

Republic of the Philippines Don Honorio Ventura State University Bacolor, Pampanga

CITIZENS' CHARTER 2023

6. VENUE RESERVATION PROCESS FOR DHVSU EMPLOYEES

This process is used for proper coordination and scheduling of the different venues of the university.

			Office of	Λ.I.V	ilion/ Son	vices (OAS)	
				Auxiliary Services (OAS) – Management Unit (RMU)			
Classification: Simple				Management Unit (RMU)			
	oe of Transacti	on:	G2C – G	OVA:	nment to	Citizen	
	o may avail:	<u> </u>	Different				
	ECKLIST OF R	FOURFMENT				SECURE	
1	Venue Reserv			1		f Auxiliary Service	2s (OAS)
2	Approved Rec			2	Client	TAUXIIIAI Y OCI VICE	23 (0/10)
3		s and Egress/ C	learance	3	_	f Auxiliary Service	es (OAS)
3	Form	and Egicssi C	ncararioc		Office o	Addition y Oct vice	23 (070)
CL	CLIENT STEPS AGENCY AG		CTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE
uni	nquiry on versity venue iilability	Answer inquestion for requested is a second control of the co	rm if date	None		2 Minutes	Administrative Aide Office of Auxiliary Services
ned info the res and OA eva per the	ill-out cessary ormation on venue ervation form d submit to S for cluation and ncil booking of date and ferred venue	2. Evaluate submitted venue reservation form, "pencil book" the client's preferred date and type of venue, and remind about venue reservation guidelines. Advise to submit a letter of request approved by the university president to confirm the reservation.			None	3 minutes	Administrative Aide Office of Auxiliary Services
3. Submit a copy of the approved request letter to OAS to confirm the reservation.		reservation sta "confirmed" ar provide a copy Ingress and ea clearance form advise to bring	eive the ed request and change the ation status to a copy of the a and egress/ ace form and to bring the ted form before		None	3 Minutes	Administrative Aide Office of Auxiliary Services

TOTAL:	None	8 Minutes
--------	------	-----------

7. VENUE RESERVATION PROCESS FOR EXTERNAL CLIENTS

This process is use for proper coordination and scheduling of the different venues of the university.

0.00	. 5			=	rices (OAS) –		
				anagement Unit (RMU)			
			Simple			0	
	e of Transactio	on:				Government	
	o may avail:					gencies and priva	ite companies
-	ECKLIST OF R					SECURE	• • •
1		n Letter address	sed to the	1	Office of	the University Pre	esident
	University Pres	sident			O.C. 1	<u> </u>	: 1 (
2	Routing slip	0 11:		2		the University Pre	
3	Venue/guestro			3		Auxiliary Services	
4		oom Billing Stat	ement	4		Auxiliary Services	
5	Reservation Pa	<u> </u>		5		Auxiliary Services	
6		sit Slip (for bank depo	osits only)	6		Auxiliary Services	3
7	DHVSU Officia	•		7		y Cashier	
8	Ingress and eg	ress / Clearanc	e form	8	Office of	Auxiliary Services	
CLI	ENT STEPS	AGENCY A	CTION		EES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ema	Vait for a call, ail or text ssage from S.	1. Upon receip client commun letter together president's rou contact client t details of the re	munication her with the routing slip, ent to confirm		None	3 Minutes	Director/ RMU Unit Head Office of Auxiliary Services
forn ven	Vait for the nal ue/Guestroom tation	2. Send a Forr Venue/Guestro Quotation to cl review and app	nal oom lient for None		None	2 Minutes	Administrative Aide Office of Auxiliary Services
quo app nee	dvise OAS if otation is oroved or eds revision I wait for the ng statement	3. Once quotal approved, provoclient the billing statement and payment reserslip and the different payment detail reminders Payment Option 1. University Cash cash payment and government checo Open from Mondafrom 8:00am to 2	tion is vide g /or vation ferent ls and s: hier – for d ks only. ay-Friday		None	2 minutes	Administrative Aide Office of Auxiliary Services

	2. Bank Deposit and Online Banking – deposits must be made via DHVSU Landbank account. Clients must provide a copy of the deposit slip or proof of payment and wait for their payment to be posted.			
4. Provide OAS a copy of the proof of payment such as the Official Receipt or deposit slip or any proof of payment to confirm reservation	4. Verify the authenticity and details of the proof of payment and confirm the reservation and provide a copy of the Ingress and egress/ clearance form and advise to bring the completed form upon check-in.	None	5 Minutes	Administrative Aide Office of Auxiliary Services
	TOTAL:	None	12 Minutes	

1. AUDITION FOR THE DIFFERENT STUDENT ART ORGANIZATIONS

This describes the process of recruitment and selection of prospective members for the various Art and Cultural groups of the University.

Office or Division: Office of Culture and					ure and th	ne Arts (OCA)	
Classification: Simple							
Тур	e of Transaction	on:	G2C – for	r ser	vices who	ose client is the tra	ansacting public
Wh	o may avail:				DHVSU S	Students with talen	ts in Culture and
			various A				
	ECKLIST OF RI	<u> </u>				SECURE	
1		Registration (CO	R)	1		f the University Re	, ,
2	Validated Stud			2	•	f the Student Affai	
3		e to fac tion Form Revi	ce/virtual) sion 002,	3	OCA/ O	CA Official FB Pa	ge
4	S.2022	Parental Conse	ot Form	4	004/0	CA Official EP Do	
4	(face to face/vi		nt Form	4	OCA/ O	CA Official FB Pa	ge
5		o recording /Yo	uTube	5	Student	s online uploads (1	for online
		ances/Art works				/selection) and/or	
		n process)/ Mus	ic Sheets		manusc	ripts or portfolios	
	and/or Portfolio	os				T	Г
CL	LIENT STEPS	AGENCY A	CTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Registration in client logbook	1. Instruct the sign in the logb			3 Minutes	Administrative Aide I OCA	
	Submission of uirements	2. Collect the requirements a check in the re		None		2 Minutes	Administrative Aide I OCA
requ	3. Assessment of requirements 3. Validate the requirements and check all required information in done correctly and completely; check the authenticity of each document		and red done eck the each	None		5 Minutes	Administrative Aide I OCA
prel inte (for aud	Goes through a iminary rview process face to face ition/selection cesses only)	4. Initially inter auditionees/ ap for face to face audition/select Recommends to a respective	oplicants e ion. the client		None	5 Minutes	Director, OCA

	coordinator or Student leader.			
5. Performs/ presents artworks physically or uploaded video performances/ manuscript to respective Art Group Coordinators	5. Subjects all qualified auditionees/applicants to face to face or virtual audtion/ selection process	None	10 Minutes	Art Group Coordinator/Presid ent of an organization OCA
6. Wait for the FINAL POSTING of all qualified auditionees/ selected artworks at the OCA Official FB Page	6. Posting of the list of audition/ selection qualifiers at the OCA Official FB Page duly identified by Name, Course, Year Level and Section.	None	5 Days	Administrative Aide I OCA
7. Accomplishes the Customer Satisfaction Survey Form physically or virtually	7. Collects the accomplished Customer Satisfaction Survey Form physically or virtually	None	3 Minute	Administrative Aide I OCA
	TOTAL:	None	5 Days, 28 Minutes	

1. Off-campus Activity Application of Student Cultural Artists

This describes the conduct of applications for off-campus activities among official members of the various Art and Cultural groups of the University for them to be able to join official off-campus activities.

Office or Division: Office of Culture and the A					the Arts (OCA)		
Classification: Simple				Δ /			
Тур	oe of Transacti	on:	G2C – fo	r se	rvices wh	ose client is the t	ransacting public
	o may avail:		—			student members	
						ne Office of Cultur	e and the Arts
	ECKLIST OF R					SECURE	
1	_	Registration (CC	DR)	1		of the University R	
2	Validated Stud	dent ID		2	_	of the Student Affa	
3	Waiver			3		al/ Provided by the	e respective art
4	A 1: - l l	Off f		4	group	f O	Λ4
4	•	Off-campus for		4		of Culture and the	
5		Signed "Undert " by Art Group	taking of	5	Опісе о	of Culture and the	Arts
6		parent's ID with	printed	6	Persona	al	
		three specimen					
	signatures witl	nin the same pa	aper				
CI	LIENT STEPS	AGENCY A	CTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE
1.	Registration in	1. Instruct the	client to)			Administrative
the	client logbook	sign in the log	book	None		3 Minutes	Administrative Aide I OCA
	Submission of uirements	2. Collect the requirements a check in the registration			None	2 Minutes	Administrative Aide I OCA
_	Assessment of uirements	3. Validate the requirements a check all requirements in correctly and completely; chauthenticity of document	and vired done None		7 Minutes	Administrative Aide I OCA	
4. Red s	4. Receive the Recommendation requirements or give			None	3 Minutes	Administrative Aide I OCA	

3. Fill out OCA costumer Survey Form	3. Instruct the client to fill out and answer the OCA Customer Survey Form	None	5 Minutes	Administrative Aide I OCA
4. Sign out the client logbook	4. Instruct the client to sign out the logbook	None	3 Minutes	Administrative Aide I OCA
	TOTAL:	None	23 Minutes	



DON HONORIO VENTURA STATE UNIVERSITY

Cabambangan, Bacolor 2001, Pampanga, Philippines Tel. No. (6345) 458 0021; Fax (6345) 458 0021 Local 211 URL: http://dhvsu.edu.ph

1. Request form for Students Museum Visit

This procedure covers the issuance of request form allowing the visit of the students to the Museum

Office or Division:	DHVSU HERITAGE MUSEUM UNIT						
Classification:	Simple						
Type of Transaction: Who may avail:	G2C - Government to Citizen All bona fide students of the u	niversity.					
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE						
1 Valid ID/ Certificate of Registration	1 MIS Office/ DHVSU Stude	nt's Portal					
2 Duly Signed Request Letter	2 Dean's Office (Signed by A and Dean)		hairperson or Or	ganization Adviser			
3 Request form	3 DHVSU Heritage Museum	Office					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE			
Present Valid ID Card for verification.	1.1. Check Valid ID Card for verification. 1.2. Request the Students to register in the logbook.	None	2 Minutes	DHVSU Heritage Museum Staff on duty			
Submit the duly signed Request Letter to the staff on duty	Check and verify the request letter presented by the student.	None	3 Minutes	DHVSU Heritage Museum Staff on duty			
Wait for the issuance of the printed request form.	3. Issue Request form.	None	5 Minutes	DHVSU Heritage Museum Staff on duty			
Submission of the Accomplished Request form.	Checking of the submitted request form	None	2 Minutes	DHVSU Heritage Museum Staff on duty			
5. Fill out OCA costumer Survey Form	5 Instruct the client how to fill out the OCA Survey Form	None	5 Minutes	DHVSU Heritage Museum Staff on duty			
	TOTAL:	None	17 Minutes				



DON HONORIO VENTURA STATE UNIVERSITY

Cabambangan, Bacolor 2001, Pampanga, Philippines Tel. No. (6345) 458 0021; Fax (6345) 458 0021 Local 211 URL: http://dhvsu.edu.ph

2. Request form for Guest Museum Visit

This procedure covers the issuance of request form allowing the visit of the guest to the Museum

_	T				
Office or Division:	DHVSU HERITAGE MUSEUM UNIT				
Classification:	Simple				
Type of Transaction:	G2C - Government to Citizen				
Who may avail:	All Guest who have Official Business and Transaction within the university				
CHECKLIST OF REQUIREMENTS					
1 Any Government Issued ID					

- 1 | Any Government Issued ID
- 2 Duly Signed Request Letter

2 0	2 Duly Signed Request Letter						
	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1.	Present Valid ID Card for verification.	1.1. Check Valid ID Card for verification. 1.2. Request the Guest to register in the logbook.	None	5 Minutes	DHVSU Heritage Museum Staff on duty		
2.	Submit the duly signed Request Letter to the staff on duty	Check and verify the request letter presented by the Guest.	None	5 Minutes	DHVSU Heritage Museum Staff on duty		
3.	Wait for the issuance of the printed request form.	3. Issue Request form.	None	5 Minutes	DHVSU Heritage Museum Staff on duty		
4.	Submission of the Accomplished Request form.	Checking of the submitted request form	None	3 Minutes	DHVSU Heritage Museum Staff on duty		
5.	Fill out OCA costumer Survey Form	5 Instruct the client how to fill out the OCA Survey Form	None	5 Minutes	DHVSU Heritage Museum Staff on duty		
		TOTAL:	None	23 Minutes			



Cabambangan, Bacolor 2001, Pampanga, Philippines Tel. No. (6345) 458 0021; Fax (6345) 458 0021 Local 211 URL: http://dhvsu.edu.ph

3. Request form for Guest Museum Benchmarking
This procedure covers the issuance of request form allowing the guest to conduct benchmarking activity to the Museum

Office or Division:	DHVSU HERITAGE MUSE	EUM UNIT				
Classification:	Simple					
Type of Transaction: Who may avail:	G2C - Government to Citize All Guest who have Official		and Transacti	on within the university		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			·		
1 Any Government Issue	ed ID					
2 Duly Signed Request Letter	2 Head of Office or Agen	ісу				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSIBLE		
Present Valid ID Card for verification.	1.1. Check Valid ID Card for verification. 1.2. Request the Guest to register in the logbook.	None	5 Minutes	DHVSU Heritage Museum Staff on duty		
Submit the duly signed Request Letter to the staff on duty	2. Check and verify the request letter presented by the Guest.	None	5 Minutes	DHVSU Heritage Museum Staff on duty		
3. Wait for the issuance of the printed request form.	Issue Request form.	None	3 Minutes	DHVSU Heritage Museum Staff on duty		
Submission of the Accomplished Request form.	Checking of the submitted request form	None	3 Minutes	DHVSU Heritage Museum Staff on duty		
5. Fill out OCA costumer Survey Form	5. 5 Instruct the client how to fill out the OCA Survey Form	None	5 Minutes	DHVSU Heritage Museum Staff on duty		
	TOTAL:	None	16 Minutes			



DON HONORIO VENTURA STATE UNIVERSITY

Cabambangan, Bacolor 2001, Pampanga, Philippines Tel. No. (6345) 458 0021; Fax (6345) 458 0021 Local 211 URL: http://dhvsu.edu.ph



DON HONORIO VENTURA STATE UNIVERSITY

Cabambangan, Bacolor 2001, Pampanga, Philippines Tel. No. (6345) 458 0021; Fax (6345) 458 0021 Local 211 URL: http://dhvsu.edu.ph

1. REQUEST FOR TRAVEL AUTHORITY (OFFICIAL BUSINESS)

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

Office	_	Office for Internation	al Dawt	n a rabi	ne and Dragrama	(OIDD)			
Division:Office for InternationaClassification:Complex				al Partnerships and Programs (OIPP)					
-		Complex							
Type	action:	G2G - Government to	o Gove	ornmoi	nt .				
	may avail:	All bonafide DHVSU EQUIREMENTS			O SECURE				
1	1		1			lts /			
1		equest (1 original) of Personal Travel (1	ı	Requ	esting Staff/Facul	ity			
2	original)	or Fersonal Travel (1	2	Requ	esting Staff/Facul	lty			
3	Travel Requ	uest Form (1 original)	3		e for International rams (1 st Floor, Uı				
CLIE	NT STEPS	AGENCY ACTION		S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE			
require	nents for	Evaluate the submitted documents	None		1 Day	Director OIPP			
approv evalua docum	nents	2.1 Endorse the letter of request and evaluated documents to the Board of Regents for approval 2.2 Forward the approved request to CHED -IAS	None		2 Days	<i>Director</i> OIPP			
_		3. Evaluate, approve/ disapprove the request for travel	No	ne	15 Days	Director, CHED-IAS			
approv docum	nents	Issue the approved Travel Authority	None		1 Day	Administrative Aide OIPP			
	5. Accomplish Customer Survey 5. Collect the accomplished		No	ne	10 Minutes	Office Secretary OIPP			
		TOTAL:	No	ne	19 Days, 10 Minutes				

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

Office	e or								
Divisi	ion:	Office for International Partnerships and Programs							
Class	sification:	Simple	Simple						
Type	of								
Trans	saction:	G2G- Government to G	overn	ment					
Who	may avail:	REQUESTING STAFF	AND F	ACUL	_TY				
		EQUIREMENTS	WHE	RE TO	O SECURE				
1	Letter of Re	quest (1 original)	1	Requ	esting Staff/Facul	lty			
2	Certificate of	f Personal Travel (1	2	Regi	uesting Staff/Facul	ltv			
	original)								
3	Travel Regu	uest Form (1 original)	3		e for International				
	Traverriege	Total (Tonginal)			rams (1 st Floor, U				
CLIE	NT STEPS	AGENCY ACTION		S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Sul	bmit the	1. Review the				Divoctor			
requir	ed	submitted	No	ne	5 Minutes	<i>Director</i> OIPP			
docur	ments	documents				Oli i			
		1.2. Prepare the				Administrative Aide			
		endorsement letter	No	ne	5 Minutes	OIPP			
		and travel authority							
		2.2. Sign the	No	ne	5 Minutes	Chief Administrative			
		documents	140110			Officer			
		2.3. Approve the	None		5 Minutes	University President			
2 Po	ooiyo tha	travel request				-			
docur	ceive the	2. Issue the travel authority and							
docui	Helits	Certification from the	None		1 Hour	Administrative Aide OIPP			
		OIPP that he/she will							
		not represent the							
		University on official							
		capacity during							
		his/her approved							
		leave of absence							
		2.2. Issue a							
		Certification that							
		he/she is cleared from							
		all monetary and							
		property				Chief Administrative			
		accountability in this	No	ne	1 Hour	Officer			
		university and as per							
		records, there is no							
		pending criminal/ administrative case							
		filed against him/ her 2.3. Sign the Travel							
		Authority	Nic	ne	1 Hour	University President			
		Additionty			i i iodi	Stilvereity i resident			
3. Acc	complish	3. Collect the				0.00			
	mer Survey	accomplished survey	No	ne	5 Minutes	Office Secretary			
Form		form				OIPP			
					3 Hours, 25				
		TOTAL:	No	ne	Minutes				

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

				ce of Physical Plant and Facilities				
Classification: Complex								
	Type of Transaction: G2B – G0							
	o may avail:	OUIDEMENTS	Any contr			ject in the univers	ity	
	CKLIST OF RE			1	Contract	SECURE		
2	Request Letter	, pictures , COC and COA		2		locumentation Sec	ction	
3	Logbooks, SPA		1	3	Contract		Stion	
				0				
4	Surety Bond an Materials	nd Affidavit of La	bor and	4	Contract	tor		
CL	LIENT STEPS	AGENCY A	CTION		EES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE	
		Receive the ap Letter of Reque the Office of the President	est from		None	30 Minutes	Administrative Aide Office of Physical Plant and Facilities	
		Inform and pre- Letter of Reque Office Director approval of pre of billing docun	est to the for the paration		None	30 Minutes	Administrative Aide Office of Physical Plant and Facilities	
	Receive the appr Letter of Request the office staff, documentation se and instruct the assigned enginee inspect the work accomplished of contractor upon of receipt of the letter		section section eneer to rk of the n date		None	1 Hour	Administrative Aide Office of Physical Plant and Facilities	
Con Rep toge Tec OPF dete actu	tractor or tractor's tresentative ether with the hnical Staff of PF will ermine the tal worked omplished of project	Perform site instagether with the Contractor or Contractor's Representative determine the awork accomplising the project subpayment	e to actual shed for		None	2 hours	Technical Staff Office of Physical Plant and Facilities	
		Submit manual Statement of W Accomplished, the office staff, Documentation	Vork SWA to		None	1 hour	Technical Staff Office of Physical Plant and Facilities	

	for the preparation of billing documents			
	Upon receipt of the manual Statement of Work Accomplished prepared by the Engineer in-charge, the office staff, Documentation Section will prepare the encoded Statement of Work Accomplished, SWA, Inspection Report, IR, and Certificate of Payment, COP if the billing payment request is for progress billing.	None	30 minutes	Administrative Aide Office of Physical Plant and Facilities
	If the billing payment request is for final payment, Certificate of Completion, COC and Certificate of Acceptance, COA will be prepared in addition to the billing documents	None	5 minutes	Administrative Aide Office of Physical Plant and Facilities
	All billing documents will be printed and submit to the Office Director, OD for evaluation and approval	None	10 minutes	Administrative Aide Office of Physical Plant and Facilities
	Evaluate the billing documents to determine the percent accomplishment for the project subject for payment	None	20 minutes	Office Director Office of Physical Plant and Facilities
	Instruct the office staff, Documentation Section to print final copies of the billing documents	None	10 minutes	Administrative Aide Office of Physical Plant and Facilities
Contractor or Contractor's Representative will sign the Statement of Work Accomplished	Print final copy of billing documents and Inform the Contractor or its representative for signing of Statement of Work Accomplished, SWA and Certificate of Completion, COC (for	None	1 day	Administrative Aide Office of Physical Plant and Facilities

	final payment only)			
0 1 1 11				
Contractor will submit documents such as Surety Bond, Affidavit of Labor and Materials, 3 sets of As Built Plan, After Construction pictures and 2 sets of Logbook to Office of Physical Plant and Facilities	For final payment, the office staff, Document Section will provide a list for additional requirements such as Surety Bond, Affidavit of Labor and Materials, 3 sets of As Built Plan, After Construction pictures and 2 sets of Logbook	None	3 days	Administrative Aide Office of Physical Plant and Facilities
	Route the billing document for signing to; Engineer in-charge, End-user, Office Director, Cluster Vice President and University President	None	30 minutes	Administrative Aide Office of Physical Plant and Facilities
	Photocopy duly signed billing documents, pictures, surety bond, affidavit of labor and materials	None	5 minutes	Administrative Aide Office of Physical Plant and Facilities
	Submit all original billing documents and other requirements to the Office of the Accountant for the preparation of voucher for payment	None	10 minutes	Administrative Aide Office of Physical Plant and Facilities
	File all billing documents copies	None	10 minutes	Administrative Aide Office of Physical Plant and Facilities
	TOTAL:	None	4 Days, 7 Hours, 10 Minutes	

2. 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
---------------------	---

Classification: Complex										
						overnment to Government				
					irectors/ Head of Offices/ Unit Heads					
						SECURE				
1	Approved Requ			1		the End User				
2	Plans	2001 20110.		2		lanning and Desig	n Section			
3		t / Program of W	orks	3		ocumentation Sec				
		<u> </u>		4		Main Campus				
CI	LIENT STEPS	AGENCY A	CTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Submit the approved request letter		5.1 Receive approved Letter 5.2 Designate a Technical Staff said project to a the scope of war.	Request a specific for the determine orks.		None	1 Day	<i>Director</i> Office of Physical Plant and Facilities			
		5.3 Report the relative to the sworks to the Di	scope of		None	2 Hours	Administrative Aide Office of Physical Plant and Facilities			
		5.4 Designate a specific planning staff to do the plan for the said purchase request 5.5 Provide plan for the project and present it to the Director 5.6 Check, approve and forward the plan to Technical Staff for review and preparation of estimate cost for the purchase request.			None	10 Minutes	Director Office of Physical Plant and Facilities			
					None	2 Days	Administrative Aide Office of Physical Plant and Facilities			
					None	1 Hour	<i>Director</i> Office of Physical Plant and Facilities			
		5.7 Provide est cost for the pur request			None	1 Day	Administrative Aide Office of Physical Plant and Facilities			
		5.17 Receive a the estimated of the purchase re	cost for		None	30 Minutes	Director Office of Physical Plant and Facilities			
		5.8. Present the approved plan estimated cost end user to do purchase reque approval to supprocurement of Finance and He HOPE	ed plan and ed cost to the er to do the se request for al to supply and ment office,		None	1 Hour	Administrative Aide Office of Physical Plant and Facilities			

TOTAL:	None	4 Days, 4 Hours, 40 Minutes	
--------	------	-----------------------------------	--

