing Form from the College Secretary	2.Issue Adding, Dropping, Changing Form		None	1 Minute	College Secretary CIT Office	
3. Submit the accomplished Adding, Dropping, Changing Form to the Program Chairperson for evaluation  3. Evaluate the student as to the courses to be added, dropped or changed			None	5 Minutes	Program Chairperson CIT Office	

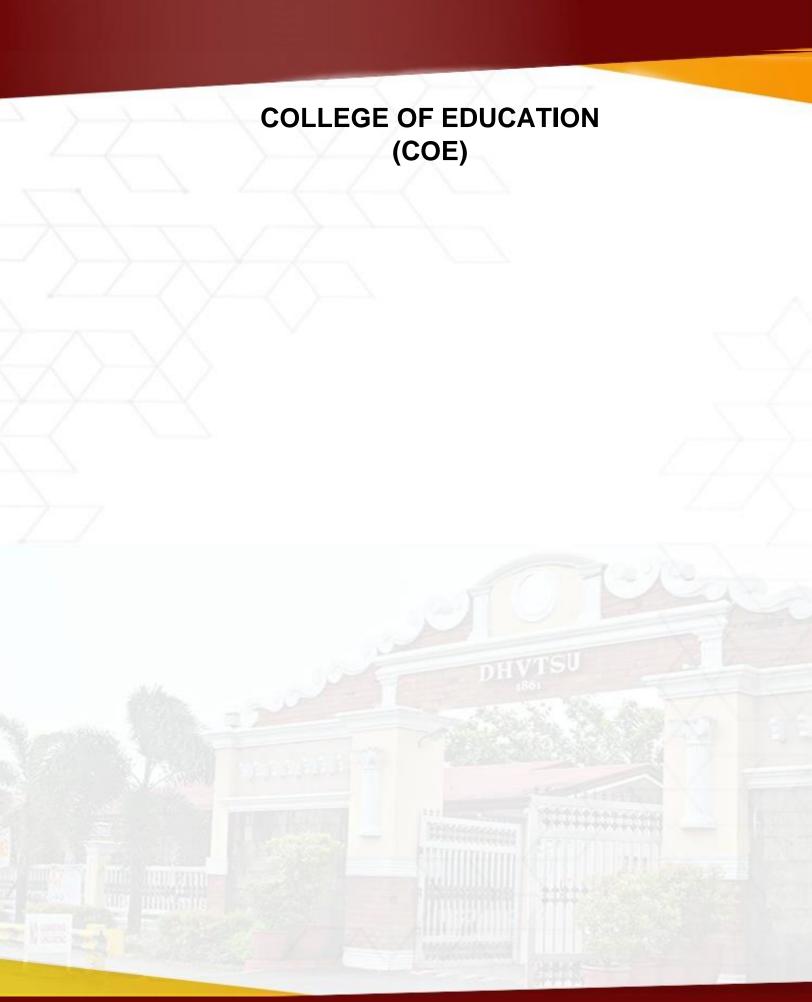
	4.Submit the	4. Approve the			
2	evaluated Adding, Dropping, Changing Form to the College Dean for approval	courses added, dropped or changed	None	4 Minutes	College Dean CIT Office
	5. Submit the approved Adding, Dropping, Changing form to the College Secretary	5. Forward the approved adding, Dropping,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

3. Transferring Procedure

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

	fice or Division:	College of Industrial Simple	Techn	ology (	CIT)	
Ту	pe of Transaction:	G2C - Government to	o Citize	en		
W	ho may avail:	All bonafide students	of DH	VSU	7	
CH	HECKLIST OF REQU	JIREMENTS	WHE	RE TO	SECURE	
1	Official Transfer of 0		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 0 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 Photo Center		
CL	LIENT STEPS	AGENCY ACTION		S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
do of	Present the required cuments (checklist requirements) at a Dean's Office	1. Evaluate and endorse the transferee and advise to proceed to the Admission's Office	No	one	10 Minutes	Program Chairperson CIT Office
En	Submit the adorsement Letter to e Admission's Office	2. Admit the transferee and refers to the Guidance and Testing Center for Admission Examination	No	one	2 Minutes	Administrative Aide Admission Office
ex	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 quetamer			V		
4.Secure a customer survey form at the Dean's office	4. Issues Customer Survey Form	None	3 Minutes	College Secretary CIT Office	
5. Submit the required documents (checklist	5. Receive the documents and				
of requirements) for enrollment and the Customer Survey	advise the student to drop the Customer Survey Form at the	None	3 Minutes	College Secretary CIT Office	
Form at the Dean's office	designated drop box.			OTT Office	
V. 7	TOTAL:	None	56 Minutes		



### 1. Enrollment Procedure for Incoming First Year Students

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

	fice or vision:	College of Education	1	1		
Cla	assification:	Simple				
	pe of ansaction:	G2C - Government to	Citiz	en	1	
W	no may avail:	Incoming First Year C	Colleg	e Stude	ents	
CH	ECKLIST OF	REQUIREMENTS	WH	ERE TO	SECURE	
1	Form 138 (1	original)	1	High S	School where the stude	ent graduated
2	· ·	ertificate (1 original, 1	2		oine Statistics Authorit f San Fdo. Pamp.	y, Maimpis,
3				Previous school attended		
4	2x2 picture w background (	vith white	4	Photo Studio		
5	Proof of Adm University an	ission to the d Test Result	5	DHVSU Office of Admissions, Guidance and Testing		
CL	CLIENT STEPS AGENCY ACTION			S TO PAID	PROCESSING TIME	PERSON RESPONSIB LE
	Sign in the ent log book	Instruct the client to sign in the log book	None		1 Minute	Office Secretary/ Faculty In Charge College of Education

	2.1 Check the			
2. Submit the required documents for evaluation	student's name on the list of qualifiers issued by the Office of the Admission  2.2 Attach the student's complete documents to the pre-registration form  2.3 Issue the pre-registration form and feedback form	None	5 Minutes	Faculty In Charge College of Education
$\sim$ $\times$	with attached documents			
3. Submit the accomplished pre-registration form for evaluation and advice	3.Evaluate/review and advise the student about the subjects to be enrolled	None	5 Minutes	Dean / Program 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	Program Chair College of Education
yadan 3 - 1 - 3	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.

	fice or vision:	College of Education	/		1	
Cla n:	assificatio	Simple	1			
	pe of ansaction	G2C - Government to Citiz	en		/	
Whava	no may ail:	Enrolled Irregular College	Stude	nts		
СН	IECKLIST (	OF REQUIREMENTS	WH	ERE T	O SECURE	
1	Certificate	e of Registration	1	Office	e of the Universit	y Registrar
2	Academic	Evaluation Record	2	Office	e of the Universit	y Registrar
3	Adding, D form	Propping and Changing	3	Office	e of the College [	Dean
4	CSS Forn	n	3	Office	e of the College [	Dean
	IENT EPS	AGENCY ACTION	IOBE		PERSON RESPONSIBLE	
	Sign in the ent log ok	Instruct the client to sign in the log book	None		1 Minute	Office Secretary/ Faculty In Charge College of Education
the rec doo for	quired cuments	2.1 Check the documents submitted by the student  2.2 Issue Adding, Dropping, Changing Form  2.3 Advise the student as to which subject to add, drop or change  2.4 Evaluate and encode the data  2.5 Approve the subjects to be added, dropped or changed	No	one	20 Minutes	Dean / Program Chair College of Education

	2.6 Forward the approved Adding,	_	V (	Dean / Program
>	Dropping, Changing Form to the Registrar's Office for processing	/_/	30 Minutes	Chair College of Education
3. Fill out the Customer Satisfaction Survey Form	3. Collect the accomplished CSS Form	None	3 Minutes	Program Chair College of Education
7 7	TOTAL:	None	54 Minutes	





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

	fice or vision:	College of Social Scient	ences	and Ph	nilosophy	
	assification:	Simple	$\leq$	_ `		
	pe of ansaction:	G2C - Government to	Citiz	en	_	
W	ho may avail:	Incoming First Year C				
CH	IECKLIST OF	REQUIREMENTS	WH	ERE TO	O SECURE	
1	Form 138 (1		1		School where the stud	
2	photocopy)	ertificate (1 original, 1	2		oine Statistics Authorit f San Fdo. Pamp.	y, Maimpis,
3	Certificate of original, 1 ph	Good Moral ( 1 otocopy)	3	Previo	ous school attended	
4	2x2 picture w background (		4	Photo	Studio	
5	Proof of Adm		5	DHVS and To	U Office of Admission esting	s, Guidance
CL	IENT STEPS	AGENCY ACTION	FEES TO PROCES		PROCESSING TIME	PERSON RESPONSIB LE
	Sign in the ent log book	Instruct the client to sign in the log book	None		1 Minute	Office Secretary/ Faculty In Charge College of Social Sciences and Philosophy
red 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	lone	5 Minutes	Faculty In Charge College of Social Sciences and Philosophy

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

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

_	fice or vision:	College of Social Sci	ences	s and Philosophy		
Cla	assification:	Simple				
Type of G2C - Government to				zen		
Wh	no may avail:	Enrolled Irregular Co	llege	Students		
СН	<b>IECKLIST OF</b>	REQUIREMENTS	WHERE TO SECURE			
1	Certificate of	Registration	1	Office of the University Registrar		
2	Academic Ev	aluation Record	2	Office of the University Registrar		
3	Adding, Dropping and Changing form		3	Office of the College Dean		
4	CSS Form	The state of the s	3	Office of the College Dean		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		BE I AID	11141	
1.Sign in the client log book	Instruct the client to sign in the log book	None	1 Minute	Office Secretary/ Faculty In Charge College of Social Sciences and Philosophy
	2.1 Check the documents			. ,
	submitted by the student			
$\Rightarrow$	2.2 Issue Adding, Dropping, Changing Form			
2. Submit the required documents for evaluation	2.3 Advise the student as to which subject to add, drop or change	None	20 Minutes	Dean / Program Chairperson College of Social Sciences and Philosophy
	2.4 Evaluate and encode the data			1
	2.5 Approve the subjects to be			-
	added, dropped or changed			7
	2.6 Forward the approved Adding,		30 Minutes	Dean / Program Chairperson
	Dropping, Changing Form to the Registrar's Office for processing		DHVTSU	College of Social Sciences and Philosophy
3. Fill out the Customer Satisfaction Survey Form	3. Collect the accomplished CSS Form	None	3 Minutes	Program Chairperson College of Social Sciences and Philosophy
A CONTRACT	TOTAL:	None	54 Minutes	

## **DATA PROTECTION OFFICE**

**External Service** 



1. Request for University Data, Records or Documents

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

Office or Divisi	ion:	: Data Privacy Office					
Classification:		Simple	/				
Type of Transactions: G2C – Gove							
Who may avail	-	Concern Sta	keh	olders			
CHECKLIST O	F REQUI	REMENTS	WI	HERE TO	SECURE		
1 Data Privacy original)	Request	Form (1	1		rivacy Office (Gro sity Learning Reso	•	
2 DPO Clearan	ice (1 ori	ginal)	2		rivacy Office (Gro sity Learning Reso		
CLIENT STEPS	AGEN	CY ACTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Sign in the client log book	to sig book	ict the client in in the log			1 Minute	Administrative Aide Assistant Data Protection Officer Office of the Data Protection and Public Information	
2.Submits the request letter personally to the ODPPI or emails the request letter at odppi@dhvs u.edu.ph	reque signa	eives the est. Affixes ture and of receipt.		None	1 Minute	Administrative Aide Assistant Data Protection Officer Office of the Data Protection and Public Information	
3.Accomplish the Data Privacy Request Form		e the Data cy Request	None		5 Minutes	Administrative Aide Data Protection Officer Office of the Data Protection and Public Information	
4.Wait for the review of the request.	4. Revidence detail	s of the		None	3 Minutes	Administrative Aide Data Protection Officer Office of the Data Protection and Public Information	

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

#### 2. Request for Posting of Materials

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

Office or Division	n:	Data Privacy Office				
Classification:		Simple				
Type of Transac	ctions:	G2C – Gover G2G – Gover				7 3 3
Who may avail:		Concern Stak				1
CHECKLIST OF	REQUIF	REMENTS	WH	IERE	TO SECURE	
1 Data Privacy I original)	Request	Form (1	1		Privacy Office (Grersity Learning Res	
CLIENT STEPS	CLIENT AGENCY ACTIO		FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the log book.	1000	ct the client to the log book	None		1 Minute	Administrative Aide Office of the Data Protection and Public Information
2. Submits the draft of materials to be posted.	posted or thru	ves the ials to be d (Personally u oddpi@ .edu.ph)	None		1 Minute	Administrative Aide Office of the Data Protection and Public Information

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

### **DATA PROTECTION OFFICE**

**Internal Service** 



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

Offiversity prefit	13C3.						
Office or Divisi	on:	Data Privacy	Data Privacy Office				
Classification:		Simple	7	7			
Type of Transa	ctions:	G2C – Gove G2G – Gove					
Who may avail:		Concern Stal	keho	Iders			
CHECKLIST OF	REQUI	REMENTS	WHERE TO SECURE				
Data Privacy Request Form (1 original)			Data Privacy Office (Ground Floor,     University Learning Resource Center)				
CLIENT STEPS	AGEN	ICY ACTION	TC	EES D BE AID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Forward document/s to be posted		eive and request for	N	one	5 Minutes	Public Information Officer Data Privacy Office	
2.Receive the document	2. Rele	Release the		one	1 Minute	Public Information Officer Data Privacy Office	
	•	TOTAL:	N	one	6 Minutes		



# EXTENSION SERVICES MANAGEMENT OFFICE

**Internal Service** 



#### 1. Processing of Request of Extension Service

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

Office or Division:		Extension Services Management Office				
Classification:		Simple	( /			
Type of Transaction	on:	G2C	\			
Who May Avail:			nity/General Publi	С		
CHECKLIST REQU			TO SECURE			
1 Request Letter information			Head of the Requesting Community			
2 Customer Surve			n Service Manag			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Forward the request letter to the President's Office	1. Assess and response to the request	None	3 Days	Administrative Aide President's Office Secretary, Director Extension Services Management Office		
2. Wait for the release of the response notification	2. Transmit or contact the requesting party for the response	None	1 Day	Secretary, Director Extension Services Management Office		
3. Fill up the customer survey form	3. Receive the feedback from the survey form	None	1 Day	Secretary Extension Services Management Office		
4. Attend the discussion meeting for the Project Proposal plan and MOA	4. Conduct meeting with the requesting regarding the details of the Plan and MOA	None	1 Day	Director, University Extension Staff Extension Services Management Office		
5. Sign the MOA upon agreement to all stipulated commitmen	5. Explain and finalize the provisions of the project plan and MOA	None	1 Day	Director, University Extension Staff Extension Services Management Office		

# FINANCE MANAGEMENT SERVICES OFFICE

**Internal Service** 



## 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.

(CO) – (all necessa be original)	Internal/External Clie IREMENTS ments that are nt for Personnel ntenance & Other	ent	vhere to secure  Departments/Colleges/Other Government Agencies, Private Companies, Individuals,
o may avail:  ECKLIST OF REQUING All necessary documents of payment Services (PS), Mair Operating Expense Equipment Outlay (CO) – (all necessal be original)	Internal/External Clie IREMENTS ments that are nt for Personnel ntenance & Other s (MOOE), EO) & Capital Outlay	ent	vhere to secure  Departments/Colleges/Other Government Agencies, Private Companies, Individuals,
All necessary docume vidence of payment Services (PS), Mair Operating Expense Equipment Outlay (CO) – (all necessary be original)	ments that are nt for Personnel ntenance & Other s (MOOE), EO) & Capital Outlay		Departments/Colleges/Other Government Agencies, Private Companies, Individuals,
All necessary docume vidence of paymer Services (PS), Mair Operating Expense Equipment Outlay (CO) – (all necessary be original)	ments that are nt for Personnel ntenance & Other s (MOOE), EO) & Capital Outlay	1 .	Departments/Colleges/Other Government Agencies, Private Companies, Individuals,
evidence of paymer Services (PS), Mair Operating Expense Equipment Outlay ( (CO) – (all necessa be original)	nt for Personnel ntenance & Other s (MOOE), EO) & Capital Outlay	1	Agencies, Private Companies, Individuals,
1.1. PS			etc.
1.1.1 Appro 1.1.2 Remit 1.1.3 List of	tance List  Actual Retirees  Computation from		
attach 1.2.2 Officia 1.2.3 Stater 1.2.4 Billing 1.2.5 Sales 1.2.6 Purch 1.2.7 Appro Propo 1.2.8 Liquid 1.2.9 Duly S	ment of Accounts Statement Invoice ase Order oved Budget sal lation Report Signed Request of Allotment		DHVTSU
1.3.2 Approv Letter fo 1.3.3 PPMP 1.3.4 APP	ed Request		
	1.2.3 Stater 1.2.4 Billing 1.2.5 Sales 1.2.6 Purch 1.2.7 Appro Propo 1.2.8 Liquid 1.2.9 Duly S Letter 1.2.10 Job O 1.3 CO 1.3.1 Contra 1.3.2 Approv Letter for 1.3.3 PPMP 1.3.4 APP	1.2.9 Duly Signed Request Letter of Allotment 1.2.10 Job Order Contract  1.3 CO 1.3.1 Contract Agreement 1.3.2 Approved Request Letter for Mobilization 1.3.3 PPMP	1.2.3 Statement of Accounts 1.2.4 Billing Statement 1.2.5 Sales Invoice 1.2.6 Purchase Order 1.2.7 Approved Budget Proposal 1.2.8 Liquidation Report 1.2.9 Duly Signed Request Letter of Allotment 1.2.10 Job Order Contract  1.3 CO 1.3.1 Contract Agreement 1.3.2 Approved Request Letter for Mobilization 1.3.3 PPMP 1.3.4 APP

1.4.2	Purchase Order
1.4.3	PPMP
1.4.4	APP

CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Submit to FMS Office all the necessary documents for funding purposes.	1. Receives, stamps, records documents for obligation/utilization of expenses/ expenditures and forwards to the Designated Administrative Assistant VI and Administrative Aide 1	None	5 Minutes	Administrative Aide I Finance Management Services Office
2. Client may leave the documents after the Admin Aide is done checking the completeness of the documents.	2. Check the completeness of the supporting documents and verify allotment/budget based on the approved APP for the processing of ORS/BURS. However, if found incorrect, incomplete and not in conformance with the supporting documents, it will be returned to the client for correction	None	5 Minutes	Administrative Aide I Finance Management Services Office
	2.1Prepares and records ORS/BURS forms and forwards to the Administrative Assistant VI/Designated Administrative Aide I.	None	10 Minutes	Administrative Aide I Finance Management Services Office
	2.2 Checks and verify the amount obligated, the date, serial number, fund source, payee, particulars, MFO/PAP, UACS code, extension and	None	10 Minutes	Admin. Assistant VI Finance Management Services Office

sub-totals of the			
amounts and forwards the same to Budget		$\times$	7
Officer Note: if found incorrect, it will be returned to the Administrative Aide I for correction.			
2.3 Checks ORS/BURS forms and the required supporting documents and forwards to the Director of Finance Management Services Office (FMSO) Note: if found incorrect, it will be returned to the officer in charge for correction.	None	5 Minutes	Budget Officer Finance Management Services Office
2.4 Reviews ORS/BURS forms and supporting documents and certify as to the allotment/budget availability and obligation/ utilization of expenses/ expenditures for the purpose. Note: if found incorrect, it will be returned to the officer in charge for correction.	None	5 Minutes	Chief Administrative Officer Finance Management Services Office
2.5 Secures initial copy of the signed ORS/BURS forms and supporting documents and forwards three copies to the Office of the Vice President for Administration and	None	1 hour	Administrative Aide I Finance Management Services Office

Finance Services	X	X	
TOTAL:		1 Hour, 40 Minutes	

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

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

CLIENT STEPS	•	AGENCY	ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1)—X	В	udget Call	dget Call		DBM Website	
<b>CHECKLIST OF R</b>	EQU	JIREMENTS		WHERE	TO SECURE	\ \
Who may avail:			Internal/External Clients			
Type of Transaction: G2G – G			2G – Government to Government			
Classification:			Highly Technical			
Office or Division	V	Finance M	lanageme	ent Services Office		



1. DBM requires	1. Prints the budget		15 Minutes.	
online data entry and	call posted online by		1 7	
submission of Budget	the Department of			
Proposal	Budget and			
	Management (DBM			
	Website)		1	
4	4	\	-2	
	Starts preparing the	C.	O I I a	
	budget proposal for	_	2 Hours.	
	General fund			
	101 by using the			
	budget call that			
\ /	provides pertinent guidelines, instructions			
- X	and forms to formulate			
	Tier1 and Tier 2	None		
$\rightarrow \rightarrow \times \rightarrow$	programs and projects			\
	programo ana projecto			
× ( )	Distributes Budget			
	Forms (BP Forms) to			
	be accomplished by			/ /
N	different offices and			Administrative Aide
	departments with			VI
	deadline for		2 Hauma	Finance
	submission to the		3 Hours.	Management Services Office
-/-	Budget and Finance			Services Office
	Offices			( m ) / / m /
	1. Planning Office			
	BP Form A BP Form A-1 BP Form B BP	Van Y		
	Form B-I			The state of the s
	2. Budget Office			
	BP Form C BP Form D		DHVTSU	- A V
-9-76	BP Form200		1861	
40000	BP Form201		1986	Att and the second
30 W. Charles	BP Form 201-B BP	Tradi		TOTAL MARKS
	Form 201-D	1		
	3. Accounting Office	1000	MUNICIPAL STREET	
	BP Form100-B		4-7-1-1-1-1	
	4.Administrative Office		141	
	BP Form 201-A	Minter	- WITTE	
	BP Form204	20.000	WHITE STREET	
	BP Form205		HIM KERLEY	1000
THE WHILEIN	5. Office of Physical	tulling.		
THE THRESTIN	Plant and Facilities			A B COLOR
	BP Form 202	A10.1329		

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

Initializes all online		200	
printed budgetary forms and forward the same to the budget officer, planning officer, accountant andpersonnel officer for review and signature of their concerned respective accomplished budgetary forms and return the same to the budget office (Admin. Asst.VI). Forwards all budgetary forms tothe Budget Officer		15 Minutes  5 Minutes.	
1.2Verifies the online generated reports of budget proposal (Tier 1 and Tier 2) if it conforms with the NEP  If found correct and in conformance with the NEP, affixes his/her signature to all budgetary forms and forwards the same to	None	30 Minutes.  5 Minutes.	Budget Officer Finance Management Services Office

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

THE RESERVE OF THE PARTY OF THE	projects were	\		
	approved and	/ /		
	· · ·		V/	
/ /	disapproved)			
	Makes necessary	Α.		
	adjustments on the		\(\)	
4	· · · · · · · · · · · · · · · · · · ·	17		
	affected budgetary	6		
	forms online (due to	1		
	disapproved programs		\ .	
$\rightarrow$	and projects included			
	in the budget			
	proposal)upon			
	issuance of the NEP,			
$\wedge$	print in triplicate, affix			
	his/her signature and			Λ.
	forward the same			
	to the budget officer.			
	1.5 Verifies the online			
	generated reports of			1
	budget proposal (Tier			1 1
\	1 and Tier 2) if it			$f_{i} = f_{i}$
	conforms with the NEP		30 Minutes	
				6
	If found correct and in			
1	conformance with the			
	NEP, affixes his/her			Budget Officer
	signature to all			Finance
	budgetary forms and	- P		Management
	forwards the same to	1907		Services Office
	the Director for			100
	Finance.			
	However, if found		5 Minutes	
-M-Ar.	incorrect and not in		1861	
	conformance with the		1900 L	All and the second
AND A STATE OF THE	NEP, it will be returned	The said		Control of the same
	to the officer in charge			
	for correction.	<b>展表</b>		STREET TO
	1.6 Reviews the online		30 Minutes	
CE KINDER	generated reports of		- STATE OF THE STA	
	budget proposal (Tier	121	7777744	Chief
	1 and Tier 2) if it	PERSONAL PROPERTY.	STATE OF THE PARTY	Administrative
	conforms with the NEP	HIHITI	CONTRACTOR OF THE PARTY OF THE	Officer
				Finance
- STREET, STRE	If found correct and in	الللللللة.	ALL THE PARTY	Management
The little state	conformance with the	mana	5 Minutes	Services Office
	NEP,	111172		
The same of the sa		PROCESSOR OF THE PARTY OF THE P	economic line in the control of the	346.57

affixes his/her		
signature &forwards the same to the Admin Asst. VI.  However, if found incorrect and not in conformance with the NEP, it will be returned to the officer in charge for correction.		
1.7 Consolidates all budgetary forms for submission to DBM and NEDA.  Waits for the release of National Expenditure Program (NEP) that reflects the government's resolve on which programs and projects are betterplanned and can be executed and completed within the budget year. (shows what programs and projects were approved and disapproved) Makes necessary adjustments on theaffected budgetary forms online (due to disapproved programs and projects included in the budget proposal) upon issuance of the NEP, print in triplicate, affix his/her signature and forward the same to the budget officer.	4 Months	Administrative Aide VI Finance Management Services Office

<u></u>	1.8 Reviews and		30 Minutes	
	verifies the necessary adjustments made on the budgetary forms for disapproved programs and projects based on the NEP  Affixes his/her signature on the		DHVISU	Budget Officer Finance Management Services Office
	adjusted budgetary forms and forwards the same to the Director for Finance	NAME OF THE PARTY	5 Minutes	
	1.9 Reviews and verifies the necessary adjustments for the disapproved programs		30 Minutes	Chief Administrative Officer

	and projects based on			Finance
	the NEP	>-X		Management
	Affixes his/her signature on the adjusted budgetary forms and forwards the same to the Admin. Assistant VI.		5 Minutes	Services Office
	Forwards all budgetary forms to the office of the VP for Administration and Finance for review.			
	1.10 Reviews all budgetary formsandaffix his/her signature		30 Minutes	VP for Admin and Finance
7	Forwards all the budgetary forms to the University President for approval		5 Minutes	
	1.11 Reviews and verifies all budgetary forms and affix his signature as an approval for the		30 Minutes	University President
	university budget.		HV15U	400
	1.12 Sorts out all budgetary forms for compilation and binding.  Prepares transmittal	78	1 day	Administrative Aide VI
	letters and submit copy of the binded approved budget to DBM, RDC Region III, Senate of the Philippines and House Of Representatives		15 Minutes	Finance Management Services Office

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

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

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

Office or Division:		Finance Management Services Office			
Classification:	Classification: Simple				
Type of Transaction:		G2G – Go	vernmen	t to Government	- 12 m
Who may avail:		Internal/Ex	ternal Cli	ents	-
CHECKLIST OF REQU	IREMENTS		WHERE	TO SECURE	
1 R	equest from the	e DBM	1	Email	711
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. DBM requires the submission of Budget Proposal for Income Fund 164	1. Obtains a the following from the responsive offices;  •Enrollment I from the Regord Office •Approved S Fees from the Accounting I	Projection gistrar's chedule of	None	2 Days	Administrative Aide I Finance Management Services Office

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

Julia and

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

#### 4. BUDGET EXECUTION PROCESS

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

Office or Division: Finance Management Services Office			е			
Classification:	Classification: Complex					
Type of Transaction		G2G – G	overnme	nt to Government		
Who may avail:		All Interna	l and Ex	ternal Clients		
CHECKLIST OF RE	QUIREMENTS		WHER	E TO SECURE		
	National Expenditu Program (NEP)	ıre	1	Unified Reporting	g System (URS)	
CLIENT STEPS	AGENCY A	ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. DBM requires onling data entry and submission of Budge Execution Document	budget execut on the Nation Expenditure F and accomplis following form a. BED 1 – Financial Plan b. BED 2 – Physical Plan c. BED 3 – N Disbursement d. BED 4 – A Procurement Common Use and Equipment	tion based al Program shing the as:  Monthly t Program Annual Plan for Supplies	None	5 Days	Administrative Assistant VI Finance Management Services Office	
	1.2Note: BED 1 shall be prepared by the Officer BED 2 shall be prepared by the Planning Officer BED 3 shall be prepared by the Officer	he Budget le he cer le	None	2 Days	Administrative Assistant VI Finance Management Services Office	

	1.8 Review and verifies			
	the online generated			Chief
	reports of budget execution documents are based on the figures of National	None	15 Minutes	Administrative Officer Finance Management
7	Expenditure Program (NEP)  1.9 Affixes his/her	_	7	Services Office
	signatures to the online generated reports ofBEDs However, if found incorrect and not in conformance with the	None	5 Minutes	Chief Administrative Officer Finance Management
	NEP, it will be returned to the budget officer for correction.			Services Office
	1.10 Forward the said forms back to the Administrative Assistant VI	None	5 Minutes	Chief Administrative Officer Finance Management Services Office
	1.11 Forward the BEDs to the Officeof the Vice Presidentfor Administration and Finance for review and approval together with the transmittal letter address to the Director of DBM	None	1 Minute	Administrative Assistant VI Finance Management Services Office
	1.12 signed BEDs shall be submittedto DBM for review and release of NCA	None	2 Hours	Administrative Assistant VI Finance Management Services Office
	1.13 Provides the customer/client with DHVSU Customer Survey Form. Retrieval and filing of the CustomerSurvey Form	None	5 Minutes	Administrative Aide I Finance Management Services Office