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

					Physical Plant and Facilities				
Classification: Complex									
Type of Transaction: G2G – G					nment to (Government			
	o may avail:		Deans/ D			of Offices/ Unit He	eads		
СН	ECKLIST OF RE			WH		SECURE			
1	Approved Requ	uest Letter		1		the End User			
2	Plans			2		lanning and Desig			
3	Program of Wo			3		ocumentation Sec	tion		
4	Actual Pictures	i		4		Main Campus	(5.1.0)		
		T		5	l .	Award Committee			
	LIENT STEPS	AGENCY A	CTION		EES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE		
	Submit the proved request er	Request 5.2 Verify the and budget allethe identified the APP for the Year. 5.3 Designate and Technical Staff said project to other scope of wear.	inclusion otment of project in he Fiscal a specific for the determine orks.		None	1 Day	<i>Director</i> Office of Physical Plant and Facilities		
		5.4 Report the relative to the s works to the Di	cope of		None	2 Hours	Administrative Aide Office of Physical Plant and Facilities		
		5.5 Prepare dra and forward it to Draftsman			None	1 Hour	Director Office of Physical Plant and Facilities		
			n for the sent it to			2 Days	Administrative Aide Office of Physical Plant and Facilities		
		5.7 Check, app forward the pla Technical Staff review and pre of specification program of wor	n to for paration s and		None	1 Hour	<i>Director</i> Office of Physical Plant and Facilities		

5.8 Estimate the cost and do the Program of Works then forward it to the Director	None	2 Days	Administrative Aide Office of Physical Plant and Facilities
5.9 Receive and verify the estimated cost submitted by the Office Staff	None	30 Minutes	Director Office of Physical Plant and Facilities
5.11 Produce the initial print out of the estimated cost.5.12 Reproduce three (3) copies for the signed completed output and furnish a copy to BAC	None	1 Hour	Administrative Aide Office of Physical Plant and Facilities
5.13 Prepare documents for bidding process responsible for posting small value procurement (SVP) and awarding of contract to lowest responsive bidder.	None		Bids and Award Committee (BAC)
TOTAL:	None	5 Days, 5hours, 30 minutes	

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

Offi	ce or Division:		Office of I	Phys	ical Plant	and Facilities	
Cla	ssification:		Highly Technical				
Тур	e of Transaction	n:	G2G – G	overi	nment to 0	Government	
Wh	o may avail:		Deans/ D	irect	ors/ Head	of Offices/ Unit He	eads
CHI	ECKLIST OF RE	QUIREMENTS		WH	HERE TO	SECURE	
1	Approved Requ	uest Letter		1	Office of	the End User	
2	Plans			2	OPPF P	lanning and Desig	n Section
3	Program of Wo	orks		3	OPPF D	ocumentation Sec	tion
4	Actual Pictures	i		4	DHVSU	Main Campus	
				5	DPWH		
CI	LIENT STEPS	AGENCY A	CTION		EES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE
	submit the roved request er	5.1 Receive approved Leand Sequest 5.2 Verify the and budget all the identified	inclusion otment of		None	1 Day	<i>Director</i> Office of Physical Plant and Facilities

T.: .== =: .1		1	1 1
the APP for the Fiscal Year.			
5.3 Designate a specific Technical Staff for the said project to determine the scope of works.			
5.4 Report the findings relative to the scope of works to the Director	None	2 Hours	Administrative Aide Office of Physical Plant and Facilities
5.5 Prepare draft plan and forward it to the Draftsman	None	1 Hour	Director Office of Physical Plant and Facilities
5.6 Provide plan for the project and present it to the Director	None	2 Days	Administrative Aide Office of Physical Plant and Facilities
5.7 Check, approve and forward the plan to Technical Staff for review and preparation of specifications and program of works	None	1 Hour	<i>Director</i> Office of Physical Plant and Facilities
5.9 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
5.10 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
5.11 Produce the initial print out of the Program of Works, ABC, Bar Chart and Specifications. 5.12 Provide Soft copy of the plan through CD	None	1 Hour	Administrative Aide Office of Physical Plant and Facilities
5.13 Forward print out of Program of Works, ABC, Bar Chart and Specifications to head of HOPE for signing.	None	1 Hour	<i>Director</i> Office of Physical Plant and Facilities

ĺ	1	1	1	
	5.14 Submit the Program of Works, ABC, Bar Chart, Specifications signed by the Head of HOPE and Transmittal Office produce by the Head of Hope to DPWH for checking.	None	3 Hours	Administrative Assistant Office of Physical Plant and Facilities
	5.15 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
	5.16 Edit Program of Works, ABC, Bar Chart and Specification checked by DPWH	None	1 Day	Administrative Aide Office of Physical Plant and Facilities
	5.17 Receive 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
	5.18 Produce print out of Program of Works, ABC, Bar Chart and Specifications. 5.12 Provide Soft copy of the plan through CD	None	2 Hour	Administrative Aide Office of Physical Plant and Facilities
	5.19 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
	5.20 Submit the Program of Works, ABC, Bar Chart, Specifications signed by the Head of HOPE and Transmittal Office produce by the Head of	None	3 Hours	Administrative Assistant Office of Physical Plant and Facilities

Hope to DPWH for bidding			
5.21 Prepare documents for bidding process responsible for posting project (Repair and Improvement) and awarding of contract to lowest responsive bidder	None		Department of Public Works and Highways
TOTAL:	None	9 Days, 3 Hour, 30 Minutes	

1. ID Validation

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

Office or Division	:	Office of	Stud	dent Affai	rs	
Classification:		Simple				
Type of Transacti	saction: G2C – Government to Client					
Who may avail:		All bona t	fide	DHVSU	students	
CHECKLIST OF R	EQUIREMENT	S	W	HERE TO	SECURE	
1 Certificate of I (COR)	Registration		1	DHVSU	Office of the Univ	versity Registrar
2 Official Identif	ication Card		2	Manage (MIS)	ement Information	System
CLIENT STEPS	AGENCY A	CTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the client log sheet	1. Instruct the sign in the log			None	35 Seconds	Administrative Aide Office of Student Affairs
2. Submit the required documents to the Administrative Aide in charge for verification	2. Receive the required docu for verification	ments		None	10 Seconds	Administrative Aide Office of Student Affairs
3. Wait for the release of the validated document	3. Validate the the student ar the COR with rubber stamp	nd mark		None	30 Seconds	Administrative Aide Office of Student Affairs
4. Receive the validated document	4. Release/ref validated ID to student			None	5 Seconds	Administrative Aide Office of Student Affairs
5. Fill out the Client Satisfaction Survey Form	5. Provide the Satisfaction S Form to the st	urvey	/ Name		40 Seconds	Administrative Aide Office of Student Affairs
		TOTAL:		None	2 Minutes	

2. Replacement of Old/Lost IDThis describes the process of replacing the old or lost Identification Card (ID) of all bona fide students in the University.

Office or Division: Office of				Stud	dent Affai	rs	
	ssification:		Simple	_ 131			
	oe of Transacti	on:	•	ove	nment to	Client	
	o may avail:		All bona				
СН	ECKLIST OF R	EQUIREMENT	S	WI	HERE TO	SECURE	
1	Certificate of F	Registration		1	DHVSU	Office of the Uni	versity Registrar
2	Official Old/Da Card (ID)	amaged Identific	cation	2	Student	i's old/damaged I[)
3	ID Printing Fo	rm		3	Office o	f Student Affairs	
4	Affidavit of Los	ss Form		4	Office o	f Student Affairs	
CL	LIENT STEPS	AGENCY A	CTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE
clie	Sign in the nt log sheet	1. Instruct the sign in the log	sheet		None	35 Seconds	Administrative Aide Office of Student Affairs
req doc Adr Aid veri	Submit the uired cuments to the ministrative e in charge for ification	2. Receive an the required documents Issue Affidavit Form Issue ID printi to the student	of Loss		None	15 Seconds	Administrative Aide Office of Student Affairs
Affi For prin sub Adr Aid che	Fill out the davit of Loss m and ID office a	3. Instructs the to fill out all the needed in the and checks the completeness data needed	e items form ne		None	15 Seconds	Administrative Aide Office of Student Affairs
inst	Vait for further truction on the tt step	4. Instruct the to pay at the C Office for payr the ID Replace and to present	Cashier's ment of ement		None	15 Seconds	Administrative Aide Office of Student Affairs

	Official Receipt at the MIS Office for the printing of the new ID			
5. Fill out the Client Satisfaction Survey Form	5. Provide the Client Satisfaction Survey Form to the student	None	40 Seconds	Administrative Aide Office of Student Affairs
	TOTAL:	None	2 Minutes	

3. Accreditation and Re-accreditation of Student OrganizationThis describes the process of giving due recognition to accredited student organization in the University.

Off	ce or Division	:	Office of	Stud	dent Affai	rs	
Cla	ssification:		Simple				
Тур	e of Transacti	on:	G2C – G	ove	nment to	Client	
Wh	o may avail:		All recognized student organizations in the University				the University
СН	ECKLIST OF R	EQUIREMENT				SECURE	•
	For Re-Accre	ditation					
1	Accomplishme	•		1	DHVSU	Blue Ribbon Cor	nmittee
2	Audited Finan	cial Report		2	DHVSU	Blue Ribbon Cor	nmittee
3	Certificate of 0	Compliance		3	DHVSU	University Stude	nt Council Office
	For New Orga						
1	Letter of Inten	t		1		Organization cor	
2	Endorsement	Letter		2		Deans/Campus [
3	List of Elected	Officers		3		Organization cor	
4		stitution and By	y-Laws	4		Organization cor	
5	Action Plan			5		fice of the University Student Council	
6		ID's with specin	nen	6	Student	Organization cor	icern
	signature			_	O.C.		
7	Certificate of 0	Dath of Office		7		f Student Affairs	
CL	IENT 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	Officer in charge BRC Office
requestions of the control of the co	2. Submit the required documents to the officer in charge at the BRC office for checking and validation 2. Receive and review the documents submitted by the student organization			None	2 Minutes	Officer in charge BRC Office	
doc eva	alidation . Wait for the ocuments to be valuated for pproval 3. Evaluates the documents submitted by the student organization		ıbmitted		None	15 Minutes	Officer in charge BRC Office

4. Wait for the approval of the accreditation/reaccreditation of the organization	Approves or disapproves (if necessary) the accreditation or reaccreditation of the student organizations	None	1 Minute	<i>Director</i> Office of Student Affairs
5. Fill out the Client Satisfaction Survey Form	5. Provide the Client Satisfaction Survey Form to the student	None	40 Seconds	Administrative Aide Office of Student Affairs
	TOTAL:	None	17 Minutes, 25 Seconds	

4. Lost and Found Services

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

Office or Division	:	Office of Student Affairs				
Classification:		Simple				
Type of Transacti	on:	G2C – G	over	nment to	Client	
Who may avail:		All bona	fide	DHVSU s	students	
CHECKLIST OF R	EQUIREMENT	S	Wŀ	HERE TO	SECURE	
1 Incident Repo	rt		1		f Student Affairs	
2 Claim form	T		2	Office o	f Student Affairs	
CLIENT STEPS	AGENCY A	CTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log sheet	1. Instruct the sign in the log			None	35 Seconds	Administrative Aide Office of Student Affairs
2. Report/ surrender the lost/found item to the Administrative Aide in charge	2. Receive the or surrendered from the concestudent and lo log sheet for logound item(s)	d item ern gs in the		None	15 Seconds	Administrative Aide Office of Student Affairs
3. Wait for the confirmation/verifi cation of the lost or found item(s)	3. Post the announcement and found item designated are Contact the strase of the ite found and ask describe the key announcement of the strategy of the strate	n(s) on eas udent, in m(s)		None	5 Minutes	Administrative Aide Office of Student Affairs
4. Wait for the release of the item	4. Release/ret item found to rightful owner verification	the		None	30 Seconds	Administrative Aide Office of Student Affairs
5. Fill out the customer satisfaction rating	5. Provide the Customer Sat Rating form to student	Satisfaction		None	40 Seconds	Administrative Aide Office of Student Affairs
		TOTAL:		None	7 Minutes	

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

uist	cipilitary action.		1				
Off	ice or Division	:	Office of	f Student Affairs			
Cla	ssification:		Simple				
	oe of Transacti	on:	G2C – G	over	nment to	Client	
Wh	o may avail:		All bona	fide	DHVSU s	students	
СН	ECKLIST OF R	EQUIREMENT	S	Wŀ		SECURE	
1	Incident Repo			1		f Student Affairs	
2	Narrative Rep	ort corroborated parties	d by two	2	Student	s involved	
CL	LIENT STEPS	AGENCY A	CTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE
clie	Sign in the nt log sheet	1. Instruct the sign in the log	sheet		None	35 Seconds	Administrative Aide Office of Student Affairs
Inci the Adr	Submit the ident Report to ministrative e in charge	dent Report to In the Record book for Student cases		None		15 Seconds	Administrative Aide Office of Student Affairs
issu not the disc	Vait for the uance of ice from either prefect of cipline or the A Director	3. Iss memorandum concern studinitial intervie the case filed them 3.b Call meeting consciplinary Consciplinary Control to further in and deliberate case	to dents for ew about d against for the ommittee evestigate		None	3-5 Days (Depending on the availability of the members of the committee)	<i>Director</i> Office of Student Affairs

4. Wait for the decision of the Disciplinary Committee	4. Deliberate on the case and decide on the sanctions due to the erring student	None	1 Day	Disciplinary Committee
	Inform the students concern about the decision thru an issuance of Office Order			<i>Director</i> Office of Student Affairs
5. Receives the decision from the committee	5. Explain the sanctions due to the involved students	None	5 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	7 Days, 6 Minutes, 30 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, and even at home, 24/7.

an	an accident related case, either in school, or outside the school, and even at home, 24/7.						at home, 24/7.
Off	ice or Division	:	Office of	Stu	dent Affai	rs	
Cla	Classification: Simple						
	oe of Transacti	on:	G2C – G	ove	rnment to	Client	
Wh	o may avail:		All bona	fide	DHVSU s	students	
СН	ECKLIST OF R	EQUIREMENT	S	WI	HERE TO	SECURE	
1	Police Report case maybe	or incident repo	ort as the	1	Police s	tation	
2	Certificate of F	Registration		2	Office o	f the University R	egistrar
3		ID of the Studer	nt	3	Student	Concern	·
4	Sworn statem parties	ent of two disint	terested	4	From tw	o witnesses	
5	Policy contrac	t (photocopy)		5	Office o	f Student Affairs	
6	Official Receip	ots for medicine	s and	6		res or Pharmacy es were purchase	
7		act, if hospitalize	ed	7	Hospita	l where the patien	
8	3 Official Receipts of hospital bills		ills	8	confined Hospital where the patient/student was confined		
9	Medical Certif	icate issued by	the	9			
CL	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
inci Adr	Report the dent to the ninistrative e in charge	2. Receive the report and issue the checklist of requirements when claiming for an insurance			None	3 Minutes	Administrative Aide Office of Student Affairs
req nee in the pro sub the	Prepare all the uirements eded as stated he checklist vided and omit these to	3. Receive the requirements submitted Checks the requirements submitted by t student claims	he	None		5 Minutes	Administrative Aide Office of Student Affairs

Aide in charge				
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	14 Minutes, 15 Seconds	

7. Filing of CandidacyThis 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.

Off	ice or Division	Office of Student Affairs					
Classification:			Simple				
Type of Transaction: G2C				2C – Government to Client			
				na fide DHVSU students			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE			
1	1 Application for candidacy			1 S-COMELEC			
2	<u> </u>			2	2 Office of the University Registrar		
3	Photocopy of ID of the Student Claimant			3 Student Concern			
4	Election forms			4	4 S-COMELEC		
CLIENT STEPS		AGENCY ACTION			ES TO E PAID		
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. Files his/her candidacy to the S-COMELEC office		2.Receive the application for candidacy from the student leader Receive documents submitted by the candidates/party list		None		5 Minutes	S-COMELEC Office of Student Affairs
3. Wait for the verification of the requirements submitted		3.Evaluates the documents submitted by the candidates/party list		None		10 Minutes	S-COMELEC Office of Student Affairs
4. Wait for the endorsement from the S-COMELEC Chair		4. Endorse the list of approved candidates/party list to the OSA Director		None		10 Minutes	S-COMELEC Office of Student Affairs
5. Wait for the posting of qualified candidates/party list		5. Release/post the list of qualified candidates/party list			None	5 Minutes	S-COMELEC Office of Student Affairs

6. Wait for the schedule of the campaign period	6. Sets the campaign period and the date of election	None	20 Minutes	S-COMELEC Office of Student Affairs
7. Fill out the customer satisfaction rating	7. Provide the Customer Satisfaction Rating form to the student	None	40 Seconds	Administrative Aide Office of Student Affairs
	TOTAL:	None	51 Minute,15 Seconds	

8. Off Campus ActivityThis describes the process of issuing the checklist of requirements for Off Campus Activity of all bona fide students in the University

Office or Division	:	Office of Student Affairs				
Classification:		Simple				
Type of Transacti	on:	G2C – G	over	nment to	Client	
Who may avail:		All bona	fide	DHVSU s	students	
CHECKLIST OF R	EQUIREMENT	S	WH	IERE TO	SECURE	
1 Certificate of I (COR)			1		Office of the University	-
2 Official Identif (ID)	ication Card		2	Manage (MIS)	ement Information	System
CLIENT STEPS	AGENCY A	CTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the log sheet	1. Instruct the sign in the log			None	35 Seconds	Administrative Aide Office of Student Affairs
2. Submit the required documents to the Administrative Aide in charge for verification	2. Issue the redocuments.	equired		None	30 Seconds	Administrative Aide Office of Student Affairs
3. Wait for the verification of the requirements submitted	3. Evaluates t documents su The OSA Dire signs the docu	bmitted. ector will		None	2 Minutes	Administrative Aide and Director Office of Student Affairs
4. Receive the Certificate of Compliance	4. Release the Certificate of Compliance	9		None	30 Seconds	Administrative Aide Office of Student Affairs
5. Listen to the final instruction after the activity.	5.Inform the s submit the atto log sheet and narrative repothe activity.	endance a		None	30 Seconds	Administrative Aide Office of Student Affairs
6. Fill out the customer satisfaction rating	6. Provide the Customer Sat Rating form to student	isfaction		None	40 Seconds	Administrative Aide Office of Student Affairs

TOTAL:	None	5 Minutes, 15 Seconds	
--------	------	--------------------------	--

9. Certificate of Non-Issuance of ID

This describes the process of a certificate of non-issuance of ID of all bona fide students in the University

Office or Division: Office of Student Affairs						
Classification: Simple						
Type of Transacti	on:	G2C – G	over	nment to	Client	
Who may avail:		All bona				
CHECKLIST OF R	EQUIREMENT				SECURE	
1 Certificate of F (COR)	Registration		1	DHVSU	Office of the Univ	versity Registrar
CLIENT STEPS	AGENCY A	CTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log sheet	1. Instruct the sign in the log			None	35 Seconds	Administrative Aide Office of Student Affairs
2. Submit the required documents to the Administrative Aide in charge for verification	2. Receive the required docu for verification	ments		None	20 Seconds	Administrative Aide Office of Student Affairs
3. Wait for the release of the requested document	3. Prepare the requested doc signed by the	cument,		None	2 Minutes	Administrative Aide Office of Student Affairs
4. Receive the requested document	4. Stamp with rubber stamp counter signed Administrative charge with the release	and d by the Aide in e date of		None	30 Seconds	Administrative Aide Office of Student Affairs
5. Fill out the Client Satisfaction Survey Form	5. Provide the Satisfaction S Form to the st	urvey		None	40 Seconds	Administrative Aide Office of Student Affairs
		TOTAL:		None	4 Minutes, 5 Seconds	

1. Request for the Utilization of the Dr. Ernesto T. Nicdao Sports Center

(University Gymnasium)
This describes the procedure in requesting for the utilization of the Dr. Ernesto T. Nicdao Sports Center (University Gymnasium).

Of	fice or Division:		Office of Sports De	evelo	pment		
Cla	assification:		Simple				
Ту	pe of Transaction	ո։	G2G – Government to Government				
W	ho may avail:		All DHVSU Employ	yees	;		
CH	HECKLIST OF REC	QUIREI	MENTS	Wŀ	HERE TO	O SECURE	
1	Letter Request fo Utilization (1 origi		ersity Gym	1	Reque	sting Party	
2	Identification Car	d		2	compa	-	
3	3 University Gymnasium Reservation Form (1 original)			3	Office of Sports Development, 1 st Floor, Dr. Ernesto T. Nicdao Sports Center (University Gymnasium), Bacolor, Pampanga		
4	4 Customer Survey Form (1 original)		4	Office of Sports Development, 1 st Floor, Dr. Ernesto T. Nicdao Sports Center (University Gymnasium), Bacolor, Pampanga			
С	CLIENT STEPS AGENCY ACTION		ENCY ACTION		ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
av Ur	Inquire for the ailability of the niversity /mnasium	reserv schedo of Gyn 1.2 Iss Reserv	nnasium	1	None	5 Minutes	Administrative Aide Office of Sports Development DHVSU, Bacolor, Pampanga
2	Submit the						

3. Wait for the release of the transaction slip	3.1 Approve/Disapprove the application 3.2. Log the approved reservation and release a transaction slip	None	3 Minutes	University Gymnasium Manager Office of Sports Development DHVSU, Bacolor, Pampanga
TOTAL:		None	13 Minutes	

1. Disaster Preparedness Capacity Building Training

This describes the guidelines and processes in conducting capacity building training as an effective measure taken in advance to increase the level of awareness and enhance the capacity of employees to address the threats and hazards and ensure the readiness of the whole university by equipping the personnel with appropriate action-response to the impact of hazards thus, preventing the adverse effect of natural or man-made disasters.

Office or Divisio	n:	Occupa	ational Safety and	Health Office	
Classification:		Simple			
Type of Transac	tion:	G2G- Government to Government			
Who may avail:		All bona	a fide DHVSU em	oloyees	
CHECKLIST OF	REQUIREMENTS	WHER	E TO SECURE		
1	Letter of permission	1	Office of the Pres	sident (2 nd floor,	
			Administrative B		
2	Attendance sheet of	2	OSH Office (2 nd	Floor, UFC	
	the participants		Building)		
3	Attendance sheet of	3	OSH Office (2 nd	Floor, UFC	
	the Trainers		Building)		
4	Accident waiver and	4	OSH Office (2 nd	Floor, UFC	
	release of liability		Building)		
	form				
5	Pre-evaluation	5	OSH Office (2nd Floor, UFC		
	training form		Building)		
6	Post-evaluation	6	OSH Office (2nd	Floor, UFC	
	training form		Building)		
7	Trainer evaluation	7	OSH Office (2nd	Floor, UFC	
	form		Building)		
8	Checklist of every	8	OSH Office (2nd	Floor, UFC	
	procedure included in		Building)		
	the training				
9	Certificate of	9	OSH Office (2nd	Floor, UFC	
	completion and		Building)		
	participation				
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING	PERSON	
		ТО	TIME	RESPONSIBLE	
		BE			
		PAID		5.	
1. N/A	Seeks permission	1	40.84	Director	
	from the President	None	10 Minutes	Occupational Safety and Health	
				Office	
2. Self-	Prepares the			011100	
preparation	necessary				
1 1	, , , , , , , , , , , , , , , , , , ,	1	l		

	physically and mentally	communication letters, needed materials relative to training, lectures PowerPoint, manual, and other documents.	None	30 Minutes	Administrative Aide I Occupational Safety and Health Office
3.	Self- preparation physically and mentally	Settles the training venue/room and prepares all necessary materials and facilities.	None	15 Minutes	Administrative Aide I Occupational Safety and Health Office
4.	Read carefully the waiver form and sign it. Submit the waiver form at the OSHO Office	Secures waiver from the participants and files it.	None	5 Minutes	Administrative Aide I Occupational Safety and Health Office
5.	Attend the training	Conduct the 3-day training (face-to-face)	None	3 Days	DRRMU Trainers Occupational Safety and Health Office
6.	Evaluate the training proper	Evaluates of the training proper and speakers	None	5 Minutes	Administrative Aide I Occupational Safety and Health Office
		TOTAL:	None	3 Days, 1 Hour, 5 Minutes	

2. Request for OSHO Training: Inter-Unit Collaboration for Disaster Resiliency, Workplace Safety, and Health Education Training Program

This describes the guidelines and processes in conducting the Inter-Unit Collaboration for Disaster Resiliency, Workplace Safety, and Health Education Training Program as a measure of disaster preparedness taken in advance to ensure an effective response to the impact of hazards to prevent or minimize the adverse effect of natural or man-made hazards. Further, this program also provides workplace safety and health education. It also empowers and increases the different units' engagement regarding school disaster resiliency measures and intensifies the collaboration of the university in cultivating the disaster resiliency and safety culture among the stakeholders.

This program is provided to all offices in the university if they want to request training or seminars for their personnel on Basic Life Support, Disaster Preparedness, First Aid, Occupational Safety and Health issues, and other related topics.

Office or Division:		Occupa	tional Safety and I	Health Office	
Classification:	Classification: Simple				
Type of Transaction:	•	G2G- Government to Government			
Who may avail:	All bona fide DHVSU employees				
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE			
	Letter of	1	Office of the Pres		
	approved request		Administrative Bu	uilding)	
	for training				
	Attendance sheet	2	OSH Office (2 nd I	Floor, UFC	
	of the		Building)		
	participants		nd		
	Attendance sheet	3	OSH Office (2 nd I	Floor, UFC	
	of the Trainers		Building)		
	Accident waiver	4	OSH Office (2 nd I	Floor, UFC	
	and release of		Building)		
	liability form	_	001100: (0.1	EL LIEO	
	Pre-evaluation	5	OSH Office (2nd	Floor, UFC	
	training form		Building)		
6	Post-evaluation	6	OSH Office (2nd Floor, UFC		
	training form		Building)		
7	Trainer	7	OSH Office (2nd Floor, UFC		
	evaluation form		Building)		
_	Checklist of	8	OSH Office (2nd	Floor, UFC	
	every procedure		Building)		
	included in the				
	training	0	001100: (0.1	EL LIEO	
	Certificate of	9	OSH Office (2nd	Floor, UFC	
	completion and		Building)		
	participation AGENCY	FEES	PROCESSING	PERSON	
	ACTION	TO	TIME	RESPONSIBLE	
	ACTION	BE	IIIVIL	RESPONSIBLE	
		PAID			
		ואו			
1. Prepare a	Receive the				
	approved letter				
•	and log it				
training/seminar	3				
address to the		None	5 Minutes	Administrative	
president				Aide I	
				Occupational Safety and Health	
Give the				Office	

	approved request letter to the OSHO				
2.	Wait for the evaluation result, keep the line of communication, and be ready to answer the queries	Evaluate and screen the request (specific request and topics included, participants, and purpose)	None	20 Minutes	Safety Officer Occupational Safety and Health Office
3.	Receive the confirmation including the date of the training and needed materials	Confirm the commitment to the training provision as per the request	None	5 Minutes	Administrative Aide I Occupational Safety and Health Office
4.	The representative may also coordinate with the OSHO secretary to settle the venue	Reserves the training venue	None	5 Minutes	Administrative Aide I Occupational Safety and Health Office
5.	Accomplishes the Accident waiver and release of liability form	Asks the participants to accomplish the Accident waiver and release of liability form	None	5 Minutes	Administrative Aide I Occupational Safety and Health Office
6.	Attend the training	Conduct the requested seminar or training	None	8 Hours	DRRMU Trainers Occupational Safety and Health Office
7.	Evaluates the training	Receives the evaluation and perform post conference	None	30 Minutes	DRRMU Trainers Occupational Safety and Health Office
		TOTAL:	None	1 Day, 1 Hour, 10 Minutes	

3. Reporting of the Workplace Hazard Identified

This describes the guidelines and processes on how to report hazards or potential hazards identified categorized as physical, chemical, biological, environmental, and ergonomics in the workplace that need immediate action to ensure the safety and welfare of the stakeholders staying inside the school premises.

Office or Division	1:	Occupation	nal Safety and He	ealth Office		
Classification: Simple		•	·			
Type of Transact	Type of Transaction:		G2G- Government to Government			
Who may avail:		All bona fide DHVSU employees				
CHECKLIST OF F	REQUIREMENTS	WHERE 1	TO SECURE			
1	Hazard Identification Report form DHVSU-QSP- UOSHO-003-F0001- R00	1	OSH Office (2nd Building)	Floor, UFC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Visits the OSHO Office to submit the accomplished report /HIF Or Send the report (accomplishe d HIF) via the OSHO email address. The HIF shall be properly accomplished with the following: (HIF is available per the Office Focal person) * Kind of workplace hazard identified including the	Receives the Accomplished Hazard Identification Form Interview the client: Verify the hazard identified including the exact location, date, and time. Ask and clarify the action done initially to	PAID				
exact location,	action done initially to control hazards					

date, and time. * the risk associated with the observed hazard, who may be affected * action has been done initially to control hazards (if any) The form shall be signed by the Immediate superior to sign the report and with attachment of a photo of the hazard to the HIF.	Checks the attached photo of the hazard to the HIF.	None	10 Minutes	Safety Officer Occupational Safety and Health Office
2. Wait for the action for the appropriate correction	Review the HIF and take appropriate investigation, action, and endorsement to the appropriate office Makes necessary endorsement and recommendation of action to the responsible unit depending on the hazard identified and the extent of	None	9 Minutes	Safety Officer Occupational Safety and Health Office

	correction (report to GSSO/ OPP)			
Gets a copy of the report submitted as received copy	Record and file the report accordingly	None	1 Minute	Administrative Aide Occupational Safety and Health Office
	TOTAL:	None	20 Minutes	

4. Reporting Workplace Incident

This describes the guidelines and processes on how to report an incident that happened inside the school premises involving the employees. 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 all the 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 Divisio	n:	Occupational Safety and Health Office		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		All bona	fide DHVSU empl	oyees
CHECKLIST OF	REQUIREMENTS	WHERE	TO SECURE	
1	Incident Report Form	1	OSH Office (2nd	Floor, UFC
	(IRF)		Building)	
	DHVSU-QSP-			
	UOSHO-006-F0001-			
	R00			
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING	PERSON
		TO BE	TIME	RESPONSIBLE
		PAID		
1. Visits the	Interview the client,			
OSHO	ask questions, and			
Office and	relative information			
reports the	based on the IRF			
incident that	form.			
happened				
Duranida	Accomplish and			
Provide	complete the IRF:			
necessary	* ^ = . = =			
information	*Ask about the kind			
	of incident, injury,			
	illness, near hit /miss,			Safety Officer
		l	l	carety critical

	fire/explosion, property damage, vehicle event, or environmental event.	None	10 Minutes	Occupational Safety and Health Office
	*Ask the personal details such as name, age, sex, campus, department, and contact number			
2. Describes	*Ask for the details of the incident such as the date of the incident, time, place (specific location) Nature of the incident and the intervention done by the responders including the details of injury or illness and affected body parts.			
2. Describes the incident Provide a sketch or photo as evidence	Ask to describe the whole incident and attach a sketch or photo documentation in the report.			Sofoty Officer
Provides the name of witnesses including the designation and contact number/s	Ask about the names of witnesses including the designation and contact number/s	None	5 Minutes	Safety Officer Occupational Safety and Health Office
3. Wait for appropriate investigatio n, endorseme nt, and action.	Review the IRF and take appropriate investigation, followed by needed action, and endorsement to the appropriate office	None	10 Minutes	Safety Officer Occupational Safety and Health Office

TOTA	25 Minutes	

5. Request for Safety Officer Assistance During School Events

This describes the guidelines and processes in requesting assistance from OSHO to serve as a safety officer to check the safety of the venue and its facilities before and during the event to prevent the occurrence of any kind of incidents/accidents and health threats.

Office or Division	on:	Occur	Occupational Safety and Health Office			
Classification:			Simple			
Type of Transa	ction:		G2G- Government to Government			
Who may avail:			na fide DHVSU em			
	REQUIREMENT		RE TO SECURE	ipioyooo		
1 Letter of request for assistance with specific details		equest 1	Office of the President (2 nd floor, Administrative Building)			
2 Letter approved 2 by the president to conduct the event		esident t the	Office of the President (2 nd floor Administrative Building)			
CLIENT STE	PS AGEN ACTI	_	PROCESSING TIME	PERSON RESPONSIBLE		
1. Visits the OS Office and gi the request le Attach the approved lett	ve request le approved and log it	tter and	2 Minutes	Administrative Aide I Occupational Safety and Health Office		
2. Wait for the evaluation re keep the line communicati and be ready answer the queries	of request (i	number nel date, None	10 Minutes	Safety Officer Occupational Safety and Health Office		
Receives the confirmation messenger /	via commitme	ent to	3 Minutes	Administrative Aide I		

message /email	assistance vis messenger / text message / email			Occupational Safety and Health Office
	None	15 Minutes		

6. Distribution and Releasing of Safety and Health Requested Supplies

This describes the guidelines and processes on how the OSHO distributes and releases the requested safety and health supplies of each unit/office of the university necessary to ensure the safety and health of the employees and maintain a safe learning environment.

Office or Division: Occupational Safety and Health Office				Health Office	
Classification:		Simple			
Type of Transacti	on:	G2G -	Government to Go	overnment	
Who may avail:		All bona	a fide DHVSU emp	oloyees	
CHECKLIST OF R			TO SECURE		
1	Requisition and Issue Slip (RIS) (The Form is from the PSMO)	1 FEES	OSH Office (2 [™] Floor, UFC Building)		
CLIENT STEPS	CLIENT STEPS AGENCY ACTION		PROCESSING TIME	PERSON RESPONSIBLE	
Signs in the client logbook	Instruct the client to sign in the log book	None	10 Seconds	Administrative Aide Occupational Safety and Health Office	
2. Request for the needed safety and health supplies by accomplishing the RIS.	2. Ask the requested/ needed safety and health supply to the client. Provide the Requisition and Issue Slip (RIS). Check/ verify the availability and quantity needed from the OSHO inventory	None	2 Minutes	Administrative Aide Occupational Safety and Health Office	

	supply.			
	Instruct the client on the necessary procedure *secure signature from immediate supervisor to note the request and * Secure signature from the Executive Vice President for request approval.			
3. Present the approved Requisition and Issue Slip (RIS)	3. Check and verify the RIS. Sign the approved RIS for the distribution and release of the safety and health supplies.	None	20 Seconds	Director Occupational Safety and Health Office
4. Received the requested Safety and Health supplies	4. Issue the needed/requested safety and health supply	None	7 Minutes	Administrative Aide Occupational Safety and Health Office
5. Sign in the Distribution and Releasing of Safety and Health Supplies Logbook	5. Instruct the client to check the received items (quantity and quality). Sign in the safety and health supplies Receiving logbook	None	30 Seconds	Administrative Aide Occupational Safety and Health Office
	TOTAL:	None	10 Minutes	

1. MEDICAL CHECK-UP

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

Office or Divisi	on:	Office of Student Services- Health Services Unit- Medical				Unit- Medical
Classification:		Simple				
Type of Transa	ction:	G2C - Govern	nme	nt to Citiz	zen	
Who may avail:		All bona fide	DHV	'SU stud	ents with particula	r emphasis on
		those facing t				
CHECKLIST OF			WH		SECURE	
1 University Iss (1 original)	sued Stude	nt ID	1	Manage Office	ement Information	System (MIS)
2 Client Satisfa	action Form	1	2	Medica	l Building	
CLIENT STEPS	AGENCY	ACTION		ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register the patient in the	the patient (chief complaint, vital signs) seneral 1.2. Perform Physical Examination, Diagnosis and		I	None	3 Minutes	Nurse Health Services Unit
General Gog Book and Department			None		8 Minutes	<i>Medical Officer</i> Health Services Unit
al Log sheet of the Medical	heet of the ledical medicines		ı	None	2 Minutes	Medical Officer Health Services Unit
2. Fill out up ch referre species		e for follow- eck-ups or al to alist for e cases	None		2 Minutes	<i>Medical Officer</i> Health Services Unit
	•	TOTAL:	1	None	15 Minutes	

2. ORAL CHECK-UP (ORAL EXAMINATION)

Perform oral examination to patients and give immediate solution to their concerns and

chief complains regarding oral health.

Office or Divisi	on:	Office of Student Services- Health Services Unit- Dental					
Classification:		Simple					
Type of Transa	ction:	G2C – Gov	ernm	nent to (Citizen		
Who may avail:		All bona fid	e DH	IVSU st	udents with partic	ular emphasis on those	
		facing the g					
CHECKLIST OF			WH		O SECURE		
1 University Iss			1		/	n System (MIS) Office	
2 Client Satisfa	action For	m	2	L	al Building		
CLIENT STEPS	AGENO	Y ACTION		ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Register on the Patient's	data	ner patient's (major plaint)	Ν	lone	2 Minutes	Dental Aide Health Services Unit	
Daily Record Form at the Dental Health Unit	Exai and	erform Óral xamination nd treatment lanning		lone	15 Minutes	University Dentist III Health Services Unit	
2. Fill out Client Satisfaction Form	and	e anation	N	lone	2 Minutes	University Dentist III Health Services Unit	
	ched refer spec	ce for w-up k-ups or ral to cialist for ere cases		lone	3 Minutes	<i>Dental Aide</i> Health Services Unit	
	•	TOTAL:	N	lone	22 Minutes		

3. ONLINE MEDICAL CONSULTATION

Perform online medical consultations to patients and give immediate treatment to their concerns and chief complaints regarding health.

Office or Division:	Office of Student Services- Health Services Unit- Medical
Classification:	Simple

Туј	pe of Transaction	n:	G2C - Gove	ernm	ent to C	Citizen	
Wh	o may avail:					•	yees with particular
	ECKLICE OF D					ng the greatest he	eaith risk.
L	ECKLIST OF RI	-				O SECURE	O 1 (MIO) Off.
1	University Issue		וז וט	1			n System (MIS) Office
2	Client Satisfacti	on Form		2		nru google form	
C	LIENT STEPS		Y ACTION		ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
	 Register on the Patient's Daily Record 	1.1 Take patient's data (chief complaint, present illness) and refer to the Physician		N	lone	2 Minutes	<i>Nurse</i> Health Services Unit
	Form at the Dental Health Unit 2. Fill out Client Satisfaction Form	1.2 The physician will interview the patient thru phone/video calls to perform Consultations, Diagnosis and Treatment		N	lone	8 Minutes	Medical Officer Health Services Unit
		patient Messen	e- tion to the via FB ger	Ν	lone	2 Minutes	Medical Officer Health Services Unit
		face che referral	ice for up face to eck-ups or to specialist re cases	N	lone	2 Minutes	Medical Officer Health Services Unit
		•	TOTAL:	N	one	15 Minutes	

4. ONLINE DENTAL CONSULTATION

Perform online dental consultations to patients and give immediate treatment to their dental concerns and chief complaints.

Office or Division:	Office of Student Services- Health Services Unit- Dental
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All bona fide DHVSU students with particular emphasis on those
	facing the greatest oral health risk.

CH	HECKLIST OF	REQUIREMENTS	WH	ERE TO	O SECURE	
1	University Iss	ued Student ID	1	Manag	gement Information	n System (MIS) Office
2	Client Satisfa	ction Form	2	Sent tl	nru google fom	
	CLIENT STEPS	AGENCY ACTION		ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Register on the Patient's Daily Record	1.1 Take patient's data (chief complaint, present illness) and refer to the Dentist	None None		2 Minutes	<i>Dental Aide</i> Health Services Unit
2.	Form at the Dental Health Unit Fill out Client Satisfaction Form	1.2 The Dentist will interview the patient thru phone/video calls to perform Consultations, Diagnosis and Treatment			6 Minutes	<i>Dentist</i> Health Services Unit
		1.3 Send and discuss e-prescription to the patient via FB Messenger	N	lone	2 Minutes	<i>Dentist</i> Health Services Unit
		1.4 Advice for follow- up face to face dental check-ups or referral to specialist for severe cases	None		2 Minutes	<i>Dentist</i> Health Services Unit
		1.5 Record patient diagnosis, treatment and other data	N	lone	3 Minutes	<i>Dental Aide</i> Health Services Unit
		TOTAL:	N	one	15 Minutes	

1. Enrolment for New Students

Of	ffice or Division	Division: Office of the University Registrar (OUR)						
CI	assification:		Simple					
Ty	pe of Transacti	on:	G2C - Governme	nt to	Citiz	en		
W	ho may avail:		All students who	qual	ified i	n the University A	dmission Test	
CI	HECKLIST OF R	EQU	IREMENTS	WH	IERE	TO SECURE		
1	Form 138/Copy Transferee (1 C			1	Fror	m former school		
2	Certificate of Go (1 Original)	ood N	Moral Character	2	Fror	n former school		
3	3 Original Transfer Credential/Honorable Dismissal (for transferees)			3	Fror	m former school		
4	PSA Birth Certificate (1original and 1 photocopy)			4	Philippine Statistics Authority, Maimpis, San Fernando, Pampanga			
5	Two (2) pcs 2x2 background	2 pict	ures with white	5 Photo shops located beside Gate 2 & 3 of the university				
С	LIENT STEPS	AG	SENCY ACTION	TO	ES BE AID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the required documents for enrolment to the assigned counter: 1. Check and verify the completeness and accuracy of documents		completeness accuracy of	No	one	5 Minutes	Program Chair/ Adviser OUR		

2. Proceed to the Registrar's Office and claim your Certificate of Registration	2. Issued the Certificate of Registration (COR) of the student via print and online.	None	5 Minutes	OUR Staff
3. Accomplish the Customer Survey Satisfaction Form (CSSF)	3. Receives the Customer Survey Satisfaction Form (CSSF)	None	5 Minutes	OUR Staff
	TOTAL:	None	15 Minutes	

2. Enrolment for Regular Students

Offic	e or Division:	<u> </u>	Office of t	he Uni	/er	sity Registrar (OU	R)
Clas	sification:		Simple				
Туре	of Transaction	n:	G2C – G	vernm	ent	t-to-Citizens	
Who	may avail:		Any stude	nt who	ar	e qualified to re-e	nroll at DHVSU
CHE	CKLIST OF RE	QUIREMENT	S		RE	TO SECURE	
1	University issu	ied Student's I	D	1		iternet Multimedia MC),DHVSU, Bac	
2	Academic Pro	gram Evaluatio	on	2	R	espective College	S
CL	IENT STEPS	AGENCY A	ACTION	FEES TO B PAID	Ε	PROCESSING TIME	PERSON RESPONSIBLE
subr Inter throu	complish and nit a Letter of nt (LOI) ugh Gmail if intend to Il	1.Receives the of Intent LOI		None		3 Minutes	Program Chair/ Adviser
		2. Encodes the courses to be and issue the Certificate of Registration online.	e enrolled e (COR) via	None	O	5 Minutes	OUR Staff
Cust Satis	accomplish the comer Survey sfaction Form SF) via online	3. Receives to Customer Surpose Satisfaction For (CSSF)	rvey		9	2 Minutes	OUR Staff
			TOTAL:	None	9	10 Minutes	

1. Individual and Office Performance Commitment (IPC/OPC) Validation This describes the validation of the Individual and Office Performance Commitment Forms which should be consistent to the agency's targets and strategic directions.

Office or Division: Planning					anning and Development Office				
Cla	ssification:		Simple	•					
Тур	e of Transaction	on:	G2G – G	over	nment to	Government			
Wh	o may avail:		All bona f	ide l	DHVSU e	mployees			
CHI	ECKLIST OF R	EQUIREMENTS	3	WH	IERE TO	SECURE			
1	(IPC) Form (1	ormance Comm original, 1 phot	осору)	1	DHVSU Official Website, DHVSU FB Page Planning and Development Office (2 nd Floor, Admin.Bldng)				
2	Office Perform (OPC) Form	ance Commitme	ent	2	2 DHVSU Official Website, DHVSU FB Pag Planning and Development Office (2 nd Floor, Admin.Bldng)				
CL	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		None		1 Minute	Administrative Aide Planning and Development Office
requi doc Cou initia	Submit the uired uments to unter 1 for all assessment verification	2. Receive the documents and for completene before forward to the Planning	d check ess ling them		None	2 Minutes	Administrative Aide Planning and Development Office		
3. V rele valid	Vait for the ase of the dated ument	3. Validate the accuracy and a of the success indicators to the agency's target strategic direct	alignment ne ets and	None		5 Minutes	<i>Director</i> Planning and Development Office		
vali	Receive the dated ument	4. Record all the comments, suggestions, a recommendation the accomplish	ind ons on	None		2 Minutes	Administrative Aide Planning and Development Office		
			TOTAL:		None	10 Minutes			

1. Request and Issuance of Supplies and Materials

This describes the procedures in the requisition and issuance of Supplies and Materials

Office or Division:		Property	operty and Supply Management Office (PSMO)				
Classification:		Simple					
Type of Transaction	on:	G2G – G	over	nment to	o Government		
Who may avail:		Deans/ D	irec	tors/ Hea	ad of Offices/ Unit I	Heads	
CHECKLIST OF R	EQUIREMENTS	3	WH	HERE TO	O SECURE		
1 Requisition an (RIS) Form - A NGAs Volume (1 original, 2 p	ppendix 63 of G II	SAM for	1	PSMO	J Official Website, FB Page/GC, PSN Supply and Procure	IO Office (1st	
CLIENT STEPS	AGENCY A	CTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit the properly filled-up and approved RIS	1. Receive the document and the RCC and F control numbe	fill-up RIS	1	None	1 Minute	Section Head of Warehousing and Releasing Section PSMO	
2. Wait for the verification of the availability of requested particulars/ items	2. Verify availa stocks with refe the Stock Card Inventory Docu	erence to d (SC)/		None	2 Minutes	Staff In-charge on SC at the Warehousing and Releasing Section PSMO	
3. Wait for the preparation of the available items	3.1 Prepare ar account the avparticulars/iten 3.2 Check the accurateness or requested part and sign the in the "Issued Pothe RIS 3.3 Review the sign at the "Issued Pothe RIS"	vailable of the ciculars oitial at ortion" of	1	None	4 Minutes or more (depending on the bulk of requested particulars/items) *If bulk releasing, inform the client to return at a particular time for the releasing of the requested available particulars/items	3.1 Releasing Section Staff Incharge 3.2 Section Head of Warehousing and Releasing Section 3.3 Director of Property and Supply Management Office PSMO	

4. Receive the requested available particulars/ items	4. Release accurately the requested available particulars/ items	None	2 Minutes or more (depending on the bulk of requested particulars)	Releasing Section Staff In-charge PSMO
5. Accomplish the "Customer Survey Form"	5. Take note all the comments, suggestions, and recommendations on the accomplished form	None	1 Minute	Releasing Section Staff In-charge PSMO
	TOTAL:	None	10 Minutes	

2. Request and Issuance of Semi-Expendable Property and Property, Plant

and Equipment (PPE)

This describes the procedures in the requisition and issuance of Semi-Expendable Property and PPE