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

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

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

Office or Division:	Finance Management Services Office
Classification:	Simple

Type of Transaction	n:	G2G – G	Sovernme	nt to Government	
Who may avail:		Internal (	Clients	$\langle \ \rangle \rightarrow \gamma$	
CHECKLIST OF RE	QUIREMENTS		WHERE	TO SECURE	
1	Programs of v	works from	1	Finance	
2	Project Profile	e from		7	
CLIENT STEPS	AGENC	Y ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complete documents to the Finance Manageme Services Office	regarding needing I Special A Release (SARO) a of Cash A (NCA) wh under the Release	ng its g accounts request for Allotment Order and Notice Allocation nich are e "For Later Programs".	None	5 Minutes	Administrative Aide I Finance Management Services Office
2. Client may leave of the Admin Aide is of checking completeness of supporting documen	once 2. Check done complete supportin the documents. Complete However incomple	s the eness of the ng ots, if	None	10 Minutes	Administrative Aide I Finance Management Services Office
	Availabili Savings a letter for	on of Non	None	20 Minutes	Administrative Aide I Finance Management Services Office
	2.2 Forward certification request to document budget or	on and etter with orting its to the	None	5 Minutes	Administrative Aide I Finance Management Services Office

and imposite

	2.3 Checks and			
	verifies the	$\rightarrow$		Budget Officer
	completeness of the supporting documents and the computation for the request.	None	10 Minutes	Finance Management Services Office
	2.4 Verifies non- availability of savings and affix his/her initials to the certification.			
	However, if found incorrect and not in conformance with the supporting documents, it will be returned to the officer in charge for correction	None	10 Minutes	Budget Officer Finance Management Services Office
7	2.5 Forwards the documents to Director of Finance Management Services	None	10 Minutes	Budget Officer Finance Management Services Office
	2.6 Reviews request			Chief Administrative
	letter and supporting documents	None	10 Minutes	Officer Finance Management Services Office
	2.7 Signs the certification of Non-Availability of Savings	None	5 Minutes	C Chief Administrative Officer Finance Management Services Office
	2.8 Affixes initials to the request letter to DBM. However, if found incorrect and not in conformance with the supporting documents, it will be returned to the officer	None	5 Minutes	Chief Administrative Officer Finance Management Services Office

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

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

This describes the the procedure in the preparation of Statement of Approved Budget, Utilizations, Disbursements and Balances for General Fund 101 (FAR 1 and FAR 1A) and for Income Fund 164 (FAR2and FAR2A)

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

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

	1.8 Prints and forwards the		2.22	Administrative
	prepared FAR to the Budget Officer	/		Aide VI
$\rightarrow$	for checking and signature	None	1 Day	Finance Management Services Office
	1.9 Checks and verify the amounts in the excel file of FAR for the quarter and its supporting documents	None	1 Day	Budget Officer Finance Management Services Office
	1.10 Affixes his/her signature in the certified correct portion of the FAR However, if found incorrect and not in conformance with the supporting documents, it will be returned to the officer in charge for correction	None	1 Day	Budget Officer Finance Management Services Office
	1.11 Forwards the FAR to the Accounting Office for signature by the accountant	None	1 Day	Budget Officer Finance Management Services Office
	1.12 Reviews the FAR and all its supporting documents	None	1 Day	Chief Administrative Officer Finance Management Services Office
	1.13 Signs in the recommending approval portion of the FAR However, if found incorrect and not in conformance with the supporting documents, it will be returned to the budget office for correction	None	1 Day	Chief Administrative Officer Finance Management Services Office
	1.14 ForwardstheFARbacktotheDesignat ed Administrative Assistant VI	None	TS1 Day	Chief Administrative Officer Finance Management Services Office
	1.15 Forwards the FAR to the Office of the Vice President for Admin, Finance and Auxiliary Services for review and approval	None	1 Day	Administrative Aide VI Finance Management Services Office
	1.16 Logs in into the URS of DBM website by using the username and password of the designated staff to access the system	None	1 Day	Administrative Aide VI Finance Management Services Office

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

### **GRADUATE SCHOOL**

**External Services** 



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

Interview Guide Form

of the Graduate

Thi	s describes the prod	edure in enrollment.	N	/ /				
Office or Division: Graduate School					Y			
CI	assification:	Simple						
Ty	pe of Transaction	G2C – Gov	- Government to Citizen					
W	ho may avail:	Graduate a	nd P	ost Gradua	te students			
CI	HECKLIST OF REC	UIREMENTS	W	HERE TO	SECURE			
1	Advising Form (1 o	original)	1	Graduate School Bl	School Office, 2 <sup>nd</sup> dg.	Floor, Graduate		
2	Certificate of Registration (COR) (1 original)				the University Regination Bldg.	strar (OUR), 1 <sup>st</sup> Floor,		
3 Official Receipt (1 original)				Cashierin Window	g Office, 1st Floor, 11	Admin. Bldg. –		
4	4 Identification Card (1 original)				/ultimedia Center ( ldg.) - Room 1	IMC), (at the back of		
5	5 Interview Guide Form (1 original)				Graduate School Office, 2 <sup>nd</sup> Floor, Graduate School Building			
6	6 Transcript of Record (1 photocopy), Personal Data Sheet (1 original), 2x2 Picture with Name Tag (1 original), Long Brown envelope			Possible I	Enrolee			
	CLIENT STEPS	AGENCY ACTION		EES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1.	1. Submit the following check the requirements: Photocopy of			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  Tanscript of 1.2. Ensure that the Graduate School Student (GSS) registers on the log Sheet and issue the			None	5 Minutes	Faculty In-charge/ Program Chairperson Graduate School Office		

2. Accomplish and	2.1. Receive the		2.22	Faculty In-charge/
submit the	documents		7	Program Chairperson
Interview Guide Form to the	and conduct interview	None	5 Minutes	Graduate School Office
Dean's Office of the Graduate School.	2.2. Issue advising form to GSS	None	2 Minutes	Faculty In-charge/ Program Chairperson Graduate School Office
	2.3. Advise the GSS to copy the schedule	None	5 Minutes	Faculty In-charge/ Program Chairperson Graduate School Office
	2.4. Check and sign the Advising form	None	3 Minutes	Faculty In-charge/ Program Chairperson Graduate School Office
	2.5. Advise the GSS to proceed to the Registrar's office	None	2 Minutes	Faculty In-charge/ Program Chairperson Graduate School Office
3. Submit the approved Advising Form to the University Registrar's Office	3.1. Encode the courses to be enrolled and print the Certificate of Registration (COR)	None	3 Minutes	Administrative Aide Office of the University Registrar
	3.2. Advise the GSS to proceed to the Cashiering office for payment	None	1 Minute	Administrative Aide Office of the University Registrar
4. Pay the necessary amount at the Cashiering office.	4. Receive the payment and issue Official Receipt (OR) for the payment made.	See table for the Schedule of Fees and Other Charges	2 Minutes	Administrative Aide Cashiering Office
5. Present the COR to the IMC for the issuance of I.D.	5. Print Identification Card (ID) for GSS	None	10 Minutes	Administrative Aide Internet Multimedia Center

TOTAL:	Other	38 Minutes
	Charges	

	CBS, COE, CEA, CIT	Accountancy	CAS, Sociology	CCS, BSEE	EOC	Soc. Work	GS
MITICL'd FEE	10. 34	<u> </u>	Po 64	85 12	lib z	1.5	W .
OTHER FEEREIEMERAL FM I'dD							
ndm-ss-an Fees							
thet-cFegs							160.00
om  3uterFees							
cu tu ra F e es							
o'e ops ent Fees-ROF	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00
intranc e F e e s							
u-dance <u>Feez</u>		50.00	W. C.C	50.00	50.00	W. C.C.	
Bu-dance Feg.s-CB SEP							
l <u>andl</u> lag <u>k</u> Fegs	200-200-00	50.00	50.00	5C.CC	5C.CC	SC.CC	
sutance	50.00	50.00	50.00	30.00	30.00		
alsarat an. Fees		450.00	2,500.00			1 ST C C	
larar',•Fees Med- <mark>-ca <u>7°D</u>entaFees</mark>						BC.cc	
7-zce aneouz	70.00	7C.00	70.00	7C.OC	7C.OC	70.00	70.00
eg=- <u>strat</u> -On Fegs	70.00	7.0.00	70.00	70.00	70.00	70.00	70.00
ch a O D F e e s		150.00	150.00			1 SC. C.C.	
It-6. Fee		130.00	130.00				
atal	i i						
atai							
THER FEES-+RUSTFuo							
ext. Fee, s-Coe°e Fee,		5C.CC	SC.CC	5C.CC	5 C.CC	SC.CC	
ext. Fees - nd u str-a -st	<b>7</b> C.	70.00	7C. CQ	7 C.	7 C.	7C. CQ	
ext. Fee,s-U5C/"55C	70.00	7 C.DC	70.00	7 C.DC	7 C.DC	70.00	70.00

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

TOTAL OT HER F EEC

Office or Division:	Graduate School				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	Graduate and Post Graduate students				
CHECKLIST OF REQUIREMENTS		W	WHERE TO SECURE		
1 Clearance Academic Program		1	Graduate School Office, 2nd Floor, Graduate		
Evaluation (APE) Form (1 original)			School Bldg.		
Advising Form (1 original)		2	Graduate School Office, 2 <sup>nd</sup> Floor, Graduate		
7.007 2.001017118			School Bldg.		

Certificate of Registration (COR)		3	Office of	the University Reg	gistrar (OUR), 1st		
(1 original)			Floor, Administrative Bldg.				
Official Receipt (1 original)		4	Cashiering Office, 1 <sup>st</sup> Floor, Admin. Bldg. – Window 11				
! Identification Card (1 original)		5	Internet Multimedia Center (IMC), (at the back of Admin. Bldg.) - Room 1				
CLIENT STEPS	AGENCY ACTION		EES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
the requirement s needed to enroll at the Graduate School office.	1.1. Check student's academic evaluation records and clearance compliance.	None		5 Minutes	Faculty In-charge/ Program Chairperson Graduate School Office		
	1.2. Ensure that the Graduate School Student (GSS) registers on the log Sheet		None	5 Minutes	Faculty In-charge/ Program Chairperson Graduate School Office		
	1.3. Issue an advising form to GSS and require the GSS to copy the schedule		None	2 Minutes	Faculty In-charge/ Program Chairperson Graduate School Office		
2. Accomplish the Advising Form and submit to the Graduate School Office	2.1. Check and sign the Advising form		None	5 Minutes	Faculty In-charge/ Program Chairperson Graduate School Office		
	2.2. Advise the GSS to proceed to the Registrar's office		None	2 Minutes	Faculty In-charge/ Program Chairperson Graduate School Office		

3. Present the	3.1. Encode the			
Approved	courses to	$\rightarrow$		7
Advising Form to the University Registrar's	be enrolled and print the Certificate	None	3 Minutes	Administrative Aide Office of the University
Office.	of Registration (COR)	$\leftarrow$		Registrar
	3.2. Advise the GSS to			
	proceed to the Cashier's office for payment	None	1 Minute	Administrative Aide Office of the University Registrar
4. Pay the necessary amount at the Cashiering office.	4. Receive the payment and issue Official Receipt (OR) for the payment made.	See table for the Schedule of Fees and Other Charges	2 Minutes	Administrative Aide Cashiering Office
5. Present the COR to the IMC for the issuance of I.D.	5. Print Identification Card (ID) for GSS	None	10 Minutes	Administrative Aide I Internet Multimedia Center
28/4	TOTAL:	See table for the Schedule of Fees and Other Charges	35 Minutes	

SCHEDULE OF FEES AND OTHER CHARGES								
	CHM, CSSP,							
	CBS, COE,	Tourism,	CAS,					
	CEA, CIT	Accountancy	Sociology	CCS, BSEE	EOC	Soc. Work	GS	
TUITION FEE	220/unit	220/unit	220/unit	220/unit	1,250.00	350/unit	450/350	
OTHER 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	
Misce llaneous	70.00	70.00	70.00	70.00	70.00	70.00	70.00	
Registration Fees	100.00	100.00	100.00	100.00	100.00	100.00	100.00	
ROTC/CWTS	330.00	330.00	330.00	330.00	330.00	-	-	
School ID Fees	150.00	150.00	150.00	150.00	150.00	150.00	150.00	
Utility Fee	-	-	-	-	-	-	300.00	
Total	3,490.00	3,790.00	5,840.00	3,940.00	3,290.00	3,060.00	3,360.00	
OTHER FEES-TRUST FUND								
Devt. Fees-College Fee	50.00	50.00	50.00	50.00	50.00	50.00	50.00	
Devt. Fees-Industrialist	70.00	70.00	70.00	70.00	70.00	70.00	70.00	
Devt. Fees-USC/SSC	70.00	70.00	70.00	70.00	70.00	70.00	70.00	
Total	190.00	190.00	190.00	190.00	190.00	190.00	190.00	
TOTAL OTHER FEES	3,680.00	3,980.00	6,030.00	4, 130.00	3,480.00	3,250.00	3,550.00	

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

Office or Division:	Graduate S	School	of Studies		
Classification:	Simple		DHVISO		
Type of Transaction: G2C – Gov			overnment to Citizen		
Who may avail: All bonafide			uate school students of the University		
CHECKLIST OF REQUIRE	EMENTS	WHE	RE TO SECURE		
1 Manuscript (1 soft copy	)	1	Client		
2 Assessment Slip (1 origi	2 Assessment Slip (1 original)		Graduate School Research Laboratory, 3 <sup>rd</sup> Floor Graduate School Bldng.)		
3 Official Receipt (1 photo	3 Official Receipt (1 photocopy)		Cashiering Office (1st Floor, Admin Bldg.)		

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

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

# **GRADUATE SCHOOL**

**Internal Services** 



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

Of	ffice or Division	: Graduate	Scho	ool			
CI	assification:	Simple	$\neg$	A.			
Ty	pe of Transact	ion: G2C – Gc	vern	ment to C	Citizen		
					nt (GSS) who has co king up thesis/disser	ompleted the academic rtation writing.	
CI	HECKLIST OF F	REQUIREMENTS	W	HERE TO	SECURE		
1	Transcript of R photocopies)	ecord (2	1	Registra	r's Office, 1 <sup>st</sup> Floor,	Admin. Bldg.	
2	Assessment S	lip ( 1 original )	2	Registra	r's Office, 1st Floor,	Admin. Bldg.	
3	Official Receip	ficial Receipt (1 photocopy) tter of Intent (1 original)		Cashiering Office, 1 <sup>st</sup> Floor, Admin. Bldg.			
4	Letter of Intent			Dean's	Office, Graduate So	chool (GS) – 2 <sup>nd</sup> Floor	
6	2x2 picture (2	original)	6	Dean's (	Office, Graduate So	chool (GS) – 2 <sup>nd</sup> Floor	
С	LIENT STEPS	AGENCY ACTION		EES TO SE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.	Apply at the Dean's office for Comprehensi	1.1. Ensure that Graduate School Student		None	2 Minutes	Administrative Aide Dean's Office	
	ve Examination	registers on the Log Sheet.				Graduate School	

	1.2. Evaluate the		7/1	
$\rightarrow$	eligibility of the student to take the Comprehensi	$\rightarrow$		
	ve Examination and issue an	None	5 Minutes	Administrative Aide Dean's Office Graduate School
	Assessment Slip to the GSS.			
2. Present the Assessment Slip and pay the necessary amount to the	2.1. Issue official receipt (OR) to the GSS.	See table for the Schedule of Fees	10 minutes	Cashier Cashiering Office
Cashiering Office.	S	and other Charges		
3. Present the OR to the Dean of Grad.School	3.1. Record the OR number in the Log Sheet.	None	1 Minute	Administrative Aide Dean's Office Graduate School
	3.2. Inform the student regarding the schedule of the orientation.  Note: The orientation will be done three (3) weeks after the enrolment.	None	1 minute	Administrative Aide Dean's Office Graduate School

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

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

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



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

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

	and employme							
	ice or Division:	Guidance ar	nd Festir	ig Center				
	ssification:	Simple						
	oe of Transaction:		rernment to Citizen					
	o may avail:		e DHVSU students, alumni/alumnae.					
CH	<b>ECKLIST OF REQU</b>	JIREMENTS	WHER	E TO SECURE				
1	University Issued original)	Student ID (1	1	DHVSU bona fide students				
2	Certificate of Enro Transfer Credenti original)	•	2	Office of University F Bldng.)	Registrar's (1 <sup>st</sup> Floor, Admin			
3	Request for Paym the Issuance of C Good Moral Char	ertificate of	3	Guidance and Testir Student Affairs and S	•			
4	Official Receipt (C	OR)	4	Cashiering Office (1st	st Floor, Admin Bldng.)			
<u> </u>	CLIENT STEPS	Documentar y Stamps (2 pieces)	FEES TO BE PAID	PROCESSING	PERSON RESPONSIBLE			
Cer Mo the Tes 1.2 Cas	Request for rtificate of Good ral Character at Guidance and sting Center. Proceed to the shiering office	1. Interview and evaluate the client's request and verify records	None	3 Minutes	Administrative Aide Guidance and TestingCenter			
	Present the OR to the Guidance and Testing Center and register in the Visitor/ client Log Sheet	2. Print the Certificate for Good Moral Character and affix documentar y stamp For TRANSFER EES to other school interview and instruct to fill out the	None	1 Minute 5 Minutes	Administrative Aide Guidance and TestingCenter  Guidance Counselor Guidance and TestingCenter			

	Exit				
	Interview Form			/	
/					
3.Wait for the issuance of Good	3. Release the				
Moral Character Certificate at the	Good Moral				
Guidance and Testing Center	Charact er	χ.			
$ \leftarrow$ $>$	Certificat e duly signed	_		Administrative Aide	
	by the Guidanc	None	5 Minute	Guidance and Testing Center	
$\angle$	e Counsel or and				
	request the client to fill out			$\rightarrow$	
	Custome r Survey				į
1	Form.				
	TOTAL:	PHP 50	9 Minutes/14 Minutes (for transferring students)	70.00	

# **GUIDANCE AND TESTING OFFICE**

**Internal Services** 



#### 1. Counseling Intervention Services

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

		Guidance and Testin	g C	enter	,	
CI	Classification: Simple			$\overline{}$	_	
Ty	Type of Transaction: G2C - Government to Clients who are most andadministrative em			tizen	; G2G- Governme	ent to Government
W						y members
CI	CHECKLIST OF REQUIREMENTS				E TO SECURE	
1	University Issued	Student ID (1 original)	1		rnet Multimedia Ce k of Administration	enter (IMC) (at the Bldg.)
2	, , ,		2		ce of University Renin Bldng.)	egistrar's (1 <sup>st</sup> Floor,
3			3		dance and Testing dent Affairs and Se	
4	Referral Form		4		dance and Testing dent Affairs and Se	· · · · · · · · · · · · · · · · · · ·
J.	CLIENT STEPS AGENCY ACTION		- E	EES FO BE AID	PROCESSING TIME	PERSON RESPONSIBLE
	Register to the Visitor/ Client basic info. in the Log Sheet	1.1 Answer counselee's initial inquiries	N	one	1 Minute	Guidance Associate Guidance & Testing
	, o "	1.2. Set an appointment to the counselee			2 Minutes	Center
		1.3. Facilitate interview using Intake Summary Form and			20 Minutes	Guidance Counselor Guidance & Testing Center

	Individual		2.00	
	Information Sheet		X )	
1 1				
			V	
2. Attend the	2.1. Evaluate			
scheduled	counselee's			
counseling	problem, conducts			
session and other	case conceptualization			Guidance
assessment as	2.2. Analyze pertinent			Coordinator/
required by the	data and information	None	1 Hour	Guidance Counselor
Guidance and	of the counselee			Guidance & Testing Center
Testing Center.	2.3. Plan counseling			Center
X	intervention			
	2.4. Set counseling			
O Attandalla	goals 3.1. Conduct series of			
3. Attend the scheduled	counselling		1.5 Hours	Ovidonos
follow-up	session		1.5 1 10013	Guidance Coordinator/
session/s at	3.2. Evaluate and	None		Guidance Counselor
theGuidance	Terminate			Guidance & Testing
and Testing	counselling			Center
Center	progress			
			2 Hours, 53	
			Minutes	
			1 Hour,	
			23 Minutes (for	
	TOTAL:	None	first session)	
	71		1.5 hours (for	
			succeeding	
B. Referrals			sessions)	
D. INCICITAIS			Labor To A	Guidance Associate
1. Register	1. 1Receive	None	1 Minute	Guidance & Testing
	accomplished			Center
	Referral Form			
2. Attend the	2.1 Gather information			
intake interview	to the referee and	10000	00 14:	Guidance Associate
with a Guidance	conduct Intake Interview to the	None	22 Minutes	Guidance & Testing Center
Accociato	interview to the		HHIIIII	Center
Associate.			H1111111111111111111111111111111111111	
Associate.  3. Attend the	counselee 3.1. Evaluate	None	1 Hour	Guidance

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

#### 2. Online Counseling Intervention Services

It is a goal-oriented process between a professionally trained, competent counselorand 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 counselingsessions over the phone or computer. Common means of communication for the session may include text messaging, audio calling and video chatting and conference.

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

1	Intake Interview	Sheet (Student	1		e link posted in th			
	Counseling goog	,			ng Center Facebo			
2	2 Mental Health and Psychosocial Support for Employees Google form		2	Testi	e Guidance and ok page.			
	CLIENT STEPS	AGENCY ACTION	T	EES O BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1	1. 1. Fill out Student counseling google form or  1.1. Verify accomplished Student Counseling		1	/	3 Minutes	Administrative Aide Guidance & TestingCenter		
\(\frac{1}{7}\)	MHPS google form to set an appointment posted in the Guidance and testing center Facebook page.	google form and MHPS google form  1.1.1. Schedul e the Intake Interview/counsel ing sessions		to set an MHPS google form None of in the ance and g center boook Interview/counsel		lone	2 Minutes	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center
2	2. Attend the scheduled intake interview with a Guidance Associate.	2.Guidance Associate facilitates intake interviews and refer the student or employee to the Guidance Counselor.	N	lone	22 Minutes	Guidance Associate Guidance & Testing Center		
S C A	3. Attend the scheduled online Counseling Session via Video conference or Audio calling thru Facebook nessenger.	3.1Evaluates counselee's problem, conducts case conceptualization.  3.2 Analyzes pertinent data and information of the counselee.  3.3 Plans counseling intervention.			DHVTSU 1 Hour	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center		

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

## 3. Issuance of Class Admission Slip

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

Of	Office or Division: Guidance and Testing Center					
CI	assification:	Simple				
Ту	pe of Transaction	G2C – Governmen	t to	Citize	ns	The state of the s
W	ho may avail:	Clients who are DH	VS	U bona	afide students.	
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
1	University Issued	Student ID (1 Original)	1	1 DHVSU Bona fide Students		
2	Duly Signed Excu	se letter (1 Original)	2	Parents/Guardian		
3 Valid Documents supporting the cause of absence/tardiness (all Original)			3		's Office / Principa cal/Dental Clinic	l's Office,
C	CLIENT STEPS	AGENCY ACTION	T	EES O BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

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

#### 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 workimmersion, on the job training and part of the hiring process.

0	Office or Division: Guidance and Testing Center					
Classification: Simple					1) [1] (1)	
Type of Transaction: G2C - Government				Citize	ns	10 m
A STATE OF THE PROPERTY OF THE				U students for self assessment and counseling, neir OJT and applicant for DHVSU employment		
C	HECKLIST OF REQU	JIREMENTS	W	HERE	TO SECURE	<b>医医医</b>
1	Request Letter (for	OJT)	1 Dean's Office / Principal's Office			
2	Endorsement Letter purposes)	( for hiring	2		nistrative Services n Bldng.)	Office (1st Floor,
	CLIENT STEPS	AGENCY ACTION	T	EES O BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

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

THE PROPERTY.

#### 5. Issuance of Test Permit Process

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

Of	fice or Division	: Guidan	се	and Te	sting Center				
Classification: Simple									
	pe of Transacti				t to Citizen				
						School, transferees, aduate school applicant			
CH	HECKLIST OF R	EQUIREMENTS	W	HERE	TO SECURE				
1	Test stub (1 or	riginal)	1	Servi	ces Bldng.)	oor, Student Affairs and			
2	Photocopy of I		2		nt applicant's curre				
3	(for student ap	10931	3	Cashi	ering Office (1 <sup>st</sup> Flo	or, Admin Bldng.)			
4	Picture (1 pass	sport size)	_	EEC					
C	LIENT 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		None		2 Minutes	Administrative Aide Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center	
	Register on the test Schedule Log Sheet.  2.Requests student to register on the log sheet		None		3 Minutes	Administrative Aide Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center			
p A	3. Sign and Secure UAT Test permit. Accomplish customer survey form  3. Issues examination schedule or Test permit		None		5 Minutes	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center			
1		TOTAL:	(s ap	PHP 300 tudent oplican t not overed	10 Minutes				

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

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

0	ffice or Division	: Guidance	Guidance and Testing Center Simple						
C	lassification:	Simple							
Type of Transaction: G2C-Gove				nt to C	Citizen				
W	ho may avail:		_		nd Senior High Scho	ool, transferees, t and applicants for Juris			
		Doctor	uuale, į	gradu	ate scrioor applican	t and applicants for Julis			
C	HECKLIST OF R	EQUIREMENTS	S WH	ERE	TO SECURE				
1 Testing permit(1 original)			1		dance and Testing C irs and Service Bldr	Center (2 <sup>nd</sup> Floor, Studenting.)			
2	School ID		2	Stuc	lent applicant's curr	ent School			
3 Official Receipt of Testing Fee (for student applicant not covered by RA 10931			3	Casl	hiering Office (1 <sup>st</sup> Fl	oor, Admin Bldng.)			
4	Application form students)	n(for graduate	4	Admissions Office ( 1st Floor, Student Affairs and Services Bldg.)					
C	CLIENT STEPS AGENCY ACTION		ТО	ES BE AID	PROCESSING TIME	PERSON RESPONSIBLE			
1.	Present UAT test permit and required documents.	1.Receives and checks UATtest permit and required documents	No	one	1 Minute	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center			
2.	Listen to the instruction of the proctor and fill out the answer sheets	2.1 Introduce and distribute the answer sheets for the UAT. 2.2 Instructs to fill out the answer sheets	No	one	13 Minutes	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center			

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

#### 7. Individual Inventory Service Process

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

Office or Division:	Guidance a	Guidance and Testing Center					
Classification:	Simple	1	CONTRACT DATE	A			
Type of Transaction:	G2C-Gover	nment to C	Citizen	AND STREET STREET			
Who may avail:	All DHVSU	bonafide s	tudents				
CHECKLIST OF REQU	IREMENTS	WHERE	TO SECURE				
1 N/A			WHEELER !	***************************************			
2 N/A			Military and the second	and particularly			
CITENI CIEDO	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			

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

#### 8. Guidance Program Evaluation

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

Office or Division	<b>)</b> :	Guidance and Testing Center					
Classification:		Simple			7		
Type of Transact	ion:	G2C-Gover	nment to 0	Citizen			
Who may avail:				d Senior High Scho ate and post gradua	ol, transferees, ate school applicant		
CHECKLIST OF F	REQUI	REMENTS	WHERE	TO SECURE			
1 N/A				24			
2 N/A				17347			
CITENT STEPS		GENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Accomplish the Individual Information Sheet.	li s a tl G	stribute and nstruct tudents to accomplish ne Suidance Program Evaluation orm.	None	10 Minutes	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center		
		TOTAL:	None	10 Minutes	film min		

#### 9. ON-THE-JOB Training

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

Office or Division	:	Guidance a	nd Testing Center					
Classification:	Υ	Simple						
Type of Transacti	on:	G2C-Gover	nment to Citizen					
Who may avail:	/			nd Senior High Scho ate and post gradua				
CHECKLIST OF R	EQU	IREMENTS	WHERE	TO SECURE				
1 Endorsement le	etter	V	Dea	n's office/ Principal's	s office/ OJT Coordinator			
2 Student Resum	é				- X			
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Sign in the Visitor/Client Log Sheet	       	eceives Endorseme nt Letter from the Dean/Princi pal/OJT Coordinator	None	2 Minutes	Administrative Aide Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center			
2.Attend the OJT Orientation		rient the OJT Trainees on their task, activities and confidentiali ty nature of work and information in the Guidance and Testing Center	None	1 Hour	Administrative Aide Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center			
3. Read and Sign the Non- Disclosure Agreement	3. In	structs the trainees to carefully read and sign the Non-	None	District Control of the Control of t	Administrative Aide Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center			

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

# LABORATORY HIGHSCHOOL (LHS)

**External Services** 



#### 1. Enrollment Procedure

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

Office of Division		Laboratory High Schoo	I (LHS)	
Classifi	Classification: Simple			
Type of Transa	ction:	G2C - Government to 0		
	ay avail:	All bonafide LHS stude	1	
CHECK		EQUIREMENTS	WHE	RE TO SECURE
	For Grad	de 7		
1.	Form 9	(1 Original)	1	School – where he/she graduated Grade 6
2	Original,	te of Good Moral (1 1 photocopy	2	School – where he/she graduated Grade 6
3		ure with white und (1 original)	3	Preferred Photo Studio
4		th Certificate (1 1 photocopy	4	Philippine Statistics Authority (PSA)
5		lished Pre- tion form (1 original)	5	DHVSU Website – LHS Page or Principal's Office c/o LHS Secretary
6	Form 13 Form 13	7 request form / 7	6	Request form: DHVSU- Office of the University Registrar (1st Floor, Administrative Building) Form 137: School – where he/she graduated Grade 6
7	Pre-Ass	essment Form	7	Cashier's Office (1st Floor, Administrative Building)
	For Grad	de 8-10		1861
1	Form 9	(1 Original)	1	LHS Faculty Adviser
2		ce (1 original)	2	Accounting Office, DHVSU Bacolor, Pampanga
3	backgro	ure with white und (1 original)	3	Preferred Photo Studio
4		lished Pre- tion form (1 original)	4	Principal's Office c/o LHS Secretary
5	Pre-Ass	essment Form	5	Cashier's Office (1st Floor, Administrative Building)
6	Certifica	te of Registration (COR)	6	Office of the University Registrar (1st Floor, Administrative Building)

EHH CHREATH

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

# MANAGEMENT INFORMATION SYSTEM

(External Services)



#### **MANAGEMENT INFORMATION SYSTEM**

## **PROVISION OF TECHNICAL ASSISTANCE**

This describes the process of inquiring for the technical assistance of the ManagementInformation System Office for both employees and students at the University.