Office or Division: Property				erty and Supply Management Office (PSMO)					
Classification:		Simple	ana	очры і	vianagement omoc	o (1 Olvio)			
Type of Transaction	n:	G2G – Government to Government							
Who may avail:					ad of Offices/ Unit H				
CHECKLIST OF RI	EQUIREMENTS				O SECURE				
1 Requisition and (RIS) Form - A NGAs Volume (1 original, 2 p	ppendix 63 of G II	SAM for	1	PSMO	J Official Website, FB Page/GC, PSM Supply and Procure	10 Office (1st			
CLIENT STEPS	AGENCY A	CTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Submit the properly filled-up and approved RIS	1. Receive the document and the RCC and F control numbe	fill-up RIS r field	1	None	1 Minute	Section Head of Warehousing and Releasing Section PSMO			
2. Wait for the verification of the availability of requested property	2. Verify availaded stocks with refithe: * Semi-Expension Property Carder Property Carder PPE	dable (SPC)	ty of nce to le No PC)		2 Minutes	Staff In-charge on SPC or PC at the Warehousing and Releasing Section PSMO			
3. Wait for the preparation of the accountable document subject for signature of the accountable personnel (Deans/ Directors/ Office Heads/ Unit Heads)	or the on of the ble of available requested property: tree of variable accountable document of available requested property: tree of variable acknowledgment acknowledgment receipt (PAR) for PPE variable variable accountable accountable requested property: tree of variable variable accountable requested property: tree of variable variable variable accountable requested property: tree of variable variable requested property: tree of variable variable requested property: tree of variable variable variable requested property: tree of variable variabl		•	None	4 Minutes or more (depending on the bulk of requested property) *If bulk releasing, inform the client to return at a particular time for the release of the accountable document	Staff in-charge on PAR or ICS at Warehousing and Releasing Section PSMO			

4. Wait for the preparation of the available property upon return of the signed accountable document	4.1 Prepare and account the available property 4.2 Check the accurateness of the requested particulars and sign the initial at the "Issued Portion" of the RIS 4.3 Review the RIS and sign at the "Issued by" portion of the RIS	None	5 Minutes or more (depending on the bulk of requested property) *If bulk releasing, inform the client to return at a particular time for the releasing of the requested available property	4.1 Releasing Section Staff In- charge 4.2 Section Head of Warehousing and Releasing Section 4.3 Director of Property and Supply Management Office PSMO
5. Receive the requested available property	5. Release accurately the requested available particulars/ items	None	2 Minutes or more (depending on the bulk of requested particulars)	Releasing Section Staff In-charge PSMO
6. Accomplish the "Customer Survey Form"	6. Take note all the comments, suggestions, and recommendations on the accomplished form	None	1 Minute	Releasing Section Staff In-charge PSMO
	TOTAL:	None	15 Minutes	



CITIZENS' CHARTER

F.Y. 2024

RESEARCH MANAGEMENT OFFICE

Internal Services

RESEARCH MANAGEMENT OFFICE

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

		University in-House Revi					
	ice or Division:	Research Management	Office (RMO)			
Cla	ssification:	Highly Technical					
	oe of						
Transaction: G2G - Government to Government Who may avail: Faculty Researchers							
	o may avail:		11.11.11				
СН	ECKLIST OF RI	EQUIREMENTS	WHERE TO	SEC	•		
1	Research Paroriginal)	on Form (1	1	Research Ma Office (2 nd Flo Multidisciplina	oor,		
2	Rubric for Re	search Paper Evaluation	(1 original)	2	Research Ma Office (2 nd Flo Multidisciplina	oor,	
3	Hard and Soft Copies of Research Paper (1 original)				Research Ma Office (2 nd Flo Multidisciplina	oor,	
4	4 RMO Compliance Form (1 original)				Research Management Office (2 nd Floor, Multidisciplinary Bldng.)		
5	5 Enhanced Research Paper (1 original))	5	5 Researcher		
CL	IENT STEPS	AGENCY ACTION	FEES TO BE PAID		ROCESSING TIME	PERSON RESPONSIBLE	
doc req the Co- enc the Dire Sec Prii	Submit the cumentary purification to Research ordinator for the dorsement to Dean/ Campus ector/condary School ncipal	1. Check the submitted documents; Review the content of the proposals/ completed papers through the College Specialist/s	None	Wis	3 Days	Research Coordinator, College Specialists Research Management Office	
rec of t	Comply with the ommendations he College ecialist/s	2. Review the revised paper based on the recommendations of College Specialists; Submit the endorsement with the documentary requirements to the Research Management	None		1 Day	Research Coordinator, College Specialists, Research Center Manager, Research Management Office	

	Office (RMO) through its Research Centers			A COLUMN TO THE PARTY OF THE PA
3. Wait for the result of the review process of the RMO through its Research Centers and Mentoring Session	3. Facilitate the review process	None	12 Days	RMO Director, Research Center Manager, Research Center Specialist Research Management Office
4. Comply with the recommendations of the RMO	4. Review the compliance of the researcher/s; Endorse for presentation in the University In-House Review	None	1 Day	RMO Director, Research Center Manager, Research Center Specialist Research Management Office
	TOTAL:	None	17 Days	

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

Office or Division: Research Mana		agement Office (RMO)			
Classification: Highly Technica		al .			
Type of Transaction: G2G – Governm		ment	nent to Government		
Who may avail: Faculty Researchers			S		
CH	ECKLIST OF REQUI	REMENTS	WHERE TO SECURE		
1	Research/Project Implementation Agreement (1 original)		1	Research Management Office; Research Coordinator	
2	Status/Progress Re original)	tatus/Progress Report Form (1 riginal)		Research Management Office; Research Coordinator	
3	Work and Financial Plan (1 original)		3	Research Management Office; Research Coordinator	
4	Terminal Report(1 original)		4	Research Management Office; Research Coordinator	
5		arch Paper Processing cation Form (1 original)		Research Management Office; Research Coordinator	
6	Hard and Soft Copy Research Paper	of the	6	Researcher	
7	Rubric for Research Evaluation	n Paper	7	Research Management Office; Research Coordinator	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Accomplish Research/Project Implementation Agreement Form from the RMO, Status/Progress Report on a monthly/quarterly/ biannual basis and submit to the Research Coordinator following the Status Report Guidelines	1. Validate the Status/ Progress Report; Facilitate proper endorsement	None	4 Days	RMO Director, Research Center Manager, Research Center Specialist, Research Coordinator Research Management Office		
2. Submit Terminal Report along with the completed manuscript with Abstract (hard and soft copies) to the Research Coordinator	2. Validate the submitted documents; Facilitate proper endorsement; Subject for review (plagiarism scan, technical soundness, content)	None	12 days	RMO Director, Research Center Manager, Research Center Specialist, IPO Staff, Technical Writers, Research Coordinator Research Management Office		
	TOTAL:	None	16 Days			



Receiving Document/s for Safekeeping

This process involves the safekeeping of documents submitted by different offices/unit/campuses

Office or Division:	Records Management Unit, DHVSU, Bacolor Pampanga
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All the Units/Offices/Campuses in DHVSU
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Form 2A (For Safekeeping)	Records Management Unit (2 nd Floor, Procurement and Supply Building)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the logbook provided in the receiving area by writing the: Date of the submission Name of the personnel submitting the document/s Description of the document/s document/s	1.The Records Management Unit personnel shall check the details written in logbook	None	3 Minutes	Administrative Aide Records Management Unit
2. Provide receiving copy of the submitted document/s	2. The Records Management Unit personnel shall check and verify the form it is matches all the submitted documents and records.	None	2 Hours	Administrative Aide Records Management Unit
	3.Once verified, The Records Officer certifies the correctness of the form by signing the Form 2A	None	5 Minutes	Administrative Aide Records Management Unit
	4. File the FORM 2A and the submitted records for safekeeping	None	2 Minutes	Records Management Unit
	TOTAL:	None	2 Hours, 10 Minutes	

Releasing/Retrieval of Document/s

This process involves the process of requesting and releasing University records

Office or Division:	Records Management Unit, DHVSU, Bacolor Pampanga
Classification:	Simple
Type of	G2C- Government to Citizen
Transaction:	G2C- Government to Citizen
Who may avail:	All the Units/Offices/Campuses in DHVSU
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Form 1 (Document	Records Management Unit (2 nd Floor, Procurement and Supply
Request Form)	Building)

	T			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up the logbook provided in the receiving area by writing the: • Date of request • Name of personnel requesting document • Purpose of request	1.The Records Management Unit personnel shall check the details written in the logbook	None	3 Minutes	Administrative Aide Records Management Unit
2. Submit Form 1	2.The Records Management Unit personnel shall check the document request form for the purpose of the requested document		2 Minutes	Administrative Aide Records Management Unit
	3. The Records Officer will re- check and sign the document request form if approved for release	None	5 Minutes	Records Officer Records Management Unit
	3.The Data Protection Officer inspects the request if it is in compliance of the Data Privacy Act	None	5 Minutes	DPO/PIO Director MSI Office
	4.The Records Management Unit personnel searches for the requested	None	2 Hours	Administrative Aide Records Management

document and release the document			Unit
TOTAL:	None	2 Hours, 15 Minutes	





RECORDS MANAGEMENT UNIT

Receiving Document/s for Disposal

This process involves the disposal of documents submitted by different offices/unit/campuses

Office or Division:	Records Management Unit, DHVSU, Bacolor Pampanga
Classification:	Simple
Type of	G2C- Government to Citizen
Transaction:	G2C- Government to Citizen
Who may avail:	All the Units/Offices/Campuses in DHVSU
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Form 2B	Records Management Unit (2 nd Floor, Procurement and Supply
(For Disposal)	Building)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the logbook provided in the receiving area by writing the: Date of the submission Name of the personnel submitting the document/s Description of the document/s document/s	1.The Records Management Unit personnel shall check the details written in logbook	None	3 Minutes	Administrative Aide Records Management Unit
2. Submit form 2A together with the documents to be dispose	2.The Records Management Unit Personnel shall check and verify the form if it matches all the submitted documents and records	None	2 Hours	Administrative Aide Records Management Unit
	3.Once verified, The Records Officer certifies the correctness of the form by signing the Form 2B	None	5 Minutes	Records Officer IV Records Management Unit
	4. Issues Records Disposal Certificate to the requesting office or unit	None	10 Minutes	Records Officer IV Records Management Unit
	4. File the Form 2B	None	2 Minutes	Records Management Unit
	TOTAL:	None	2 Hours, 20 Minutes	

DON HONORIO VENTURA STATE UNIVERSITY

Cabambangan, Villa de Bacolor, 2001 Pampanga, Philippines

WEBSITE: www.dhvsu.edu.ph
EMAIL: dhvsu.seniorhigh@gmail.com
FB PAGE: web.facebook.com/dhvsushs

80 SENIOR HIGH SCHOOL DEPARTMENT OR

1. Enrolment Process for Senior High School

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

Offic	e or Division:	Senior High School (SHS)					
Clas	sification:	Simple					
Туре	of Transaction:	G2C - Governr	nent to	o Citizen			
Who	may avail:	All bonafide Sh	IS stu	dents of DI	HVSU		
CHE	CKLIST OF REQUI	REMENTS	WHE	RE TO SE	CURE		
	Iment Procedure F						
	Present photocopy and original copy for authentication and reference purposes the following						
	entials for enrolment		: :: :		de e CLIC Duin ein el		
The 6	enrollee should be o Form 138 (1 Origir		illers	osted by t	ne SHS Principai	:	
1.	photocopy)	iai aiiu i	1	School -	where he/she cor	mpleted Grade 10	
2	PSA Birth Certifica		2	Philippine	Statistics Author	rity (PSA)	
	(Original and 2 Pho		_	Титррите		ity (i G/t)	
3	Certificate of Good Moral (1original and 1 photocopy)			School -	where he/she cor	mpleted Grade 10	
	2x2 picture with white						
4	background and na copies)	ametag (2	4	Preferred	Photo studio		
5	School ID (Origina photocopies)	l and 2	5	School- Previous school attended			
6	Diploma		6	School- Previous schools attended			
7	Pre-Assessment F	orm	7	University Cashier's Office			
8	Certificate of Regis	stration (COR)	8	Office of	the University Re	gistrar	
	For Grade 12						
1	Form 138 (Original	l)	1	SHS Class Adviser			
2	Clearance (Origina	al)	2	Accountin	ng Office		
Accomplished Pre-Registration Form		3	Principal's	s Office c/o SHS	Secretary		
4 Pre-Assessment Form			4	Cashier's Office			
5 Certificate of Registration (COR)			5	Office of the University Registrar			
CLIE	NT STEPS	AGENCY ACTION		S TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	

Republic of the Philippines

DON HONORIO VENTURA STATE UNIVERSITY

WEBSITE: www.dhvsu.edu.ph
EMAIL: dhvsu.seniorhigh@gmail.com
FB PAGE: web.facebook.com/dhvsushs

Cabambangan, Villa de Bacolor, 2001 Pampanga, Philippines Receive SUDMIT THE REQUIRE SENSIGH SCHOOL DEPARTMENT OR Assigned Faculty cuments for the student's None 5 Minutes SHS Faculty evaluation documents Office for evaluation 2.Issue Pre-2. Submit the Registration Assigned Faculty accomplished preand feedback 5 Minutes SHS Faculty None registration form for forms to Office evaluation students 3. Submit the 3. Receive the Preevaluated pre-Academic registration form to the Registration Chairperson 4 Minutes None Academic Instruction and feedback SHS Faculty Office Chair forms to students 4. Proceed to the 4.Evaluate/ Assigned Staff of Office of the Registrar, Review and the University Accounting and Advise the Registrar Cashier's Office for 4 Minutes None section to be Registrar Office enrollment proper enrolled by the students 5. Proceed to the PHP 8.750 Accounting and 5. Receive Gr. 11 Assigned Staff of Cashier's Office for payment for the Accounting **Payment** enrollment PHP 8,405 4 Minutes and Cashier Office and issue (for non-Accounting Office Certificate of voucher recipient) Registration Gr. 12 PHP 8.750 Gr. 11 TOTAL: 22 Minutes PHP 8,405 Gr. 12

1. Enrolment Procedure for New Students

This describes the procedure for enrollment for new students

Office or Division:		School of	of Law					
Classification:		Simple						
Type of Transaction	on:	G2C – G	overnment to Client					
Who may avail:			vers the enrollment of new Juris Doctor students in					
CUECKLIST OF D	FOLUDEMENTS		the university. WHERE TO SECURE					
1 Admission test	t result and Test		1		ions Office			
2 Advising Slip	. 000	2		of Law Office				
3 1				EES TO	PROCESSING	PERSON		
CLIENT STEPS	AGENCY A			E PAID	TIME	RESPONSIBLE		
Fill out the student log sheet	Ensures that Juris Doctor (Juris Student register log sheet	D)		None	1 Minute	Administrative Staff-in-Charge School of Law Office		
2. Secure an advising slip	2. Issues an ad Slip to JD stud	_		None	1 Minute	Administrative Staff-in-Charge School of Law Office		
3. List the appropriate courses/subjects for the Semester	3. Requires the JD students to copy the desired schedule			None	5 Minutes	Administrative Staff-in-Charge School of Law Office		
4. Present filled- out advising slip for checking and verification of courses/subjects at the SOL office	4. Checks and approves Advising Slip and photocopy advising slip.			None	3 Minutes	Area Chairperson/Staff- in-Charge School of Law Office		
5. Proceed to Deans office	Slip. Instructs to proceed sta	5. Approves Advising Slip. Instructs student to proceed staff for the photocopying of their advising slip		None	1 Minute	Dean, SOL School of Law Office		
	Photocopies advising slip and instructs the students to proceed to the Registrar's office for Assessment and Cashiering Office for Payment. Instructs JD students to return to SOL office once payment is done.			None	1 Minute	Administrative Staff-in-Charge School of Law Office		
6. Proceed to Registrar's Office and present the Advising Slip	6. Issues Asse Form	essment		None	3 Minutes	Staff-in-Charge Registrar's Office		

7. Proceed to Cashiering Office and present Assessment Form	7. Receives payment and issues Official Receipt (OR)	Amount varies	5 Minutes	Staff-in-Charge Cashiering Office
8. Present Official Receipt at the Registrar's Office	8. Issues Certificate of Registration (COR)	None	3 Minutes	Staff-in-Charge Registrar's Office
9. Proceed to the School of Law Office and present COR and OR	9. Photocopies COR and OR. Files individual student documents	None	1 Minute	Administrative Staff-in-Charge School of Law Office
10. Accomplish the Customer Survey Form	10. Ensures that the JDS accomplished the Customer Survey Form	None	1 Minute	Administrative Staff-in-Charge School of Law Office
	TOTAL:	Varied amount	25 Minutes	

Request for Training Services

This describes the request for training services prior to its approval for implementation.

Office or Division: Training Services Office							
-	ssification:	<u>-</u>	Simple	•			
	oe of Transacti	on:	Governm	ent	to Gover	nment	
	o may avail:	<u> </u>	_			employees	
CHECKLIST OF REQUIREMENTS WHERE TO SECURE							
1 Request Letter					Training Bldg.)	Services Office (1 st floor, RITE
2	Training Prop	osal		2		Services Office (1 st floor, RITE
CL	LIENT STEPS	AGENCY A	CTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE
clie Sub req doc revi	Sign in the ent log book. omit the uired cuments for iew and initial proval	1. Instruct the sign in the log Receive the e documents, the verify and revision then endorse Training Directions.	book. ssential foroughly lew for , and to the	book. sential broughly ew for and o the		4 Minute	Administrative Aide Center Manager
rele app	Wait for the ease of the proved cument	sanction the d	2. Evaluate and sanction the document in alignment with its inherent nature and		None	4 Minutes	<i>Director,</i> Training Services Office
app	Receive the proved cument	3. Coordinate and arrange the requirements of the training activities regarding the request.			None	2 Minutes	Administrative Aide Center Manager
			TOTAL:		None	10 Minutes	

1. Issuance of Certificate of Payment for Graduation Fee

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

Office or Division:	-	Accounting Office					
Classification:			Simple				
Type of Transaction	on:		G2C - Government to Citizen				
Who may avail:		All bona fide students who are required to secure certificate of payment of graduation fee from this office.					
CHECKLIST OF R	REMENTS	S	WHERE	TO SECURE			
1	lder (1 C	dent's ntification ()riginal)		1	(at the back of A		
2	of P	cial Receip ayment (1 pinal)		2	Cashiering Office Administration B	e, 1ª Floor, sldg Window 11	
CLIENT STEPS	3	AGEN ACTI		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Present ID and request for Certificate of Payment for Graduation Fee the Accounting Office	at	1. Verify student's balance from the system and instruct to make payment fo the certification		None	30 Seconds	Administrative Aide Accounting Office	
2. Pay the necessa amount at the Cashiering Office.	ry	2. Collect Payment and issue OR for the payment made.		PHP 50	1 Minute	Administrative Officer Cashiering Office	
Present OR at the Accounting Office	Э	3. Print and release Certificate of Payment for Graduation Fee		None	30 Seconds	Administrative Aide Accounting Office	
		Т	OTAL:	PHP 50	2 Minutes		

SCHEDIII	E OE	EFF C AND	OTHER	CHARGES
SCHEDUL	EUF	TEED MIND	UIDER	LITARUES

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

				unting Office					
Classification: Sim			Simple	Simple					
Type of Transaction: G2C			G2C -	62C – Government to Citizen					
Who may avail:				All bona fide students who are required to secure					
					from this office.				
CHECKLIST OF R			TS		O SECURE				
1	Ider (1 C	dent's ntification)riginal)		1	Internet Multimedia Center (IMC), (at the back of Admin. Bldg.) DHVSU, Bacolor, Pampanga				
2	Pay	cial Rece ment (1 ginal)	ipt of	2	Cashiering Office Admin. Bldg. – W	, 1≝ Floor, DHVSU ľindow 11			
CLIENT STEPS	6	AGEI ACT		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
Inquire for verification of outstanding balance at the Accounting Offi	verification of stude outstanding outs balance at the Accounting Office from		ent's tanding nce	None	30 Seconds	Administrative Aide Accounting Office			
2. Payment of outstanding balance at the Cashiering Office	outstanding balance at the Cashiering Office		2. Verify student's record and collect Payment		1 Minute	Administrative Officer Cashiering Office			
Receipt for the payment made to the Accounting s		3. Pand rele Clearan signed buniversi Account	ce by the ity	None	1 Minute	Administrative Aide Accounting Office			
TOTAL			TOTAL:	See Table for Schedule of Fees and Other Charges below.	2 Minutes, 30 Seconds				

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

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

Office or								
Division:	Accounting Office	Accounting Office						
Classification:	Simple							
Type of								
Transaction:	G2C – Governmer	nt to Citiz	en					
Who may avail:	All bona fide stude	nts who	are required to secur	e student's				
	clearance from this	office.						
CHECKLIST OF F	REQUIREMENTS	WHER	E TO SECURE					
1	Student's	1	Internet Multimedia (Center (IMC), (at				
	Identification		the back of the Admi	n. Bldg.) DHVSU,				
	Card (1 Original)		Bacolor, Pampanga					
		FEES						
CLIENT STEPS	AGENCY	TO	PROCESSING	PERSON				
OLILITI OTLI O	ACTION	BE PAID	TIME	RESPONSIBLE				
1 Deguest for	1 Varify atudant	PAID						
Request for Clearance at	Verify student balance from			A alma in internations				
the	the system	None	30 Seconds	Administrative Aide				
Accounting	and print	NOHE	30 Seconds	Accounting Office				
Office.	clearance			7 tooodinang omeo				
2. Receive	2. Release							
the	the Clearance							
Clearance	signed by the			Administrative				
from the	Accountant.	None	30 Seconds	Aide				
Accounting				Accounting Office				
Office.								
	TOTAL:	None	1 Minute					

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	Simple				
Type of Transaction:			G2C -	G2C – Government to Citizen				
Who may avail:						udents who are re	-	
				t's c		ance from this offic		
CHECKLIST OF RE						HERE TO SECUR		
1		ident's Ide		on	1	Internet Multimed	, , ,	
2		rd (1 Origi icial Rece		\ of	2	(at the back of Ac Cashiering Office	<u> </u>	
2		yment (1 (,		_	•	Bldg Window 11	
	ı u	ymont (i v	original)	FE	ES	Billoo / tailiii.	Jiag. Williaow II	
CLIENT STEPS		AGEN ACTI		T(B PA	O E	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present ID and request for 2 nd Copy of Clearan at the Accountin Office		instru stude make paym the re made	ce the m and ct the nt to ent for equest	No	ne	30 Seconds	Administrative Aide Accounting Office	
2. Pay the necessary amount a the Cashiering Office		2. Co Payment issue OF the paym made.	R for	PH 5		1 Minute	Administrative Officer Cashiering Office	
3. Present OR to the Accounting Office and release Clearance signed by University Accountage.		e y the y	None		1 Minute	Administrative Aide Accounting Office		
		T	OTAL:	PH 5		2 Minutes, 30 Seconds		

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

Office or Division:		Accounting Office	e	
Classification	:	Simple		
Type of				
Transaction:		G2C – Governm	ent to Citiz	zen
Who may ava	il:	All bona fide stu	dents who	are required to secure statement of
account.				
CHECKLIST C)F RI	EQUIREMENTS	WHERE	TO SECURE
1	Stu	ident's ID (1	1	Internet Multimedia Center (IMC) (at
	Ori	ginal)		the back of Admin. Bldg.)
2	OF	of Payment	2	Cashiering Office, First Floor,
	(1 (original)		DHVSU Admin. Bldg Window 11
	Do	cumentary	3	Bureau of Internal Revenue (BIR),
	Sta	ımp (1 piece)		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	1 Minute	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	1 Minute	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	1 Minute	Administrative Aide Accounting Office
	TOTAL:	PHP 50	5 Minutes	

ADMINISTRATIVE SERVICES OFFICE

External Services

1. Employment Verification

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

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

ADMINISTRATIVE SERVICES OFFICE

Internal Services

1. Issuance of Certificate of Employment (COE)

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

Office or Division:	Administrative	Administrative Services Office (ADMINSO)					
Classification:	Simple						
Type of Transaction	: G2C – Govern	G2C – Government to Citizen					
Who may avail:	All Employees	of DHVS	U (Job Order, Casเ	ıal, Temporary,			
	and Permane	nt)					
CHECKLIST OF REC	QUIREMENTS	WHERE	TO SECURE				
	Government	1	Any ID issuing gov	ernment agency			
	issued ID (1						
	original)	2	ADMINICO Cression	d Flagr			
	COE Request Form (1	2	ADMINSO, Ground DHVSU Administra	·			
	original)		DITVOO Administra	ation blug.			
	T ,	FEES	DDOCECCING	DEDCON			
CLIENT STEPS	AGENCY ACTION	TO BE	PROCESSING TIME	PERSON RESPONSIBLE			
	AOTION	PAID	I IIVIL	KLOI ONOIDEL			
1. Secure and	1. Verify and						
accomplish	prepare the			Administrative			
Certificate of	Certificate of	None	3 Minutes	Aide IV			
Employment	Employment			ADMINSO			
Request Form at the	(COE)						
HR							
2. Register at the	2. Print the			Administrative			
Logbook for COE at	COE	None	2 Minutes	Aide IV			
HR.				ADMINSO			
3. Wait for the	3.1 Verify and			Chief			
issuance of the COE at the HR.	sign the COE	None	2 Minutes	Administrative Officer			
at the fix.				ADMINSO			
	3.2 Issue the			Administrative			
	signed COE	None	1 Minute	Aide IV			
				ADMINSO			
4. Accomplish the	4. Ensure			Administrativa			
Customer Survey Form and drop to the	evaluation of the service	None	2 Minutes	Administrative Aide IV			
designated box.	delivery.	INOHE	Z WIII IULES	ADMINSO			
assignated box.	aciivory.						
	TOTAL:	None	10 Minutes				

2. Issuance of Service Record

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

Office or Di	vision:	Administrative Services Office (ADMINSO)					
Classification: Simple							
Type of Tra	nsaction:	G2C – Governme					
Who may a	vail:	All Employees of Casual, Tempora			(Job-Order/Contra Permanent)	act of Service,	
CHECKLIST	Γ OF REQU	JIREMENTS	WHI	ERE	TO SECURE		
1	Governme original)	ent issued ID (1	1	Ar	ny ID issuing gove	rnment agency	
2	Service R Form (1 o	ecord Request riginal)	2		DMINSO, Ground oor, Administration	n Bldg.	
CLIENT		AGENCY ACTION	FEE TC BE PAI) <u>=</u>	PROCESSING TIME	PERSON RESPONSIBLE	
1. Secure ar the accompl Service Req Form at HR.	ished juest	Verify and prepare the Service Record	None		2 Minutes	Administrative Assistant IV ADMINSO	
2. Register a Logbook for Record at H	Service	2. Print the Service Record	Nor	ne	2 Minutes	Administrative Assistant IV ADMINSO	
issuance	or the of the ecord at	3.1 Verify and sign the Service Record	None		2 Minutes	Chief Administrative Officer ADMINSO	
		3.2 Issue the signed Service Record	None		1 Minute	Administrative Assistant IV ADMINSO	
4. Accomplise Customer S Form and dradesignated I	urvey op to the	4. Ensure evaluation of the service delivery.	Nor	ne	2 Minutes	Administrative Assistant IV ADMINSO	
		TOTAL:	Nor	ne	10 Minutes		

3. Issuance of University Issued Identification Card (New)

This describes the procedure in acquiring university issued identification card.