0	ffice/Division:		M	anagem	ent Information Sy	ystems	
C	assification:		Si	Simple			
	Type of Transaction:				ernment to Citizer		
W	ho may avail:		Al	I DHVSI	J Employees and		
4	CHECKLIST O	F REQUIREMENTS		X	WHERE TO SE	CURE	
1	Ticket created from the MIS Service Form			) For En	udents //forms.gle/NHHn0 nployees //forms.gle/n77C0		
2	Screenshot encountered	s of the problem	2		evice of the client m persists	where the	
С	LIENT STEPS	AGENCY ACTION	7	FEES O BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.	Create ticket from the MIS Technical Assistance Google Form	Acknowledge the ticket by replying to the ticket	No	one	3 Minutes	Administrative Aide Management Information System	
2.	Kindly wait for the reply for the instructions of the personnel	2. Conduct preliminary inspection and determine the maintenance service required regarding the hardware or software issues/concerns  • If the MIS Personnel/Staff can resolve the issue via preventive maintenance procedures, the said hardware will be then subjected	No	one	Varies depending on the situation	Administrative Aide Administrative Assistant MIS Director Management Information System	

Otherwise, it shall be subjected to a		
thorough inspection and troubleshooting to		
$\rightarrow$		
determine the magnitude of the problem if it is repairable or not.		
Determine the duration of the repair depending on the issues/conc erns such as hardware replacement		
of the hardware, reformat, operating system updates, warranty, service procurement and the like, and proceeds to repair the ICT equipment if the problem is repairable.	DHVTSU	

Meanwhile, if ticket does not require face to face technical support and can be resolved through online or phone assistance, the MIS personnel can do so especially for student queries like account/portal problem. If the equipment/servi ce is unrepairable but under warranty from the supplier, the MIS staff endorses the ICT equipment to the Supply and Procurement Office for servicing

	alf the		<del></del>	
	• If the			/
	equipment/serv	->/		
/ /	ice is	1		
	unrepairable			
	and out of			
4	warranty, the	/		
	MIS staff			
	issues the			
	unusable ICT			
	equipment with			
	the ICT			
	Inspection			
V	Report Form			
~ X	and			
	the Justification			
>X	Letter to the			
	end- user for			
$\times$ $\leftarrow$ $\times$	property			
/ / /	disposal, and			
	advises the			
	End User to			/
	surrender the			
	equipment to			/-
7	the Supply and			6
/	Procurement			
- 1	Office			
	Office			
	If the software is			
	unrepairable, the			The same of the sa
	MIS staff	-		
	endorses the	- American		
	malfunctioning			
300/6	service/software			
	to the third-party		Market Williams	The state of the s
Service Services	supplier of the			
TEST STREET	software for	( )		
	reevaluation,			ARTICL META
	replacement or			
18 81 M	reconfiguration		1200	249 101

	3. Accepts the	3. Upon successful	None	3 Minutes	Administrative
>	restored software and accomplishe s Customer Satisfaction Rating Form	repair, the MIS staff endorses the restored equipment/servic e to the client			Aide Management Information System
		Total	None		



## **ID PRINTING**

This describes the process of ID printing for students and employees of DHVSU.

Office/Division:		Management Information Systems			
Classification:		Simple			
Type of Transaction:		G2C- Government to Citizen			
Who may avail:		All DHVSU Employees and Students			
		WHERE TO SECURE			
For <b>new students</b> : Certificate of Registration (COR)		1	School Management System Student Portal		
For <b>students who requests for ID</b> 2 <b>replacement</b> : Official Receipt		2	Cashiering Office		
For <b>students</b> : ID	For students: ID Profiling Form		Office of Student Affairs		
For <i>new employees</i> : Employee ID Profiling Form		4	Administrative Services Office		
For employees who requests for 5 ID replacement: Employee ID Profiling Form		5	Administrative Services Office		
LIENT STEPS	AGENCY ACTION	ТО	BE	PROCESSING TIME	PERSON RESPONSIBLE
new students					
Certificate of Registration (COR)and the filled-out ID Profiling Form to the MIS	1. Verify ID payment in the COR	None		2 Minutes	Administrative Aide Management Information System
ohoto capturing and affix e-	2. Capture student photo and e- signature	None		5 minutes	Administrative Aide Management Information System
nformation	3. Finalize student information before printing	None		3 minutes	Administrative Aide Management Information System
	ssification: De of Transaction O may avail: CHECKLIST OF F For new student Certificate of Receipt For students wireplacement: Official Receipt For students: ID For new employ Employee ID Pro For employees ID replacement	resification:  The of Transaction:  The of Transaction:  The may avail:  The CKLIST OF REQUIREMENTS  For new students:  Certificate of Registration (COR)  For students who requests for ID replacement:  Official Receipt  For new employees:  Employee ID Profiling Form  For employees who requests for ID replacement:  Employee ID Profiling Form  LIENT STEPS  AGENCY ACTION  The new students  The mew student in the condition and end end end end end end end end end e	se of Transaction: o may avail: CHECKLIST OF REQUIREMENTS For new students: Certificate of Registration (COR) For students who requests for ID replacement: Official Receipt For new employees: Employee ID Profiling Form For employees who requests for ID replacement: Employee ID Profiling Form For employees who requests for ID replacement: Employee ID Profiling Form  For employees who requests for ID replacement: Employee ID Profiling Form  For employees who requests for ID replacement: Coresent Certificate of Registration (COR) and the filled-out ID Profiling Form to the MIS Personnel Prepare for Cohoto capturing and affix esignature  Talidate Information Defore printing  Talidate Defore printing  Tali	Simple De of Transaction: De of Transaction: Dec of Transaction: D	ssification: De of Transaction:

4. Wait for the ID card, ID case and lanyard, log their name at the logbook and accomplishes Customer Satisfaction Rating Form	4. Print and give the issued ID together with ID case and lanyard	None	5 Minutes	Administrative Aide Management Information System					
> > >	Total	None	15 minutes						
For students requesting for ID replacement									
For loss id,     proceed to	Instruct the student to visit	None	1 Minute	Administrative Aide					

Affairs to report the loss/replacement of ID  2. Present receipt and ID Profiling Form to the MIS Personnel  Student Affairs Information System  None 2 Minutes Administration Aide Management Information System  None 2 Minutes Aide Management Management Information System  None 2 Minutes Aide Management Management Information System  Information System  None 2 Minutes Aide Management Management Information System  Administration System  None 2 Minutes Aide Management Management Information System  Administration System  None 2 Minutes Aide Management Management Information System  Administration Management Man	
2. Present receipt and ID Profiling payment in the Form to the MIS and ID Profile payment in the Form to the MIS and ID Profile payment in the Profile payment i	ative
3. Prepare for photo capturing and affix e-signature signature signature System  System  None 5 minutes Administra  Administra  Administra  Aide  Managem  Informatio  System	nent
4. Validate information before printing  4. Finalize student information before printing before printing  4. Finalize Student Information System	nent
5. Wait for the ID card, ID case the issued ID together with logbook and lanyard lanyard lanyard lanyard lanyard lanyard lanyard lanyard System	nent
accomplishes Customer Satisfaction Rating Form  Total None 14 minutes	2/4

For new employees			$\rightarrow$ X	7
1. Go to the Administrative Services Office and secure ID Profiling Form	1. Instruct the newly hired employee to visit and Administrative Services Office and secure the form.	None	1 Minutes	Administrative Aide Management Information System
2. Present Employee ID Profiling Form to the MIS Personnel	2. Verify information in the Employee ID Profiling Form	None	2 Minutes	Administrative Aide Management Information System
3. Prepare for photo capturing and affix esignature	3. Capture employee photo and e- signature	None	5 minutes	Administrative Aide Management Information System
4. Validate information before printing	4. Finalize employee information before printing	None	1 minute	Administrative Aide Management Information System
5. Wait for the ID card, ID case	5. Print and give the issued ID	None	5 Minutes	Administrative Aide

and lanyard, log their name at the logbook and accomplishes Customer Satisfaction Rating Form	together with ID case and lanyard	None	14 minutes	Management Information System						
For employees who are requesting for ID replacement										
1. Go to the Administrative Services Office and secure ID Profiling Form and surrender old ID if available	1. Instruct the newly hired employee to visit and Administrative Services Office and secure the form.	None	1 Minutes	Administrative Aide Management Information System						
2. Present Employee ID Profiling Form to the MIS Personnel	2. Verify information in the Employee ID Profiling Form	None	2 Minutes	Administrative Aide Management Information System						
3. Prepare for photo capturing and affix esignature	3. Capture employee photo and e- signature	None	5 minutes	Administrative Aide Management Information System						
4. Validate information before printing	4. Finalize employee information before printing	None	1 minute	Administrative Aide Management Information System						
5. Wait for the ID card, ID case and lanyard, log their name at the logbook and accomplishes Customer Satisfaction Rating Form	5. Print and give the issued ID together with ID case and lanyard	None	5 Minutes	Administrative Aide Management Information System						
ramy rom	Total	None	14 minutes							

# MANAGEMENT INFORMATION SYSTEM

(Internal Services)



#### 1. Encoding of Students Grade

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

Office o	or Division:	MIS	Encodin	g Center			
Classifi	ication:	Simp	ole				
Type of	Transaction:	G2G	G – Government to Government				
Who m	Who may avail: All DHVSU Teaching Personnel						
CHECK	LIST OF REQU	IREMENTS	WHER	E TO SECURE			
1 Faculty Schedule Program (1 photocopy)			1	VPAA's Office/R Colleges/Campu	•		
2	Grade Sheet ( original)	1	2	Management Inf Floor, Admin Blo	ormation System (2 <sup>nd</sup> dng.)		
CLIE	CLIENT STEPS AGEI			PROCESSING TIME	PERSON RESPONSIBLE		
1. Request to encode grades and provide the MIS staff a copy of class schedule		1. Update the class schedule of the faculty in the enrolment system.	None	5 Minutes	Administrative Aide MIS Encoding Center		
2. Encode students' grades		2. Assist faculty whenever possible	None	1 Hour	Faculty DHVSU  Administrative Aide MIS Encoding Center		
of the grade sheets the sheets are		3. Print the grade sheets and affix initials	None	3 Minutes	Administrative Aide MIS Encoding Center		
17		TOTAL:	None	1 Hour, 8 Minutes	Antition -		

2. ID Printing for Employees

This describes the procedure for ID printing among DHVSUpersonnel.

	r Division	301111C1.	MISE	ncoding Cente	٠r				
			Simple						
				G2G – Government to Government					
				VSU Employe					
CHECK	LIST OF REMENTS	7			WHERE TO SECURE				
1/	Employee Form (1 c			1	Administrative Se Floor, Admin Bld	,			
CLIENT	STEPS	AGEN ACTI		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
Employe	1. Present Employee ID Request Form		rify ds in the nnel ge m	None	3 Minutes	Administrative Aide MIS Encoding Center			
photo ca and affix	2. Prepare for photo capturing and affix esignature		re and e- ure	None	5 Minutes	Administrative Aide MIS Encoding Center			
informat	3. Validate information on the ID card		Verify formation No Inting		1 Minute	Administrative Aide MIS Encoding Center			
4. Wait f Card	or the ID	4. Prir issued card		None	5 Minutes	Administrative Aide MIS Encoding Center			
		T	OTAL:	None	9 Minutes				

### OFFICE FOR ALUMNI AFFAIRS

(Internal Services)



#### 1. Giving and Acceptance of Donation

The procedure covers the receiving and acknowledging of donations.

-		ification: of Transaction	$\rightarrow$	Simple G2C – Gov	ernment to	o Citizen			
		nay avail:		Donors	OTTIMIOTIC C	3 01112011			
1	CHEC	KLIST OF REC	QUIREME						
	1	Letter of Inter	nt (1 origin	ial)	1	Donor			
	2	Donation For	m (1 origir	nal)	2	Office for Alumni Floor, University	•		
	3	Deed of Dona	ation (1 or	iginal)	3	Office for Alumn concerned unit -			
	4 Certificate of Appreciation (1 origina			)	4	Office for Alumni Floor, University	`		
	THERE SILDS			ENCY	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
	Submit the documents for donation  2. Attend the Program		1.1. Info Adminis Office				OAA Director		
			1.2. Pre accepta progran		None	1 Day	Office for Alumni Affairs		
			2. Cond		None	1 Day	OAA Director Office for Alumni Affairs		
i o		complish mer Survey	3. Co		None	10 Minutes	Office Secretary Office for Alumni Affairs		
			E F.J.R.	TOTAL:	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:	-y	Simple				
Type of Transaction	n:		G2G – G	overnme	nt to Governme	nt
Who may avail:			DHVSU A	lumni		
CHECKLIST OF RE	QUIRI	EMENTS	3	WHER	E TO SECURE	
1 Re	equest	Form (1	original)	1	Office for Alum Floor, Universit	
MILKII GILDG			SENCY CTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIB LE
Submit letter of request for evaluation		<ul><li>1.1. Evaluate the request</li><li>1.2. Secure approval of the request to the top management</li></ul>		None	10 Minutes	OAA Director Office for Alumni Affairs
2. Wait for the release of the memorandum			e randum activity	None	10 Minutes	University President Office of the President
3. Prepare the report and document the activity		3. Receive and file the documentation		None	10 Minutes	Office Secretary Office for Alumni Affairs
4. Accomplish Custo Survey Form	omer		ect the plished form	None	10 Minutes	Office Secretary Office for Alumni Affairs
			TOTAL:	None	40 Minutes	

## 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 Divi	sion:	Office for International Partnerships and Programs (OIPP)							
Classification	ղ։	Highly Technical							
Type of Transaction:	/	G2C – Governme		zen					
Who may ava	il:	FOREIGN STUDE	FOREIGN STUDENTS						
CHECKLIST	OF REQ	UIREMENTS	WHER	E TC	SECURE				
1	Letter o	of Intent (1 I)	1	Stud	dent applicant				
2	Applica origina	ation Form (1 I)	2		ce for Alumni Affai versity Hostel)	rs (1st Floor,			
3	Studer photoc	nt visa (1 opy)	3	Phili	ippine Embassy				
CLIENT ST	EPS	AGENCY ACTION	FEES BE P		PROCESSING TIME	PERSON RESPONSIBLE			
Submit the required docur	ments	Evaluate the submitted documents	None		1 Day	Director OIPP			
2. Attend the orientation on rules and regu of the Univers	lations	2. Orient the students about rules and regulations of the University	None		1 Day	Director, OIPP			
3. Attend regu classes and sessions	lar	3. Monitor and facilitate students' learning	None		(Depends on the program)	ESL Coaches and Instructors			
4. Attend the completion ceremony		4. Prepare and issue certificates of completion	None		1 Day	Administrative Aide OIPP			
5. Accomplish Customer Surr Form		5. Collect the accomplished survey form	Nor	ie	10 Minutes	Office Secretary OIPP			
		TOTAL:	Nor	ne	Approximately more than 20 Days				

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

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

Office	e or		7		1 /	
Divis		Office for International	al Parti	nership	os and Programs (	OIPP)
Class	sification:	Complex				
	saction:	G2G - Government to				
	may avail:	All bonafide DHVSU				
		EQUIREMENTS			SECURE	
1	Letter of Re	equest (1 original)	1	Requ	esting Staff/Facult	У
2	Certificate of original)	of Personal Travel (1	2	Requ	esting Staff/Facult	У
3	Travel Requ	uest Form (1 original)	3		e for International F rams (1 <sup>st</sup> Floor, Un	
CLIE	ENT STEPS	AGENCY ACTION		S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the required documents for evaluation		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  2.2 Forward the approved request to CHED -IAS	No	one	2 Days	Director OIPP
3. Wait for the approval of the evaluated documents		3. Evaluate, approve/ disapprove the request for travel	None		15 Days	<i>Director</i> , CHED-IAS
appro docur	Receive the proved approved Travel cuments Authority		No	one	1 Day	Administrative Aide OIPP
	complish omer Survey	5. Collect the accomplished survey form	No	one	10 Minutes	Office Secretary OIPP
		TOTAL:	No	one	19 Days, 10 Minutes	

### 3. REQUEST FOR TRAVEL AUTHORITY (PERSONAL TRAVEL)

This describes the process of requesting Travel Authority for personal travels abroad amonguniversity personnel and staff with Temporary and Permanent status.

Offic Divis		Office for International F	Partnei	ships	and Programs				
	sification:	Simple	۵. ۱. ۱۵۱	Jpo (					
Туре		1	\	`					
	saction:	G2G- Government to Government							
Who	may avail:	REQUESTING STAFF	AND F	ACUL	TY				
CHE	CKLIST OF R	EQUIREMENTS	WHE	RE TO	SECURE				
1	Letter of Re	quest (1 original)	1	Requ	esting Staff/Facul	ty			
2	Certificate of original)	f Personal Travel (1	2	Requ	esting Staff/Facul	ty			
3	Travel Requ	uest Form (1 original)	3	Progr	e for International I rams (1 <sup>st</sup> Floor, Ur	niversity Hostel)			
CLII	ENT STEPS	AGENCY ACTION	1	S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE			
requi	bmit the red ments	Review the submitted documents	No	ne	1 Hour	Director OIPP			
	7	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 request	None		1 Hour	University President			
	eceive the ments	2. Issue the travel authority and Certification from the OIPP that he/she will not represent the University on official capacity during his/her approved leave of absence	None		1 Hour	Administrative Aide OIPP			
		2.2. Issue a Certification that he/she is cleared from all monetary and property accountability in this university and as per records, there is no pending criminal/ administrative case filed against him/ her	None		1 Hour	Chief Administrative Officer			

$\longrightarrow$	2.3. Sign the Travel Authority	None	1 Hour	University President
3. Accomplish Customer Survey Form	Collect the accomplished survey form	None	10 Minutes	Office Secretary OIPP
	TOTAL:	None	7 Hours, 10 Minutes	

## OFFICE OF PHYSICAL PLANT AND FACILITIES

**Internal Services** 



#### 1. Goods and Services Purchase Process

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

	Office or Division: Office of Physical Plant and Facilities								
Cla	Classification: Complex				/ /				
Тур	Type of Transaction: G2G – G				overnment to Government				
Wh	Who may avail: DHVSU								
СН	ECKLIST OF RE				HERE TO S				
1	Approved Lette	er of Request		1		the End User			
2	Plans			2		anning and Desigr			
3	Estimated Cos	t / Program of W	orks	3		cumentation Sect	ion		
	N. 7			4		/lain Campus			
	LIENT STEPS	AGENCY A	CTION		EES TO E PAID	PROCESSIN G TIME	PERSON RESPONSIBLE		
X	)HVSU/OPPF	Receive the Letter of Rec Designate a Technical Staff project to dete scope of works.	specific for the said ermine the		None	1 day	Director Office of Physical Plantand Facilities		
2. 0	)HVSU/OPPF	Coordinate the rethe end user and the findings related scope of works to Director	d report ive to the		None	2 hours	Administrative Aide Office of Physical Plantand Facilities		
3. 🗅	HVSU/OPPF	Designate a spe planning staff to plan for the said purchase reques	do the	A	None	10 minutes	Director Office of Physical Plantand Facilities		
- (125)	HVSU/OPPF	Provide plan for project and present the Director	lan for the ndpresent it to		None	2 days	Administrative Aide Office of Physical Plantand Facilities		
5. 🖸	)HVSU/OPPF	forward the Technical Staff and prepara estimate cost	forward the plan to Technical Staff for review and preparation of		None	1 hour	Director Office of Physical Plantand Facilities		
6. D	HVSU/OPPF	Provide estimate for the purchase			None	1 day	Administrative Aide Office of Physical Plantand Facilities		
7. C	HVSU/OPPF	Receive and ver estimated cost for purchase reques	or the		None	30 minutes	Director Office of Physical Plantand Facilities		

TOTAL:	None	5	
	X	days	

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

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

Office or Division:			Office of Physical Plant and Facilities						
Clas	ssification:	Hig	Highly Technical						
	e of Transaction	: G20	G – Govei	rnr	nent to Go	vernment			
Who	o may avail:	DH	VSU				/		
CHE	CKLIST OF REC	QUIREMENTS		W	HERE TO	SECURE			
1	Approved Letter	of Request		1	Office of t	he End User			
2	Plans			2	OPPF Pla	anning and Design S	Section		
3	Program of Wor	ks		3	OPPF Do	cumentation Sectio	n		
4	Actual Pictures			4	4 DHVSU Main Campus				
-/				5 Bids and Award Committee (BAC)			BAC)		
С	CLIENT STEPS AGENCY		ACTION FEES TO BE PAID		PROCESSING TIME	PERSON RESPONS BLE			
1. DHVSU/OPPF		Receive the approve of Request  Verify the inclusion budget allotment identified project in the for the Fiscal Year.  Designate a specific Technical Staff for the project to determine the scope of works.	on and of the the APP		None	1 day	Director Office of Physical Plant and Facilities		

2. DHVSU/OPPF	Coordinate the request to the		22-	Administrativ
	end user and report the			e Aide
$\rightarrow$	findings relative to the scope of works to the Director	None	2 hours	Office of Physical Plant and Facilities
3. DHVSU/OPPF	Prepare draft plan and forward it to the Draftsman	None	1 hour	Director Office of Physical Plant and Facilities
4. DHVSU/OPPF	Provide plan for the project and present it to the Director	None	2 days	Administrativ e Aide Office of Physical Plant and Facilities
5. DHVSU/OPPF	Check, approve and forward the plan to Technical Staff for review and preparation of specifications and program of works	None	1 hour	Director Office of Physical Plant and Facilities
6. DHVSU/OPPF	Estimate the cost and do the Program of Works then forward it to the Director	None	2 days	Administrativ e Aide Office of Physical Plant and Facilities
7. DHVSU/OPPF	Receive and verify the estimated cost submitted by the Office Staff	None	30 minutes	Director Office of Physical Plant and Facilities
8. DHVSU/OPPF	Produce the initial print out of the estimated cost.  Reproduce three (3) copies for the signed completed output and furnish a copy to BAC	None	1 hour	Administrativ e Aide Office of Physical Plant and Facilities

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

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

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

Off	Office or Division: Office			Office of Physical Plant and Facilities				
Cla	assification:	Highly Tec	hni	cal				
Ту	pe of Transaction	on: G2G – Go	ver	nment to G	overnment	/ /		
Wł	no may avail:	DHVSU						
СН	IECKLIST OF RE	EQUIREMENTS	٧	VHERE TO	SECURE			
1	Approved Lette	er of Request	1	Office of t	he End User			
2	Plans		2	2 OPPF Planning and Design Section				
3	Program of Wo	orks	3 OPPF Documentation Section					
4	Actual Pictures		4	4 DHVSU Main Campus				
	-24/6		5	5 DPWH				
C	LIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE		
1. DHVSU/OPPF		Receive the approved Letter of Request  Verify the inclusion and budget allotment of the		None	1 day	Director Office of Physical Plant and Facilities		

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

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

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

TOTAL:	None	12 days	
		1 1	

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

					Physical Plant and Facilities					
	Classification:	Con	mplex	(						
	Type of Transaction: Private to				o Government					
	Who may avail:					ject in the univers	sity			
	CHECKLIST OF REC	QUIREMENTS	1	WH	IERE TO	SECURE				
	1 Request Letter, p		•	1	Contract					
	2 SWA, IR, COP,	COC and COA		2	OPPF D	ocumentation Se	ction			
4	3 Logbooks, SPA		;	3	Contract	tor				
	4 Surety Bond and Materials	d Affidavit of Labor a	and	4	Contract	tor	$\overline{}$			
	CLIENT STEPS	AGENCY ACTIO	ON		ES TO E PAID	PROCESSIN G TIME	PERSON RESPONSIBLE			
	k	Receive the letter of oilling request from office of the Preside	the		None	30 Minutes	Administrative Aide Office of Physical Plantand Facilities			
	i f	Present the letter of request to the Director the approval in preparation of billing documents	ctor		None	30 Minutes	Administrative Aide Office of Physical Plantand Facilities			
	i i	Receive the approvent of the concernation of t	d ned e		None	1 hour	Administrative Aide Office of Physical Plantand Facilities			
STORY STORY		Conduct site inspectogether with the contractor or contractor's representative to determine the actual work accomplished	al		None	2 hours	Technical Staff Office of Physical Plant and Facilities			
		Submit reconciled a approved statement		Ì	None	1 hour	Technical Staff Office of Physical Plant and Facilities			

	Lucula consequellation de			
	work accomplished to the documentation	_		
	section		. 7	
6. DHVSU/OPPF	Prepare and forward the encoded statement of work accomplished to director for review and verification	None	5 minutes	Administrative Aide Office of Physical Plantand Facilities
7. DHVSU/OPPF	Review and approve encoded statement of work accomplished	None	2 minutes	Office Director Office of Physical Plant and Facilities
8. DHVSU/OPPF	Receive and prepare the approved statement of work accomplished, inspection report and certificate of payment for partial billing and additional documents like certificate of completion and certificate of acceptance for final billing.	None	35 minutes	Administrative Aide Office of Physical Plantand Facilities
9. DHVSU/OPPF	Print and submit final copies of billing documents to the Director, for signing	None	10 minutes	Administrative Aide Office of Physical Plantand Facilities
10. DHVSU/OPPF	Inform the contractor or its representative for signing the statement of work accomplished and certificate of completion.		HVTSU 1861	Administrative Aide
	If final payment is requested, additional requirements like surety bond, affidavit of labor and materials, 3 sets of As-Built Plan, after construction pictures and 2 sets of logbook	None	4 days	Office of Physical Plantand Facilities

11. DHVSU/OPPF	Route the billing			Administrative Aide
	documents for signing to HOPE	None	30 minutes	Office of Physical Plantand Facilities
12. DHVSU/OPPF	Photocopy duly signed billing documents, pictures, surety bond, affidavit of labor and materials	None	5 minutes	Administrative Aide Office of Physical Plantand Facilities
13. DHVSU/OPPF	Submit all original billing documents and other requirements to the Office of the Accountant for the preparation of voucher for payment	None	10 minutes	Administrative Aide Office of Physical Plantand Facilities
14. DHVSU/OPPF	File all billing documents copies	None	10 minutes	Administrative Aide Office of Physical Plant and Facilities
	TOTAL:	None	5 Days	1. 1.



# OFFICE OF STUDENT AFFAIRS

**External Services** 



#### 1. ID Validation

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

Office or Division:			Office of Student Affairs				
Classification:		Simple					
Type of Transaction	n:	G2G -	2G – Government to Government				
Who may avail:	-/	All bon	a fide DI	HVSU students			
<b>CHECKLIST OF RI</b>	EQUIREME	NTS	WHER	E TO SECURE			
1	Certificate Registratio		1	Office of the Univ	ersity Registrar		
2	Official Ide Card (ID)	ntification	2	Management Info (MIS)	ormation System		
CLIENT STEPS		GENCY CTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Sign in the log sh	client the lo	1. Instruct the client to sign in the log book		35 Seconds	Administrative Aide Office of Student Affairs		
2. Submit the required documents to the Administrative Aide charge for verification	requir in docur on upon	2. Receive the required documents upon verification		15 Seconds	Administrative Aide Office of Student Affairs		
3. Wait for the relea of the validated document	Attacl Valida sticke ID of	3. Mark the COR with OSA Rubber stamp  Attach the ID Validation sticker on the ID of the student		1 Minute	Administrative Aide Office of Student Affairs		
		ase/return alidated ID student	None	5 Seconds	Administrative Aide Office of Student Affairs		
5. Fill out the custor satisfaction rating	Custo Satisf	action g form to	None	40 Seconds	Administrative Aide Office of Student Affairs		

TOTAL:	None	2 Minutes, 35 Seconds	7
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### 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:		Simp		iit / tiiaii 3			
Type of Transaction	n·		G2G – Government to Government				
Who may avail:	71.		All bona fide DHVSU students				
	OUDEMENT		1	TO SECURE			
1 CHECKLIST OF REQUIREMENTS  1 Certificate of		<u>,                                     </u>	1	Office of the Unive	areity Registrar		
$\rightarrow$	Registration (COR)		'	Office of the office	croity registral		
2	Official Old Identification Card(ID)		2	Students' old ID			
3	ID Printing Fo	rm	3	Office of Student	Affairs		
CLIENT STEPS	AGENC ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Sign in the client logbook	1. Instruct t client to sig the log boo	n in	None	35 Seconds	Administrative Aide Office of Student Affairs		
2. Submit the requireddocuments to the Administrative Aide incharge for verification	2. Receive required documents upon verification Issue ID printing for the student	n to	None	15 Seconds	Administrative Aide Office of Student Affairs		
3. Fill out the ID printing form and submit to the Administrative Aide incharge for checking	3. Instructs student to f out all the it needed in t form and checks the completene of the data needed	ill ems he	None	2 Minutes	Administrative Aide Office of Student Affairs		

4. Wait for further	4. Instructs the		-	
instruction on the next step	student to pay at the cashiers' office for payment of the ID replacement and to present	None	30 Seconds	Administrative Aide Office of Student Affairs
	the Official Receipt at the MIS office for the printing of the new ID			
5. Fill out the customer satisfaction rating	5. Provide the Customer Satisfaction Rating form to the student	None	40 Seconds	Administrative Aide Office of Student Affairs
	TOTAL:	None	4 Minutes	

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

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

Office or Division	on:	Office of Student Affairs			
Classification:		Simple			
Type of Transac	ction:	G2G – G	Sovernment to Government		
Who may avail:		All recognized student organizations in the University			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE			
For Re-Accredit	tation		DHVISO		
1	Accomplishment Report (USC Form 001)	1	University Student Council Office		
2	Audited Financial Report (USC Form 002)	2	University Student Council Office		
3	Certificate of Compliance	3	University Student Council Office		
For New Organi	ization	Man	mum Kall III I I I I I I I I I I I I I I I I		
Tumer	Letter of Intent	1	Student Organization concern		

2	Endorsement	2	College Deans/Ca	ampus Directors
	letter		( )	
3	List of Elected Officers	3	Student Organization concern	
4	Approved Constitution and By-	4	Student Organization concern	
. \ \	Laws			
5	Action Plan (USC Form 100)	5	Office of the University Student Council	ersity
6	Photocopy of ID's with	6	Student Organiza	tion concern
-	specimen signature			
7	Certificate of Oath of Office	7	Office of Student	Affairs
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E
1. Sign in the client log book	Instruct the client to sign in the log book	None	35 Seconds	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	10 Minutes	Officer in charge USC Office
3. Wait for the documents to be evaluated for approval	3. Evaluates the documents submitted by the student organization	None	20 Minutes	Officer in charge USC Office
4. Wait for the approval of the accreditation/reaccreditation of theorganization	Approves or disapproves (if necessary) the accreditation or reaccreditation of the student organizations	None	3 Minutes	Director Office of Student Affairs

The same

5. Fill out the customer satisfaction rating	5. Provide the Customer Satisfaction Rating form to the student	None	40 Seconds	Administrative Aide Office of Student Affairs
1	TOTAL:	$\triangle$	None	34 Minutes, 15 Seconds

#### 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 Stud	lent Affai	rs		
Classification:	Simple				
Type of Transaction:		G2G -	Governme	ent to Government	1
Who may avail:		All bon	a fide DHV	/SU students	
CHECKLIST OF REQUIF	REMENTS	•	WHERE	TO SECURE	
1	Incident Repo	ort	1	Office of Student	Affairs
2	Claim form		2	Office of Student	Affairs
CLIENT STEPS	AGEN ACTIO		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book 1. Instruction to state the log slient the log sli		sign in	None	35 Seconds	Administrative Aide Office of Student Affairs
2. Report/ surrender the lost/found item to the Administrative Aide in charge item from concern student a logs in the sheet for and foun item(s)		red the and e log lost	None	2 Minutes	Administrative Aide Office of Student Affairs

3. Wait for the	3. Post the			
confirmation/verification of the lost or found item(s)	announcement for lost and found item(s) on designated	$\rightarrow$		A deninintenti vo
	Contact the student, in	None	15 Minutes	Administrative Aide Office of Student Affairs
	caseof the item(s) found and ask them to describe the lost item		<u> </u>	
4. Wait for the release of the item	4. Release/return the item found to the rightful owner after verification	None	2 Minute	Administrative Aide Office of Student Affairs
5. Fill out the customer satisfaction rating	5. Provide the Customer Satisfaction Rating form to the student	None	40 Seconds	Administrative Aide Office of Student Affairs
	TOTAL:	None	20 Minutes, 15 Seconds	. 27/30

#### 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 disciplineand are subject to disciplinary action.

Office or Division:		Office of S	ce of Student Affairs		
Classificati	ion:	Simple	- 1		
Type of Transaction:		G2G – Government to Government		nent to Government	
Who may avail:		All bona fide DHVSU students			
CHECKLIS	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Incident Report	122	1	Office of Student Affairs	
2	Narrative Report corroborated by two disinterested parties		2	Students involved	

		FEES		
CLIENT STEPS	AGE	TO BE	PROCESSIN	PERSON
	NCY	PAID	G TIME	RESPONSIBLE
) ) \	ACT		V	
10: 11: 11: 11	ION			
Sign in the client log	1. Instruct the client to		V.	Administrative
book	sign in the log sheet	None	35 Seconds	Aide Office of Student Affairs
2. Submit the Incident	2. Receive the Incident		\	
Report to the Administrative Aide in charge	Report Form and logsin the Record book for Student cases	None	5 Minutes	Administrative Aide Office of Student Affairs
3. Wait for the issuance of notice from either the	3. a. Issue	None	1 day	Director Office of
prefect of discipline or the OSA Director	a memorandu m to			Student Affairs
× /	conc ern students f orinitial		3-5 days (Depending on the availability	Director
	interview about thecase filed against them	e f	of the members of the committee)	Office of Student Affairs
	b. Call for the meeting of the Disciplina		TVTSU	
	ry Committe e to further investigate	121		
	and deliberate o nthe case			

4. Wait for the decision	4. Makes the decision	_		
of the Disciplinary Committee	based on the investigation conducted and the gathered information during the interview	None	3 days	Disciplinary Committee
	Inform the students concern about the decision			Director Office of Student Affairs
	thru an issuance of Office Order			
5. Receives the decision from the committee	5. Explain the sanctions due to the involved students	None	20 Minutes	Director Office of Student Affairs
6. Fill out the customer satisfaction rating	6.Provide the Customer Satisfaction Rating form to the student	None	40 Seconds	Administrative Aide Office of Student Affairs
	TOTAL:	None	9 days, 26 Minutes, 15 Seconds	

#### 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, andeven at home, 24/7.

Office or Division:		Office of Student Affairs			
Classification:		Simple			
Type of Transaction:		G2G – Government to Government			
Who may avail:		All bona fide DHVSU students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1		Police Report or incident report as the case maybe		Police station	
2	Certificate of Registration			Office of the University Registrar	

		py of ID of the	3	3 Student Concern	
	Student Claimant		X	7	
4	Sworn statement of two disinterested parties		4	From two witnesses	
5	Policy contract (photocopy)		5	Office of Student Affairs	
6	Official Receipts for medicines and supplies purchased		6	Drugstores or Pharmacy where the medicines were purchased	
7	Medical Abstract, if hospitalized		7	Hospital where the patient/student was confined	
8	Official Receipts of hospital bills		8	Hospital where the patient/student was confined	
9	Medical Certificate issued by the attending physician		9	From the attending physician during the confinement period	
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	OCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book		Instruct the client to sign in the log sheet	None	35 Seconds	Administrative Aide Office of Student Affairs
2. Report the incident to the Administrative Aide in charge		2. Receive the report and issue the checklist of requirements when claiming for an insurance	None	5 Minutes	Administrative Aide Office of Student Affairs
3. Prepare all the requirements needed as stated in the checklist provided and submit these to the Administrative Aide in charge		3. Receive the requirements submitted	None	5 Minutes	Administrative Aide Office of Student Affairs

3. Wait for the verification of the requirements submitted	3. Checks the requirements submitted by the student claimant	None	15 Minutes	Administrative Aide Office of Student Affairs
4. Wait for the endorsement from the Office of Student Affairs	4. Issue an endorsement letter to the claimant	None	5 Minutes	Director Office of Student Affairs
5. Fill out the customer satisfaction rating	5. Provide the Customer Satisfaction Rating form to the student	None	40 Seconds	Administrative Aide Office of Student Affairs
	TOTAL:	None	31 Minutes, 15 Seconds	

#### 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: Office of S				Student Affairs				
Cla	ssification:		Simple					
Тур	e of Transaction	n:	G2C – Government to Government					
Wh	o may avail:		All bona fide DHVSU students				8-100	
CH	ECKLIST OF RI	EQUIREMENTS		WH	HERE TO	SECURE		
1	Application for	candidacy		1	S-COME	ELEC		
2	Certificate of R	egistration	1.00	2	Office of	f the University Re	gistrar	
3	Photocopy of ID of the Student     Claimant			3	Student	Student Concern		
4	Election forms			4	4 S-COMELEC			
CI	LIENT STEPS	AGENCY A	CTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	Sign in the nt log book	1. Instruct the sign in the log			None	35 Seconds	Administrative Aide Office of Student Affairs	
2. Files his/her candidacy to the S-COMELEC office		2.Receive application candidacy fr student leader	the for rom the		None	3 Minutes	S-COMELEC Office of Student Affairs	

3. Prepare all the	3. Receive documents	None	5 Minutes	
requirements needed and submit these to the S- COMELEC Secretary	submitted by the candidates/party list			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 posting of qualified candidates/party list	5. Release/post the list of qualified candidates/party list	None	10 Minutes	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	5. Provide the Customer Satisfaction Rating form to the student	None	40 Seconds	Administrative Aide Office of Student Affairs
	TOTAL:	None	1 day, 39 Minutes, 55 Seconds	

#### 8. OUTBOUND ACTIVITY

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

	Office or Division:	Office of S	tude	ent Affairs			
	Classification:		Simple		A 1	6	
	Type of Transaction: G2C – Gov			vern	ment to Go	vernment	
	Who may avail:	- /	All bona fic	de D	HVSU stud	lents	
	<b>CHECKLIST OF RE</b>	QUIREMENTS	$\rightarrow$	WH	HERE TO S	SECURE	
	1 Letter of invite		6	1	From the	organizing committ	ee
	2 Memorandum College/Depart	ment		2		the College Dean	
Ś	3 Outbound activ	rity forms (OSA For	rm 001 and	3	Office of	Student Affairs	/
	4 Duly notarized	parental consent		4	Parents of	concern	77
	5 Photocopy of II signature	O of parents with 3	specimen	5	Parents of	concern	
1	6 Itinerary of acti	vity		6	Office of	the College Dean	
L	7 List of participa	ints		7	Office of	the College Dean	/ /
	CLIENT STEPS	AGENCY A	CTION		EES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Sign in the client log book	1. Instruct the cl in the log sheet	ient to sign		None	35 seconds	Administrative Aide Office of Student Affairs
	2. Request for Outbound Activity Forms	2.Release the forms requested upon presenting the letter of invite			None	3 minutes	Administrative Aide Office of Student Affairs
	3. Prepare all the requirements needed and submit these to the Administrative Aide in charge	3. Receive, review the submitted by the	ne documents		None	10 minutes	Administrative Aide Office of Student Affairs
	4. Wait for the certificate of compliance	3.Evaluates the submitted by the Issue the Cer Compliance after all the requirements.	e students rtificate of er meeting		None	15 minutes	Director Office of Student Affairs

satisfaction rating	the student  TOTAL:	None	29 minutes 15	Affairs
5. Fill out the customer	5. Provide the Customer Satisfaction Rating form to	None	40 seconds	Administrative Aide Office of Student



# OFFICE OF THE UNIVERSITY REGISTRAR

**External Services** 



### 1. Enrolment Procedure

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

	ice or ision:	Office of the Un	ne University Registrar			
Cla	ssification:	Simple				
Тур	oe of Transaction:	G2C – Governr	nent to C	itizen	V	
Wh	o may avail:	All incoming Fre		shiftee	s, transferees, retu	rnees and all
СН	ECKLIST OF REQUIRE			RE TO	SECURE	
7	$\sim$ $\times$	V				
9	Senior High School R original, 1 photocopy) YearCollege applican	– For First	1		ce of the University dent Affairs and Ser	Registrar (1st Floor, vices Bldg.)
2	Grade 6 Report Card photocopy) – For Gra 7applicant	(1 original, 1 ade	2		ool of origin	$\rightarrow$
3	Good Moral Certificat original, 1 photocopy)	`	4	Sch	ool of origin	
4	PSA Birth Certificate original, 1 photocopy)	(1	5	Phili CSF	ppine Statistics Aut	hority, Maimpis,
5	Transcript of Records original, 1 photocopy) GraduateSchool app Transferees	( 1 – For	6	Sch	ool of origin	
CL	LIENT STEPS	AGENCY ACTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE
Vis spe	new students: its THIS LINK for you ecific enrolment edule.				DHVISO	
car enr you age rep	nceeds to yourrespective inpus to submit you olment documents. It are below 21 years of e, you shall be resented by a parent ardian.					
Ob	serves the DHVSU Task					

Force COVID			
Guidelines, which may	be		
found HERE			
Proceeds to the designate registration counters evaluation of the follow documents:	for		
original photocopy of Ferrica	or		
138;	V /	40.14	
<ul> <li>original photocopy         Certificate of G         Moral Character;     </li> </ul>	V	10 Minutes	
<ul> <li>photocopy of F Birth Certificate;</li> <li>three (3) pieces</li> <li>2x2 pictures.</li> <li>The counters are locate</li> </ul>	and, s of		
follows:  • Bacolor Camp Ground Floor, Coll	us:		
Academic Building	coom por),	5 Minutes	
Lubao Campus: R		5 Minutes	7 2 7 25
105 (Ground Flo Academic Building		5 Williates	Administrative Aide
Porac Campus: Ro			Office of the
3 (Ground Floor)  Sto. Tomas Campi	students.	- Travell	University Registrar
Room 1, Building 2		DHV1S0	
For those enrolling at th	ne		
Apalit Campus and the	Prepares the		Administrative Aide
Candaba Campus, subi	mit Academic		Office of the
the documents to the	Evaluation	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	University Registrar
following focal person in your	S Program.	1111	
respective municipalitie	s: For Irregular	STREET, STREET	Administrative Aide
Apalit Camp	us: Students,		Office of the
Normando C. Simo	01:11	Extlusion IIII No. 1	University Registrar
with mobile numb	oer Transferees		
	,and Returnees:		

09175046833 Joy Bernardino	Announces specific schedule	-		Administrative Aide Office of the
(Administrative Staff, Mayor's Office) with mobile number	thru social media.			University Registrar
Jessie D. Manapsal with mobile number	shall be carried out			Administrative Aide Office of the University Registrar
$\rightarrow$	TOTAL:	None	2 Days, 2 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.

Office or Division:		Office of the University Registrar (OUR)			
Classification: Type of Transaction:		Simple G2C – Government to Citizen			
СН	<b>ECKLIST OF REQUIREMENTS</b>	/	WHERE	TO SECURE	
Pri	ncipal		-		
1	Application Form (1 Original)		1	Office of the University Registrar, 1st Floor, Administrative Bldg.	
2	Student's ID or any governmer Original)	2	Management Information System, DHVSU, Bacolor, Pampanga		
3	Documentary Stamps (2 pieces	s)	3	Bureau of Internal Revenue (BIR), Sindalan, CSFP	
4	Official Receipt (OR) as payment for the authentication (1 Original)		DHV	Cashiering Office, 1st Floor, Administrative Bldg.	
5	Transcript of Records (TOR), Diploma and Certifications (1 Original and 1 Photocopy for each document)		5	Office of the University Registrar, 1st Floor, Administrative Bldg.	
Re	presentative's additional requir	rements		TETTO CONTRACTOR	
1	Duly Signed Authorization Lette	er (1 Original)	1 CCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCC	Person being represented	

2	Any government issued ID of the	2	Any valid ID
	representative (1 photocopy)	X )	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	. Issue application form			Administrative
sign in the client Log Sheet at the OUR	$\langle \rangle$	1		Aide VI Administrative Aide IV
For representative, present any Government issued ID, Authorization Letter and sign in the client Log Sheet at the OUR		None	5 Minutes	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

	resent the claim				
Autl (for a re for t the doc sigr	eipt and norization Letter epresentative) he issuance of requested ument/s and in the client Sheet at the	requested	None	2 Minutes	Administrative Aide VI Administrative Aide IV Administrative Aide I Office of the University Registrar
	$\prec \! \! \! \! \! \! \! \! \! \! \! \! \! \! \! \! \! \! \!$	TOTAL:	PHP 50/set	17 Minute s	

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

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

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

5	Transcrin	t of Records,	5	Office of the Uni	versity Registrar,	
	Diploma a			1st Floor Adminis		
	Certificati		\ /			
	Original, 2			- V		
Do	photocop		roquiromento			
-			requirements	I D		
1	Duly sign	ed tion Letter for	1 (	Person being re	presented	
		sentative (1	/ / /			
	Original)	oomaavo (1	/			
2	Any gove		2	Person being re	presented	
	issued ID		/ /			
	represent Photocop		<i></i>			
	CLIENT	AGENCY	FEES TO BE	PROCESSING	PERSON	
	STEPS	ACTION	PAID	TIME	RESPONSIBLE	
1. F	Request	1. Issue				
	for	Applicati				
	Applicatio n Form	on Form for CAV				
	and	of school			9	
	present	records.			1	
	Student's					
7	ID and				-	
/	sign in the client Log					
	Sheet at					
	the OUR				Administrative Aide	
	For				Office of the	
	represent ative,		None	5 Minutes	University	
	present				Registrar	
	any			DHVIS	U	
	Governm			1861		
	ent issued			The section is	ASSESSMENT VIEW	
	ID, Authorizat		7			
	ion Letter	170	to the little of			
	and sign	Mal The Party	School of the second			
	in the					
	client Log			William III	TTTTTTTTTT	
	Sheet at the OUR			THE PERSON NAMED IN COLUMN		
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	2. Submit	2. Verif			
	application	y and check			
Ī	form	the			/
	including	documents		-/ V	Administrative Aide
	documents at	for			1
	the	authenticati	None	5 Minutes	Office of the
	Registrar's	on and		/ /	University
	Office.	issue a			Registrar
	7	payment			
	-//	stub			
	3. Pay at	3. Sche	7	/ /	
	the	dule the			
	Cashiering	release and			Administrative Aide
	Office and	issue claim	DUD 450	5 M	O#: + +
	present the	stub	PHP 150	5 Minutes	Office of the University
	official receipt	V			Registrar
	(OR) to the				rtogistiai
	ÒUŔ	/			
	4. Prese	<ul> <li>Claiming</li> </ul>			
	nt the claim	of the			
	stub, Official	requested			975
	Receipt and	document/s			7
	Authorization				
	Letter (for				Administrative Aide
	a representa				I
	tive) for the		none	3 days	Office of the
	issuance of				University
	the requested				Registrar
	document/s				
	and sign in				
	the client Log				
	Sheet at the				
	OUR			0.000	
	100.00	TOTAL:	PHP 150	3 days	
	4000000	4-316		15 Minutes	Florida - Florida

#### 4. 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		Office of the University Registrar (OUR)			
Classification:	/ /	Simple			
Type of Transa	action:	G2C – Govern	ment to	Citizen	
Who may avail	:	All students an	nd alumni	of DHVSU	
CHECKLIST O	F REQUIREMEN	ITS	WHERI	TO SECURE	
Principal	$\rightarrow$		-		
1	Application Form (1 Original)		1	Office of the University Registrar, 1st Floor, Administration Bldg.	
2	Student's ID or any Government Issued ID (1 Original)		2	Management Information Systems, DHVSU, Bacolor, Pampanga	
3	Documentary S pieces)	Stamps (2	3	BIR, Sindalan, CSFP	
4	Official Receipt payment for the certifications (1	requested	4	Cashiering Office, 1st Floor, Administration Bldg.	
Representative	e's additional re			l	9
1	Duly signed Au Letter for the re original)		1	Person being	represented
2	Any governmer the representat photocopy)		2	Any valid ID issued by public and private government	
CLIENT STEPS	AGENCY	ACTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSI BLE

Н					
	1. Request	1. Issue			
	for Application Form and present Student's	Application Form for the issuance of the requested certification.	X		
	ID and sign in the client Log Sheet at the OUR				Administrativ e Aide VI Administrativ
	For representa tive, present		None	5 Minutes	e Aide IV Administrativ e Aide I Office of the
Z	any Governme nt issued ID,	>			University Registrar
	Authorizati on Letter and sign in the client	7			$\rightarrow$
	Log Sheet at the OUR				1
2	2. Submit	2. Verify and check the sub mitt ed			
f	application form including documents to	documents and issue		7-	100
	he Registrar's Office		None	5 Minutes	Administrativ e Aide VI Administrativ e Aide IV Administrativ
					e Aide I Office of the University Registrar

	A payment stub	-	- 355	
2				
3. Pay at the Cashiering Office and present the	3. Schedule the release and issue claim stub		2	Administrativ e Aide VI
receipt of payment to the Registrar's Office		PHP 50/pa ge	5 Minutes	Administrativ e Aide IV Administrativ e Aide I Office of the University Registrar
	TOTAL:	PHP 50/pa ge	15 Minutes	

# **5. Application Certification of Completed Academic Requirements** (CAR)

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

Office or Division:		Office of the University Registrar (OUR)		
Classificati	Classification: Simple			
Type of Tra	nsaction:	G2C - Government to Citizen		
Who may a	vail:	All students and alumni of DHVSU		of DHVSU
CHECKLIST	T OF REQUIREMENTS	EQUIREMENTS WHERE TO SECURE		
Principal			A SHIP	AND THE ADMINISTRATION OF THE PARTY OF THE P
1	Application Form (1 o	riginal)	1	Office of the University Registrar, 1st Floor, Administration Bldg.

2	Student's ID or any government issued ID (1 original)	2	Manageme System, 2 <sup>nd</sup> Administra		
3	Documentary Stamps (2 pieces)	3	Bureau of I Revenue (I	Internal BIR),	
4	Official Receipt as payment for CAR Certification (1 original)	4	Sindalan, CSFP  Cashiering Office, 1st Floor Administration Bldg.		
5	Comprehensive Exam Result (1 original)	5	Graduate School Office, DHVSU, Bacolor, Pampanga		
Representa	tive's additional requirements	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 bei represente	•	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAI D	PROCES SING TIME	PERSON RESPON SIBLE	



1 Pogueet for	1. Issue Application Form	<del>\</del>		
1. Request for Applicati on	1. ISSUE Application Form			
Form and				
present				
Student's				
ID and				
Compre				
hensive				
Examina				
tion Result	X			
and sign in				
the client	y( )			
Log Sheet				Administr ative
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For	\ <u>\</u>	Non	5 Minutes	Office of the
represen tative,		е	5 Minutes	University Registrar
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the client		12033	861	
Log Sheet		4.5	4" 188 W	A STATE OF THE STA
at the OUR				
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	(SWA)			

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	documents to the	$\overline{}$	-		
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				A CONTRACTOR OF THE PARTY OF TH	
		THE RESERVE AND DESCRIPTION OF THE PERSON NAMED IN COLUMN TWO		12222222	
	37	The second second second	(4/1/2/2/2)	0.0000000000000000000000000000000000000	2444

	3. Pay at the		X	
	Cashiering Office and			/
1	present the			
	official receipt of			
	payment to	•		
	the Registrar's		-	
	Office		/	
	///		PHP	
			50/p	3 Minutes
7		X Y	age	
	$\rightarrow$			
	-	<		
	7			

4.	4. Release the requested documents	_	-	
s ent the claim stub, official receipt and Authorizati o n Letter	decarrients	Non e	5 Minutes	Administr ative Aide I Office of the University Registrar
(for a representa ti ve) to the Registrar's				
Office.	$\langle \mathcal{Y} - \langle \mathcal{Y} - \mathcal{Y} \rangle$			
$\rightarrow$				
	тоти	AL: PHP 50/pa	ige	18 Minutes

#### 6. 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	THE PERSON NAMED IN COLUMN TWO IS NOT THE PERSON NAMED IN COLUMN TWO IS NAMED IN COLUMN TW
Transaction:	G2C - Government to Citizen

	Who may		All graduates o	f DHVSU	_			
CHECKLIST OF REQUIREMENTS Principal			WHERE 1	O SI	ECURE	7		
_	1 Student's ID or government iss (1 original)		ent issued ID			Management Information Systems, 2 <sup>nd</sup> Floor, Administration Bldg.		
-	2		e (1 original)	2		ounting Office, 1st ninistration Bldg.	Floor	
T	Representative's additional requirements							
1 Duly signed Authorization Letter (1 Original)		1	Per	son being represe	ented			
7	2 Any government issued ID (1 Photocopy)		2	Per	son being represe	ented		
	CLIENT	STEPS	AGENCY ACTION	FEES TO PAID	BE	PROCESSING TIME	PERSON RESPONSIBLE	
	1. Request for the issuance of Diploma, sign in the client logbook and present Student ID at the Registrar's Office. Note: For representative, present any government issued ID and Authorization Letter		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	
	201101		TOTAL:	None		10 Minutes	Notice to the	

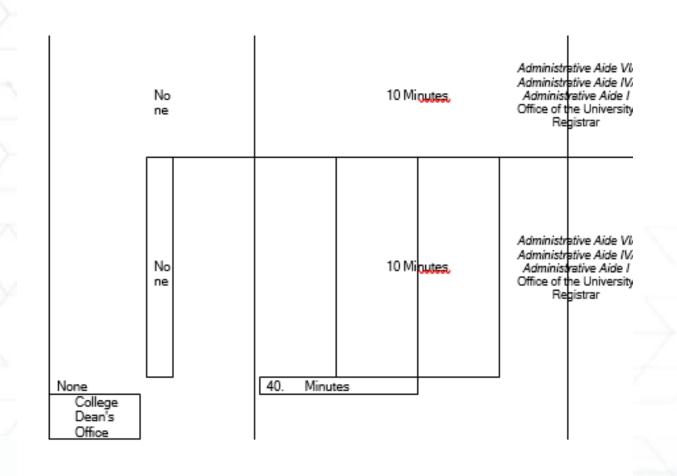
#### 7. Enrolment for New Students and Transferees

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

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

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

4	PSA		-	4	Philippine Statistic	s Authority, Maimpis, S	
<b>\</b>	Birth Certificat e (1original , 1				Fernando, Pampa		
	photocop y)			/			
				/	$\wedge$		
5		ctures with rou nd (2	white	5	Photo Studios		
	$\times$						
	CLIENT AG STEPS Y AC N		FEES TO BE PAID	PRO	CESSING TIME	PERSON RESPONSIBLE	
1. Secu Advi Forn the	sing	1. Issue Advisin gForm	None	,	10 Minutes	College Dean	
2. F the Adv Form an submit to College Dean's	nd to the				DHY	TSU	
		No ne			10 Minutes	College Dean	
		n e					



### 8. Enrolment for Old, Continuing and Returning

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

Office or D	Division:	Office of the University Registrar					
Classification: Simple							
Type of Tr	ansaction:	G2C – Government to Citizens					
Who may	avail:	Any student who a	re qualified to	o re	-enroll at DHVSU		
CHECKLIS	T OF REQUIRE	MENTS		WI	HERE TO SECURE		
1	University issue	1	Internet Multimedia Center (IMC), DHVSU, Bacolor, Pampanga				
2	Academic Prog	ram Evaluation (1 o	riginal)	2	Respective Colleges		
CLIEN T STEP S	AGENCY ACTION	FEES TO BE PAID	PROCES ING TIME		PERSON RESPONSIBLE		
1. Secure an Advisi n g Form at the Colleg e Dean's Office	1. Issue Advisir Form	None	10 Minutes		College Dean		
2. Fill - out the Advising Form and submit to the College Dean's	eck the quirements and vising form and ward the cument to the fice of the versity Registrar encoding	S None	10 Minu	ites	College Dean		

Office	2. Enc ode and print				Ī
	the Cert ificat e of	$\prec$ $\rightarrow$	$\times$	Administrative Aide VI/	F
1 1	Regi strat			Administrative	
/	ion			Aide IV/	
(	)—————————————————————————————————————	None	10 Minutes	Administrative	
	/ /		\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	Aide I Office of the University	
-				Registrar,	
				DHVSU,	
				Bacolor, Pampanga	
7 7	3. For war d the			rampanga	-
	Certificate of				
	Registration to				
-	the Dean/ Chairman of			1	
	different colleges				
	for distribution				
( )				Administrative	
				Aide VI/	١
				Administrative	
				Aide IV/ Administrative	
		None	10 Minutes	Aide I Office of	
				the University	
				Registrar, DHVSU, Bacolor,	
				Pampanga	
	100		WWW.SII	7.5	
100.00			1861		
			Aut. 41. 20	to the T	
	TOTAL:	None	40 Minutes		

#### 9. 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.

grade or s	luueni.						
Office or Division:		Office	of the U	nivers	ity Registrar (OUR)	)	
Classificati	Classification: Type of Transaction:		Simple				
Type of Tra			G2G – Government-to-Government				
Who may a		DHVS	U Facult	у			
CHECKLIS REQUIREM			WHER	ЕТО	SECURE		
1	Duly signed Grading Sho original)		1		agement Informatio r, Administration Bl		
2	Student Recoriginal)	cord (1	2	Cond	cerned Instructor		
CLIENT STEPS	AGEN ACTIO		FEES BE PA		PROCESSING TIME	PERSON RESPONSIBLE	
Present The grading sheet to the University Registrar including the student record and sign in the client Log Sheet at theOUR.		grade, ne and and ancy o the	Non	е	5 Minutes	University Registrar Office of the University Registrar	
Submit the Grade Discrepanc y Form including requirements at the Registrar's Office.	1. Input the correcte grade a ensure documen.	ed and proper	Non	е	3 Minutes	University Registrar Office of the University Registrar	
		OTAL:	Non	ie	8 Minutes		

## 10. Application for Incomplete Grade Agreement Form

The procedure in requesting Incomplete Grade Agreement form.