Office or Division:	Administrative Services Office (ADMINSO)								
Classification:	Simple								
Type of Transaction:	G2C – Government to Citizen								
Who may avail:	All Employees of DHVSU (Job Order, Casual, Temporary, and Permanent)								
CHECKLIST O	FREQUIREMENTS	WHER	E TO SECURE						
1	ID Request Form (1 original)	1	ADMINSO, Grou 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 has provided a TIN number	None	5 Minutes	Administrative Aide I ADMINSO					
• •	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 ADMINSO					
2.Present the approved ID Request Form to the MIS, and wait for the ID issuance.	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 Systems Bldg.					

3. Return to the HR and accomplish the Customer Survey Form and drop to the designated box.		None	3 Minutes	Administrative Aide I ADMINSO
	TOTAL:	None	40 Minutes	

4. Reissuance of University Issued

Identification Card (Replacement)
Granting approval for the replacement for lost, stolen and outdated identification card.

Office or Division:	Administrative Services Office (ADMINSO)					
Classification:	Simple					
Type of Transaction:	G2C – Government to Citizen					
Who may avail:	All Employees of DHVSU (Job C Permanent)	Order, Ca	asual, Temporary	/, and		
CHECKLIST OF	REQUIREMENTS	WHER	E TO SECURE			
1	ID Request Form (1 original)	1	ADMINSO, Ground Floor Administration Bldg.			
2	Affidavit of Loss for lost ID (1 original)	2	Law Firm / Notary Public			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING PERSON RESPONSIE			
Secure and accomplish ID Request Form	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 his/her old ID. If lost, provides an Affidavit of Loss	None	10 Minutes	Administrative Aide I ADMINSO		

	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's information in the system	None	10 Minutes	Administrative Aide I ADMINSO
2. Wait for the approval of the request	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
	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
4. Accomplish the Customer Survey Form and drop to the designated box.	Accomplishes the Survey on Customer Satisfaction	None	3 Minutes	Administrative Aide I ADMINSO
	TOTAL:	None	53 Minutes	

5. Processing of Application for Leave of Absence

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

Office or Div	ision:	Administrative Services Office (ADMINSO)					
Classificatio	n:	Simple					
Type of Transaction: Who may av		G2C – Government to Citizen All Employees of DHVSU with Casual, Temporary, and Permanent status.				rary, and	
CHECKLIST	OF RE	QUIREMENTS	WH	IERI	E TO SECURE		
1	Accomplished Application for Leave Form/CSC Form 6 (2 original) CSC Form 6, Revised 2020 / DHVSU-QSP- ADMINSO-002-F0001- R01		1	 ADMINSO, ground Floor, Administration Bldg. Official DHVSU Website (dhvsu.edu.ph) – HR Downloadable Forms –Application for Leave Form Official CSC Website (www.csc.gov.ph) 			
2	origina -for 6 d	al Certificate (1 II) days and beyond of absence	concerned pe		Registered Physic concerned persor	d Physician of the d personnel	
3	Form (signed Clearance (3 original) 0 days leave of		 ADMINSO, DHVSU Administrative Bldg. Official DHVSU Website (dhvsu.edu.ph) – HR Downloadable Forms – Clearance Form 			
CLIENT ST	EPS	AGENCY ACTION	T B	· · · · · · · · · · · · · · · · · · ·		PERSON RESPONSIBLE	
1. Secure and accomplish C Form 6 - Application for Leave Form a submit to the	SC or and	1. Receive and indicate the personnel's leave credits on the form		ne	10 Minutes	Administrative Assistant IV ADMINSO	
2. Register at Logbook for ADMINSO Transactions waiting for the verified applic	while e	2. Certify the correctness of the number of leave credits.	No	ne	15 Minutes	Supervising Administrative Officer ADMINSO	

3. Forward the CSC Form 6 to the Immediate Superior	3. Recommend the approval/ disapproval of the application for leave	None	1 Hour	Dean/ Unit Director DHVSU
4. Forward the CSC Form 6 to the HRM	4. Recommend the approval of the application for leave	None	3 Minutes	Chief Administrative Officer ADMINSO
5. Wait for the approval of the application for leave	5.1 Approve / Disapprove the application for leave	None	2 Minutes	University President Office of the University President Administration Bldg.
	5.2 If disapproved, inform the personnel on the result of the application and take note on the Remarks of the logbook	None	2 Minutes	Administrative Assistant IV ADMINSO.
	5.3 If approved, inform the personnel on the result of the application, take note on the Remarks of the logbook and update the Employee's 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 Division:		Administrative Services Office (ADMINSO)					
Classificatio		Cimanda					
	n:	Simple					
Type of		G2C – Government to Citizen					
Transaction:							
Who may ava	ail:	Permanent status		UV	vith Casual, Temp	orary, and	
CHECKLIST	OF REQ	UIREMENTS	WHE	ERE	TO SECURE		
2	Form/C original CSC For 2020 / DHVSU ADMIN R01 Approv for Mor Universi	tion for Leave SC Form 6 (2) orm 6, Revised J-QSP-SO-002-FO001- ed Request Letter netization by the sity President (1)	 ADMINSO, Ground Floor, Administration Bldg. Official DHVSU Website (dhvsu.edu.ph) – HR Downloadable Forms –Application for Leave Form Official CSC Website (www.csc.gov.ph) Concerned personnel 			lg. /ebsite HR rms –Application site	
	-tor 10	days and beyond	FEE	_			
CLIENT ST	TEPS	AGENCY ACTION	TO BE PAII		PROCESSING TIME	PERSON RESPONSIBLE	
1. Secure and accomplish C Form 6 - Appl for Leave For (Monetization submit to the	SC lication m) and	1. Receive and indicate the personnel's leave credits on the form	Non	е	10 Minutes	Administrative Assistant IV ADMINSO	
2. Register at Logbook for ADMINSO Transactions waiting for the verified applic	while	2. Certify the correctness of the number of leave credits	Non	е	15 Minutes	Supervising Administrative Officer ADMINSO	
3. Forward th Form 6 to the Immediate Su	e CSC	3. Recommend the approval/ disapproval of the application for monetization	Non	е	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
	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 Service	rative Services Office (ADMINSO)			
Classification	า:	Simple	Simple			
Type of		'				
Transaction:		G2C – Government				
Who may ava	ail:	All Employees of DH\ status.		h Casual, Temporary, a	nd Permanent	
CHECKLIST	OF R	EQUIREMENTS	WHE	RE TO SECURE		
1	to R the (1 o	ned Letter of Intent letire addressed to University President riginal, 3 tocopies)	1	Concerned Employee		
2	Univ	roval Letter from the versity President (1 ginal, 3 photocopies)	2	Office of the University Floor, Administration B		
3	App Reti	/ Signed lication for rement Form (4 inal)	3	GSIS Website - https://www.gsis.gov.ph/downloadable -forms		
4	of N	/ Signed Certificate lo Administrative e (4 original)	4	ADMINSO, Ground Floor, Administration Bldg.		
5	Cer Dec Pen	/ Signed tification on laration of dency and Non- dency (4 original)	5	ADMINSO, Ground Flo Administration Bldg.	or,	
6	Sigr	ned Service Record riginal)	6	ADMINSO, Ground Flo Administration Bldg.	or,	
7		arance Form (3 inal)	7	ADMINSO, Ground Flo Administration Bldg.	or,	
8	Forr	omplished CSC n 6 (3 original)	8	ADMINSO, Ground Floor, Administration Bldg.		
9		Picture with white kground (3 original)	9	Any photo shop available		
CLIENT STE	PS	AGENCY ACTION	FEES TO BE PAID		PERSON RESPONSIBLE	

	1	1		
Register at the Logbook for ADMINSO Transaction.	1. 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 nd 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 nd 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	6. Ensure evaluation of the			Administrative Aide I,
GSIS's response, accomplish the Customer Survey Form and drop to the designated box.	service delivery.	None	3 Minutes	Supervising Administrative Officer ADMINSO
	TOTAL:	None	2 Hours, 35 Minutes	

ADMINISTRATIVE SERVICES OFFICE – COMPENSATION AND OTHER BENEFITS UNIT

Internal Service

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

Office or Divi	sion:	Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)				
Classification	Simple			,		
Type of Transaction:		G2C – Governm	ent to	οС	itizen	
Who may ava	ail:	All Employees o Temporary, and			J (Job Order, Casi ent)	ual,
CHECKLIST	OF REQ				RE TO SECURE	
1	Loan Application Form (1 Original)		1	-Pagibig Website – Pagibig Loan Form -CBOO Unit - ADMINSO, 2 nd Floor Administrative Bldg		
2	Issued	Government IDs (2 opies back and	Ds (2			rnment agency
3		ird or Loyalty Photocopy)				
CLIENT S	TEPS	AGENCY ACTION	FEE TC BE PAI) <u> </u>	PROCESSING TIME	PERSON RESPONSIBLE
Inquire on specific Loan Application		1. Assist the client.	None		5 Minutes	Administrative Aide I CBOO Unit - ADMINSO
2. Accomplish the Loan Application Form and attach two (2) photocopies of two (2) government issued IDs (showing front and back of the ID) and one (1) photocopy of ATM card or Loyalty Card		2. Prepare necessary documents needed	Non	ie	10 Minutes	Administrative Aide I CBOO Unit - ADMINSO

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
	None	33 minutes		

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

Office or Divi	sion:	Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)						
Classification	า:	Simple			, , ,			
Type of Transaction:		G2C – Governm	ent to	Citi	zen			
Who may ava	il:	All Employees or Permanent)	f DH\	/SU	(Casual, Tempoi	rary, and		
CHECKLIST	OF REQ	JIREMENTS	WH	IERE	TO SECURE			
1	UMID	Card	1	-G	SIS			
CLIENT S	TEPS	AGENCY ACTION	FE TO PA	BE	PROCESSING TIME	PERSON RESPONSIBLE		
1. Apply loan the GSIS Kiosk using UMID Card or a through online	ng GSIS	1. Check the GSIS website for loan applications					3 Minutes	Administrative Officer V CBOO Unit - ADMINSO
2. Proceed to the CBOO Unit – ADMINSO for the approval of loa application	he	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
TOTAL:		None	25 Minutes	

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

Office or Division:	Compensation and Other Benefits Unit -				
	Administrative Se	rvices Of	fice (ADMINSO)		
Classification:	Simple				
Type of Transactio n:	G2C – Governme	ent to Citiz	zen		
Who may avail:	All Employees of and Permanent)	DHVSU ((Job Order, Casu	al, Temporary,	
CHECKLIST OF RE	QUIREMENTS	WHER	E TO SECURE		
1 Gover (1 orig	nment issued ID jinal)	1 A	ny ID issuing gov	vernment agency	
CLIENT STEPS	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 -	

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

4. Issuance of BIR FORM 2307

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

Office or Division:	Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)				
Classification:	Simple				
Type of Transaction:	G2C – Governn	nent to	Ci	itizen	
Who may avail:	All Employees of DHVSU (Job Order/Contract of Service)				tract of Service)
CHECKLIST OF REQU	JIREMENTS	WHE	R	E TO SECURE	
1 Governm (1 origina	nent issued ID al)	1	-	Any ID issuing go	vernment agency
CLIENT STEPS	AGENCY ACTION	TO BI	Е	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Request Form	1. Assist the Client	None	ŀ	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		5 Minutes	Accountant IV Accounting Office
	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		3 Minutes	Administrative Officer V CBOO Unit -ADMINSO
	TOTAL:	None	9	15 Minutes	

5. Issuance of BIR FORM 2316

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

Office or I	Division:	Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)				
Classifica	tion:	Simple				
Type of Transaction	on:	G2C – Government to Citizen				
Who may	avail:	All Employees o	f DHVS	U (Casual, Tempor	ary, and	
CHECKLIS	ST OF REQ	UIREMENTS	WHE	RE TO SECURE		
1	Governm (1 origina	nent issued ID al)	1	Any ID issuing go	vernment agency	
CLIENT	STEPS	AGENCY ACTION	FEES TO BE PAID	PERSON RESPONSIBLE		
1. Fill out th Form	e Request	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		

6. Issuance of Daily Time Record (DTR)

Issuance of a document stating the employee's name, registered attendance

Office or Divisi on:	Compensation and Other (ADMINSO)	Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)				
Classification:	Simple					
Type of Transaction:	G2C – Government to Cit	G2C – Government to Citizen				
Who may avail	All Employees of DHVSU Permanent status.	with Cas	sual, Temporary, a	and		
CHECKLIST OF	REQUIREMENTS	WHE	RE TO SECURE			
(1 c	rernment issued ID 1 riginal)	Any ID	issuing governme	nt agency		
Let	norandum / Approved 2 er sis for justification	Concer	ned Employee			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Request for DTR and register at the Logbook for ADMINSO Transactions at the HR	Advice the client to secure and accomplish the DTR Request Form.	None	2 Minutes	Administrative Aide I ADMINSO		
	2. Submit the accomplished DTR prepare to print the DTR. Request Form to		5 Minutes	Administrative Aide I ADMINSO		
3. Check the printed DTR for possible corrections.	ed DTR for validate through submitted memorandums/ letters		5 Minutes	Administrative Aide I ADMINSO		
4. Sign the DTR have it verified through the signature of the Immediate	4. Check and receive the Duly signed DTR.	None	25 Minutes	Dean/ Unit Director DHVSU		

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

8. Issuance of Pay Slip

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

Office or Division:	Compensation and Ot Office (ADMINSO)	Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)			
Classification:	Simple				
Type of Transaction					
	G2C – Government to				
Who may avail:	All Employees of DHV Permanent)	All Employees of DHVSU (Job Order, Casual, Temporary, and Permanent)			
CHECKLIST OF RI	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 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 Aide I CBOO Unit -ADMINSO
	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 Divisi	on:	Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)				
Classification:		Simple	,			
Type of Transaction:		G2C – Government to Citizen				
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	ernment agency	
CLIENT STEP	S	AGENCY ACTION			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 bo	•	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 Unit (ADMINSO)				
Classifica	tion:	Simple				
Type of Transaction	on:	G2C – Government to Citizen				
Who may	avail:	All Employees and Studen	ts of	DH	VSU	
CHECKLIS		QUIREMENTS			E TO SECURE	
1	Approved	d Travel Order (1 original)	1	TS	SU, near the Unive	ersity Gymnasium
2	Approved (1 origina	l Vehicle Request Form	2		SU, near the Unive ymnasium	ersity
3	Trip Ticke	ets (1 original)	3		SU, near the University	ersity
CLIENT S	STEPS	AGENCY ACTION	FEE TO E PAI	3E	PROCESSING TIME	PERSON RESPONSIBLE
1. Request vehicle and at the Logb Motorpool.	d register	1.1 Secure approved Travel Order and Vehicle Request Form.	Nor	ıe	5 Minutes	Supervisor TSU, near the University Gymnasium
		1.2 Check the availability of the driver and transport vehicle to be used.	Nor	ie	5 Minutes	Supervisor TSU, near the University Gymnasium
		1.3 Mark the approved travel on the whiteboard for Scheduled Travel	Nor	ıe	3 Minutes	Supervisor TSU, near the University Gymnasium
		1.4 Inform the driver on the trip details	Nor	ie	5 Minutes	Supervisor TSU, near the University Gymnasium
		1.5 Prepare the Vehicle Trip Ticket.	Nor	ie	5 Minutes	University Driver TSU, near the University Gymnasium
		1.6 Secure the signature of the mechanic, motor pool supervisor, the VPAF and the University President.	Nor	ie	30 minutes	University Driver TSU, near the 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
	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
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	

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

Office or Division: Guidance and Testing Center										
Classification: Simple										
Type of Transaction: G2C-Government to Citizen										
Wh	no may avail:					d Senior High Sch				
					_		ate school applicant			
СН	ECKLIST OF RE	EQUIR	REMENTS	WH		TO SECURE				
1	Test permit (1 c	origina	I)	1		lance and Testing (ent Affairs and Ser				
2	School ID			2	Stud	ent applicant's cur	rent School			
3	Official Receipt (for student app covered by RA	olicant	not	3		niering Office (1 st F	loor, Admin Bldg.)			
	LIENT STEPS		GENCY ACTION	TO	EES BE AID	PROCESSING TIME	PERSON RESPONSIBLE			
t	Present UAT test permit and required documents.	a U p	Receives and checks JAT test permit and equired locuments	None		1 Minute	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center			
i t	isten to the nstruction of the proctor and fill out the answer sheets	a tl s tl 2.2 Ir fi a	ntroduce and listributes he answer sheets for he UAT. nstructs to ill out the answer sheets	None		13 Minutes	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center			
9	Answer the sample questions and take the UAT.	3.2. I tl p 3.3. /	Distributes he test pooklets. nstructs he test procedures. Administers he	No	one	1 Hour (for Non- board) 2 Hours (For board programs) 3 Hours (for BS Nursing, Graduate	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center			

	Admission test.		Studies and Juris Doctor Applicants)	
4. Listen to the announcement of the proctor regarding schedule of the test results and accomplish customer Survey form	4.1. Collects test booklets and answer sheets 4.2. Distributes customer Survey Form 4.3. Instructs the Schedule of test results.	none	5 Minutes	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center
TOTAL:		None	1 Hour,19 Minutes (for non-board) 2 Hours, 19 Minutes (For board programs) 3 Hours, 19 Minutes (for BS Nursing and Graduate Studies and Juris Doctor Applicants)	

2. Counseling Intervention Services

This lies at the core of the Guidance Program, serving as its vital essence. It entails a purpose-driven collaboration between a proficiently licensed counselor and an individual actively seeking for professional assistance. The overarching goal is to meticulously clarify facts and address issues, thereby enhancing the individual's capacity to navigate and adapt satisfactorily to the challenges confronting them.

Office or Division:	Guidance and Testing Center						
Classification:	Simple	Simple					
Type of Transaction	n: G2C - Government t	G2C - Government to Citizen ; G2G- Government to Government					
Who may avail:	Client who are mostl administrative emplo				members and		
CHECKLIST OF R	QUIREMENTS	W	HERI	E TO SECURE			
1 University Issued	Student ID (1 original)	1		•	tion Systems Office f Administration Bldg.		
2 Call Slip (1 origin	al)	2	Stud	dent Affairs and Se			
3 Referral Form		3	Guid Stud	dance and Testing dent Affairs and Se	Genter (1 st Floor, ervice Bldg.)		
CLIENT STEPS	AGENCY ACTION	N FE		PROCESSING TIME	PERSON RESPONSIBLE		
A. WALK-IN/ CALL-IN 1. Register to the Visitor/ Client basic info. in the Log Sheet for Counseling Services at the Guidance and Testing Center. Submit call slip to the Guidance Staff (for call-in counselees)	1.1 Answer counselee's initial inquiries1.2. Set an appointment to the counselee	N	one	1 Minute 2 Minutes	Guidance Associate Guidance & Testing Center		

2. Attend Intake Interview	2.1. Facilitate interview using Intake Summary Form and Individual Information Sheet 2.2. Set an appointment for counseling (if not terminated upon intake) 2.3. Request the client to fill out Customer Survey Form		20 Minutes	Guidance Counselor Guidance & Testing Center
3. Attend to the scheduled counseling session and other assessment as required by the Guidance and Testing Center.	3.1. Evaluate counselee's problem, conducts case conceptualization 3.2. Analyze pertinent data and information of the counselee 3.3. Plan counseling intervention 3.4. Set counseling goals	None	1 Hour	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center
		None	1 Hour, 23 Minutes (for initial session)	
4. Attend the scheduled follow-up session/s at the Guidance and Testing Center	 4.1. Conduct series of counselling session 4.2. Evaluate Progress and Terminate Counseling session 4.3. Request the client to fill out Customer Survey Form 	None	1 Hour, 30 Minutes (every session)	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center

	TOTAL:	None	2 Hours, 53 Minutes	
B. Referrals 1. Register to the Visitor's Log Sheet	1. 1 Receive accomplished Referral Form	None	1 Minute	Guidance Associate Guidance & Testing Center
2.Answer queries regarding the referred counseling.	2.1 Gather information to the referrer and conduct Intake Interview to the counselee 2.2. Request the client to fill out Customer Survey Form 2.3 Schedule the referred student for counseling.	None	22 Minutes	<i>Guidance Associate</i> Guidance & Testing Center
3. Attend to the scheduled counseling session and other assessment as required by the Guidance and Testing Center.	3.1. Evaluate counselee's problem, conducts case conceptualization 3.2. Analyze pertinent data and information of the counselee 4.4. Plan counseling intervention 4.5. Set counseling goals	None	1 Hour	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center
		None	1 Hour, 23 Minutes (for initial session)	
4.1. Attend the scheduled follow-up session/s at the Guidance and Testing Center	4.1 Conduct series of counseling session 4.2 Evaluate Progress and Terminate Counseling session 4.3 Request the client to fill out Customer Survey Form	None	1 Hour, 30 Minutes (for every succeeding session)	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center
	TOTAL:	None	2 Hours, 53 Minutes (for	

	every succeeding session)	
--	---------------------------------	--

3. Online/Virtual Counseling Intervention Services

Office or Division:

Online or virtual counseling is a purposeful and goal-oriented collaboration between a proficiently licensed counselor and an individual in search of professional assistance. The primary objective is to expound facts and address issues, enhancing the individual's ability to adapt effectively to challenging situations. This innovative approach transcends physical boundaries by facilitating therapeutic intervention/s and counseling sessions through digital platforms such as phones or computers. Communication during these sessions can occur through diverse channels like text messaging, audio calls, video chats, and conferences.

Guidance and Testing Center

Classification:	Simple				
Type of Transaction: G2C – Government to Citizens					
Who may avail:	Client who are mos administrative emp	•			embers and
CHECKLIST OF RE	QUIREMENTS	W	HERE	TO SECURE	
1 Intake Interview S		1		e link posted in the	
Counseling google				ng Center Facebo	
	d Psychosocial Support	2		e link posted in the	
for Employees Go	pogle form			ng Center Facebo	ok page.
CLIENT STEPS	AGENCY ACTION	T	EES O BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1. Fill out Student counseling google form or	1.1. Verify accomplished Student Counseling			3 Minutes	Administrative Aide Guidance & Testing Center
MHPS google form to set an appointment posted in the Guidance and testing center Facebook page.	google form and MHPS google form 1.1.1. Schedule the Intake Interview/counsel ing sessions	N	lone	2 Minutes	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center
Attend to the scheduled	2.1 Guidance Associate facilitates intake	N	lone	22 Minutes	Guidance Associate Guidance & Testing

intake interview with Guidance Associate.	interview and refer the student or employee to the Guidance Counselor.			Center
3. Attend to the scheduled online Counseling Session via Video conference or Audio calling thru Facebook messenger.	 3.1 Evaluates counselee's problem, conducts case conceptualization. 3.2 Analyzes pertinent data and information of the counselee. 3.3 Plans counseling intervention. 3.4 Sets counseling goals. 		1 Hour	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center
		None	1 Hour, 27 Minutes (for initial session)	
4. Attend to the scheduled online Counseling Session via Video conference or Audio calling thru Facebook messenger	4.1 Conducts series of Counseling Sessions 4.2 Evaluate Progress and Terminate Counseling session 4.3 Request the client to fill out Customer Survey Form	None	1 Hour, 30 Minutes (for every succeeding session)	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center
	TOTAL:	None	1 Hour, 27 Minutes (Initial Session) 1 Hour, 30 Minutes (every succeeding session)	

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

Office or Division: Guidance and Testing Center						
Classification:	Simple	5				
Type of Transactio	n:	G2C – Government	to	Citizer	าร	
Who may avail:		Client who are mos	tly f	rom st	tudents, faculty me	embers and
,		administrative empl				
CHECKLIST OF RE	QUI	REMENTS	W	HERE	TO SECURE	
1 University Issued	Stud	dent ID (1 Original)	1	DHV	SU Bona fide Stud	lents
2 Duly Signed Excu	se le	etter (1 Original)	2	Parer	nts/Guardian	
3 Valid Documents			3	Dean	's Office / Principa	al's Office,
absence/tardiness	s (al	l Original)			cal/Dental Clinic	
CLIENT STEPS	Δ	GENCY ACTION	T	EES D BE AID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the Visitor/ Client Log Sheet and request for class admission slip.		. Checks excuse letter of the student signed by guardian/parent	None		3 Minutes	
2. Present excuse letter and other documents (e.g medical certificate)		. Verify records in the ecdotal index card	N	lone	2 Minutes	Guidance Counselor
3.Attend Interview with the Guidance Counselor/ Guidance Associate	bas exp ver	Conducts interview sed on the planation letter and ify supporting cuments.	None		10 Minutes	Guidance & Testing Center
4. Secure Class admission Slip and accomplish Customer Survey form	Adr req	ssues Class mission Slip and uest student to fill customer survey m	None		1 Minutes	
_		TOTAL:	N	lone	16 Minutes	

4. Psychological Testing Services

This outlines the systematic administration of a comprehensive testing battery for prospective student applicants seeking admission, pre-employment assessment of students engaged in work immersion and student internship as well as for the psychometric assessment of DHVSU employment application. This process is an integral component of the overall admission, internship and hiring procedures, ensuring a thorough evaluation of candidates across various criteria.

Office or Division:		Guidance and Testing Center						
Classification:	Simple							
Type of Transaction: G2C – Government			to	Citizer	าร			
Who may avail:		All incoming Junior						
		undergraduate, gra				hool applicant		
CHECKLIST OF RE			- 1		TO SECURE			
1 Request Letter (f			1		's Office / Principa			
2 Endorsement Le	tter	(for hiring	2			s Office (1 st Floor,		
purposes)	1				n Bldg.)			
CLIENT STEPS	A	AGENCY ACTION	T	EES D BE AID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Request for Psychological testing and present the Request Letter or Endorsement Letter	1.1	Receives and checks Request letter (for OJT) and endorsement letter from Human Services	None		2 Minutes	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center		
2. Register in the Visitor/ Client Log Sheet	2.1	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		. Administers the Test Battery 2. Distributes and collects Customer Survey Form	N	lone	1 Hour (OJT) 2 Hours, 30 Minutes (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	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 newly hired)	

5. Individual Inventory Service Process

This describes the process of distribution, collection, and retrieval of individual inventory sheets for new students. Detailing the systematic procedure involved in disseminating, gathering, and reclaiming the inventory sheets for each specified group ensures a smooth and organized process.

0	ffice or Division: Guidance and Testing Center							
C	assification:		Simple					
Ty	pe of Transacti	on:	G2C-Gover	nme	nt to C	Citizen		
W	ho may avail:					d Senior High Sch		
			undergradu	ate,	gradu	ate and post gradu	ate school applicant	
C	HECKLIST OF R	EQU	IREMENTS	WH		TO SECURE		
1	University Issue	ed Stu	ident ID (1	1	Management Information Systems Office Located at the back of Administration Bldg.			
1	original)			I	at th	e back of Administ	ration Bldg.	
CHENICIEDS		AGENCY ACTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE		

Accomplish the Individual Information Sheet.	1.1 Instructs the student to accomplish the individual information sheet.	None	20 Minutes	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center
2. Accomplish the Customer Survey form	2.1 Distribute the Customer Survey Form	None	1 Minute	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center
	TOTAL:	None	21 Minutes	

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

Office or Division	: Guidance a	Guidance and Testing Center						
Classification:	Classification: Simple							
Type of Transacti	on: G2C-Gover	nment to 0	Citizen					
Who may avail:			d Senior High Sch					
	undergradu	ate, gradu	ate and post gradu	ate school applicant				
CHECKLIST OF R	EQUIREMENTS	WHERE	TO SECURE					
1 University Issue	ed Student ID (1		<u> </u>	on Systems Office Located				
original)		at th	e back of Administ	ration Bldg.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE				
Accomplish the Individual Information Sheet.	1.1 Distribute and Instruct student to accomplish the Guidance Program Evaluation Form.	None	10 Minutes	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center				
	TOTAL:	None	10 Minutes					

7. Acceptance of Student Internship

This describes the process of student internship within the Guidance and Testing Center, designed to provide a formal introduction to a real-life workplace environment. The objective is to facilitate an exploration of the connections between the knowledge and skills acquired during their college education and those essential in a professional work setting.

Office or Division: Guidance a				and Testing Center				
Classification: Simple				•				
Ty	pe of Transacti	ion:	G2C-Gover	nme	nt to C	Citizen		
W	ho may avail:		College stu	dent	s enro	lled in DHVSU and	l in other Higher	
			Educational	Inst	itution	S.		
C	HECKLIST OF F	REQUI	REMENTS	WH	IERE	TO SECURE		
1	Endorsement le	etter		1	Dear	n's office/ Principal	's office/ OJT Coordinator	
2	Student Resum	né		2	Stud	ent Applicant		
3	Notarized Mem Agreement	orand	um of	3	Univ	ersity/School/Colle	ge of origin	
4	Non-disclosure	Agree	ement	4	Guid	lance and Testing (Center	
С	LIENT STEPS	Δ	AGENCY ACTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE	
1.	Sign in the Visitor/Client Log Sheet	f I	Receives Endorseme Int Letter From the Dean/OJT Coordinator	None		2 Minutes	Administrative Aide Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center	
2	Attend the OJT Orientation	t 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	Orient the OJT Trainees on their task, activities and confidentiality nature of work and nformation 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	3.1 Instructs the trainees to carefully read and sign the Non-Disclosure Agreement	None		Administrative Aide Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center
4. Accomplish the Customer Survey Form	4.1 Distribute Customer Survey Form	None	1 Minute	Administrative Aide Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center
	TOTAL:	None	1 Hour, 3 Minutes	

CASHIERING OFFICE

External Services

1. Collection of Fees -Tuition Fee, Graduation Fee, CAV, Certifications, Cle Statement of Account, Transcript, Good Moral, Reprinting of Identification Uniform, Rentals of Stalls and Venues (Gym, Café Honorio, Hostel), Bidding Issuance of Official Receipt for payment of Fees intended to the University

O	Office or Division: Cashiering Office, DHVSU, Bacolor, Pampanga							
	assification:		Simple		<u> </u>	- , =30.	<u>, - `</u>	ı J
Ty	pe of Transac	tion:	G2C -	- G	overnment t	o Citizen		
W	ho may avail:						cure (Official Receipts
			for the	iss	suance of ce	ertifications.		
	HECKLIST OF	0			WHERE TO	SECURE		
1	Student Begu		′1	1	- Dogi	otrorio Offico	Tuition	Contifications
'	Student Requoriginal)	est Follii (, 1	ı		, TOR	lullion	Fee, Certifications,
	Original)					Office- Bidding	. Docu	mant
								of Stalls and venues,
						Iniforms	Ciliais	or orans and vondes,
						ance Office- Go	ood Mo	oral
								entification Card
						- F		
2	Official Receip	ot for Payn	nent	2	Cashiering	Office (1 st F	loor A	Admin. Bldg -
	Made (1 origir				Window 11			
	CLIENT	AGEN			FEES TO	PROCESS	ING	PERSON
	STEPS	ACTIO			BE PAID	TIME		RESPONSIBLE
1.	Present the	1. Verify					Administrative	
	Student Request	stude reque			None		Officer/Collecting Officer/Sub-	
	Form to the	•	Name		None	45 Secon	ds	Collector
	Cashiering	,	tudent					Cashiering Office
	Office.	numb					Guernering Chies	
2.	Prepare the	2. Recei	,	^				
	exact	and e	nsure	А	mount will be			Administrative
	amount for		acy of	_	determine			Officer/Collecting Officer/Sub-
	payment at	paym			ccording to	30 Secon	ds	Collector
	the	made	-		e nature of			Cashiering Office
	Cashiering	the cli	ent.		payment			
3.	Office. Secure	3. Issue			· •			
٥.	Official	o. issue Officia	al					Administrative
	Receipt for Receipt for							Officer/Collecting
	the payment	the			None	30 Secon	ds	Officer/Sub-
1	made at the	paym	ont					Collector
	made at the	payiii	CIIL					
	Cashiering	made						Cashiering Office

4. Fill up Customer's Survey Form	4.File the Customer's Survey	None	1 Minute	Administrative Officer/Collecting Officer/Sub- Collector Cashiering Office
TOTAL:			2 Minutes, 45 Seconds	

2. Issuance of Checks for Infrastructures, Supplies and Materials, scholarship grants, salaries, wages other benefits and incentives.

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

Office or Division: Cashiering Window 1				g Office (1 st Floor Administrative Building- 1)				
Classification:		Simple						
Type of Transac	ction:	G2G – G	ove	rnment to	Government; G	2B – Government		
		to Busine	SS					
Who may avail:		Internal a			Contractors and S			
CHECKLIST OF REQUIREMENTS					O SECURE: Cas inistrative Building			
Principal					`	,		
1 Any valid ID (1 photocopy)	1 origir	nal, 1	1	Any ID i	ssued by public o	r private company		
Representative								
1 Any valid ID (1 photocopy)	1 origir	nal, 1	1	Any ID i	ssued by public o	r private company		
2 Duly Signed A Letter (1 origin		zation	2	2 Client				
CLIENT STEPS	_	ENCY CTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE		
1. Request for the release of check	1. Identil Card o client	Ask for fication of the	No	one	15 Seconds	Admin Assistant II/Administrative Aide I Cashiering Office		
2. Present the valid ID to claim the check at the Cashiering Office. Note: If thru representative, present duly signed authorization	of the ID or i repressive rify owner photograp	ntication claimant in case of sentative the dr's		None	1 Minute	Admin Assistant II/Administrative Aide I Cashiering Office		

letter attached with the photocopy of the owner's ID, and 1 original and one (1) photocopy of the representative's ID at the Cashiering Office.	ID			
3. Issue the correspondi ng Official Receipt and wait for the check to be released	3.Issue the Voucher with the attached ckeck to the claimant	None	1 Minute	Admin Assistant II/Administrative Aide I Cashiering Office
3. Sign the Disbursement voucher	3.Issue the check to the claimant and attached the official OR to the signed voucher	None	30 Seconds	Admin Assistant II/Administrative Aide I Cashiering Office
4.Fill up/accomplish Customer's Survey Form	4.File Customer's Survey Form	None	1 Minute	Admin Assistant II/Administrative Aide I Cashiering Office
		TOTAL:	3 Minutes, 45 Seconds	

3. Disbursement of Cash for Incentives and scholarship allowance Payment for cash incentives and scholarship allowance.

Office or					
Division:	Cashiering O	ffic	ce		
Classification:	Simple				
Type of	G2C – Government to Citizen; G2G-Government to				
Transaction:	Government				
Who may avail:	All bona fide	DH	HVSU employees and students		
CHECKLIST OF		WHERE TO SECURE: Cashiering Office (1st			
REQUIREMENTS		Floor Administrative Building-Window 11)			
Principal	Principal				
Any valid ID (1 original, 1 photocopy)		1	Requesting Party		

Representative							
Any valid ID (1 original, 1 photocopy)			Reques	Requesting Party			
Duly Signed Authorization Letter (1 original)			Reques	ting Party	Party		
CLIENT STEPS	AGENCY ACTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Present the valid ID to claim for the check at the	1. Present the valid ID to valid ID of claim for the		None	1 Minute	Disbursing Officer/Admin Aide I Cashiering Office		
Cashiering Office. Note: If thru representative, present duly signed authorization letter attached with the photocopy of the owner's ID, and 1 original and one (1) photocopy of the representative' s ID at the Cashiering Office.	For Representative 1.1.1 Verify the following: Owner's ID (1 Original, 1 photocopy); Authorization Letter from the Principal Owner, and Representative 's ID (1 Original, 1 photocopy)	140110					
2. Sign the payroll	2. Issue the cash to claimant	I	None	25 Seconds	Disbursing Officer/Admin Aide I Cashiering Office		
3. Receive and count the cash before leaving the counter	3.Marked the name in the payroll indicating that the cash was already claimed by the recipient	I	None	25 Seconds	Disbursing Officer/Admin Aide I Cashiering Office		
4. Fill up/accomplish Customer's Survey Form	4.File Customer's Survey Form	I	None	1 Minute	Disbursing Officer/Admin Aide I Cashiering Office		
		T	OTAL:	2 Minutes, 50 Seconds			

Student Advising Process

The student advising process is a crucial step among regular students in each department for their enrollment.

Office or Division:	College/Campus								
Classification:	Simple	Simple							
Type of	G2C - Government to	o Citizen							
Transaction:									
Who may avail:	All regular students of	of DHVSU							
CHECKLIST OF REQ	UIREMENTS	WHERE	TO SECURE						
1 Advising Form			ve Faculty Office of	the College/Campus					
2 Student ID		Personal							
3 Transcript of Records	s (Copy of Grades)	DHVSU -	SMS						
4 Letter of Intent		Personal							
5 Customer Survey Fo	rm	Respecti	ve Faculty Office of	the College/Campus					
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING	PERSON RESPONSIBLE					
		TO BE	TIME						
		PAID							
1. Secure the Advising	1. Issue Advising Slip	None	2 Minutes	Administrative Aide					
form at the Dean's	and Customer			Designated Faculty Office of					
Office or any Faculty Office	Survey Form			Designated Faculty Office of the College/Campus					
2. Submit the	2. Check the	None	2 Minute	Enrollment Adviser					
accomplished advising	submissions	NOTIC	Z Williate	Emoliment Adviser					
form along with the	(number of copies,								
other requirements to	checklist of			Designated Faculty Office of					
the designated	requirements)			the College/Campus					
enrollment adviser	,			5 .					
3. Assessment of the	3. Promptly review	None	5 Minutes	Enrollment Adviser					
submitted requirements									
and approval of the									
subjects enrolled and			Designated Faculty Office of						
the total number of	enrolled and total			the College/Campus					
units of the enrollee	units and maintain								
	clear communication								
	with students								

4. Log the client details	4. Provide the log	None	1 Minute	Enrollment Adviser
and transaction type on	book and secure the			
the provided log sheet	Customer feedback			
and accomplish	and survey form			Designated Faculty Office of
Customer feedback				the College/Campus
and survey form				-
	TOTAL:	None	10 Minutes	

ON ON THE REAL PROPERTY OF THE PROPERTY OF THE

Republic of the Philippines **DON HONORIO VENTURA STATE UNIVERSITY**

Bacolor, Pampanga

CIVIL SECURITY UNIT

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

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

Office or Division:		Civil Security Unit Office							
Classification:		Simple							
Type of Transaction:			G2C – Government to Citizen						
Who may avail:			All bona fide DHVSU employees, visitors, and students who may request assistance for CCTV review, assisting visitors, and security assistance during events.						
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE					
University issued employee/stu (1 original)			udent ID	Management Information System (MIS) Office					
2	Client Satisfac	tion Form		2	2 Civil Security Unit Office				
CLIENT STEPS AGENCY A		CTION	N FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE			
	Sign in the nt log book			None		1 Minute	Administrative Aide I Civil Security Unit		
2. Address the concern to the CSU staff 2. Listen and analythe concern of the client		•		None	5 Minutes	Administrative Aide I Civil Security Unit			
3. Wait for the action of the CSU staff 3. Record all the details needed to take action and proceed for investigation		e action		None	5 Minutes	Administrative Aide I Civil Security Unit			
upd sms call	Vait for an late through s message or from the cer in Charge	4. Conducting investigation a for the client of	nd plan oncern		None	1 Day	Officer in Charge Civil Security Unit		
TOTAL:				None	1Day,11 Minutes				

ON ON THE REAL PROPERTY OF THE PROPERTY OF THE

Republic of the Philippines **DON HONORIO VENTURA STATE UNIVERSITY**

Bacolor, Pampanga

CIVIL SECURITY UNIT

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

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

Office or Division:		Civil Security Unit Office							
Classification:		Simple							
Type of Transaction:			G2C – G	G2C – Government to Citizen					
Who may avail:		All bona fide DHVSU employees, visitors, and students who may request assistance for CCTV review, assisting visitors, and security assistance during events.							
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE					
1 University issued employee/stu (1 original)			udent ID	Management Information System (MIS) Office					
2	Client Satisfac	tion Form		2	2 Civil Security Unit Office				
CLIENT STEPS AGENCY A		CTION	TION FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE			
	Sign in the nt log book	Instruct the client to sign in the log book			None	1 Minute	Administrative Aide I Civil Security Unit		
2. Address the concern to the CSU staff 2. Listen and analy the concern of the client		•		None	5 Minutes	Administrative Aide I Civil Security Unit			
3. Wait for the action of the CSU staff 3. Record all the details needed to take action and proceed for investigation		e action		None	5 Minutes	Administrative Aide I Civil Security Unit			
upd sms call	Vait for an late through s message or from the cer in Charge	4. Conducting investigation a for the client of	nd plan oncern		None	1 Day	Officer in Charge Civil Security Unit		
TOTAL:				None	1 Day, 11 Minutes				



1. Processing of Request of Extension Service

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

Office or Division:		Extension Services Management Office						
Classification:		Simple						
Type of Transaction:		G2C						
Who May Avail: CHECKLIST REQUIREMENTS		Community/General Public						
		WHERE TO SECURE Head of the Requesting Community						
1 Request Letter information	with contact	nead of the	ie Requesting C	ommunity				
2 Customer Surve	ov Form	Extension	Extension Coming Management Office					
CLIENT STEPS	AGENCY	FEES	Extension Service Management Office FEES PROCESSIN PERSON RESPONSIBLE					
CLIENT STEPS	ACTION	TO BE PAID	G TIME	PERSON RESPONSIBLE				
Forward the request letter to the President's Office	Assess and respond to the request	None	1 Day	Administrative Aide President's Office Secretary, Director Extension Services Office				
2. Wait and receive the notification message or response letter from the office of extension regarding the request	2. Meet the extension core staff and implementers for the logistics and feasibility of the extension services to be rendered	None	1 Day	Secretary Extension Services Office				
3. Attend the discussion meeting for the Project Proposal plan and MOA and and fill up the customer survey form	3. Conduct meeting with the requesting regarding the details of the Plan and MOA	None	1 Day	Director, University Extension Staff Extension Services Office				
4. Sign the MOA upon agreement to all stipulated commitment	4. Explain and finalize the provisions of the project plan and MOA	None	1 Day	Director, University Extension Staff Extension Services Office				

	TOTAL:	4 Days	

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 Internally Generated Fund - 05.