	The procedure in					1			
	fice or Div		Office of the University Registrar (OUR)						
	Classification:		Simple						
	Type of G2C - Gov			ernment to Citizen					
Wh	no may av	ail:	All DHVSU	College Studer	nts with an Incomplete	Grade			
	ECKLIST QUIREME			WHERE TO S	SECURE				
1	-(^)	Studen original	t's ID (1 )	1	Management Informa 2 <sup>™</sup> Floor Administration	-			
2	Official Receipt (OR) as payment for the Incomplete Grade Agreement Form (1 original)		s payment Incomplete Agreement	2	Cashiering Office, 1st I Administration Bldg.	Floor,			
	CLIENT	1	SENCY CTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONS IBLE			
F F F F F F F F F F F F F F F F F F F	Reque st for ncom of ete Grade Agree m ent Form, oresen studen st s ID and sign in the client Log Sheet at the DUR.	th st s ac c fo in et gu ar is	udent' cademi record r the compl	None	5 Minutes	Registrar III/ Administr ati ve Aide VI/ Administr ati ve Aide IV Administr ati ve Aide I/ Office of the University Registrar			

2. Pay	2. Issue the				D 11 W/	
at the Cashiering Office and present the official receipt of payment to the Registrar's	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	
Office	TOTAL:	PHP 100		10 Minutes		
2	PSA Birth Certificate (1 Original, 1 photocopy)	2		Philippine Statistics Authority (PSA), Maimpis, CSFP		
3	Student's ID or any Government Issued ID (1 Original)	3	F	Management Information Systems, 2 <sup>nd</sup> Floor DHVSU Admin. Bldg., Bacolor, Pampanga		
4	Duly signed Clearance (1 Original)	4	F	Accounting Office, Floor DHVSU Adm Bacolor, Pampang	nin. Bldg.,	
5	Documentary Stamps (2 pieces)	5		BIR, Sindalan, CS		
6	Official Receipt (OR) as payment for the TOR and Form 137 (1 Original)	6		Cashiering Office, 1st Floor DHVSU Admin. Bldg., Bacolor, Pampanga		
7	Duly signed Authorization Letter for the representative (1 Original)	7	Person being represented		esented	
8	3 India	Any gover issued ID represent Photocop	of the ative (1	8	Person being represented	

	ACENOV	FEES	DDOCECCINO	DEDCOM
CLIENT STEPS	AGENCY ACTION	TO BE	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Application Form and present Student's ID and sign in the client Log Sheet at the OUR For  representativ e, present any Government issued ID, Authorizatio n Letter and client Log Sheet at	1. Issue Applicati on Form	None	5 Minutes	Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar
the OUR.				
2. Submit	2. Verify		DHVI	SU SU
application form including the requirements at the Registrar's Office.	, 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	3. Sche			
Cashiering Office and present the official receipt of payment to the OUR and schedule the date of release and issue claim stub	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	2

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

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

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

2 PSA		Birth Certificate	2	Philippine Statistics Authority		
	(1 original, 1 photocopy)			(PSA), Maimpis, CSFP		
3			3	Management Information Systems, DHVSU, Bacolor, Pampanga Accounting Office, 1st Floor DHVSU Admin. Bldg., Bacolor, Pampanga		
4 Clearance (1 original)		rance (1	4			
5		umentary nps (2 pieces)	5	BIR, Sindalan, CSFP		
Payment Receivable original)  Authorization L (1 Original) with (2) valid IDs of representative photocopy)  AGEN		ment Receipt (1	6	Cashiering Office,1st Floor DHVS Admin. Bldg., Bacolor, Pampang		
		esentative (1	7	Person being re	presented	
		AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E	
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  2. Submit application form including the requirements at the Registrar's Office. Form  Form		Application			Administrative Aide	
			None	5 Minutes	Office of the University Registrar	
		check or retrieve the	None	5 Minutes	Administrative Aide Office of the University Registrar	

3. Pay at the	3. Schedul			
Cashiering Office and present the receipt of payment to the Registrar's Office.	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	

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

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

Office or Division	Office of the University Registrar (OUR)					
Classification:		Simple				
Type of Transaction:		G2C - Government to Citizen				
Who may avail:	All students of DHVSU					
CHECKLIST OF F	ENTS WHERE TO SECURE					
1 Application Form (1 original)			1	Office of the University Registrar, 1st Floor Administration Bldg.		
2	PSA Birth Certificate (1 original, 1 photocopy)		2	Philippine Statistics Authority, Maimpis, CSFP		

ı,									
	3		lent's ID/One (1)	3		agement Information	Systems, 2 <sup>nd</sup> Floor		
		Gov	ernment Issued ID			inistration Bldg.	7		
	4 Clearance (1 Original)		4	Accounting Office, 1st Floor Administration					
ļ			_	Bldg					
4	5		umentary Stamps eces)	5	BIR, Sindalan, CSFP  Cashiering Office, 1st Floor Administration Bldg.				
	6		cial Receipt of	6					
ļ	7		ment (1 Original)	7	Doro	Darrage hairer represented			
١			orization Letter (1 nal) with two (2)	/	Person being represented				
			I IDs (for a						
			esentative) (1						
ď			ocopy)						
	CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBL E		
	1. Request for Application Form and present Student's ID and sign in the client Log Sheet at the OUR For representative , present any Government issued ID, Authorization Letter and sign in the client Log		1. Issue application form	No	one	5 Minutes	Registrar/ Registrar III/ Administrative Aide VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar		

ī	O Outroit	0 \/:6.			I had covering De gistrony
	2. Submit application form	2. Verify, check or retrieve	_		University Registrar/ Registrar III/
	including the requirements at	the requested documents and			Administrative Aide VI/ Administrative Aide IV/
4	the Registrar's Office.	issue payment stub	None	5 Minutes	Administrative Aide I Office of the University Registrar
4	3. Pay at the Cashiering Office	3. Schedule the date of release and	/		University Registrar/ Registrar III/ Administrative Aide
<	and present the receipt of payment to the Registrar's Office	issue claim stub	PHP 110/ page	2 Days	VI/ Administrative Aide IV/ Administrative Aide I Office of the University Registrar
	4. Present the claim stub, Official Receipt	4. Release the requested documents			University Registrar/ Registrar III/ Administrative Aide
	and Authorization Letter (for a representative) for the issuance of the requested document/s and		None	5 Minutes	VI/ Administrative Aide IV/ Administrative Aide I Office of the UniversityRegistrar
	sign in the client Log Sheet at the OUR	TOTAL	PHP	2 Days, 15	s U
		TOTAL:	110/ page	Minutes	

#### 13. FILING OF APPLICATION FOR

### SCHOLARSHIP & FINANCIAL ASSISTANCE

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

Office or Divi	ision:	Schola	rships	& Financial Assistance Unit			
Classification	n:	Comple	ex				
Type of Trans	saction:	G2C -	Government to Citizen				
Who may ava	ail:	All bon	WHERE TO SECURE				
CHECKLIST REQUIREME		-( )					
1	Applicatio (1 original		1	Scholarships &Financial Assistance Unit & Provider (Benefactor), University Registrar's Office, 1st Floor Administration Bldg.			
2	Certificate Registration original are photocopy	on (1 nd 1	2	University Registrar's Office, 1st Floor Administration Bldg.			
3	Certificate Grades (1 original)		3	University Registrar's Office, 1st Floor Administration Bldg.			
4	University Student's Photocopy	I. D. (1	4	Internet Multimedia Center (at the back of Administration Bldg.)			
5	Original C Good Mor Certificate (1 Origina photocopy	opy of al al and 1	5	Guidance & Testing Center (infront of CAS Bldg.)			
6	ITR or Ce of Indigen Original a photocopy	rtificate cy (1 nd 1	6	BIR/ Respective Barangay			
7	Duly signed Letter of I		7	DHVSU Student			

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



4. Wait for	4. Inform		Varies timetable	
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.	the applicant on the result of the interview whether the applicant will be granted or not.	None	of each scholarship & financial assistance program s	Administrative Aide I Scholarships & Financial Assistance Unit University Registrar's Office
	TOTAL:	None	18 minutes plus varies timetable of each scholarship & financial assistance programs	

#### PLANNING AND DEVELOPMENT **OFFICE**



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

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

Off	Office or Division:		Planning and Development Office					
Cla	assification:		Simple					
Туј	pe of Transacti	on:	G2G – Government to Government					
Wh	no may avail:	All bona	All bona fide DHVSU employees					
СН	IECKLIST OF R	EQUIREMENT	S	W	HERE TO	SECURE		
1		ormance Comn		1	DHVSU	Official Website,	DHVSU FB	
	(IPC) Form (1	original, 1 pho	tocopy)		Page, P (2 <sup>nd</sup> Floo	Planning and Deve or, Admin.Bldng)	elopment Office	
2	Office Perform (OPC) Form	nance Commitm	ent	2	Page, P	Official Website, Planning and Deve or, Admin.Bldng)		
CI	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	
req dod Co init	Submit the quired cuments to unter 1 for ial assessment diverification	2. Receive the required docur and check for completeness forwarding the Planning Direct	uments r s before em to the		None	2 Minutes	Administrative Aide Planning and Development Office	
rele val	Wait for the ease of the idated cument	3. Validate the accuracy and alignment of the success indicate the agency's the and strategic of the agency's	ne ators to argets		None	5 Minutes	Director Planning and Development Office	
4. Receive the validated comments, suggestions, a recommendat the accomplis forms		and ions on	None		2 Minutes	Administrative Aide Planning and Development Office		
			TOTAL:		None	10 Minutes	211	

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

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

Office or Division	Planning	Planning and Development Office					
Classification:		Simple		7	1		
Type of Transacti	on:	G2G – G	Government to Government				
Who may avail:	/ /\	All bona	fide	DHVSU	employees		
CHECKLIST OF R	<b>EQUIREMENT</b>	S	WI	HERE TO	SECURE		
and Review (II 1 photocopy) 2 Office Perform	formance Comi PCR) Form (1 nance Commitm	original, nent and	DHVSU Official Website, DHVSU FE     Page, Planning and Development O     (2 <sup>nd</sup> Floor, Admin.Bldng)     DHVSU Official Website, DHVSU FE			elopment Office  DHVSU FB	
Review (OPCI photocopy)	R) Form (1 origi	inal, 1			Planning and Deve or, Admin.Bldng)	elopment Office	
CLIENT STEPS	AGENCY A	CTION		EES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sign in the client log book	1. Instruct the sign in the log			None	1 Minute	Administrative Aide Planning and Development Office	
2. Submit the required documents to Counter 1 for	Receive the required documents and check for completeness before		None		3 Minutes	Administrative Aide Planning and Development Office	
initial assessment and verification	forwarding the Planning Direct				DHVTSU		
3. Wait for the release of the evaluated document	3. Prepare the evaluation rep provide feedbased on the performance/s indicators	ort and ack identified		None	10 Minutes	Director Planning and Development Office	
4. Receive the evaluated document	4. Record the individual and performance r reflected on th validated docu	rating ne		None	1 Minute	Administrative Aide Planning and Development Office	
		TOTAL:		None	15 Minutes		

#### **PUBLIC INFORMATION OFFICE**



1. Approval for Posting of Materials

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

ı	O(f)		D 11:			<u>~</u>		
	Office or Division:	N N/	Public		nation	Offi	ce	
	Classification:		Simple					
	Type of Transaction: G2C -			Gove	rnmen	t to	Citizen	
١	Who may avail: All Co				ed Stal	kehd	olders	
	CHECKLIST OF RI	S	WHERE TO SECURE					
	1 Layout / Copy of the Material Posted (1 original)				1	7	Public Inforn	nation Office
	CLIENT STEPS	AGENCY AC	CTION		S TO PAID	PF	ROCESSING TIME	PERSON RESPONSIBLE
	1. Sign in the Office Client Logbook	Require clips in the Office  book		No	ne		1 Minute	Administrative Aide Public Information Office
	2. Submit a copy of the materials to be posted	2. Receive ar review the materials to be posted		No	ne		2 Minutes	Administrative Aide Public Information Office
	3. Receive the approved materials (with stamp) for posting	3. Approve the materials for posting and retails of transaction in DPO/PIO Log sheet	ecord the	No	one		2 Minutes	Administrative Aide Public Information Office
		T	OTAL:	No	ne		4 Minutes	-

#### **QUALITY ASSURANCE OFFICE**



#### 1. Verification of Quality Activities

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

Office or Division:		Quality Assurar	nce C	Office		
Classifica	ation:	Complex				
Type of						
Transacti	ion:	G2G - Governm	nent t	o Government		
Who may	/	-V/-		1		
avail:		All Units (i.e., A	II Cai	mpuses)		
CHECKL REQUIR	IST OF EMENTS	$-\langle \cdot \rangle$	WH	ERE TO SECU	JRE	
/\1		Quality Audit lan (1 original)		1	Research and D	ce Office (1 <sup>st</sup> Floor, evelopment Bldng.)
2		Quality Audit n (1 original)		2		ce Office (1 <sup>st</sup> Floor, evelopment Bldng.)
3		fanagement Checklist Plan al)		3	Quality Assurance Office (1st Floor, Research and Development Bldng.	
4	Audit Me original)	mo Plan (1		4		ce Office (1 <sup>st</sup> Floor, evelopment Bldng.)
5	Internal ( Report P original)	Quality Audit lan (1		5	Quality Assurance	
Internal C		Quality Audit y Log Sheet riginal)	6		Quality Assurance Office (1st Floor, Research and Development Bldng.)	
Auditor's 7 Evaluation original)		Performance on Plan (1	7		Quality Assurance Office (1st Floor, Research and Development Bldng.)	
	ENT'S EPS	AGENCY ACT	ION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Inquire about	1.1 Prepare an				
the audit schedule or request for a reschedule in response to the	Internal Quality Audit Master Plan for the next calendar year				
Audit Memo	1.2 Review and approve the	None	5 Days	Lead Auditor/Audit Team Quality Assurance Office	
	Internal Quality Audit Master Plan  1.2 Prepare the			Office	
	Internal Quality Audit Plan which includes the	X			
	following: area to audit/process; date of the audit; duration of time;				
	name of auditee/s; name of auditor/s; and ISO clauses				
7	1.3 Prepare the Quality Management System Audit				
	Checklist by reviewing and studying the standards,		f O		
	procedures, instruction and nonconformity noted on the previous audit		DHVTSU		

2. Prepare	2. Conduct semi-				
necessary documents for audit	annual audit based on the following methods: Desk audit -review of all applicable documents;			7	
\	Interview of the personnel				
	assigned in the area being	None	F Dovo	Lead Auditor/Audit Team	
$+ \langle$	audited; Compliance check of actual implementation	None	5 Days	Quality Assurance Office	
$\rightarrow$	against the documented requirement; Results of audit				
	are recorded on the applicable audit checklists.				
3.1 Acknowledge the Internal	3.1. Generate an Internal Quality Audit Report	None	5 Days	Lead Auditor/Auditors	



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



## REASEARCH AND DEVELOPMENT SERVICES OFFICE



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

	ce or Division:	Research Management	Office (RMO	)		
	sification:	Highly Technical				
	saction:	G2G - Government to G	Government	7		
	may avail:	Faculty Researchers	\			
CHE	CKLIST OF RE	QUIREMENTS	WHERE TO	SEC	URE	
1	Research Pap original)	per Processing Application	on Form (1	1	Research Ma Office (2 <sup>nd</sup> Flo Multidisciplina	oor,
2	Rubric for Research Paper Evaluation (1 original				Research Ma Office (2 <sup>nd</sup> Flo Multidisciplina	oor,
Hard and Soft Copies of Research Paper (1 original)				3	Research Management Office (2 <sup>nd</sup> Floor, Multidisciplinary Bldng.)	
4	RMO Complia	ance Form (1 original)		4	Research Ma Office (2 <sup>nd</sup> Flo Multidisciplina	oor,
5	Enhanced Re	search Paper ( 1 original	)	5	Researcher	12
CLIE	ENT STEPS	AGENCY ACTION	FEES TO BE PAID	PF	OCESSING TIME	PERSON RESPONSIBLE
docureque the F Coord endo the E Direct Sections	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	HV	4 Days	Research Coordinator, College Specialists Research Management Office

2. Comply with the	2. Review the revised	_		Research
recommendations	paper based on the		) 7	Coordinator,
of the College	recommendations of		V /	College
Specialist/s	College Specialists; Submit the	None	1 Day	Specialists, Research Center
	endorsement with the	140110	Day	Manager,
	documentary		(c)	Research
	requirements to the			Management
	Research			Office
	Management	1		
	Office (RMO) through		7.	
	its Research Centers			
-				
3. Wait for the	3. Facilitate the			RMO Director,
result of the	review process			Research Center
review process of				Manager,
the RMO through		None	15 Days	Research Center
its Research				Specialist Research
Centers				Management
				Office
4. Comply with the	4. Review the			RMO Director,
recommendations	compliance of the			Research Center
of the RMO	researcher/s; Endorse			Manager, Research Center
/	for presentation in the	None	1 Day	Specialist
	University In-House			Research
	Review			Management
		- 4		Office
	TOTAL:	None	21 Days	

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

Office or Division:	Research	Mana	agement Office (RMO)
Classification:	Highly Tec	hnic	al Control of the Con
Type of Transaction:	G2G – Go	vern	ment to Government
Who may avail:	Faculty Re	esear	chers
<b>CHECKLIST OF REQU</b>	IREMENTS		WHERE TO SECURE
Research/Project Impler Agreement (1 original)	mentation	1	Research Management Office; Research Coordinator
Status/Progress Report original)	Form (1	2	Research Management Office; Research Coordinator
Work and Financial Plar original)	n (1	3	Research Management Office; Research Coordinator

				Research M	anagement Office	Research
	Terminal Report(1 original	al)	4	Coordinator	anagomoni Omoo	, recocuron
5	Research Paper Process Application Form (1 origin		5		lanagement Office	; Research
	Hard and Soft Copy of th Research Paper	ne	6	Researcher	-	
	Rubric for Research Pap Evaluation	er	7	Research M Coordinator	lanagement Office	; Research
	CLIENT STEPS	AGENC ACTIO		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Accomplish Research/Project Implementation Agreement Form from the RMO, Status/Progress Report on a monthly/quarterly/ biannual basis and submit to the Research Coordinator following the Status Report Guidelines	1. Validate the Status Progress Report; Facilitate proper endorsem	6/	None	5 Days	RMO Director, Research Center Manager, Research Center Specialist, Research Coordinator Research Management Office
	2. Submit Terminal Report along with the completed manuscript with Abstract (hard and soft copies) to the Research Coordinator	2. Validate the submit document Facilitate proper endorsem Subject for review (plagiarism scan, technical soundnes content)	tted s; eent; or	None	15 days	RMO Director, Research Center Manager, Research Center Specialist, IPO Staff, Technical Writers, Research Coordinator Research Management Office
			ΓAL:	None	20 Days	AND THE RESERVE TO TH

#### SENIOR HIGH SCHOOL

**External Services** 



#### 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	Schoo	ol		
Classification:	Simple				
Type of Transaction: Who may avail:	G2C - Gove All bonafide PEAC Fund	vouch			enior High School thru
CHECKLIST OF REQUIREMENTS	T ENOT UNIO		RE TO S	SECURE	
For Grade 11 Original Form Diploma Certificate of ESC/QVR/LR Certification School ID	138 Good Moral		Previou	ıs School Attended	1
NCAE Photocopy PS Birth Certificate 2x2 picture we white background nametage	ith ound		Philipp	oine Statistics Auth	ority
For Grade 12 Original Form Clearance				High School Departing Officers	
CLIENT STEPS	AGENCY ACTION		ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log in the Students' Master List Directory	Verify if the student is included in the Master List	N	None	1 Minute	Faculty in-charge

	Issue the pre-		- Y )	
Accomplish the pre-registration form	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	3 Minutes	Cashier

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

-30/45	Advise the		1861	
60000	student to		0.00	183 a
war de la	proceed to the			
STATE OF THE PARTY.	Concerned		The same of the sa	
	Accounting		Mary State of the	-224 FOR 182 1
Proceed to the	staff.			
Accounting Office	Receive the			Tell links
for voucher	official receipt		121 Marian Santan	TTTTTTTTTTT
recipient	of the student	None	2 Minutes	Accounting Staff

	recipient.		$\rightarrow \times \rightarrow$	/
Receive the Assessment form	Print and	$\langle$		
from the concerned accounting staff	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.			

	Advise the student to go back to the Office of the			7
Submit to the Accounting Office the triplicate copy	Registrar for stamping of Certificate of			
of the Certificate of Registration	Registration	None	2 Minutes	Accounting Staff

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

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

	Grade 11 (Php8, 750)	$\rightarrow \searrow$
TOTAL:	Grade 12	30 Minutes
	(Php 8, 405)	

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

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

Office or Division: Senior High School								
CI	assification:	Highly Technica	al					
	pe of ansaction:	G2C - Governm						
W	ho may avail:	All bonafide vou thru PEAC Fun		r recipie	ents of DHVSU-Se	nior High School		
CHECKLIST OF REQUIREMENTS			WH	IERE TO	O SECURE			
1	Certification of ESC/QVR,			1 Online Application thru PEAC				
C	LIENT STEPS	AGENCY ACTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE		
Ce ES ph Fo 13 of ce	Submit ertificate of SC/QVR, otocopy of orm 8,photocopy birth rtificate, 2x2 eture	1. Log in the Learner's Reference Number (LRN) and encode the corresponding information	2	lone	2 Minutes	Class Adviser/ SHS Secretary		

	2. Log in the			
2. Log in to	Learner's Reference Number	None	3 Minutes	Class Adviser/ SHS-MIS Coordinator/SHS
PEAC system	(LRN) and encode the corresponding information	$\langle \langle \rangle$		Secretary
	3.1 Verify student's record			Class Adviser /
3. Wait for the verification	3.2 Enroll the learner thru PEAC voucher recipient funds	None	4 Minutes	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	4.2 Submit the signed billing statement to the Private Education Assistance Committee Regional Secretariat Office	None	3 Months	MIS Coordinator

7	4.3 Track the billing statement thru PEAC system			
5. Wait for final update of release of billing statement		None	1 Minute	MIS Coordinator/Class Adviser
$\angle \langle \vee \rangle$	TOTAL:	None	3 Months, 10 Minutes	



### SENIOR HIGH SCHOOL



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

Off	fice or Division:	Senior High School							
Cla	assification:	Simple							
	pe of ansaction:	G2G -Government to Government							
	no may avail:	All bonafic	le Senior Hi	gh School Stu	udents of DHVSU				
	ECKLIST OF QUIREMENTS	WHERE T	O SECURE	•					
1	Photocopy of FORM 138 (1 original, 1 photocopy)	1	School la	School last attended (Grade 10 Class Adviser)					
2	Certification of ESC/QVR/LRN (1 original, 1 photocopy)	2		Online Application thru PEAC					
	CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
	_og in the SHS g Book	al		None	2 Minutes	Administrative Aide			
and pho 138 Cei	Present original d submit a ptocopy of Form 3 and rtification of C/QVR/LRN			None	2 Minutes	Administrative Aide			
3. Secure Students Directory		3. Issue Students Directory		None	4 Minutes	Administrative Aide			
4. 5	Submit Students ectory	4. Check to student's		None	1 Minute	Administrative Aide			
5. Submit the reviewed student's records		5. Encode student's information in the Learner's Information System		None	10 Minutes	Class Adviser			

6. Accomplish customer satisfaction survey form	6. Issue customer satisfaction survey form	None	1 Minute	Administrative Aide
	TOTAL	None	20 minutes	



## SPORTS AND DEVELOPMENT OFFICE



1. Request for the Utilization of the University Gymnasium
This describes the procedure in requesting for the utilization of the Dr. Ernesto T. Nicdao SportsCenter (University Gymnasium).