Office or Divisi	on:	Finance Management Services Office				
Classification:	Simple					
Type of Transa		G2G – Government	to Governm	ent		
Who may avail		Internal/External Clients				
CHECKLIST OF				O SECURE		
1 Request from	n the DI	3M	1 Email	·	I	
CLIENT STEPS		SENCY ACTION (STEP/S)	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE	
DBM requires the submission of Budget Proposal for Internally Generated Fund - 05	preparaccord 20, s.2 guideli obtaine compureceipt for the with G. 1.1. AC copy of these in the end of the end	OV distributes the is and expenditures ling on its nature pes of expenditures the CMO 20,	None	2 Days	Administrative Officer V Finance Management Services Office	

E D : f		1	
Executive Brief, an attachment to the PRE.			
1.4. Forwards the PRE to the Budget Officer for checking			
Checking and verification of PRE.			
2.1. The Budget Officer checks and verifies the composition and computation of the PRE based on all obtained documents from all concerned offices, and by affixing his/her signature, the PRE was checked and verified.	None	1 hour 45 Minutes	Budget Officer Finance Management Services Office
2.2. Reviews the Executive Brief in accordance of the PRE.			
2.3 Forwards the PRE and Executive Brief to the Director of Finance Management Services Office (FMSO) for review and signing.			
3.Review of PRE and Executive Brief and signing of PRE.			
 3.1. The Director of FMSO reviews the PRE and Executive Brief, and by affixing his/her signature, the PRE and Executive Brief was reviewed. 3.2. The reviewed and signed PRE and Executive Brief will be send back to AOV. 	None	30 Minutes	Chief Administrative Officer Finance Management Services
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

2. Fill-up the Online Customer Survey Form	5. Provides the customer/client with DHVSU Customer Survey Form Retrieval and filing of the Customer Survey Form	None	5 Minutes	Administrative Aide I Finance Management Services Office
TOTAL:			2 Days, 2 Hours and 25 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					
Classification:		Complex					
Type of Transactio	n:	G2G – Government to Government					
Who may avail:		All Internal and E					
CHECKLIST OF RE	- 1			TO SECURE			
1 National Expend	iture	e Program (NEP)		ied Reporting Sys	tem (URS)		
CLIENT STEPS	A	GENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. DBM requires online data entry and submission of Budget Execution Documents	the ex on Ex Pr act follows fo	Shall prepare e budget ecution based the National spenditure ogram and complishing the lowing forms: BED 1 – nancial Plan BED 3 – Monthly sbursement ogram ote: ED 1 shall be epared by the udget Officer ED 3 shall be epared by the udget Officer 1 Shall encode e excel file of EDs to the nified Reporting ystem (URS)	None	6 Days 6 Hours 30 Minutes	Administrative Assistant VI Finance Management Services Office		
	on	Shall print the lline generated ports of BEDs	None	5 Minutes	Administrative Assistant VI Finance Management Services Office		

2.1 Affixes his/her initials to the budget execution documents 2.2 Forward the online generated report of BEDs to the BEDs to the Budget Officer			
3.Check and verifies the online generated reports of budget execution documents are based on the figures of National Expenditure Program (NEP)			
3.1 Affixes his/her signatures to the online generated reports of BEDs However, if found incorrect and not in conformance with the NEP, it will be returned to the officer in charge for correction.	None	20 Minutes	Budget Officer Finance Management Services Office
3.2 Forward the said forms to the Director of Finance Management Services Office (FMSO) for review			
4.Review and verifies the online generated reports of budget execution documents are based on the figures of National Expenditure Program (NEP)	None	25 Minutes	Chief Administrative Officer Finance Management Services Office
4.1 Affixes his/her signatures to the online generated reports of BEDs			

However, if found incorrect and not in conformance with the NEP, it will be returned to the budget officer for correction. 4.2 Forward the said forms back to the Administrative Assistant VI 5.Forward the			
BEDs to the Office of the Vice President for Administration and Finance for review and approval together with the transmittal letter address to the Director of DBM 5.1 Signed BEDs shall be submitted to DBM for review and release of NCA Note: Obligation of allotment shall start upon the release of General Appropriations Act (GAA) which can be viewed and downloaded at the DBM website for bidding of infrastructure shall start upon the 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)	None	2 Hours	Administrative Assistant VI Finance Management Services Office

2. Fill-up the Online Customer Survey Form	6.Provides the customer/client with DHVSU Customer Survey Form. Retrieval and filing of the Customer Survey Form	None	5 Minutes	Administrative Aide I Finance Management Services Office	
TOTAL:		None	7 Days, 1 Hour and 25 Minutes		

6. PREPARATION OF QUARTERLY STATEMENT OF APPROVED BUDGET, UTILIZATIONS, DISBURSEMENTS FOR REGULAR AGENCY FUND-01 (FAR 1/FAR 1A), FOR INTERNALLY GENERATED FUNDS- 05 (FAR 2/FAR 2A) AND FOR TRUST RECEIPTS- 07 (FAR 6)

This describes the the procedure in the preparation of Statement of Approved Budget, Utilizations, Disbursements and Balances for Regular Agency Fund-01 (FAR 1 and FAR 1A), for Internally Generated Funds-05 (FAR2 and FAR2A) and for Trust Receipts- 07 (FAR 6)

Office or Division: Finance Management Services Office						
Classification:		Simple				
Type of Transacti	ion:	G2G – Governr	nent to Go	vernment		
Who may avail:		Internal/Externa	I Clients			
CHECKLIST OF R	REQUI	REMENTS	WHERE	TO SECURE		
1 General Provi			1 Webs	ite		
General Appr	opriatio	ons Act (GAA)	FEES TO	PROCESSING	PERSON	
CLIENT STEPS		ENCY ACTION	BE PAID		RESPONSIBLE	
1. DBM require online data entry and submission of Financial Accountability Report	exce with i corre acco and I the A Budg Appr colur using basis 1.1 E adjus realig	esponding unt, amounts JACS codes in approved jet / Authorized opriation nn of the report g the SAOB as	None	2 hours	Administrative Assistant VI, Administrative Aide VI, Administrative Aide I Finance Management Services Office	
	2. Er amou oblig for the record Accordistant the according to the accordin	acodes the unt of ations incurred the quarter and incile with the unting Office. Gets a copy of otal amount of	None	1 Day	Administrative Assistant VI, Administrative Aide VI, Administrative Aide I Finance Management Services Office	

obligations from the approved allotment 2.3 Determines unpaid obligations (Accounts Payable) by deducting total obligations from total disbursements and reconcile with the Accounting Office			
3. Checks the footings and balances of the amounts beforeforwarding to the Budget Officer 3.1 Prints and forwards the prepared FAR to the Budget Officer for checking and signature	None	1 Hour	Administrative Assistant VI, Administrative Aide VI, Administrative Aide I Finance Management Services Office
4. Checks and verify the amounts in the excel file of FAR for the quarter and its supporting documents 4.1 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 4.2 Forwards the FAR to the Accounting Office for signature by the accountant	None	1 Hour 30 Minutes	Budget Officer Finance Management Services Office
5. Reviews the FAR and all its supporting documents 5.1 Signs in the recommending approval portion of the FAR However, if found	None	1 Hour 30 minutes	Chief Administrative Officer Finance Management Services Office

incorrect and not in conformance with the supporting documents, it will be returned to the budget office for correction 5.2 Forwards the FAR back to the Designated Administrative Assistant VI			
6. Logs in into the URS of DBM website by using the username and password of the designated staff to access the system 6.1 Encodes in the department, agency, budget year, status, FAR type etc 6.2 Encodes the excel file of FAR in the System Checks the accounts and amounts encoded in the system 6.3 Performs series of saving the report from "pending" status to "submitted" status for the report/s to be viewed as "SUBMITTED" by DBM (except for Trust Receipts- 07)	None	6 Hours	Administrative Assistant VI, Administrative Aide VI Finance Management Services Office
7. 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 (except for Trust Receipts- 07)	None	3 Hours	Administrative Assistant VI, Administrative Aide VI Finance Management Services Office

	8. Prepares transmittal letter and submit the printed copies of the reports to DBM	None	30 Minutes	Administrative Assistant VI, Administrative Aide VI, Administrative Aide I Finance Management Services Office
2. Fill-up the Online Customer Survey Form	9. Provides the customer/client with DHVSU Customer Survey Form Retrieval and filing	None	5 Minutes	Administrative Assistant VI, Administrative Aide VI, Administrative Aide I Finance
	of the Customer Survey Form			Management Services Office
	1		2 Days,	
	TOTAL:	None	7 hours and 35	
			minutes	

1. Repair and Maintenance ProcessThis describes the Repair and Maintenance Process of the buildings and facilities of DHVSU Main Campus.

Offi	ice or Division		OPPE-G	roun	ds Impro	vement and Main	tenance I Init
	ssification:	•	Simple	PF-Grounds Improvement and Maintenance Unit			
	e of Transacti	on:		ove	rnment to	Government	
	o may avail:					ed at DHVSU wh	o request minor
						ent of the building).
_		EQUIREMENT	S			SECURE	
1	Approved Lett	er of Request		1		t Letter by the rec	
2	Penair and Im	provement and		2	GIMU C	ee/office/departmo	ent
2	Inspection For	-			GIIVIO	inc e	
			CTION	FE	ES TO	PROCESSING	PERSON
	IENT STEPS	AGENCY A		В	E PAID	TIME	RESPONSIBLE
unit requ add	he requesting creates a uest letter ressed to the PF Director	1. The OPPF D signs and approrequest letter	proves the		None	2 Minutes	Director OPPF-Grounds Improvement and Maintenance Unit
2. L	2. Logbook 2. Ask the client to log in to the logbook for record purposes and contact tracing				1 Minute	Administrative Aide OPPF-Grounds Improvement and Maintenance Unit	
requ outli	ubmit the uest letter ining the repair ds to the GIMU ce	3. GIMU staff reand logs the real letter from the runit.			None	2 Minutes	Administrative Aide OPPF-Grounds Improvement and Maintenance Unit
		The supervisor the concerned s (carpenter, mas plumber, and el	staff son,		None	10 Minutes	Supervisor OPPF-Grounds Improvement and Maintenance Unit
	Maintenance staff conducts the pre-repair inspection Schedule the work		None		2 Hours	Repair and Maintenance Team OPPF-Grounds Improvement and	

	repair depending on the availability of the utility and the materials			Maintenance Unit
4. Allow access to the maintenance team as required	4. Complete the repair work according to the scheduled timeline	None	4 Hours	Repair and Maintenance Team OPPF-Grounds Improvement and Maintenance Unit
	4.1Prepare and submit the Accomplishment Report to the requesting unit		2 Minutes	Repair and Maintenance Team OPPF-Grounds Improvement and Maintenance Unit
5. The requesting unit acknowledges the Accomplishment Report upon completion of the repair	5. Signed, attested, and approved the Accomplishment Report	None	5 Minutes	Repair and Maintenance Staff, Supervisor, Director OPPF-Grounds Improvement and Maintenance Unit
	TOTAL:	None	6 Hours, 22 Minutes	

2. Janitorial Services Process

This describes the approval of Janitorial Services and Maintenance of Buildings and Surrounding Areas of DHVSU, Main Campus

Office or Division: OPPF-Grounds Improve					ement and Main	tenance Unit	
Cla	Classification: Simp						
Туј	Type of Transaction: G2G – Go				ment to C	Government	
Who may avail: All employees employed at DHVSU who reque minor repairs and improvement of the building.				•			
СН	ECKLIST OF RE	QUIREMENTS		WHERE TO SECURE			
1	Approved Lette	r of Request		1 Requesting unit			
2	Memorandum			2	GIMU O	ffice	
С	CLIENT STEPS AGENCY A		ACTION	_	EES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIB LE

1. The requesting unit creates a request letter addressed to the OPPF Director	1. Approve the request letter of the requesting unit	None	2 Minutes	Director OPPF- Grounds Improvement and Maintenance Unit
2. Memorandum	1.1 Create the memorandum of the concerned utility for his/her assigned area of responsibility 1.2 Sign the memo	None	15 Minutes	Director OPPF- Grounds Improvement and Maintenance Unit
	2. Submit memo to designated offices for approval 2.1 Receive the approved memo and ensure that it was duly signed by the signatories 2.2 Release approved memo to the personnel involved 2.3 Provide the Department Head with a copy of the approved memo 2.4 File a copy of the memo	None	2 Days	Administrative Aide OPPF- Grounds Improvement and Maintenance Unit
	3. Instruct concern utility for his/her area of responsibility	None	5 Minutes	Supervisor OPPF- Grounds Improvement and Maintenance Unit
	TOTAL:	None	2 Days, 22 Minutes	

1. Enrolment Procedure for New Students

This describes the procedure in enrollment for new students

Office or Division: Graduate School								
Cla	ssification:		Simple	e				
Тур	e of Transaction	on:	G2C – G					
Wh	o may avail:				nrollment	of new Graduate	students in the	
			university					
		EQUIREMENTS	5			SECURE		
1	Admission test		0.004	1		ons Office		
2	FO001-R00)	DHVSU-QSP-G	S-001-	2	Graduat	e School Office		
CL	IENT STEPS	AGENCY A	CTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE	
dire	ill-out the ctory form for lent profiling	1. Ensures that Graduate School Student (GSS) registers on the Sheet	ool	None		1 Minute	Faculty in-charge/ Program Chairperson Graduate School Office	
	2. Secure an advising slip Slip to GS		dvising None		1 Minute	Faculty in-charge/ Program Chairperson Graduate School Office		
app cou	ist the ropriate rses/subjects he Trimester	3. Requires the copy the scheo			None	10 Minutes	Faculty in-charge/ Program Chairperson Graduate School Office	
4. Present filled- out advising slip (with course name and their respective time) for checking and verification of courses/subjects 4.1 Checks and subjects and the Advising Slip Advises the GSS proceed to the Registrar's office 4.2 Ensures that GSS accomplished		lip and SS to ce at the		None	1 Minute	Faculty in-charge/ Program Chairperson Graduate School Office Administrative Aide		
	ne GS office	Customer Surv					Graduate School Office	
			TOTAL:			14 Minutes		

2. Enrolment Procedure for Continuing Students

This describes the procedure in enrollment for old students

_								
Offi	ce or Division:		Graduate	School				
Cla	ssification:		Simple					
Тур	e of Transaction	on:	G2C – G	over	nment to	Client		
Wh	o may avail:		This covers bonifide Graduate students in the university.					
CHI	ECKLIST OF R	EQUIREMENTS	3	WH	HERE TO	SECURE		
1	Clearance For	m		1	Account	ing Office		
2	Advising Slip (FO001-R00)	DHVSU-QSP-G	S-001-	2	Graduat	e School Office		
CL	LIENT STEPS	AGENCY A	CTION		EES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	Present signed arance form	Checks studies academic evaluation records and clean compliance.	uation		None	2 Minutes	Faculty in-charge/ Program Chairperson Graduate School Office	
dire stud ther adv	ill-out the octory form for dent profiling n secure an ising slip at GS office	Graduate Scho Student (GSS) registers on th	gisters on the log heet and Issues an		None	2 Minutes	Faculty in-charge/ Program Chairperson Graduate School Office	
3. L app cou	ist the ropriate rses/subjects the Trimester	3. Requires the copy the sched	e GSS to		None	5 Minutes	Faculty in-charge/ Program Chairperson Graduate School Office	
out (wit and resp for overi cou at th	4. Checks and signs the Advising Slip and Advises the GSS to proceed to the Registrar's office Registrar's office Ress/subjects are GS office			None	3 Minutes	Faculty in-charge/ Program Chairperson Graduate School Office		
	Accomplish the ustomer Survey orm 5. Ensures that the GSS accomplished the Customer Survey Form		shed the		None	2 Minutes	Administrative Aide Graduate School Office	
			TOTAL:		None	14 Minutes		

1. Submission of Intellectual Property Applications/ClaimsThis describes the submission of Intellectual Property Applications/Claims of faculty and student researchers.

Offi	ce or Division:		Knowledg	Cnowledge Management and Innovation Office				
Cla	ssification:		Simple					
Тур	e of Transaction	on:	Governm	ent t	o Govern	nment		
Wh	o may avail:		All DHVS	U fa	culty and	student researche	ers	
CH	ECKLIST OF RI	EQUIREMENTS	3	WH	IERE TO	SECURE		
1	Accomplished	application form	1	1	Building	ual Property Unit (1)		
2 Patent Claims (Patent Claim draft; abstract, and claim drawings – if any) Utility Model (Abstract and Claim drawings) Industrial Design (Claim drawings with description) Trademark (Design of the Mark) Copyrights (Notarized deed of assignment; Notarized affidavit of ownership; Photocopy of the Identification card of the author/s; and Authenticated contract of employment of author/s)			2	Intellect Building	ual Property Unit (2 nd floor, IRTPC		
CL	IENT STEPS	AGENCY A	CTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	ign in the nt log book	1. Instruct the sign in the log			None	1 Minute	Administrative Aide Knowledge Management and Innovation Office	
requ doc revi	2. Submit the required essential docu documents for review and initial approval 2. Receive the essential docu thoroughly verified review for completeness filling to the IPo		ments, ify and before OPhil.		None	3 Minutes	Center Manager Intellectual Property Unit	
	3. Sign out the client to client log book sign out in the log book				None	1 Minutes	Administrative Aide Knowledge Management and Innovation Office	
			TOTAL:		None	5 Minutes		

1. Student Disciplinary Action

This describes the standard procedure in handling student disciplinary action.

Office or Divisions	Laboratory High Cobool								
Office or Division:	Laboratory High School								
Classification:	Simple								
Type of Transaction:									
Who may avail:	Laboratory High School								
CHECKLIST OF R			O SECURE						
1 Parent's Need	ed Letter (1 original)	1 Class	Adviser of the clie	ent					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE					
Receive a complaint	Address complaint/s or problems to the Class Adviser	None	10 Minutes	Faculty In Charge Laboratory High School					
2. Receive a parent's needed letter	2.1 Discusses the complaint to the concerned student 2.2 Release a parent's needed letter to student whose complaint has an effect on the student's behaviour and on academic performance	None	30 Minutes	Respective Class/Section Adviser Laboratory High School					
3 Bring his/her parent/guardian	3.1 Discuss the complaint in the presence of the guardian, Discipline Coordinator, Student concerned, and faculty concerned 3.2 Takes account of the complaint and the discussion. 3.3Discuss the	None	1 Hour	Discipline Coordinator Laboratory High School or Principal Laboratory High School or Guidance Counselor					

poss	ation and the sible sanction as ed in the Student nual			Laboratory High School
agre	Keep all the eements and nitors the student			
situa Prin sand	Endorse the ation to the cipal for final ction/possible rvention			
	Give the ction/intervention			
stud serio situa LHS Cou	Endorse the lent with ous/very serious ation/offense to the Guidance nselor/Guidance ce Staff/OSA Staff			
inter who	Monitor and give rvention to student committed serious najor offense			
	TOTAL:	None	1 Hour, 40 Minutes	

1. Application for New Library Card Procedure

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

Of	fice or Division:	Library Services	Office	(LSO)				
	assification:	Simple		(200)				
Ty	pe of Transaction:	G2C – Governm	ent to	Citizen				
	ho may avail:							
CI	HECKLIST OF REQU	JIREMENTS	WH	ERE T	O SECURE			
1	Certificate of Registr	ration (1 original)	1		rsity Registrar's C SU Admin. Bldg.	office, 1 st Floor		
2	Valid ID (1 original)		2		nt Center, beside	DHVSU Library		
3	Passport size picture	e (1 original)	3		hotoshop near Garsity	ate 3 of the		
	CLIENT STEPS	AGENCY ACTION		S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE		
	Log in the Student Log Sheet 1.1.Get and fills up Library Card Form (LCF)	Provides Student Log Sheet 1.1. Gives Library Card Form		lone	1 Minutes	Administrative Aide Information Desk, University Learning Resource Center		
2.	Submit the Library Card Form to library staff together with the COR or Valid ID and one passport- size picture	2. Checks filled up Library Card Form and verify the student Certification of Registration or Valid ID together with 1passport size picture	N	lone	2 Minute	Administrative Aide Information Desk, University Learning Resource Center		
		2.1.Type and print a new library card. 2.2.Barcode the library card		lone	6 Minutes	Administrative Aide Information Desk, University Learning Resource Center		
		2.3. Signs newly processed Library Card of students		lone	1 Minute	Director Director Office, University Learning Resource Center		

3.	Receives Library Card Accomplishes Receiving Log Sheet for Students and Customer Survey Form	3.	Releases Library Card Provides Receiving Log Sheet for Students and Customer Survey Form	None	1 Minute	Administrative Aide Information Desk, University Learning Resource Center
			TOTAL:	None	11 Minutes	

Office or Division:	Library Services	Office	(LSO)		
Classification:	Simple				
Type of Transaction:	G2G – Governme	ent to	Govern	nment	
Who may avail:	All bona fide emp University	loyee	s of Do	n Honorio Ventur	ra State
CHECKLIST OF REQU	IREMENTS	WH		O SECURE	
1 Valid ID (1 original)		1	1 st Flo	or MIS Bldg.	on System Office,
2 1x1 size picture (1 o	riginal)	2	Any P Unive	hotoshop near Garrsity	ate 3 of the
CLIENT STEPS	AGENCY ACTION		S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs in Employee Log Sheet 1.1.Get and fills up Library Card Form and Library Card for DHVSU Employees 1.2.Submit filled up forms to staff together with the personnel's 1x1 picture	1. Provides Employee Log Sheet 1.1.Gives Library Card Form and Library Card for DHVSU Employees 1.2.Checks filled up Library Card Form and Library Card for DHVSU Employees together with 2pcs of 1x1 picture	None		3 Minutes	Administrative Aide Information Desk, University Learning Resource Center
2. Receives Library Card	2. Paste 1x1 picture to library card Returns 1 copy	N	one	2 Minute	Administrative Aide Information Desk, University Learning

	of library card to employee Releases Library Card			Resource Center
3. Accomplishes Receiving Log Sheet for Employees Answers the Client Satisfactory Survey form in the designated Client Satisfactions Survey drop box	3. Provides Receiving Log Sheet for Employees and Client Satisfactory Survey Form	None	1 Minute	Administrative Aide Information Desk, University Learning Resource Center
	TOTAL:	None	6 Minutes	

2. Borrowing and Returning of Printed Library Resources Procedure

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

Of	fice or Division:		Library Service	es Of	fice (LS	SO)	
CI	assification:		Simple				
Ту	pe of Transaction:		G2C – Govern	men	t to Citiz	zen	
W	ho may avail:		All bona fide s	tuder	nts of D	on Honorio Ventura	a State University
CH	HECKLIST OF REQ	UIREN	IENTS	WH	ERE TO) SECURE	
1	Student's Library c	nt's Library card (1 original) 1 University Learning Resource CDHVSU Library Bldg.			ource Center,		
CL	CLIENT STEPS AGENCY ACTION		ICY ACTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE
BC	ORROWING OF BO	OK/S					
1.	Personally present his/her library card		rifies student rary Card	N	lone	Varied	Librarian Circulation Desk, 2nd Floor
	1.1. Gets Request form for borrowing	R	rovides equest form or borrowing	None		10 Seconds	University Learning Resource Center

materials	library materials			
2. Browses card catalog/OPAC 2.1. Find book/s needed from the list 2.2. Fills out request form for borrowing of library materials 2.3. Proceeds to the book shelves to get the desired library resources 2.4. Presents, fills out the book card, and surrenders the library card	Receives book card and library card 2.1. Files book card 2.2. Returns Library card to students/s 2.3. Gives the book/s	None	5 Minutes	Librarian Circulation Desk, 2 nd Floor University Learning Resource Center
3. Accomplishes and submits Client Satisfaction Survey Form Drops Client Satisfaction Survey Form in the designated drop box	3. Provides a Client Satisfaction Survey Form	None	2 Minutes	Librarian Circulation Desk, 2 nd Floor University Learning Resource Center
	TOTAL:	None	7 Minutes, 10 Seconds	
RETURNING OF BO			I	
Presents library card together with	Scans books for any damaged	None	3 Minutes	Administrative Aide Circulation Desk,

the books/s borrowed	1.1. Checks inbook 1.2. Returns book card inside the book 1.3. Releases			2 nd Floor University Learning Resource Center
	Library card			
2. Claims library card and accomplishes Client Satisfaction Survey Form	2. Provides Client Satisfaction Survey Form	None	1 Minute	Administrative Aide Circulation Desk, 2 nd Floor University Learning Resource Center
	TOTAL:	None	4 Minutes	

Office or Division:			Library Ser	vices Office (LSO)	
Classification:			Simple		
Type of Transaction:			G2G – Gov	ernment to Govern	nment
Who may avail:			All bona fid	e employees of Do	on Honorio
		,	Ventura Sta	ate University	
CHECKLIST OF REQU	IREMENTS	1	WHERE TO	O SECURE	
DHVSU Employees 1 (1 original)	s Library card	1 University Learning Resource Center, DHVSU Library Bldg.			ce Center,
CLIENT STEPS	CLIENT STEPS AGENCY ACTION			PROCESSING TIME	PERSON RESPONSIBLE
BORROWING OF BOO	K/S				
Gets request	1. Release			Varied	
form in borrowing library materials	request form in borrowing library materials	8			
1.1. Browses card catalog/OPAC 1.2. Finds book/s needed from the list 1.3. Proceeds to the book shelves to get the desired library resources	library materials 1.1.Receives book card and library card 1.2.Files book card 1.3.Returns Library Card to employee		None	5 Minutes	Librarian, Administrative Aide Circulation Desk, 2 nd Floor University Learning Resource Center

			_	
1.4. Presents, fills				
out the book				
card and				
surrenders				
the Library				
Card				
2. Receives book/s	2. Provides Client	None	1 Minute	Librarian,
Accomplishes	Satisfaction			Administrative Aide
and submits	Survey Form			Circulation Desk,
Client				2 nd Floor
Satisfaction				University
Survey Form in				Learning
the designated				Resource Center
drop box	TOTAL:	None	6 Minutes	
		None	6 Millutes	
RETURNING OF BOOK				
 Present the 	1. Scans books for	None	3 Minute	Administrative
library card	any damaged			Aide
together with				Circulation Desk, 2 nd Floor
the book/s	1.1. Checks in-			University
borrowed	book			Learning
	4.0. Datamas haal			Resource Center
	1.2. Returns book			
	card inside			
2 Accepte Library	the book 2. Releases	None	1 Minute	Administrative
2. Accepts Library Card and fills in	Library Card	None	i iviiriule	Administrative
Client	and Client			Circulation Desk,
Satisfaction	Satisfaction			2 nd Floor
Survey Form	Survey Form			University
Drops Client	Curvey i oiiii			Learning
Satisfaction				Resource Center
Survey form in				
the designated				
drop box				
,	TOTAL:	None	4 Minutes	

3. 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 object that is of value to student/s or may cost money once lost but is not limited to cell phones, wallets, and other gadgets.