Office or Division: Office of the Sports and Development						
Classification:	- //	Simple				
Type of Transactio	n:	G2G – Governmer	ent to Government			
Who may avail:	7	All DHVSU Faculty	ty			
CHECKLIST OF REQUIREMENTS			W	HERE T	O SECURE	
Letter Request for University Gym     Utilization (1 original)			1	Reque	sting Party	
2 Identification Card			2	Any ID compa	issued by public	and private
3 University Gymn (1 original)	asium F	Reservation Form	3		of the Sports and University Gymna	Development, 1 <sup>st</sup> sium
4 Customer Surve	y Form	(1 original)	4 Office of the Sports and Developmen Floor, University Gymnasium			
CLIENT STEPS	CLIENT STEPS AGENCY ACTION			ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire for the availability of the University Gymnasium	Iniversity schedule		None		5 Minutes	Administrative Aide Office of the Sports and Development
accomplished required redocuments for approval do Ur		11 Receive and check ne accomplished equired documents 2 Forward the ocuments to the niversity Gymnasium lanager for approval		None	5 Minutes	Administrative Aide Office of the Sports and Development
3. Wait for the release of the transaction slip  3.1Approve/Disapprove the application 3.2. Log the approved reservation and release a transaction slip			None	5 Minutes	University Gymnasium Manager Office of the Sports and	
	a tran	saction slip	. 6		mm Ceff M	Development

## UNIVERSITY CULTURE AND THE ARTS UNIT



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

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

Office or Division	University	University Culture and the Arts Unit (UCAU)						
Classification:		Simple	Simple					
Type of Transacti	on:	G2C – Go	G2C – Government to Citizen					
Who may avail:	-		All bonafide DHVSU Students with talents in Culture and various Arts					
CHECKLIST OF R	CHECKLIST OF REQUIREMENTS			E TO SECURE				
1	Certificate of Registr (COR)	ration	1	(OUR)	iversity Registrar			
2	Validated Student ID	)	2	Office of the Stu	ident Affairs			
3	UCAU (face to Audition/Selection Revision 001, S.202	face/virtual) Form 0	3	UCAU / UCAU (	Official FB Page			
4	UCAU Audition Pare Consent Form (face face/virtual)	ental	4	UCAU / UCAU (	Official FB Page			
5	,			Students online online audition/s	• `			
		GENCY ACTION						
CLIENT STEF	PS AGENCY	ACTION	FEE S TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E			
Logs/Registers     fills out the UCAU	s and 1. Instructs th	ne student / sign in the e to face) or ally through oogle ection Form udent	S TO BE		RESPONSIBL			

ΓU	ICAU Audition/			1	
C	election Parental consent Form (APCF) or those below 18 years ld.				
a	. Inquires on the ctual/virtual udition/selection date or 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
pi pi ai		4. Initially interviews the auditionees/ applicants for face to face audition/selection.	None	3 Minutes	Head, UCAU UCAU
ul po to	. Performs/ presents rtworks physically or ploads video erformances/ artworks prespective Art Group coordinators	5. Subjects all qualified auditionees/applicants to face to face or virtual audition/ selection process	None	5 Minutes	Art Group Coordinators UCAU
P al	. Wait for the FINAL OSTING of all qualified uditionees/ selected rtworks 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
C S	. Accomplishes the customer Satisfaction turvey Form physically r virtually	7. Collects the accomplished Customer Satisfaction Survey Form physically or virtually	None	1 Minute	Administrative Aide I UCAU
	- 21	TOTAL:	None	5 Days, 15 Minutes	200

# UNIVERSITY DISASTER RISK REDUCTION MANAGEMENT OFFICE



#### 1. Disaster Preparedness Capacity Building Training

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

Office or Division:			University Occupational Safety and Health office						
	assification:			simple					
•	pe of Transacti	on:	G2G- Government to Government						
	Who may avail:			All bona fide DHVSU employees and students					
CH	CHECKLIST OF REQUIREMENTS				TO SECURE				
1.	Letter of permission		1.		of the president (	*			
			2.		nistrative Building)				
1	2. Attendance sheet of the participants				IO Office (2 <sup>nd</sup> Floo				
3.	Attendance s	heet of the Trainers	3.		HO Office (2 <sup>nd</sup> Floo	<u> </u>			
4.	Accident waiver and release of liability form			UOSH	HO Office (2 <sup>nd</sup> Floo	or, UFC Building)			
5.	•			UOSH	Office (2nd Flo	or, UFC Building)			
6.		on training form	6.			or, UFC Building)			
7.	Trainer evalu		7.		UOSHO Office (2nd Floor, UFC Building)				
8.	-		8.	UOSH	UOSHO Office (2nd Floor, UFC Building)				
	included in the training								
9.		completion and	9. UOSHO Office (2nd Floor, UFC Building)						
	participation	4.051101/ 4.051011	<b>-</b>			DED 0 0 1			
CL	IENT STEPS	AGENCY ACTION		ES	PROCESSING	PERSON			
			TO BE PAID		TIME	RESPONSIBLE			
	nd a letter of quest	Seeks permission from the President	None		10 Minues	UOSHO Director			
Se ph me	lf-preparation ysically and entally	Prepares the necessary communication letters, needed materials relative to training, lectures and power point, manual, and other documents.	None		4 Hours	UOSHO secretary			
ph	If-preparation ysically and entally	Settles the training venue/room and prepares all		None	30 Minutes	UOSHO secretary			

	necessary materials and facilities.			7
Receive the program and take note of the important items	Designs the event program with specific topics per day and time	None	30 Minutes	DRRMO Chairperson and UOSHO Information Campaign Program
like needed to bring	(covering the 24 hours training or 8 hours per day)			Specialist
Receive the letter and memorandum and take note the date and schedule	Informs the unit/department included in the training about the details (involved personnel, schedule, and scope)	None	5 Minutes	DRRMO Chairperson and UOSHO Information Campaign Program Specialist
Receive the letter and memorandum and take note of the date and schedule	Informs the selected UDRRMO trainer who is involved in the training	None	5 Minutes	DRRMO Chairperson and UOSHO Information Campaign Program Specialist
Read carefully the form and sign	Secures waiver from the participants	None	5 Minutes	UOSHO Secretary
Attend the training	Conduct the 3-day virtual training	None	24 Hours	DRRMO Trainers
Evaluate the training proper	Evaluates of the training proper and speakers	None	5 Minutes	UOSHO Secretary
Attend the post- conference and give comments and suggestions	Conducts a post- conference to discuss suggestions and recommendations	None	30 Minutes	UOSHO Director, UDRRMO Chairperson and DRRMO Trainers
10	TOTAL:	None	29 Hours, 30 Minutes	

### 2. Disaster Preparedness: Earthquake Drill

This describes the guidelines and processes for conducting the disaster preparednessearthquake drill to help students and university personnel learn how to react immediately and appropriately when an earthquake hazard occurs. Further, to test theability of school members to make the most appropriate decisions to ensure their safety. These measures are taken to ensure a correct and effective response to the possible earthquake hazard.

	ce or Division		University Occupational Safety and Health office				
	ssification:		simple				
	e of Transacti	on:			rnment to Govern		
	o may avail:	<u> </u>			DHVSU employe	ees and students	
		REQUIREMENTS			SECURE		
1.	Letter of cor earthquake	nsent to conduct the drill	1.		of the president (2 strative Building)	2 <sup>nd</sup> floor,	
2.	Attendance	and list of names of	2.			or, UFC Building)	
3.	Earthquake	nd participants Drill Evaluation form ( P-UOSHO-008-	3.	UOSH	UOSHO Office (2nd Floor, UFC Building)		
3.	Photo docur	nentation	4.		it, department, an s/ of the universit		
4.	Memorandu	m	5.	Office	Office of the president (2nd floor, Administrative Building)		
CLI	ENT STEPS	AGENCY ACTION	FEE	S TO	PROCESSING	PERSON	
			BE I	PAID	TIME	RESPONSIBLE	
eart prod wait	riews the chquake drill cedure while ting for the roval	Secures a permit from the University President to conduct an earthquake drill	1	None	10 Minutes	UDRRMO Chairperson	
eart	riews the hquake drill cedure	Writes a letter of request to the Municipality Mayor to ask for assistance from theMDRRMO Bacolor,BFP, PNP, and RHU during the preparation, actual earthquake drill, and evaluation phase.		None	10 Minutes	UDRRMO Chairperson	

Reviews the	Conducts general	None	1 Hour	UOSHO key Officials
earthquake drill procedure	Conducts general meetings with MDRRMO, BFP, PNP, and RHU	None	i rioui	and UDRRMO Chairperson
	representatives to plan the activity and to identify the functions and			
$\rightarrow \rightarrow$	significant contributions of the invited government agencies.			
Receives the memorandum and follow	Informs all offices regarding the date and time of the earthquake drill activity is scheduled and what units are involved.	None	30 Minutes	UOSHO Secretary
Reviews the earthquake drill procedure	Identifies the evacuation routes and alternate routes, evacuation site to be used per cluster.	None	30 Minutes	UOSHO Safety Officers and UDRRMO Chairperson and Deputy
Gives the exact count of the personnel	Identifies the number of university personnel who will be present per building during the usual business operation hour per	None	20 Minutes	UOSHO secretary
	office and the number of students per building (each cluster) within the time of the scheduled earthquake drill.			
Reviews the earthquake drill procedure and the evacuation routes	Prepares and posts the clear and easy-to-understand evacuation plan per room and office with proper labeling and direction.	None	1 Hour	UDRRMO deputy/ OPPF

III.I	D 11	NI.	4.11.	LIDDDMO Is sisting
Helps in preparing the physical condition of the respective area of work	Prepares the physical condition of the university: all paths, roads, and corridors should be hazard free and clear	None	1 Hour	UDRRMO logistics head/ GSSO
	of any obstructions.			
`Reviews the earthquake drill procedure and the evacuation routes	Conducts general orientation to discuss the earthquake drill plans and preparations that include the work division.	None	30 Minutes	UDRRMO Chairperson/ UOSHO Safety Officers
Helps in the preparations.	Prepares all the necessary equipment, tools, and materials needed during the conduct earthquake drill including the venue needed for pre- and post-conference.	None	30 Minutes	USHO personnel UDRRMO Logistics
Take down the important reminders and the department roles.	Conducts a general meeting among the deans and heads per cluster to orient them regarding the process of the earthquake drill and their duties and functions before, during, and after the earthquake drill.	None	1 Hour  DHVTS	UOSHO Director
Attends the awareness webinar and note the important steps on how to perform and react during the drill	Conducts an awareness seminar among the university personnel, including faculty, guards, maintenance, and drivers about the	None	1.5 Hour	UDRRMO Chairperson/ UOSHO Safety Officers

V .	proper response during earthquakes.		/\/	
$\rightarrow$	during eartiquakes.	$ \times$	-/ V	-/
/ /	Plan assistance for			
	people with			
\	disabilities,	/ /	1 1	
	employees, and			
	people who may be	1 1		
	visiting			
Attends the	Conducts an	None	1.5 Hours	UDRRMO
awareness	awareness seminar	/		Chairperson/
webinar and	and comprehensive			UOSHO Safety Officers
note the	orientation to the			Officers
important steps	students regarding			
on how to	the earthquake drill,			
perform and	different phases,			
react during the	and their			
drill	responsibilities and			
( \_	significant contribution as a			
	member of the			
	DHVSU community.			2
Response	Conducts the	None	15 Minutes	UOSHO/UDRRMO
properly to the	earthquake drill			and external
drill based on	following the 6			agencies
the procedure	distinct phases such			
	as			7 2 100
	1. Alarm,			
	2. Response (duck,			
	cover, and hold)			
	3. Evacuation,			-11'S
	4. Assembly,	A	DHVI	50
38/4	<ul><li>5. Head Counting,</li><li>6. Evaluation.</li></ul>		1861	
Evaluate self-	Evaluates the	None	10 Minutes	UOSHO/UDRRMO
performance	activity using the	None	10 Milliutes	and external
and observation	evaluation tool.	Same F		agencies
Listen	Discuss the	None	30 Minutes	UOSHO/UDRRMO
LISTOTT	observed good	140110	oo wiii latos	and external
	practices and areas/		7	agencies
	practices that shall		PHARMAN 9	*********
	be improved by the		HILITERIA	a Paymana
	university.			
N/A	Documents the	None	10 Minutes	UOSHO Secretary
all little	preparations done,		Henry T	
	the actual	- 1		

earthquake drill performed and the result of the evaluation from the different agencies and file it.	2		
	Total	10 Hours, 45Minutes	



# 3. Disaster Preparedness: Fire Drill

This describes the guidelines and processes in conducting the disaster preparedness activities and measures taken in advance to ensure effective response to the possible firehazard that the university might encounter.

Office or Division:		University Occupational Safety and Healthoffice						
Cla	Classification:		simp	simple				
Тур	e of Transact	ion:	G2G	G- Gove	ernment to Govern	nment		
	o may avail:	7 / \	All b	ona fid	e DHVSU employ	ees and students		
СН	<b>ECKLIST OF</b>	REQUIREMENTS			O SECURE			
1.	Letter of co	nsent to conduct the	1.		of the president ( nistrative Building)			
2.		and list of names of and participants	2.	UOSH	Office (2nd Flo	oor, UFC Building)		
3.	Fire Drill Ev	aluation form	3.	UOSH	Office (2nd Flo	oor, UFC Building)		
3.	Photo docu	mentation	4.	_	nit, department, a			
	1 3				us/ of the universi			
4.	Memorandu	ım	5.		of the president (			
					nistrative Building			
CLI	ENT	AGENCY ACTION	FEE		PROCESSING	PERSON		
STI	EPS		TO I		TIME	RESPONSIBLE		
ear pro- wai	views the thquake drill cedure while ting for the proval	Secures a permit from the University President to conduct fire drill	N	lone	10 Minutes	UDRRMO Chairperson		
Rev star drill whi	views the ndard fire procedure le waiting for schedule	Writes a letter of request to the Municipality Mayor to ask assistance from the BFP, during the preparation, actual drill, and evaluation phase.		lone	10 Minutes	UDRRMO Chairperson		
star drill whi	riews the ndard fire procedure le waiting for scheduled	Conducts a general meeting together with BFP to plan the activity and to identify the function and significant contribution	N	lone	1 Hour	UOSHO key Officials and UDRRMO Chairperson		

Receives the	Informs all offices	None	5 Minutes	UOSHO Secretary
memorandum	regarding the fire drill	INOTIC	3 Militates	Occirc occircially
and follow	activity		- / V	
Reviews the	Identifies the possible	None	45 Minutes	UOSHO Safety
standard fire	evacuation site and	TAOTIC	40 Millates	Officers and
drill procedure	designated meeting		/ /	UDRRMO
while waiting for	place to be used per			Chairperson and
the scheduled	cluster if fire hazard	/ /		Deputy
drill	occurs.			
Gives the exact	identifies the number	None	45 Minutes	UOSHO secretary
count of the	of the university	140110	40 Millatos	
personnel	personnel and	7		
pordormor	students present per			
	building during the			
	usual business			
$( ) \longrightarrow \times$	operation.			
Reviews the	Prepares and post the	None	1 Hour	UDRRMO deputy/
standard fire	clear and easy to	110110		OPPF
drill procedure	understand			
while waiting for	evacuation plan per			9-
the scheduled	room and office with			
drill	proper labeling and			
	direction. (Evacuation			1
	routes)			
Helps in	Prepares the physical	None	1 Hour	UDRRMO logistics
preparing the	condition of the			head/ GSSO
physical	university. All paths,			7 20 /00
condition of the	roads and corridor			
respective area	should be hazard			
of work	free.	A		
Reviews the	Conducts a general	None	1 Hour	UDRRMO
earthquake drill	orientation with the	1	DHVI	Chairperson/
procedure and	UDRRMO team to		1861	UOSHO Safety
the evacuation	discuss the plan that		Marine W.	Officers
routes	includes the division			
	of work and to	- F	THE REAL PROPERTY.	
100	prepare all the	7.00	MESCATE DATE OF	12.00 E17.00 MICH.
	necessary equipment			
	during the fire drill.			
Helps in the	Conducts a general	None	1 Hour	USHO personnel
preparations.	meeting among the		THE PERSON NAMED IN	UDRRMO Logistics
That The All St	deans and heads per		HIII III K	1000
The Military of the Park	cluster to orient them			
101 1000	regarding the process			114
mos fruits	of the fire drill and		2453525MHHH. 127	

	their parts on the	7	V	
	activity.		/\ /	
Take down the important reminders and the department roles.	Conducts an awareness seminar among the university personnel that includes faculty, guards, maintenance, drivers, and the like regarding the fire drill.	None	1 Hour	UOSHO Director
Attends the awareness webinar and note the important steps on how to perform and react during the drill	Conducts an awareness seminar and comprehensive orientation to the students regarding the fire drill.	None	1 Hour	UDRRMO Chairperson/ UOSHO Safety Officers
Participate actively in the conduct of the fire drill  Response properly to the drill based on the procedure	Conducts the Fire drill R-Rescue Removed persons from immediate danger A- Alarm/Alert/Announce C-Contain Closed doors & windows to limit spread of the fire E-Extinguish	None	15 Minutes	UDRRMO Chairperson/ UOSHO Safety Officers
Do self- reflection on the action done during the drill	Evaluates of the activity.	None	15 Minutes	UOSHO/UDRRMO and external agencies
Evaluate self- performance and observation	Discusses of the negative and positive comments from the external evaluators.	None	10 Minutes	UOSHO/UDRRMO and external agencies
Listen	Conducts documentation (all comments must be documented and noted properly).	None	10 Minutes	UOSHO/UDRRMO and external agencies
	TOTAL:	None	9 Hours,45 Minutes	211

# 4. Disaster Prevention and Mitigation: University Hazard Mapping

This describes the guidelines and processes in conducting the disaster prevention and mitigation university hazard mapping activity to prevent or minimize the potential adverseeffect caused by natural or man-made hazards and to address or take immediate corrective measures to maintain a safe academic environment. In addition, it helps the planning team to analyze the university hazard vulnerability and risk. Further, to gather knowledge about hazards in the workplace to eliminate and/or reduce the risks of accidents and injuries.

Office or Division:		University Occupational Safety and Healthoffice				
Clas	ssification:	$\vee$	sim	ple		
Тур	e of Transactio	n:	G2	G- Gov	ernment to Gove	rnment
Wh	o may avail:	V V	All	bona fi	de DHVSU emplo	yees
CHI	<b>ECKLIST OF R</b>	EQUIREMENTS	WH	IERE T	O SECURE	-
1.	Letter of perm	ission	1.		of the president ( histrative Building)	
2.	Hazard Mappi DHVSU-QSP- R00	ng Checklist UOSHO-010-FO001-	2.	UOSH	IO Office (2 <sup>nd</sup> Floo	or, UFC Building)
3.	DHVSU-QSP- R00	ssessment Matrix UOSHO-010-FO002-	3.	UOSH	IO Office (2 <sup>nd</sup> Floo	or, UFC Building)
CLI	ENT STEPS	AGENCY ACTION	FEI TO PA	BE	PROCESSING TIME	PERSON RESPONSIBLE
	ids a letter of uest	Secures a permit from the University President to conduct the hazard mapping.		None	10 Minutes	UOSHO director
mer take action accompers con	ceives the morandum and e necessary ons to ommodate the sonnel who duct hazard oping	Informs all offices regarding the hazard mapping for they not to be destructed too muchduring the usual business operation		None	10 Minutes	UOSHO secretary
que pers	wers all ries of the sonnel who duct hazard	Conducts the hazard mapping perbuilding and area to cover the whole university, including	1	None	2 Hours	UOSHO director and OPPF representative (UOSHO member)

mapping / assist	structural and non-	-( )	$-$ X $\rightarrow$	
them if necessary	structural using the checklist.			
Assists the personnel who conduct hazard mapping	Documents and takes pictures of all hazards identified.	None	60 Minutes	UDRRMO Chairperson
Gives suggestions if needed	Consolidate the hazard mapping findings	None	30 Minutes	UOSHO director and OPPF representative (UOSHO member)
Gives suggestions and recommendations as needed (especially if within the working area)	Discuss the consolidated hazards identified and potential hazards that might occur relative to the existing hazard identified. (include the sources and possible measures to address it)	None	40 Minutes	UOSHO director and OPPF representative (UOSHO member)
Contributes to the suggestions during consolidation	Make recommendations and possible corrections to eliminate the hazards	None	30 Minutes	UOSHO director and OPPF representative (UOSHO member)
Waits for the corrective actions once filed	Prepares a comprehensive report with recommendation  Submits the report to the Executive Vice President (EVP) for review and evaluation.	None	40 Minutes	UOSHO director and secretary
Waits for the corrective actions once approved	Forwards the consolidated findings and recommendation to the President	None	10 Minutes	UOSHO Secretary
and muse	TOTAL:	None	5 Hours,50 Minutes	

### 5. UNIVERSITY DETAILED DAMAGE ASSESSMENT (UDDA)

This describes the guidelines and processes for conducting the detailed damage assessment activity that is done after the actual hazard occurs in the university. Damageassessment is an important tool for retrospective and prospective analysis of disasters to assimilate the extent of the impact of a disaster. The results shall be used as a basis forfuture disaster preparedness and preventive planning.

Office or Division:		University Occupational Safety and Health office				
Classification:		simple				
Type of Transaction	on:			ernment to Gover		
Who may avail:	\ /			de DHVSU emplo	yees	
	REQUIREMENTS			O SECURE		
1.		1.		O Office (2 <sup>nd</sup> Floo		
2.	N.	2.		Office (2 <sup>nd</sup> Floor, A		
CLIENT STEPS	AGENCY ACTION	TC	ES BE MD	PROCESSING TIME	PERSON RESPONSIBLE	
	After the hazard scenario, immediately calls for a meeting with the UOSHO staff, Director GSSO, OPPF Director, and staff.					
	Decide what to recommend to the University President regarding class/work suspension and dismissal or class resume based on the initial assessment of the university status and the kind of hazard that occurred.  Plan for the conduct			DHVTSU		
	of the UDDS.  Conduct the UDDA per building and per area of the					

	Include the	-	
$\rightarrow$	structural and non- structural assessment.	$\rightarrow$	
	Complies with all the photo documents of the damages	4	
	identified/ assessed due to the hazard	/ /	
$\rightarrow\rightarrow$	Consolidate and discuss the results of the UDDA		
	Prepares comprehensive report of the results		
	Make necessary recommendations for correction and		
	abrupt reconstruction in coordination with the OPPF Director		1
7	Submits the report to the Executive Vice President for		
	review and evaluation		7000
	Forward the report to the university president		
		Total	

# 6. Reporting of the Hazard Identified

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

Of	Office or Division:		University Occupational Safety and Health office			
Cla	Classification:		simple			
Ту	pe of Transact	ion:	G2G- Government to Government			
	ho may avail:	- V - /	All bona fic	de DHVSU employ	ees and students	
CH	<b>HECKLIST OF</b>	REQUIREMENTS	WHERE T	O SECURE		
1.		ification Report form P-UOSHO-003-F0001-	1. UOSH	O Office (2nd Floc	or, UFC Building)	
CL	LIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	llow the otocol	Identifies the observed hazard or possible hazard present in the workplace	None	1 Minute	Employee	
da	emplete the ta needed for the reporting	Takes a photo of the hazard and identifies the exact location	None	1 Minute	Employee	
_	illow the otocol	Identifies the possible harmful effect of the hazard to the students and personnel in the university	None	1 Minute	Employee	
da	mplete the ta needed for e reporting	Accomplishes the Hazard Identification Report Form	None	2 Minutes	Employee	
	ollow the otocol	Submits the Hazard Identification Report form to the UOSH office	None	5 Minutes	Employee	
ac ap co	ait for the tion for the propriate rrection	Receives the Hazard IdentificationReport form	None	2 Minutes	USOHO secretary	
ac ap	ait for the tion for the propriate rrection	Makes necessary endorsement and recommendation of an action to the	None	5 Minutes	UOSHO safety Officer	

	responsible unit depends on the hazard identified and the extend of correction (report to GSSO/ OPP)	X		
Wait for the action for the	Gets a receiving copy from the	None	2 Minutes	UOSHO secretary
appropriate correction	responsible office	1		
Wait for the action for the appropriate correction	Documents and records the action done.	None	5 Minutes	UOSHO safety Officer

### **7.REPORTING AN INCIDENT**

This describes the guidelines and processes on how to report an incident that happened inside the school premises. The purpose of this procedure is to record an incident, determine its possible cause, and degree of injury, document actions taken, and make it known to stakeholders. Further, this can be used in the investigation and analysis of an event and serves as the basis for occupational safety and health program development and enhancement.

Office or Division:		University Occupational Safety and Health office				
Classification:	X X X	simple				
Type of Transact	ion:	G2G- Government to Government				
Who may avail:	$\rightarrow$		de DHVSU employ	ees and students		
CHECKLIST OF	REQUIREMENTS	WHERE T	O SECURE			
	ort Form (IRF) P-UOSHO-006-F0001-	1. UOSH	IO Office (2nd Floo	or, UFC Building)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Provides details	Get a copy of IRF form to UOSHO (use to report the incident)	None	5 Seconds	UOSHO secretary		
Provides details as needed	Accomplishes the IRF: Identifies the kind of incident, injury, illness, near hit /miss, fire/explosion, property damage, vehicle event or environmental event.	None	5 Minutes	Safety Officer/s		
Provides necessary information/ details	Identifies the personal details such as name, age, sex, campus, department and contact number	None	2 Minutes	Safety Officer/s		
Provides necessary information/ details	Identifies the details of the incident such as date of the incident, time, place (specific location)	None	5 Minutes	Safety Officer/s		

	nature of the incident and the intervention done bythe responders including the detailsof injury or illness and affected	$\frac{1}{2}$		
	body part.			
Provides necessary information/ details	Describes the incident and attach a sketch or photo documentation in the report.	None	10 Minutes	Safety Officer/s
Provides necessary information/ details	Determines the name of witnesses including his/her designation and contact number/s	None	2 Minutes	Safety Officer/s
Submit the IRF to UOSHO	Receives the accomplished IRF and record it	None	5 Seconds	UOSHO secretary
Wait for appropriate investigation, endorsement, and action	Review the IRF and take appropriate investigation, action, and endorsement to appropriate office	None	30 Minutes	UOSHO Safety Officer
Wait for appropriate investigation, endorsement, and action	Document the action done and follow up the result	None	20 Minutes	UOSHO Safety Officer
and action	100	Total:	None	

### 8. UNIVERSITY EMERGENCY RESPONSE

This describes the guidelines and processes on how to conduct the emergency response in the university by the Safety Officers and the School First Aiders (from UDRRMO). Further, the goal of an emergency response procedure is to mitigate the impact of the event on people and the environment, prevent fatalities and injuries, protect the environment and the community, and accelerate the resumption of normaloperations.

Office or Division	: \ / /		Occupational Safe	ety and Health office			
Classification:			Simple				
Type of Transact	ion:		ernment to Goverr				
Who may avail:	Y		de DHVSU employ	ees and students			
	REQUIREMENTS		O SECURE				
1. Incident Rep		1. UOSH	O Office (2nd Floo	or, UFC Building)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
Keeps calm if conscious	Checks if the area and situation are safe	None	5 Minutes	UDRRMO First Aider and Safety Officer			
Keeps calm if conscious	Secures permission to help and identifies self and personality at the university	None	5 Minutes	UDRRMO First Aider and Safety Officer			
Keeps calm if conscious	Performs needed assessment, checks the circulation, Airway Breathing, including the physical body injuries.	None	7 Minutes	UDRRMO First Aider and Safety Officer			
Keeps calm if conscious	Assesses the injury and categorized it if red, green, or yellow for immediate action.	None	3 Minutes	UDRRMO First Aider and Safety Officer			
Keeps calm if conscious	Calls the Medical services Unit for preparation of transfer.	None	2 Minutes	UDRRMO First Aider and Safety Officer			
Keeps calm if conscious/ cooperates	Performs necessary intervention to prevent further harm or injury	None	5 Minutes	UDRRMO First Aider and Safety Officer			

Keeps calm if	Once stable,	None	2 Minutes	UDRRMO First Aider
conscious/	transfer the injured			and Safety Officer
cooperates	individual to the			
-	Medical Services Unit for further	-/-		
. \ \	medical intervention.	/ /		
Keeps calm if conscious/	Receives the injured individual from	None	2 Minutes	Medical Unit Services
cooperates	UOSHO personnel and perform further			
	assessment and interview.			
Provides details and information	Makes an incident report	None	10 Minutes	UDRRMO First Aider and Safety Officer
N/A	Provides the Medical Services Unit a copy of the incident report and let the	None	5 Minutes	UOSHO Secretary
7	representative receive/sign the incident report.			
$\rightarrow$		None	24 Minutes, 12 Seconds	4



# 9. Earthquake Hazard Response

This describes the guidelines and processes for responding effectively to earthquakehazards to prevent and minimize their adverse effect or even the disaster.

	Office or Division		University Occupational Safety and Health office				
	Classification:		simple				
١	Type of Transact	ion:		ernment to Gove	rnment		
	Who may avail:	iori.		de DHVSU emplo			
		REQUIREMENTS		O SECURE	лу с с з		
		Report Form		O Office (2 <sup>nd</sup> Floo	r LIFC Building)		
	2. Business Co			ffice (2 <sup>nd</sup> Floor, A			
		AGENCY ACTION	FEES	PROCESSING	σ,		
_	GEIENT GTET G	AGENOT ACTION	TO BE PAID	TIME	RESPONSIBLE		
	Perform the proper response for earthquakes based on the drill/practiced	Activates the UDRRMO- Operation Team	None	1 Minute	Incident Commander		
200	Stay inside the room /office till the shaking stops.	All university personnel and students shall be instructed to stay inside the room	None	1 Minute	Teachers/ Team head		
		/office till the shaking stops.					
	Perform duck, cover, and hold properly	Instructs to perform Duck, Cover, and hold	None	1 Minute	Teachers/ Team head		
	evacuate from room/office orderly	Instructs to evacuate from room/office orderly (as practiced duringthe drill)	None	1 Minute	Evacuation Team		
THE RESERVE THE PARTY OF THE PA	Evacuate safely, don't run, and don't push others.	Identifies the number of students/ teachers who are moving out of the room/office	None	2 Minutes	Teacher/ Head per room		
	Evacuate safely, don't run, and don't push others.	Identifies the number of students/ teachers who are moving out of the room/office	None	2 Minutes	Teacher/ Head per room		

		7.1		
Proceed to the designated evacuation site.	Instructs to proceed to the designated evacuation site.	None	5 Minutes	Evacuation Team
Stay in the evacuation site and wait for further instruction	Counts the respective evacuees handled	None	2 Minutes	Assigned Head per room
Stay in the evacuation site and wait for further instruction	Reports to the Communication Team Head (counting results)	None	1 Minute	Head per room
Stay in the evacuation site and wait for further instruction	Establishes the Incident command post	None	5 Minutes	UDRRMO Logistics Head
Stay in the evacuation site and wait for further instruction	Instructs the Communication Team Head to get the number of the evacuees	None	5 Minutes	Incident Commander
Stay in the evacuation site and wait for further instruction	Instructs the Site and Security team head to do the rounds to the entire university	None	5 Minutes	Incident Commander
Do not enter the building once evacuated	Inspects all the rooms and buildings for any cracks and damages, then place caution tape	None	5 Minutes	Site and Security Team
Give needed details	If a casualty is staying in the building or along the corridor, call the incident commander to report and ask for help.  Provides complete details (exact location, and number of casualties)	None	5 Minutes	Site and Security Team

Keep calm and	Instructs the rescue	None	10 Minutes	Incident
stay safe	Team Head to get	110110	. o minutes	Commander
	the casualties safely			
	and the Medical			
	Team Head to			
	provide medical			
	intervention as			
	needed.	A		
Keep calm and	Designates specific	None	5 Minutes	Rescue Team
stay safe	rescuers who will			Head
	attend to the	-		
\	casualties, what			
	area, and how many. Deploy the			
	many. Deploy the Rescuers.			
Keep calm and	Assists, lifts, and	None	5 Minutes	Rescue team
stay safe	moves the	110110		Trocodo todini
/	casualties safely			
	from the dangerous			
	area to the			/
A	established medical			//
	area.			7
Keep calm and	Endorses the	None	5 Minutes	Rescue team
stay safe	casualty to the			
-1	medical team, report			
	the case of the			7 00000
	specific casualty rescued			
Follow the	Receives the	None	10 Minutes	Medical Team
instructions of	casualty and	140110	TOWING	Wododi Todini
the teacher for	provides appropriate			
safety	medical intervention.	A-	DEAVIS	U
Follow the	Lists down on the	None	5 Minutes	Communication
instructions of	board the number of		ALCOHOL:	Team
the teacher for	the rescued			
safety	casualties, complete	- C		
750	details (name,	- 4	SECTION AND PROPERTY.	CHECK MAY
	course, department,			
	section, area found,			
Follow the	injury, code)	Nlaws	O Min 4 = =	la si da sa t
Follow the	Instructs the	None	2 Minutes	Incident
instructions of the teacher for	communication Team Head to call	51	THE HITTER	Commander
safety	RHU if needed			
Jaioty	ambulance for		neugani i	
	casualties who are			

	in red and black		$\rightarrow$	7
( / / )	code	$\Delta Z$		f:
Keep away from the fire. Stay safe	Instructs the communication Team Head to call BFP if there is an unmanageable fire.	None	1 Minutes	Incident Commander
Follow the instructions of the teacher for safety	Reports to the EVP regarding the details of the earthquake incident including the damages reported and rescued casualties, if all are safe and sound.	None	1 Minutes	Incident Commander
Follow the instructions of the teacher for safety	Reports to the President	None	10 Minutes	EVP
Listen to the official announcement	Declares to allow all university personnel and students to go home.	None	5 Minutes	University President
Follow the instructions for safety	Instructs and assists evacuees in the proper and ordered manner of moving out from the university.	None	10 Minutes	Evacuation Team Head
Safely go home or wait for the guardian	Documents the incident and makes a report	None	20 Minutes	UDRRMO Chairperson
		Total	None	Stern Law Town

# UNIVERSITY LEARNING RESOURCE CENTER

**Internal Services** 



# 1. Application for New Library Card Procedure

Issuance of a Library card is a requirement for availing of the different services of the <u>library</u>.

0	office or Division:	University Learning	ng Re	source	Center (ULRC)	
С	lassification:	Simple				
T	ype of Transaction:	G2C – Governme	ent to Citizen			
V	Who may avail:  All bona fide stu			of Don I	Honorio Ventura S	State University
C	HECKLIST OF REQU	IIREMENTS	WH	ERE T	O SECURE	
1	Certificate of Registr	ration (1 original)	1	DHVS	rsity Registrar's O SU Admin. Bldg.	
2	Valid ID (1 original)	V	2	Stude Bldg.	nt Center, beside	DHVSU Library
3	Passport size picture	e (1 original)	3	Any P Unive	hoto shop near G	ate 3 of the
Y	CLIENT STEPS	AGENCY ACTION		S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Log Sheet	Provides Student     Log Sheet				17
)	1.1. Secures and fills up Library Card Form (LCF) by presenting personally the Certificate of Registration or	1.1. Gives Library Card Form	N	one	3 Minutes	Administrative Aide Information Desk, University Learning Resource Center
2	Valid ID	2. Checks filled up Library Card Form and verify the student Certification of Registration or Valid ID together with 1passport size picture	N	one	1 Minute	Administrative Aide Information Desk, University Learning Resource Center
		2.1. Type and print a new library card.  2.2. Barcode the library card	N	one	5 Minutes	Administrative Aide Information Desk, University Learning Resource Center

	2.3. Signs newly processed Library Card of students	None	1 Minute	Director, University Learning Resource Center
3. Receives Library Card	3. Releases Library Card	None	1 Minute	Administrative Aide Information Desk,
$\rightarrow \rightarrow $	-			University Learning Resource Center
4. Accomplishes Receiving Log Sheet for Students and Customer Survey Form	4. Provides Receiving Log Sheet for Students and Customer Survey Form	None	3 Minute	Administrative Aide Information Desk, University Learning Resource Center
y	TOTAL:	None	14 Minutes	
Logs in Faculty     Log Sheet      1.1. Secures and     fills up Library     Card Form and     Library Card for     DHVSU     Employees	1. Provides Faculty Log Sheet  1.1. Gives Library Card Form and Library Card for DHVSU Employees	None	3 Minutes	Administrative Aide Information Desk, University Learning Resource Center
2. Submits Library Card 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	3 Minute	Administrative Aide Information Desk, University Learning Resource Center
3. Receives Library Card	3. Releases Library Card	None	1 Minute	Administrative Aide Information Desk, University Learning Resource Center
4. Accomplishes Receiving Log Sheet for Employees and	4. Provides Receiving Log Sheet for Employees and	None	1 Minute	Administrative Aide Information Desk, University Learning Resource Center

Customer Survey Form	Customer Survey Form	$\nearrow$		
7 7 7	TOTAL:	None	8 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 onsaid services.

0	Office or Division: University Learning Resource Center (ULRC)						C)
C	lassification:		Simple				
Type of Transaction: G2C – Government to Citizen							
	ho may avail:		University			Oon Honorio Ventu	ra State
C	HECKLIST OF REC	UIREN	MENTS	WH	ERE TO	O SECURE	
1	Student's Library of	ard (1	original)	1		rsity Learning Reso SU Library Bldg.	ource Center,
C	LIENT STEPS	AGE	NCY ACTION		S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
В	ORROWING OF BO	OK/S		I.			1
1.	Personally present his/her library card	1. Ve	erifies student Library Card	N	one	1 Minute	Librarian Circulation Desk, 2nd Floor
	1.1. Logs in the Student Log Sheet	S	Provides Student Log Sheet	IN .	one	1 Minute	University Learning Resource Center
	Browses card     catalog for     needed     materials	clio the	sists the entele with e requested aterials	N	one	3 Minutes	Librarian Circulation Desk, 2 <sup>nd</sup> Floor University Learning Resource Center
	3. Proceeds to the bookshelves to get the desired library resources	ret de	sists in rieving sired library aterials	N	one	5 Minutes	Librarian Circulation Desk, 2 <sup>nd</sup> Floor University Learning Resource Center
AND THE PARTY NAMED IN	4. Presents the book, fill out the book card/s, and surrender Library Card	filli	tructs udents in ng out the ok card	N	one	3 Minutes	Librarian Circulation Desk, 2 <sup>nd</sup> Floor University Learning Resource Center

5. Accomplishes	5. Provides a	None	1 Minute	Administrative	
Customer	Customer	3//	V/	Aide	
Survey Form	Survey Form	/		Circulation Desk,	
	$\rightarrow \rightarrow \rightarrow \rightarrow$	Α.		2 <sup>nd</sup> Floor	
	/ / /		1	University	
				Learning Resource Center	
\	TOTAL:	None	13 Minutes	Resource Certier	
RETURNING OF BO		None	13 Milliules		
1. Returns	1. Scans books				
borrowed					
material/s	for any				
material/S	damaged			Administrative	
	1.1 Chaples in			Aide	
	1.1. Checks in-	Mana	4 Minute	Circulation Desk	
	book	None	1 Minute	2 <sup>nd</sup> Floor	
	405			University	
	1.2. Returns			Learning Resource Center	
	book card			Resource Cerrie	
	inside the				
	book			/	
O. Claima library	2. Releases	None	1 Minute	Administrative	
2. Claims library	Library Card			Aide	
card and	and Customer			Circulation Desk	
accomplishes	Survey Form			2 <sup>nd</sup> Floor	
Customer				University Learning	
Survey Form				Resource Center	
	TOTAL:	None	2 Minutes	Tradedice Contain	
Office or Division:		I Iniversity I	earning Resource	Center (III PC)	
Classification:		University Learning Resource Center (ULRC) Simple			
Type of Transaction			vernment to Citizer		
	•	G2C – Government to Citizen			
Who may avail:		All bona fide employees of Don Honorio Ventura State University			
CHECKLIST OF REC	UIREMENTS		O SECURE	- 1200 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -	
DHVSU Employe			Learning Resour	ce Center	
1 (1 original)	1		ibrary Bldg.	ce Center,	
	4.0-1101/.4.0-1511	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTION	BE PAID	TIME	RESPONSIBLE	
BORROWING OF BO	OOK/S	Mineral	AND SHALL		
1. Logs in the	1. Provides	The state of the s	THE PARTY OF THE P	District Co.	
Employees	Employees Log		HIMESHAM	Librarian	
Log Sheet	Sheet	127		Circulation Desk	
TOT Unidade	K STATE OF THE	None	3 Minutes	2 <sup>nd</sup> Floor	
1.1. Browses	1.1. Assists the	MASS		University	
card catalog	clientele on	A1111116		Learning Resource Center	

for needed	requested		$\times$	
materials	materials			
	$\rightarrow \rightarrow \rightarrow \rightarrow \rightarrow$			
2. Proceeds to	2. Assists in	None	5 Minutes	Librarian
the book	retrieving			Circulation Desk,
shelves to get	desired library			2 <sup>nd</sup> Floor
the desired	materials			University Learning
library				Resource Center
resources 3. Presents the	0 1 ( (	None	3 Minutes	
book, fills out	3 Instructs students in	None	3 Williutes	Librarian Circulation Desk,
the book card	filling out the			2 <sup>nd</sup> Floor
and surrender	book card			University
Library Card	BOOK Card			Learning
	A Day 11.	None	1 Minute	Resource Center  Administrative
4 Accomplishes	4. Provides	None	1 Minute	Administrative
customer survey form	Customer			Circulation Desk,
Survey loilli	Survey Form			2 <sup>nd</sup> Floor
				University
				Learning
/	TOTAL:	None	12 Minutes	Resource Center
DETUDNING OF BO		140110	12 Williates	
RETURNING OF BOO		None	1 Minute	Administrative
Returns     borrowed	1. Scans books for	None	1 Williate	Administrative
material/s	any damaged			Circulation Desk,
material/3	1.1. Checks in-			2 <sup>nd</sup> Floor
	book		and the second second	University
			DHVISO	Learning
	1.2. Returns book		(861	Resource Center
	card inside		Asia No.	A Sixtu
tilling of the same of the sam	the book			
2. Claims Library	2. Releases	None	1 Minute	Administrative Aide
Card and accomplishes	Library Card			Circulation Desk
Customer Survey Form	and Customer Survey Form		The second second	2 <sup>nd</sup> Floor
	Survey i Oilli		1 1100111	University
Carvey r offir	The second second		THE REAL PROPERTY.	Learning
	TOTAL:	None	2 Minutes	Resource Center
	TOTAL:	None	2 Minutes	AND THE RESERVE OF THE

### **Baggage Area Procedure**

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

and other gadgets.

and other gadgets	-/-	I being maile to	- main a Davis	O (I !! D.(	<u> </u>	
Office or Division:		-	arning Resource Center (ULRC)			
Classification:		Simple				
Type of Transaction	ղ։	G2C – Gover				
Who may avail:	λ.	All bona fide University	students of D	Oon Honorio Ventu	ra State	
<b>CHECKLIST OF RE</b>	QUIRE	MENTS	WHERE TO	O SECURE		
1 Student's Library	/ card (	1 original) 1	_	/ Learning Resourd Library Bldg.	ce Center,	
CLIENT STEPS	AGE	NCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Personally, presents his/her library card  1.1. Logs in to Student Log Sheet	Lil 1.	erifies student brary Card  1. Provides Student Log Sheet	None	1 Minute	Administrative Aide Baggage Area, 1st Floor University Learning Resource Center	
2. Proceeds to Baggage Area  2.1. Removes valuables from the bag.  2.2. Surrenders bag	2.1. I	nstructs students to remove valuables from nis/her bag Receives student's bag and places bag in baggage area shelf	None	3 Minutes	Administrative Aide Baggage Area, 1st Floor University Learning Resource Center	
2.3. Claims baggage number	k	Provides paggage area number				

3. Surrenders baggage number	3. Retrieves student baggage number	None	1 Minute	Administrative Aide Baggage Area, 1 <sup>st</sup> Floor
3.1. Claims bag	3.1. Releases student's bag			University Learning Resource Center
4. Accomplishes customer survey form	4. Provides Customer Survey Form	None	1 Minute	Administrative Aide Baggage Area, 1st Floor University Learning Resource Center
$\wedge \wedge \wedge \wedge$	TOTAL:	None	6 Minutes	7

Office or Division:	University	Learning	Resource Center (	ULRC)		
Classification: Simple			Loan ing resource Series (SERES)			
Type of Transaction:		G2C – Gov	vernment	to Citizen		
Who may avail:		All bona fide outside researchers who have complied satisfactorily all the requirements imposed by the Off of the University Learning Resource Center				
CHECKLIST OF REQUIR	EMENTS		•	TO SECURE	/	
1 Referral Letter (1 origin	nal)		1 Re	espective Libraries		
2 School ID/Valid ID	,		2 Re	espective School/L	Iniversity	
CLIENT STEPS	AGENO ACTIO		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Personally, presentshis/her Referral Letter and School ID/Valid ID  1.1. Logs in to Visitors Log Sheet	Re Let Scl ID/ 1.1. I Vis	rifies ferral tter and hool Valid ID Provides sitors Log eet	None	2 Minutes	Administrative Aide Baggage Area, 1st Floor, University Learning Resource Center	
Proceeds to     Baggage Area      2.1. Removes     valuables from     bag	or re to va fr	Instructs utside esearchers o remove aluables om his/her	None	1 Minute	Administrative Aide Baggage Area, 1st Floor University Learning Resource Center	

2.2. Surrenders bag	2.2. Receives	None	1 Minute	
2.2. Carrolladio bag	outside researchers bag and places bag in baggage area shelf	A .		Administrative Aide Baggage Area, 1st Floor University Learning Resource Center
2.3. Claims baggage number	2.3. Provides baggage area number	None	30 Seconds	
<ul><li>3. Surrenders baggage number</li><li>3.1. Claims bag</li></ul>	3. Retrieves outside researchers' baggage number  3.1. Releases outside researchers' bag	None	30 Seconds  1 Minute	Administrative Aide Baggage Area, 1st Floor University Learning Resource Center
4. Accomplishes Customer Survey Form	4. Provides Customer Survey Form	None	1 Minute	Administrative Aide Baggage Area, 1st Floor University Learning Resource Center
	TOTAL:	None	7 Minutes	- R

# 4. Lost Library Card Procedure

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

O	ffice or Division:	University Learnin	ng Re	source	Center (ULRC)	
CI	lassification:	Simple				
	ype of Transaction: ho may avail:	G2C – Governme All bona fide stude who have complied	ents o	of Don	Honorio Ventura S	-
		issuance of the lik	orary	card	<u> </u>	
CI	HECKLIST OF REQUI	REMENTS	WH		O SECURE	
1	Valid ID (1 original)	$\langle \rangle \rightarrow$	1	Stude Bldg.	nt Center, beside	DHVSU Library
2	Passport size picture	(1 original)	2	Any P univer	Photoshop near Garsity	ate 3 of the
j	CLIENT STEPS	AGENCY ACTION		S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Logs in the Student Log Sheet  1.1. Secures and fills up Lost Library Card Form and Affidavit of Lost by presenting personally	1. Provides Student Log Sheet  1.1. Gives Lost Library Card Form and Affidavit of Lost	None		3 Minutes	Administrative Aide Information Desk 1st Floor University Learning Resource Center
2.	his/her Valid ID  Submits Lost Library Card Form and Affidavit of Lost to library staff together with 1pc. passport- size picture and Valid ID	2. Checks filled up Lost Library Card Form and Affidavit of Lost  2.1. Verifies the student's Valid ID together with 1pc. passportsizee picture	N	one	1 Minute	Administrative Aide Information Desk 1st Floor University Learning Resource Center
		<ul><li>2.2. Types and prints new library card.</li><li>2.3. Barcodes the Library Card</li></ul>	N	one	3 Minutes	Administrative Aide Information Desk 1st Floor University Learning Resource Center

	2.4. Signs duplicate processed Library Card of students	None	1 Minute	Director University Learning Resource Center
3. Receives Library Card	3. Releases library card	None	1 Minute	Administrative Aide Information Desk, 1st Floor University Learning Resource Center
4. Accomplishes Receiving Log Sheet for Students and Customer Survey Form	4. Provides Receiving Log Sheet for Students and Customer Survey Form	None	1 Minute	Administrative Aide Information Desk, 1st Floor University Learning Resource Center
	TOTAL:	None	10 Minutes	-



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

Off	ice or Division:	University L	earning Re	source	Center (ULRC)		
Cla	ssification:	Simple	/ /				
Typ	e of Transaction:	G2C – Gove	ernment to	Citizer	1		
Wh	o may avail:	All bona fide State Unive		and em	ployees of Don H	onorio Ventura	
СН	ECKLIST OF REQUIR	EMENTS	WH	ERE T	O SECURE		
1	Library Card (1 origin	nal)	1		nation Desk, ULR ry Bldg.	C, DHVSU	
2	2 pcs Long Bond Pa	per	2	Any s	supply shop near ( ersity	Gate 3 of the	
	CLIENT STEPS	AGENCY ACT		S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	Logs in Student Log Sheet or Faculty Log Sheet  1. Secures and fills up Interlibrary Request Letter Form	<ol> <li>Provides         Student Log         Sheet or Fa         Log Sheet         <ol> <li>1.1. Gives</li></ol></li></ol>	culty N	one	2 Minutes	Administrative Aide Information Desk, 1st Floor University Learning Resource Center	
	Submits Interlibrary Request Letter Form together with 2pcs long bond paper	2. Checks information written in the Interlibrary Request Let Form  2.1. Encode and prin Interlibra Reques Letter  2.2. Signs Interlibra Reques Letter	s Nary	one	1 Minute  3 Minutes	Administrative Aide Information Desk, 1st Floor University Learning Resource Center	

3. Receives signed	3. Releases	None	1 Minute	Administrative
Interlibrary Letter	Interlibrary	/ /		Aide
	Request Letter			Information Desk, 1 <sup>st</sup> Floor University Learning
-q				Resource Center
4. Accomplishes Receiving Log Sheet and Customer Survey Form	4. Provides Receiving Log Sheet and Customer Survey Form	None	1 Minute	Administrative Aide Information Desk, 1st Floor University Learning Resource Center
X X	TOTAL:	None	8 Minutes	

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

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

Office or Division:	or Division: University Learning Resour				ce Center (ULRC)		
Classification: Simple		imple					
Type of Transaction: G2C – Governme		nment to	ent to Citizen				
Who may avail:  All bona fide stud State University			ents and employees of Don Honorio Ventura				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE				
1 Library Card (1 original)		1	Information Desk, ULRC, DHVSU Library Bldg.				
2 Request Letter		2	Personally made letter				
CLIENT STEPS	AGENCY ACTION	1/1	S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Logs in Student Log Sheet or Faculty Log Sheet  1.1. Secures and fills up Discussion and AVR Reservation Form	1. Provides Stude Log Sheet or Faculty Log Sheet  1.1. Gives Discussion and AVR Reservation Form		one	2 Minutes	Administrative Aide Information Desk, 1st Floor University Learning Resource Center		
Submits form     together with the     request letter	Checks submitted documents	ed			Administrative Aide Information Desk, 1st Floor		

	2.1. Checks Discussion and AVR schedule 2.2. Approves requested schedule	None	3 Minutes	University Learning Resource Center
3. Accomplishes Customer Survey Form	3. Provides Customer Survey Form	None	1 Minute	Library Staff Information Desk, 1 <sup>st</sup> Floor ULRC, DHVSU
$X \longrightarrow X$	TOTAL:	None	6 Minutes	7

#### 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.

Off	ice or Division:	University Learnin	University Learning Resource Center (ULRC)				
Cla	ssification:	Simple	Simple				
Тур	e of Transaction:	G2C – Governme	ent to	Citizer	1		
Wh	o may avail:	All bona fide stud State University	na fide students and employees of Don Honorio Ventura University				
СН	ECKLIST OF REQUIR	EMENTS	WH	ERE T	O SECURE	8 7 / AB	
1	1 Library Card (1 original)			1 Information Desk, ULRC, DHVSU Library Bldg.			
2	Students Clearance			2 Accounting Office, 1st Floor Admin Bldg.			
3	Employees Clearance	е	3 HR Office, 1 <sup>st</sup> Floor Admin Bldg.				
	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE	
	1. Logs in Student Log Sheet or Faculty Log Sheet	1. Provides Student Log Sheet or Faculty Log Sheet	N	one	1 Minute	Administrative Aide Information Desk, 1st Floor University Learning	

2. Presents library	2. Checks library	~		Library Staff
card and clearance	card, list of overdue books			Information Desk, 1 <sup>st</sup> Floor ULRC, DHVSU
/ /	(for students) and library card			
_	pockets (for faculty)	None	3 Minutes	
			\	
	2.1. Signs students clearance			Director University Learning Resource Center
$( ) \rightarrow \times )$		None	1 Minute	1
	2.2. Signs employees clearance			Director University Learning Resource Center
3. Receives clearance and accomplishes Customer Survey Form	3. Releases clearance and provides Customer Survey Form	None	1 Minute	Library Staff Information Desk, 1 <sup>st</sup> Floor ULRC, DHVSU
Ž	TOTAL:	None	6 Minutes	( all ( all ( all )

#### 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

Off	ice or Division:	University Learni	University Learning Resource Center (ULRC)				
Cla	ssification:	Simple		-		ANN TO THE REAL PROPERTY.	
Ту	pe of Transaction:	G2C – Governme	ent t	o Citizen			
Wh	o may avail:	All bona fide stud State University	All bona fide students and employees of Don Honorio Ventura State University				
СН	<b>ECKLIST OF REQU</b>	REMENTS	W	HERE T	O SECURE	table of	
1	Copy of Thesis/Dis	sertation	1	Personally produced copies			
2	Photocopy of Thesis/Dissertation front page			Personally produced copies			
	CLIENT STEPS	AGENCY ACTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE	

<ol> <li>Logs in Student</li> </ol>	1. Provides	1		
Log Sheet or Faculty Log Sheet	Student Log Sheet or Faculty Log Sheet			Administrative Aide
1.1. Accomplishes Thesis/Dissertat ion Receiving Log Sheet	1.1. Instructs clientele to log in the Thesis/Disser tation Receiving Log Sheet	None	2 Minutes	Information Desk, University Learning Resource Center
2. Submits Photocopy of Thesis/Dissertation front page	2. Receives and stamps Photocopy of Thesis/Dissertat ion front page  2.1. Returns receiving copy to clientele	None	1 Minute  1 Minute	Administrative Aide Information Desk, University Learning Resource Center
3. Drops Thesis/Dissertation copies in the book drop box	3. Instructs clientele to drop copies Thesis/ Dissertation in the book drop box	None	1 Minute	Administrative Aide Information Desk, University Learning Resource Center
4. Accomplishes Customer Survey Form	4. Provides Customer Survey Form	None	1 Minute	Administrative Aide Information Desk, University Learning Resource Center
	TOTAL:	None	6 Minutes	T. 12 5 5 14

#### 9. Online Services Procedure

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

**Book inquiry** 

Office or Division:	University Learni	ng R	esource	Center (ULRC)	
Classification:	Simple				
Type of Transaction:	G2C – Governme	ent to Citizen			
Who may avail:	All bona fide stud State University	lents	and em	ployees of Don H	Ionorio Ventura
<b>CHECKLIST OF REQUIR</b>	EMENTS	WH	HERE T	O SECURE	
1 Sends inquiry messa ULRC fb page or em account		1	Person	nal Facebook and	email account
CLIENT STEPS	AGENCY ACTION		ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends inquiry message thru DHVSU-ULRC fb page or email at ULRC Gmail account	<ol> <li>Answers         inquiry in         Facebook         messenger         and email</li> <li>Checks book         collection         related to         inquiry</li> </ol>	1	None	2 Minutes	Librarians Admin of ULRC FB Page and Gmail account
Selects chapter or topics relevant to their needed information	<ul><li>2. Screen captures of scans table of content</li><li>2.1. Sends table of content document</li></ul>	ľ	None	5 Minutes	Librarians Admin of ULRC FB Page and Gmail account
Sends back the page number or topic needed	3. Scans or screen captures the chosen pages needed and sends back to the clientele		None	5 Minutes	Librarians Admin of ULRC FB Page and Gmail account

4. Accomplishes and submits customer survey form (in google form)	4. Provides customer survey form (in google form)	None	1 minute	Librarians Circulation Desk, 2 <sup>nd</sup> Floor ULRC, DHVSU
,	TOTAL:	None	13 Minutes	

### Appointment scheduling

Office or Division:	University Learnin	University Learning Resource Center (ULRC)				
Classification:	Simple	Simple				
Type of Transaction:	G2C – Governme	G2C – Government to Citizen				
Who may avail:	All bona fide stud State University	ents and em	nployees of Don H	Ionorio Ventura		
<b>CHECKLIST OF REQUIR</b>	EMENTS	WHERE T	O SECURE			
1 Sends inquiry messa ULRC fb page or em account		1 Persor	nal Facebook and	email account		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Sends message thru DHVSU- ULRC fb page or email at ULRC Gmail account	Ask preferred date of visit in the library  1.1. Checks					
	availability of preferred date of the clientele 1.2. Informs clientele on the availability of requested date	None	2 Minutes	Librarians Admin of ULRC FB Page and Gmail account		
2. Agrees on the date of the visit	2. Schedules and marks the date of visit	None	2 Minutes	Librarians Admin of ULRC FB Page and Gmail account		
3. Accomplishes and submits customer survey form (in google form)	3. Provides customer survey form (in google form)	None	1 Minute	Librarians Admin of ULRC FB Page and Gmail account		
	TOTAL:	None	5 Minutes			

# UNIVERSITY TRAINING SERVICES OFFICE

**Internal 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:		Training Services Office						
Classification:	Classification:		Simple	Simple				
Type of Transaction	): /	$\rightarrow$		Sovernmen ment to Bus	t to Governmen siness	t; G2B-		
Who may avail:	/			ency that new	•	se of the Office for		
CHECKLIST OF RE	QUIRE	MENTS		WHERE	TO SECURE			
	(1 or	uest letter riginal, 1 ocopy, 1 copy)		1	Office of the	University President		
2	Training proposal (1 original, 1 photo 1 softcopy)			2	Training Serv ( 2 <sup>∞</sup> Floor, Re Development	search and		
3	Memorandum of		, \	3	Training Services Office (2-Floor, Research and Development Bldng.)			
CLIENT STEPS		AGENC ACTIO		FEES TO BE PAID	OCESSING TIME	PERSON RESPONSIBLE		
Forward the request letter to the President's Office	_	1. Coordinathe Office of VP RET		None	1 Day (uponthe routing of request letter to training office)	Administrative Aide Training Services Office  Director Training Services Office		
2. Submit the requireddocuments		2.1. Receive/Rethe request training 2.2. Approve/Dis	for	as per MOA	1 Hour	Administrative Aide Training Services Office  Center		

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



	///
	3.3 Date and Time of the incident;  3.4 The delivering office, service requested andthe 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     differentoffices/colleges/campuses for     consolidation.
How complaints are processed?	Complaints which are sent through email will bechecked for consolidation by the HR staff on a weekly basis.
	3. The HR Staff will submit the consolidated complaints to the DHVSU Anti Red Tape Unit(ARTU).
· Section 1	ARTU will then convene to take necessaryaction/s on the complaint/s.

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

VP for Administration and Finance – 0920-656-3981

Contact Information of CCB, PCC, ARTA

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

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

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

PCC: 8888

CCB: 0908-881-6565 (SMS)





### DON HONORIO VENTURA STATE UNIVERSITY

Bacolor, Pampanga

Priority Services	Current Status		Projected Reduction		Office/Unit Responsibl e	Clients	
	Nu mbe r of Ste ps	Processing Time	Cost	Ste ps	Time		
1. Applicatio n for New library Card Procedur e	8	14 Minutes	N/A	2	2 Minutes	Office of the University Learning Center	Citizen
2. Borrowing and returning of Printed Library Resource s Procedure	7	15 Minutes	N/A	3	2 Minutes	Office of the University Learning Center	Citizen

3.	4	6 Minutes	N/A	2	1 Minute	Office of the	Citizen
Ва						University	
gg			/			Learning	
ag		) / /	/	A.		Center	
е							
Ar			/				
ea		$\rightarrow$	-	1	-		
Pr		F F					
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ur							1
е	Х	197					
4. Lost	4	4 Minutes	N/A	1	1 Minute	Office of the	Citizen
Library						University	1
Card						Learning	
Procedure						Center	1 /



5. Inter Library Request	4	6 Minutes	N/A	2	1 Minute	Office of the University Learning Center	Citizen
6. Use of Audio Visual and Discussion RoomProcedure (6 & 7)	3	6 Minutes	N/A	2	1 Minute	Office of the University Learning Center	Citizen
8. Signing of Clearance	3	6 Minutes	N/A	2		Office of the University Learning Center	Citizen
9. Submission of Thesis/Dissertation Procedures	4	6 Minutes	N/A	1	1 Minute	Office of the University Learning Center	Citizen
10.Online Services	7	18 Minutes	N/A	2 3		Office of the University Learning Center	Citizen



### DON HONORIO VENTURA STATE UNIVERSITY

Bacolor, Pampanga

Delouity	$\langle \rangle$	Current Status			ected uction	Office	Cliente
Priority Services	Num berof Step s	Processing Time	C o s t	Steps	Time	/Unit Respo nsible	Clients
MANAGEMENT External Service		ATION SYSTEM	Л				11
1.Techn ical Assista nce	3	6 Minutes (Contact time)	N / A	3	5 Minutes (Contac ttime)	Manag ement Inform ation Syste m	Citizen
2. ID Printing							1
a. New Students	4	15 Minutes	N / A	4 DHO	12 Minutes	Manag ement Inform ation Syste m	Citizen
b. ID Replace mentfor Student s	5	14 Minutes	N / A	5	12 Minutes	Manag ement Inform ation Syste m	Citizen

c. New Employees	5	14 Minutes	N / A	5	12 Minutes	Manag ement Inform ation Syste m	Citizen
d. ID Replace mentfor Employe es	5	14 Minutes	N / A	5	12 Minutes	Manag ement Inform ation Syste m	Citizen

#### **DON HONORIO VENTURA STATE UNIVERSITY**

Bacolor, Pampanga

## DHVSU Reengineered of Procedures Report for F.Y. 2022

		fo	or F.Y. 2	022			
		Current Status			jected duction	Office/Ulnit	
Priority Services	Numberof Steps	Processing Time	Cost	Ste ps	Time	Office/Unit Responsible	Clients
OFFICE OF THE UNIVERSI TY REGISTRA R External Services							X
1. During Pandemic Enrolment Procedure	3	20 Minutes	N/A	1	-	Office of the University Registrar	Citizen
2. Enrolme nt for Old, Continui ng and Returni ng Student s	4	40 Minutes	N/A	1	IVTSU	Office of the University Registrar	Citizen
3. Application for Authenticatio n of School Records	4	17 Minutes	PHP 50 /set	1	3 Minute s	Office of the University Registrar	Citizen
4. Applicati on for Certificati on, Authentic ation and Verificati on (CAV) of School	4	3-5 working days	PHP 150			Office of the University Registrar	Citizen

Records

5. Application for	3	15 Minutes	PHP	4	7 -	Office of the	
Certification of			50/page	/ /		University	
Various						Registrar	
Documents		V /					

6. Application	4	3-5	PHP 50	1_		Office of the	Citizen
for Certification		worki		$\rightarrow$	X	University Registrar	
of Completed		ng days	$\rightarrow$				
Academic Requireme nts				$\wedge$			
7. Issuance of	2	20	N/A	1	-	Office of the	Citizen
Diploma		Minutes				University Registrar	
8. Withd rawal of	2	varied	N/A	-	-	Office of the University Registrar	Citizen
Docu ments							1
9. Application for Erroneou s Entry of	2	12 Minutes	N/A	1	-	Office of the UniversityRegistrar	Citizen
Grade 10.	5	22	PHP 100	_	_	Office of the	Citizen
Applicati on for Incompl ete Grade		Minutes				University Registrar	Cilizon
Agreem ent							
11. Application for Transcript of Records (TOR) and Form 137	4	5-7 worki ng days	PHP 110/page	1	Di	Office of the UniversityRegistrar	Citizen
12. Application for Transcript of Records and Form 137 (Complex)	4	7-10 worki ng days	PHP 110/page	1		Office of the University Registrar	Citizen

13.	5	35	N/A			Office of the	Citizen
Appl		minutes		>-	$\rightarrow$	University Registrar	
icati				/			
on		1					
for		/ /	/ /				
Gra		) )		$\Delta$			
duati		1 1			1		
on			DUD			0.00	0
14. Application	3	3-5	PHP	1	-	Office of the	Citizen
for Transfer		worki	110/page			University Registrar	
Credentials		ng					
(Honorable Dismissal)	N. 9	days	1				
and Copy of	- >/	-( )					
Grades	1						
15. Filing of	4	20	N/A	1	3	Office of the	Citizer
Application for		Minutes			Mi	University Registrar	
Scholarship &	1	plus			nut	, 3	
Financial		varied			es		
Assistance		times of					V 3
		scholarshi					
		p &					//
		financial					<i>-</i>
		assistanc					/ /
		е					
		program s					
16.	2	7minutes	N/A	_	_	Office of the	Citizen
Granting/Awa		71111111100	14//			University Registrar	Onizor
rding of						on the second se	4
Scholarship &				1	2		
Financial			100		7-1		- 8
Assistance			7 1				
			1				

# DON HONORIO VENTURA STATE UNIVERSITY

Bacolor, Pampanga

#### **OFFICE OF STUDENT AFFAIRS**

#### **Reengineered ARTA Office Procedures 2022**

Priority Services		Current	Status	d	rojecte eductio	Office/Unit Responsible	Clients
$\longrightarrow$	Nu mb er	Processing Time	Co st	Steps	Time		
	of Ste ps						
OFFICE OF STUDENT AFFAIRS External Services						700/00	
1. ID Validation	5	10 Minutes	N/A	1-5	7 Minutes,30 Seconds	Office of Student Affairs	Citizen
2. Rep lace men t of Old/ Lost ID	5	10 Minutes	Php 150. 00	1-5	7 Minutes,30 Seconds	Office of Student Affairs	Citizen

Accredit ation and Re-Accredit ation of Student Organiz ations  4. Lost and Fou nd Ser vice s  5. Filling and Resolvin gan Incident Procedu re  6. Insuranc e claim  7. Filling of Candida cy  8. Outboun d Activity (NEW)  8. Outboun d Activity (NEW)  5. Affairs  8. Outboun d Activity (NEW)  5. Affairs  8. Outboun d Activity (NEW)  8. 9. Affairs  9. Office of Student Affairs  9. Outboun d Activity (NEW)  9. Affairs  9. Office of Student Affairs  9. Outboun d Activity (NEW)									
ation and Re- Accredit ation of Student Organiz ations  4. Lost and Fou and Ser vice s  5. Filing and Resolvin gan Incident Procedu re  6. Insuranc e claim  7. Filing of Candida cy  8. Outboun d Activity  8. Outboun d Activity  Seconds  Seconds  N/A  1-5  12  Minutes, 45  Seconds  N/A  1-5  12  Minutes, 45  Seconds  Office of Student Affairs		3.	5	30 Minutes	N/A	1-5	10	Office of Student	Citizen
and Re- Accredit ation of Student Organiz ations  4. Lost and Fou nd Ser vice s  5. Filing and Resolvin gan Incident Procedu re  6. Insuranc e claim  7. Filing of Candida cy  8. Outboun d Activity  Activity  Activity  N/A  1.5 12 Minutes, 45 Seconds  N/A  1.2, 4,5, 2 days, 6 22 Minutes, 45 Seconds  Office of Student Affairs								Affairs	
Accredit atton of Student Organiz attons  4. Lost and Fou nd Ser vice \$  5. Filling and Resolvin gan Incident Procedu re  6. Insuranc e claim  7. Filling of Candida cy  8. Outboun d Activity  Acti	\						Seconds	1	
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nd Ser vice s Seconds Second				V /				Affairs	
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Incident Procedu re  6. Insuranc e claim  7. Filling of Candida cy  8. Outboun d Activity  1. Citizen  Incident Procedu re  8. Outboun d Activity  1. At Activ	١.		/\.				22	Affairs	
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6. Insuranc e claim  7. Filing of Candida cy  8. Outboun d Activity  1. Filing of County of Candida Activity  1. Filing of Candida cy  1. Day, 42 Minutes  1. Citizen  1. Citizen  1. Citizen  1. Citizen  1. Citizen  1. Affairs  1. Citizen  1. Affairs  1. Citizen  1. Affairs  1. Citizen  1. Affairs  1. Citizen							seconds	97	
Insuranc e claim  Minutes  Minutes, 45 seconds  Affairs  Affairs  7. Filing of Candida cy  Minutes  N/A  1,2,4,6, 7,8 10  Minutes and 50 seconds  N/A  Outboun d Activity  Minutes  N/A  1-6  Minutes  Minutes, 45 seconds  Office of Student Affairs  Citizen  Office of Student Affairs  Citizen  Affairs	4		5	34	N/A	1235	17	Office of Student	Citizen
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8. Outboun d Activity  Solution Seconds  N/A 1-6 4 Office of Student Affairs Seconds  Office of Student Affairs Seconds									4 1
8. Outboun d Activity  1-6 32 N/A 1-6 4 Office of Student Affairs seconds  N/A 1-6 4 Office of Student Affairs		су				11/2			
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Outboun d Minutes seconds Minutes Seconds Affairs		8.	1-6	32	N/A	1-6	4 (86)	Office of Student	Citizen
Activity									
			-705	4			seconds		
(NEW)				Six -		100			
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Submitted By:

GLORIA B. GIGANTE, EdD Director, OSA

#### **DON HONORIO VENTURA STATE UNIVERSITY**

Bacolor, Pampanga

$\rightarrow\rightarrow\rightarrow$	Current	Status	1	Proje Redu		Office/Unit	
Priority Services	Numb erof Steps	Proc essin g Time	Cost	Step s	Time	Responsi ble	Clients
ADMISSION OFFICE External Services							
Application     Procedure –     General     Admission	4	4 Minutes	N/A	4	5 Minutes	Office of Admissio ns	Citizen
2. Applicat ion Proced ure - Transfe ree	5	15 Minutes	N/A	5	7 Minutes	Office of Admissio ns	Citizen
3. Application Procedure- JDP	5	15 Minutes	N/A	5	5 Minutes	Office of Admissions	Citizen
4. Application Procedure- Graduate Studies	5	10 Minutes	N/A	5	3 Minutes	Office of Admissions	Citizen

OFFICE OF				/		1	
CAREERSERVICES			1				
1.Checks student ID	7			$\wedge$			
and Certificate of		/ /	\	/			
Registration to validate if the student is		7					
officiallyenrolled in an		$\times$					
internshipsubject for the current semester.  • Certification	1	3 Minutes	N/A	1	5 Minutes	SIPP COORDINATOR	Citizen
<ul><li>Student ID</li><li>Certificate</li></ul>		×				5	_ <
of Registration							
(COR							
0. O a malina at a a susitila						-	$\rightarrow$
Coordinates with partner Host						1. 1	
Training						/-	
Establishments forpossible							
endorsement of							- 4
student interns.						OLDD COODDINATOR	
<b>Note:</b> For new partnerships, execute	2	Varies	N/A	2	4 Minutes	SIPP COORDINATOR	Citizen
aduly notarized						1	
Memorandum of Agreement			10	4			
<ul> <li>Memorandum of</li> </ul>			4		DHV	SU	
Agreement					1801	No. of the last of	
(Notarized)					A Principal	A STATE OF THE PARTY OF THE PAR	
<ul> <li>MOA List of CertifiedStudent</li> </ul>				1			
Interns		DESCRIPTION OF THE PERSON OF T	16	- 1	Samon	TO SHEET MAN A	12.00

					1		
Provides pre-internship orientation prior to deployment to internshipvenues including amongothers work ethics and antisexual harassment laws as pre-requisite.	3	3Hours	N/A	3	3hours	SIPP COORDINATOR	Citizen
Endorses students for physical examination to the Medical Unit and psychological examination to the Guidance and Testing Center  • Medical Certificate  • Physical Examination Psychological ExaminationResult	4	Varies	N/A	4	Varies	SIPP COORDINATOR	Citizen
Provides pre-internship documents to student interns with Medical Certificate. Assists the student interns in filling outforms and duly signs them.  • 1st Endorsement • Certification • Internship Agreement • Parent/Guardian ConsentInternship Endorsement	5	Varies	N/A	5	Varies	SIPP COORDINATOR	Citizen

		-					
Fille out pre					/ /		
Fills out pre-							
internship documents and							
duly signs them.			/ \				
And havethe Parent/Guardian			<b>N</b> 1/A			SIPP	0
	6	Varies	N/A	6	Varies	COORDINA	Citizen
Consent						TOR	
notarized.			. )				
• 1 <sup>st</sup> Endorsement		/\ \ \					
Certification	V						
• Internship	/	\ /					100
Agreement		V					
Parent/Guardian	\.					\ \	
Consent(Notarized)	<b>X</b>						V 3/
Internship	/						
Endorsement							
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Submits the 1st	-2						<b>&gt;&gt;</b>
Endorsement						1 1	
and complete set							
of pre- internship						/	/ \
documents per							~ >-
student intern for							1
official						OLDD	
endorsement to	7	3minutes	N/A	7	3minutes	SIPP	Citizen
Office of Career				- 25		COORDINA	
Services.			17.00			TOR	
• 1st Endorsement				A .			
<ul><li>Internship</li></ul>			0				
Endorsement		100			TVTSU	100	
Certification				1 124	1861		
Medical Certificate					No. Market	140	
Internship						Service and the service and th	
Agreement			0				
Parent/Guardian	100						
Consent		Editor Control					
(Notarized)					120001111		
Receives the 1st	Name of Street	14/14/2007	121		E 1277444A	ACCION N	1/2
Endorsement and signs			1999	Seece.	Trees.	Vocational	
the Internship	8	3minutes	N/A	8		Placement	Citizen
Endorsement.						Coordinator	
Internship			1144	بالنبيي	A SAUGE	The state of the s	
Endorsement 1st	(8)		100	angenia	1 ++++		
Endorsement	A CONTRACTOR		3/11/1	14			N THE
NAMES OF THE OWNER OWNER OF THE OWNER			100	Kestine			
			33.00		A CONTRACTOR		
					176414		

Co-signs Internship Endorsement.  Internsh ip Endorse ment	9	3 Minutes	N/A	9	3 Minutes
Endorses the studentinterns to partner HTEs. And provides Internship Journal.  Internship Endorsement  Certification  Medical Certificate  Internship Agreement  Parent/Guardian Consent(Notarized) Internship Journal	10	Varies	N/A	10	Varies
GUIDANCE AND TESTING CENTER External Services				O WIS	
Issuance of Certificate ofGood Moral Character	3	9 Minutes/14 Minutes (for transferring students)	PHP 50	3	9 Minutes/14Minutes (for transferring students)

GUIDANCE AND TESTING					2.2		
AND TESTING CENTER Internal Services	/			/			
Counseling Intervention Process A. Walk-In	3	2 Hours, 53 minutes  1 Hour, 23 Minutes (forfirst session)	N/A	3	2 Hours, 53 minutes  1 Hour, 23 Minutes (forfirst session)	Guidance and Testing Center	Citizen
		1.5 hours (for succeedi ng sessions)			1.5 hours (for succeedi ng sessions)		$\nearrow$
Counseling Intervention Services B. Referrals	4	2 Hours, 53 minutes  1 Hour, 23 Minutes (forfirst session)	N/A	4	2 Hours, 53 minutes  1 Hour, 23 Minutes (forfirst session)	Guidance and Testing Center	Citizen
200.74		1.5 hours (for succeedi ng sessions)			1.5 hours (for succeedi ng sessions)		
Online Counseling Intervention Services	5	3 hours, 27 minutes  1 Hour, 27 Minutes (forfirst session)	N/A	5	3 hours, 27 minutes  1 Hour, 27 Minutes (forfirst session)	Guidance and Testing Center	Citizen
	Brills	1.5 hours (for succeedi ng sessions)			1.5 hours (for succeedi ng sessions)		

Issuance of						_	
Class Admission Slip	4	16 Minutes	N/A	4	16 Minutes	Guidance and Testing Center	Citizen
Psychological TestingServices	4	1 hour, 4 minutes (For OJT/Wor k Immersio n) 2.5 hours, 4 minutes (Psycholog ical Assessme nt) 2 hours, 4 minutes (Teaching andNon- Teaching applicant and newly hired)	N/A	4	1 hour, 4 minutes (For OJT/Wor k Immersio n)  2.5 hours, 4 minutes (Psycholog ical Assessme nt)  2 hours, 4 minutes (Teaching andNon- Teaching applicant and newly hired)	Guidance and Testing Center	Citizen
Issuance of Test PermitProcess	3	10 Minutes	PHP 300 (student applican t not covered byRA 10931)	3	10 Minutes	Guidance and Testing Center	Citizen
University Admission Test(UAT) Administration Process	4	1Hour and 9 Minutes	N/A	4	1Hour and 9 Minutes	Guidance and Testing Center	Citizen

			< >				
Individual Inventory ServiceProcess	2	21 Minutes	N/A	2	21 Minutes	Guidance and Testing Center	Citizen
Guidance Program Evaluation	1	10 Minutes	N/A	1	10 Minutes	Guidance and Testing Center	Citizen
ON-THE-JOB Training	4	1 Hour, 3 Minut es	N/A	4	1 Hour, 3 Minut es	Guidance and Testing Center	Citizen

#### **DON HONORIO VENTURA STATE UNIVERSITY**

Bacolor, Pampanga

Priority Services	Current Status			tec	duct	Office/U	Clients
	Numb erof Steps	Processi ng Time	C os t	Step s	Time	Responsi ble	$ \overline{} $
OFFICE OF CULTURE AND THEARTS						7	$\preceq$
1. Walk-in	3	Varied	N/ A	2	30 Minut es	Culture and theArts Unit, DHVSU Herit age Mus eum	Citizen
2. Referrals	4	Varied	N/ A	2	30 Minut es	Culture and theArts Unit, DHVSU Herit age Mus eum	Citizen
3. Outbound Activity	5	30 Minutes	N/ A	2	15 Minut es	Culture and theArts Unit,	Citizen
4. Filing and Resolving Incident or Case	3	30 Minutes	N/ A	2	15 Minut es	Culture and theArts Unit, DHVSU	Citizen

and the same				X		Herit	
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5. Service	4	30	N/	1	15	eum Culture and	Citizen
Complaint	1 /	Minutes	A		Minut es	theArts Unit, DHVSU	Citizeri
	X	$\langle - \rangle$				Herit age Mus eum	
6. Filing of Applicationfor Scholarship or Incentives	4	30 Minutes plus varied	N/ A	1	15 Minut es	Culture and theArts Unit,	Citizen
		times of scholars hip& financial assistan ce					
		program s				7010	
7. Borrowing and returning of Equipment, Costumes or Musical	6	15 Minutes	N/ A	DH	8 Minut es	Culture and theArts Unit,	Citizen
Instruments 8. Baggage Area Procedur e	4	5 Minutes	N/ A	1	3 Minut es	DHVSU Herit age Mus eum	Citizen

9.	4	5	N/	1	1	DHVSU	Citizen
Museu		Minutes	Α	$ \times$	Minut	Herit	
m Visit	1			/ \	е	age	
Reques						Mus	
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10. Museum E	xhibit 3	Varied	N/	1	15	DHVSU	Citizen
Procedure			Α		Minut	Herit	
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11.	3	3	N/	1	1Minut	Culture and	Citizen
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#### DON HONORIO VENTURA STATE UNIVERSITY

Bacolor, Pampanga

			F.Y. 20	22			
$\lambda \setminus \overline{}$	\	Current	Status		ojected duction	Office/II	
Priority Services	Numb er of Steps	Processi ng Time	Cost	Step s	Time	Office/U nit Responsi ble	Clients
GRADUATE SCHOOL  1. Enrolment Procedure for New Students	7	41 Minutes	N/A	4	17 Minut es	Graduat e School Office	Citiz en
2. Enrolme nt Procedu re for Continuing Students	5	27 Minutes	N/A	4	14 Minut es	Graduat e School Office	Citiz en
3. Application for Comprehe nsive Examinati on	1 4	2 Hours, 26 Minute s	PHP 1,000 for Masters; PHP 1,500 for Doctorat e	5 D H V	7 Minut es	Graduat e School Office	Citiz en
4. Application for Title Proposal Defense on Thesis/Dissertation	1 6	1 Hour, 37 Minut es	PHP 900	7	15 Minut es	Graduat e School Office	Citiz en
5. Application for Proposal Defense on Thesis/Dissertation	1 6	20 Minutes	PHP 3,700	8	11 Minut es	Graduat e School Office	Citiz en

6. Application for	1	27	PHP	9	18	Graduat	Citiz
Final Defense	3	Minutes	7,500	X	Minut	e School	en
on Thesis/			for		es	Office	
Dissertation			Masters; PHP				
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		1	ate				
7. Issuance of	1	4 Days,	PHP 30	10	1	Graduat	Citiz
Plagiarism	4	2	per		Hour	e School	en
Results		Hours,	page		and	Office	
		and35	' "		2		-/
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#### DON HONORIO VENTURA STATE UNIVERSITY

Bacolor, Pampanga

Priority	$\times$	Current	Projected Reduction		Office/	Clients	
Services	Numb erof Steps	Process ing Time	C o st	Ste ps	Time	Unit Respon sible	
Gender and Development Office							$\overline{}$
Lactation     Process	8	57 Minutes	N/ A	2	6 Minute s	Lactation Unit	Citizen



#### V. FEEDBACK AND COMPLAINTS

FEEDBACK A	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.
$\rightarrow \rightarrow \rightarrow \rightarrow \rightarrow$	Drop the filled-out Feedback Form in ourdesignated 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?	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     theDirector of Administrative Services     Office.
	The Director of the Administrative     ServicesOffice 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.
The second	Drop the filled-out Customer Complaint Form inour designated box.
How to file a complaint?	Clients may also write or email us at <a href="mailto:adhycat@yahoo.com">adhycat@yahoo.com</a> by indicating thefollowing:
	3.1 Complete Name and Signature of thecomplainant;
	3.2 Complete address and contact numbers of the complainant;

### VI. 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

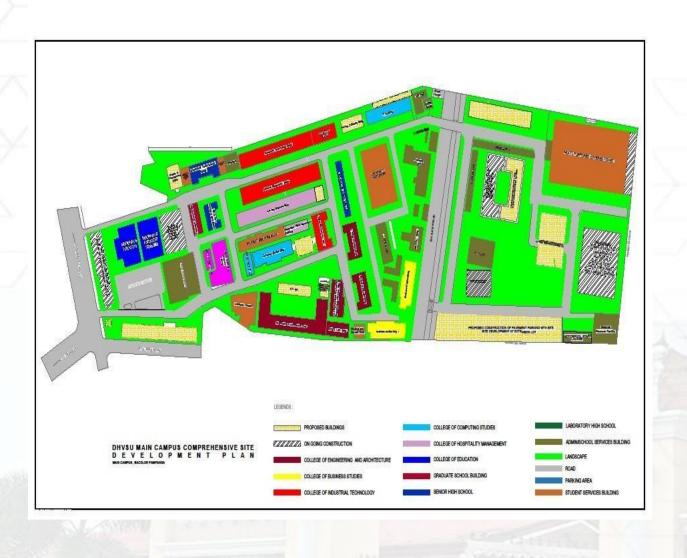


DINGUL B. I. D.	000477070647
DHVSU, Bacolor, Pampanga	+639175958817
Building, DHVSU, Bacolor,	+639999979760
Pampanga	
Ground Floor, Administration	
Building, DHVSU, Bacolor,	(045) 900-0691
Pampanga	
Ground Floor, Administration	
Building, DHVSU, Bacolor,	+639209648415
DHVSU, Bacolor, Pampanga	+639328872871
DHVSU, Bacolor, Pampanga	+639177190209
DHVSU, Bacolor, Pampanga	(045) 458-3815
Ground Floor, Administration	
Building, DHVSU, Bacolor,	(045) 458-3815
Pampanga	
DHVSU, Bacolor, Pampanga	+639167231022
DHVSU, Bacolor, Pampanga	+639455067289
DHVSU, Bacolor, Pampanga	+639185951281
DHVSU, Bacolor, Pampanga	+639192796729
	. 000 400 400 440
טריסט, Bacolor, Pampanga	+639423490149
DUVCII Basalar Bampanga	LG20EE2E0E442
טרעסט, Bacolor, Pampanga	+639553595112
DUVSU Pagalar Damasas	1620222000060
Drivou, bacolor, Pampanga	+639333888060
	Ground Floor, Administration Building, DHVSU, Bacolor, Pampanga Ground Floor, Administration Building, DHVSU, Bacolor, Pampanga DHVSU, Bacolor, Pampanga DHVSU, Bacolor, Pampanga DHVSU, Bacolor, Pampanga Ground Floor, Administration Building, DHVSU, Bacolor, Pampanga

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	DHVSU, Bacolor, Pampanga	+639498803827
Office	March 1975	
Extension Services Office	DHVSU, Bacolor, Pampanga	+639456858324
	Ground Floor, Administration	CHIEN
Finance Management Services	Building, DHVSU, Bacolor,	+639189653529
	Pampanga	
Guidance and Testing Center	DHVSU, Bacolor, Pampanga	(045) 458-3815
International Partnerships and Programs / Alumni Affairs	DHVSU, Bacolor, Pampanga	+639359873647
Laboratory High School	DHVSU, Bacolor, Pampanga	+639324196391

Lubao Campus	Lubao, Pampanga	+639208739325
Management Information System	Second Floor, Administration Building, DHVSU, Bacolor, Pampanga	+639153836726
Mexico Campus	Mexico, Pampanga	+639257445483
Office of Physical Plant and Facilities	Second Floor, Administration Building, DHVSU, Bacolor, Pampanga	+639224592863
Office of Student Affairs	DHVSU, Bacolor, Pampanga	+639953175006
Office of Student Services - Dental Unit	DHVSU, Bacolor, Pampanga	+639430634898
Office of Student Services - Medical Health Unit	DHVSU, Bacolor, Pampanga	+639430634898
Office of the University Registrar	Ground Floor, Administration Building, DHVSU, Bacolor, Pampanga	(045) 458-3815
Planning and Development Office	Second Floor, Administration Building, DHVSU, Bacolor, Pampanga	+639161745589
Porac Campus	Porac, Pampanga	+639989559520
Quality Assurance Office	First Floor, Research Center DHVSU, Bacolor, Pampanga	+639771388046
Research and Development Services	2 <sup>nd</sup> Floor, Research Center DHVSU, Bacolor, Pampanga	+639430100362
Senior High School	DHVSU, Bacolor, Pampanga	+639322874947
Sports Development	1 <sup>st</sup> Floor, University Gymnasium DHVSU, Bacolor, Pampanga	+639175046833
Sto. Tomas Campus	Sto. Tomas, Pampanga	+639176355306
Training Services	2 <sup>nd</sup> Floor, Research Center DHVSU, Bacolor, Pampanga	+639155518680
University Learning Resource Center Office	1 <sup>st</sup> Floor, University Learners` Center	(045) 458-3815
	DHVSU, Bacolor, Pampanga	7500

#### **DHVSU MAP (MAIN CAMPUS)**



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Director, Auxiliary Services	+639177190209
Director, Sports Development	+639175046833
OIC-Director, Quality Assurance Office	+639771388046
OIC-Director, Disaster Management, General Services & Security Office	+639498803827
Director, Porac Campus	+639989559520
Director, Sto. Tomas Campus	+639176355306
Director, Lubao Campus	+639208739325
Director, Mexico Campus	+639257445483
OIC-Principal, Senior High School Principal	+639322874947
Principal, Laboratory High School	+639324196391
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OIC-Registrar / NASA President	+639225547143
University Student Council President	+639213407655
Public Information Officer	
	Director, Office for International Partnerships and Programs and Concurrent Director, Alumni Affairs  Director, Management Information Systems  Director, Auxiliary Services  Director, Sports Development  OIC-Director, Quality Assurance Office  OIC-Director, Disaster Management, General Services & Security Office  Director, Porac Campus  Director, Sto. Tomas Campus  Director, Lubao Campus  Director, Mexico Campus  OIC-Principal, Senior High School Principal  Principal, Laboratory High School  DHVSU Faculty President  OIC-Registrar / NASA President  University Student Council President