Off	ice or Division:		Library Services Office(LSO)				
Cla	ssification:		Simple				
Тур	oe of Transaction:		G2C – Gover	nme	nt to Cit	izen	
	o may avail:		University and satisfactorily at the University	d out all th	idents of Don Honorio Ventura State butside researchers who have complied the requirements imposed by the Office of earning Resource Center		
СН	ECKLIST OF REQUI			ı		E TO SECURE	
1	Student's Library ca			1		ersity Learning Re SU Library Bldg.	esource Center,
2.	Referral Letter (1 ori (For Outside Resea		d Student ID		Resp	ective School/Un	iversity/Library
CL	IENT STEPS	AGENO	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Present Library Card (Students) 1.1. Logs in to library log sheet 1.2. Proceeds to baggage area 1.3. Remove valuables from bag 1.4. Surrender bag 1.5. Claims baggage number	stude 1.1.F k s 1.2.F	cks library card ents Puts bag I paggage area shelf Provides bagga area number		None	1 Minute	Administrative Aide Baggage Area, 1 st Floor University Learning Resource Center
	 Log in Visitor's Log sheet (Outside Researcher) 2.1. Presents referral letter 	rem	truct students t nove valuables m his/her bag		None	2 Minutes and 30 Seconds	Administrative Aide Baggage Area, 1 st Floor University Learning Resource Center

2.2. Proceeds to baggage area 2.3. Removes valuables from bag 2.4. Surrenders bag together with I.D. 2.5. Claims baggage number	2.2. Receives student's bag and places bag in baggage area shelf 2.3. Provides baggage area number			
3. Presents baggage number (Students) 3.1. Gets bag 3.2. Receives and accomplishe d Client Satisfaction Survey form and drop on designated box	3. Gets Baggage number 3.1.Releases bags from baggage area 3.2.Gives Client Satisfaction Survey Form	None	1 Minute	Administrative Aide Baggage Area, 1 st Floor University Learning Resource Center
4. Present Baggage number (Outside Researchers) 4.1. Get bag 4.2. Receives and accomplishe d Client Satisfaction Survey form and drop on designated box	4. Gets baggage number 4.1. Releases bag and ID from the baggage area 4.2. Gives Client Satisfaction Survey Form	None	1 Minute	Administrative Aide Baggage Area, 1 st Floor University Learning Resource Center
	TOTAL:	None	5 Minutes, 30	

	seconds	

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

Office or Division:	Library Services (Library Services Office (LSO)					
Classification:	Simple						
Type of Transaction:	G2C – Governme	nt to	Citizen				
Who may avail:	who have complied issuance of the like	All bona fide students of Don Honorio Ventura State Universit who have complied satisfactorily all the requirements for the issuance of the library card					
CHECKLIST OF REQUI	REMENTS	WH		O SECURE			
1 Valid ID (1 original)		1	Stude Bldg.	nt Center, beside	DHVSU Library		
2 Passport size picture	(1 original)	2	Any P univer	hotoshop near Garsity	ate 3 of the		
CLIENT STEPS	AGENCY ACTION		S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Get lost card form 1.1. Fills up form 1.2. Submits to library staff together with one (1) passport-size picture and Affidavit of Lost	 Receives lost library card form with Affidavit of Lost and passport-size picture 1.1. Process new library card: Types and prints new library card Bar code new library card Signs newly processed library card/s of students. Releases signed library card to the Librarian/library staff 1.3. Receives signed library card. Releases library 	N	lone	8 Minutes	Administrative Aide Director Information Desk, 1 st Floor University Learning Resource Center		

Receives library card, signs in receiving log sheet,	Provide Client Satisfaction Survey form			Administrative Aide
and fills in customer form. Drops Client Satisfaction Survey form in the designated drop box	and accomplishes releasing log sheet	None	1 Minute	Information Desk, 1 st Floor University Learning Resource Center
	TOTAL:	None	9 Minutes	

5. Interlibrary Request Letter Procedure

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

Offic	ce or Division:	Library Services	Library Services Office (LSO)			
Clas	sification:	Simple				
Тур	e of Transaction:	G2C – Governn	ent to	Citizer	1	
Who	may avail:					
		All bona fide stu	dents d	of Don	Honorio Ventura	State University
CHE	CKLIST OF REQUIR	REMENTS	WHI	ERE T	O SECURE	
1	Library Card (1 origi	nal)	1		nation Desk, ULR ry Bldg.	C, DHVSU
2	2 pcs Long Bond Pa	aper	2	Any s unive	supply shop near (ersity	Gate 3 of the
	CLIENT STEPS	AGENCY ACTION		S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Makes intention to get a letter for interlibrary loan 1. Secures and fills up Interlibrary Form 1.2. Submits form to library staff 1.3. Brings bond paper/s for printing of letter/s 1. Receives form together with the bond paper/s 1. Receives form together with the bond paper/s			one	5 Minutes	Administrative Aide Director Information Desk, 1 st Floor University Learning Resource Center	

2. Receives interlibrary letter, signs in releasing	1.3 Hands over letter request to Director of Library Services/Campus Librarian for signing 1.4. Receives and signs interlibrary loan letter 1.5 Turn over signed letter to library staff. 2. Accepts and releases signed			
log sheet and fills in customer survey form 2.1. Drops Client Satisfaction Survey Form in the designated drop box	interlibrary letter, release log sheet, and Client Satisfaction Survey form	None	2 Minutes	Administrative Aide Information Desk, 1st Floor University Learning Resource Center
	TOTAL:	None	7 Minutes	

6. Use of Audio-Visual Room

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

Off	ice or Division:	Library Services	Library Services Office (LSO)			
Cla	ssification:	Simple				
		G2C – Governme	ent to	Citizen		
Typ	e of Transaction:	G2G – Governme	ent to	Gover	nment	
Wh	o may avail:	All bona fide stud State University	All bona fide students and employees of Don Honorio Ventura State University			
CH	ECKLIST OF REQUIR	REMENTS	WHERE TO SECURE			
1	1 Library Card (1 original)			 Information Desk, ULRC, DHVSU Library Bldg. 		
2	2 Request Letter 2 Personally made letter					
CLIENT STEPS AGE		AGENCY ACTION		S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Employee 1.1. Gets Request form for Audio Visual Room use 1.2. Fill in form 1.3. Surrenders form and request letter to library staff-in-charge Student 1.1. Gets request form for AVR use Fills in form and presents request letter 1.2. Brings form to faculty in charge to be signed 1.3. Surrenders form with the signature of faculty to library staff-in-charge	1. Receives AVR Request form and letter 1.1. Check AVR schedule for availability 1.2. Inform the Director 1.3. Approved date availability	None	4 Minutes	Administrative Aide Director Information Desk, 1 st Floor University Learning Resource Center
2. Receives and fills in customer survey form Drops Client Satisfaction Survey Form in the designated drop box	2. Releases Client Satisfaction Survey Form	None	1 Minutes	Administrative Aide Information Desk, 1st Floor University Learning Resource Center
	TOTAL:	None	5 Minutes	

7. Use of Discussion Room

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

Office or Division:	Library Service	Library Services Office (LSO)				
Classification:	Simple	,				
	G2C – Government to Citizen					
Type of Transaction:	G2G – Govern	ment to Gover	nment			
Who may avail:	All bona fide st	udents and en	nployees of Don H	lonorio Ventura		
	State Universit					
CHECKLIST OF REQUIP			O SECURE			
1 Library Card (1 origi			mation Desk, ULR	C DHVSU		
			ry Bldg.	.0, 2		
2 Request Letter			onally made letter			
CLIENT STEPS	AGENCY ACTION	FEES TO	_	PERSON RESPONSIBLE		
1. Employee 1.1. Submit a request letter Gets Request form for Discussion and Audio Visual Room Reservation form 1.2. Fill in form 1.3. Submit form to librarian/library staff Student 1.1. Gets request form for AVR use Fills in form and presents request letter 1.2. Brings form to faculty in charge to be signed 1.3. Surrenders form with the signature of faculty to library staff-in-charge	1. Receives Discussion Room Request form 1.1. Check discussion room schedule for availability 1.2. Approves and log discussion room request 1.3. Coordinate schedule to assigned Librarian (2 nd floor and 3rd Floor) 1.4. File form	None	4 Minutes	Administrative Aide Librarian Director Information Desk, 1st Floor University Learning Resource Center		
Receives and fills in customer survey form Drops Client	2. Releases Client Satisfaction Survey Form	None		Administrative Aide		

Satisfaction Survey Form in the designated drop box			1 Minutes	Information Desk, 1 st Floor University Learning Resource Center
				Resource Center
	TOTAL:	None	5 Minutes	

١

8. Signing of Clearance

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

Office or Division:	Library Services (Office (LSO)		
Classification:	Simple			
Type of Transaction:	G2C – Governme	ent to Citizen	1	
Who may avail:				
	All bona fide stud	ents of Don	Honorio Ventura	State University
CHECKLIST OF REQUIRE	MENTS	WHERE TO	O SECURE	
1 Library Card (1 original	al)		nation Desk, ULR	C, DHVSU
2 Students Clearance			ry Bldg.	Floor Admin Bldg.
2 Students Clearance		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTION	BE PAID	TIME	RESPONSIBLE
Logs in respective Student Log Sheet Presents library card and clearance	1. Receives library card and clearance 1.1. Check list of students with overdue 1.2. If the student has no record of unreturned materials, staff signs the clearance 1.3. If the student has unreturned book, staff will instruct student	None	3 Minutes	Administrative Aide Information Desk, 1 st Floor University Learning

Offi	ce or Division:	Library Services	Library Services Office (LSO)			
Clas	ssification:	Simple	Simple			
Тур	e of Transaction:	G2C – Governme	ent to	Govern	nment	
Who	o may avail:					
		All bona fide emp	loyee	of Dor	n Honorio Ventura	State University
CHE	CKLIST OF REQUIRE	MENTS	WHE	RE T	O SECURE	
1	Library Card (1 original	al)	1	Inforn	nation Desk, ULR	C, DHVSU
					ry Bldg.	
2	Employees Clearance		2	HR O	ffice, 1 st Floor Ad	min Bldg.
	CLIENT STEPS	AGENCY ACTION		S TO		PERSON
	OLILINI OTLI O		BE	PAID	TIME	RESPONSIBLE
	ogs in Employee Log	 Receives library 				Librarian
She		card and				Circulation Desk,
	.1. Present library	clearance				2 nd Floor
	ard	1.1. Check library	No	one	3 Minutes	University Learning
1	.2. Presents	card of DHVSU				Learning
	learance to Campus	Employee's library				
li	brarian/Librarian	in the Filing tray				
		1.2. If there are no				
		borrowed books,				
		Campus				
		librarian/librarian				
		countersigned the				

	clearance 1.3. If the DHVSU Employee has unreturned book, librarian will instruct the employee to return the book/s first before the clearance will be countersigned			
2. Presents clearance to Director of Library Services	2. Check and signs DHVSU Employee's clearance 2.1. Releases clearance	None	1 Minute	Director Director Office, 1st Floor ULRC, DHVSU
Receives clearance and library card. 3.1. Accomplishes Client Satisfaction Survey Form and drops in the drop box	Releases Client Satisfaction Survey Form	None	1 Minute	Administrative Aide Information Desk, 1st Floor ULRC, DHVSU
	TOTAL:	None	5 Minutes	

9. 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

Offi	ce or Division:	Library Services	Library Services Office (LSO)			
Cla	ssification:	Simple				
		G2C – Governme	ent to	o Citizen	1	
Typ	e of Transaction:	G2G - Governm	ent t	o Gover	nment	
Wh	o may avail:	All bona fide stud	lents	and em	ployees of Don H	lonorio Ventura
		State University				
CHI	CHECKLIST OF REQUIREMENTS WHERE TO SECURE					
1	Copy of Thesis/Diss	ertation	1	1 Personally produced copies		
2	Photocopy of Thesis	s/Dissertation front	2	2 Personally produced copies		
	page					
CLIENT STEPS AGENCY ACTION		AGENCY ACTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE
1	Logs in respective Log Sheet	Receives and signs the	None		4 Minutes	Administrative Aide

1.1.Accomplishes Thesis/Dissertat ion Receiving Log Sheet 1.2.Gives the copy of thesis/dissertati on copy to librarian/library staff 1.3.Drop and leave donated thesis in the Book Drop Box	receiving copy of the Thesis/dissertati on 1.1.Returns the signed receiving copy to student/empl oyee			Information Desk, University Learning Resource Center
Accomplishes Client Satisfaction Survey Form and drops accomplished form in the drop box	2. Hand-overs Client Satisfaction Survey Form	None	1 Minute	Administrative Aide Information Desk, University Learning Resource Center
	TOTAL:	None	5 Minutes	

10. 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

Offic	ce or Division:	Library Services	Library Services Office (LSO)			
Clas	sification:	Simple	Simple			
		G2C – Governme	ent to	o Citizen)	
Тур	e of Transaction:	G2G – Governme	G2G – Government to Government			
Who	may avail:	All bona fide stud	All bona fide students and employees of Don Honorio Ventura			
		State University	State University			
CHE	CKLIST OF REQUIR	REMENTS	WHERE TO SECURE			
1	Sends inquiry messa	age thru DHVSU-	1 Personal Facebook and email account			
	ULRC fb page or em	nail at ULRC Gmail				
	account					
	CLIENT STEPS	AGENCY ACTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Sends inquiry message thru DHVSU-ULRC fb page or email at ULRC Gmail account or respective Official FB page of campus libraries	1. Answers inquiries raised in Facebook Messenger and email 1.1. Checks book collection related to inquiry 1.2. Screen captures of scans table of content 1.3. Sends table of content document	None	5 Minutes	Librarians Admin of ULRC FB Page and Gmail account
2. Selects chapter or topics relevant to their needed information and send back the page number or topic needed	2. 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
3. Accomplishes and submits Client Satisfaction survey form	3. Send Client Satisfaction survey form via google form	None	1 Minutes	Librarians Admin of ULRC FB Page and Gmail account
	TOTAL:	None	11 Minutes	

Appointment scheduling

Offic	ce or Division:	Library Services	Library Services Office (LSO)			
Clas	sification:	Simple	Simple			
Тур	e of Transaction:	G2C – Governme	G2C – Government to Citizen			
Who	may avail:	All bona fide stud State University	All bona fide students and employees of Don Honorio Ventura State University			
CHE	CKLIST OF REQUIR	REMENTS	WHERE TO SECURE			
1	Sends inquiry messa ULRC fb page or em account		Personal Facebook and email account		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 or respective Official FB page of campus libraries	1. Release auto message regarding details of the visit 1.1. Checks availability of preferred date of the clientele 1.2. Informs clientele on the availability of requested date	None	10 Seconds	Librarians Admin of ULRC FB Page and Gmail account
2. Fills up the sent auto message	2. Checks availability of preferred date of the clientele 2.1. Informs clientele on the availability of the requested date 2.2. Schedules and marks the date of visit 2.3. Sends Client Satisfaction survey form (google form)	None	2 Minutes	Librarians Admin of ULRC FB Page and Gmail account
3. Accomplishes and submits Client Satisfaction survey form	3. Plots approved schedules for monitoring	None	1 Minute	Librarians Admin of ULRC FB Page and Gmail account
	TOTAL:	None	3 Minutes ,10 seconds	

Electronic Resources & Thesis and Dissertation

Office or Division:	Library Services Office (LSO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen

	G2G - Government to Government				
Who may avail:	All bona fide stud	lents	and em	ployees of Don H	Ionorio Ventura
CHECKLIST OF REQUIR	REMENTS	WH	IERE TO	O SECURE	
1 Sends inquiry messa ULRC fb page or en account		1	Person	al 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 or respective Official FB page of campus libraries	1. Release auto message 1.1. Send tab to be selected for Electronic Resources and Thesis/disser tation	None		10 Seconds	Librarians Admin of ULRC FB Page and gmail account
Selects the needed material 2.1. Clicks tab for Client Satisfaction Survey Form. Accomplishes and submit Client Satisfaction survey form	Provides links on the desired subject 2.1. Sends Client Satisfaction survey form (google form)	None		1 Minute	Librarians Admin of ULRC FB Page and gmail account
	TOTAL:	١	None	1 Minute, 10 seconds	

11. Selection of Library Resources Procedure

This procedure refers the selection of library resources such as books, newspapers, magazines, and fiction books to provide a well-balanced and wide-ranging collection to support the instructional and research needs of the library clientele.

Office or Division:	Library Services Office (LSO)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All bona fide employees of Don Honorio Ventura State
	University

CHECKLIST OF REQUIREMENTS		Wŀ	WHERE TO SECURE			
1 Request for acquisit materials	ion of library	1	1 Office of the Deans and Campus Directors			
CLIENT STEPS	AGENCY ACTION		ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Fills out the request form for the acquisition of library resources	1. Provides request form for the acquisition of library resources to Deans/Directors/Ch airpersons/Faculty 1.1. Collates request form for acquisition of library resources 1.2. Evaluates requested library resources based on the criteria for selection and acquisition		None	3 Minutes	Director Librarian Campus Librarian Director Office ULRC Campus Library	
2. Accomplishes Client Satisfaction Survey Form and drops accomplished form in the drop box	2. Provides Client Satisfaction survey form	1	None	1 Minute	Director Librarian Campus Librarian Director Office ULRC Campus Library	
	TOTAL:	1	None	4 Minutes		

1. Provision Of Technical Assistance

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

	e/Division:				ent Information S	ystem Office	
	sification: of Transact	ion:	Simple G2C - Government to Citizen				
	may avail:	1011.	All DHVSU Employees and Students				
		F REQUIREMENTS	7 (1		WHERE TO SE		
1	Ticket created from the MIS Service Form		1	For DHVSU Bonafide Students (bit.ly/DHVSUStudentTicketing)			
2	encountere	s of the problem of the letter of request	2	probler	he device of the c n persists	lient where the	
CLIE	ENT STEPS	AGENCY ACTION	7	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
from Techi Assis Goog	tance le Form	Acknowledges the ticket by replying to the ticket	None		3 Minutes	Administrative Aide, Computer Maintenance Technologist, Information System Analyst & Information Technology Officer I Management Information System Office	
the re		 2. Conduct a 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 to preventive maintenance procedures. 		None	1 Day	Administrative Aide, Computer Maintenance Technologist, Information System Analyst & Information Technology Officer I Management Information System Office	

 Otherwise, it shall be subjected to a thorough inspection and troubleshooting to determine the magnitude of the problem if it is repairable or not.

Determine the duration of the repair depending on the issues/concerns 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.

Meanwhile, if the 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/service is unrepairable but under warranty from the supplier, the MIS staff endorses the ICT equipment to the Supply and Procurement Office for servicing
- If the equipment/service

	is unrepairable and out of warranty, the MIS staff issues the unusable ICT equipment with the ICT Inspection Report Form and the Justification Letter to the enduser for property disposal, and advises the End User to surrender the equipment to the Supply and Procurement Office If the software is unrepairable, the MIS staff endorses the malfunctioning service/software to the third-party supplier of the software for reevaluation, replacement or reconfiguration			
3. Accepts the restored software and accomplishes Customer Satisfaction Survey Form	3. Upon successful repair, the MIS staff endorses the restored equipment/service to the client	None	3 Minutes	Administrative Aide, Computer Maintenance Technologist, Information System Analyst & Information Technology Officer I Management Information System Office
	TOTAL:	None	1 Day, 6 Minutes	

Note: Some ICT problems may take time to be resolved because of various reasons (too many files for backup, availability of spare parts, internet connection in downloading drivers and operating system updates, dealing with old pc, and the like.)

2. ID Printing

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

Office/Division: Management Information System Office					System Office		
	sification:		Simple				
	of Transaction	n:	G2C - Government to Citizen				
	may avail:		All DHVSU Employees and Students				
С	1	REQUIREMENTS		1	WHERE TO S	SECURE	
1		who requests for ID D Profiling Form	1	Offi	ce of Student Affa	airs	
2	For students we replacement : Official Receipt	tho requests for ID	2	Cas	shiering Office		
3	For new emplo Employee ID Pi		3	Adn	ministrative Servic	es Office	
4		who requests for t:	4	Adn	ninistrative Servic	es Office	
CL	LIENT STEPS	AGENCY ACTION	то	ES BE AID	PROCESSING TIME	PERSON RESPONSIBLE	
For	new students						
affix and	pload photo, e-signature, edit student mation	Wait for the confirmation of the student	No	one	10 Minutes	Administrative Aide & Computer Maintenance Technologist Management Information System Office	
	alidate mation before ing	2. Finalize student information before printing	None		3 Minutes	Administrative Aide & Computer Maintenance Technologist Management Information System Office	
card lanya nam logba acco	rait for the ID , ID case and ard, log their e at the ook and omplishes comer efaction Rating	3. Print and give the issued ID together with ID case and lanyard	None		5 Minutes	Administrative Aide Management Information System Office	
TOTAL:			No	one	18 Minutes		
For	students reques	sting for ID replacen	nent				
proc Stud repo	or loss id, eed to Office of ent Affairs to rt the replacement of	Instruct the student to visit the Office of Student Affairs	No	one	1 Minute	Administrative Aide Management Information System Office	

ID				
2. Present receipt and ID Profiling Form to the MIS Personnel	2. Verify ID payment in the receipt	None	2 Minutes	Administrative Aide Management Information System
3. Upload updated photo, affix e-signature and edit information	3. Wait for the confirmation of the student	None	5 Minutes	Administrative Aide Management Information System Office
4. Validate information before printing	4. Finalize student information before printing	None	1 Minute	Administrative Aide Management Information System Office
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 Office
	TOTAL:	None	14 Minutes	
For new employees				
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 Office
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 Office
3. Prepare for photo capturing and affix e-signature	3. Capture employee photo and e-signature	None	5 Minutes	Administrative Aide Management Information System Office
4. Validate information before printing	4. Finalize employee information before printing	None	1 Minute	Administrative Aide Management Information System Office
5. Wait for the ID card, ID case and lanyard, log their name at the logbook and accomplishes	5. Print and give the issued ID together with ID case and lanyard	None	5 Minutes	Administrative Aide Management Information System Office

Customer Satisfaction Rating Form				
	TOTAL:	None	14 Minutes	
For employees who	are requesting for I	D replace	ement	
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 Minute	Administrative Aide Management Information System Office
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 Office
3. Prepare for photo capturing and affix e-signature	3. Capture employee photo and e-signature	None	5 Minutes	Administrative Aide Management Information System Office
4. Validate information before printing	4. Finalize employee information before printing	None	1 Minute	Administrative Aide Management Information System Office
5. Wait for the ID card, ID case, and lanyard, log their name in the logbook, and complete the 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 Office
	TOTAL:	None	14 Minutes	

3. University's Official Website or Social Media Accounts Posting

This describes the process of requesting to publish materials on the university's official website or Facebook page.

Offic	e/Division:		Management Information System Office – Media Affairs Unit			
Class	sification:		1	mple		
Type	of Transact	ion:	G	2C - Gov	vernment to Citize	en
	may avail:		Al	I DHVSL	J Employees	
CH	IECKLIST O	F REQUIREMENTS		r	WHERE TO SE	CURE
1	Ticket creat Service For	ed from the MIS m	1		IVSU Employees DHVSUMISTicketi	ing)
2	(Content mu	ntent to be published ust be compliant with es set by the Data	2	Client		
CLIE	ENT STEPS	AGENCY ACTION	T	FEES O BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
from Techi Assis	eate a ticket the MIS nical tance le Form	Acknowledges the ticket by replying to the ticket		None	3 Minutes	Administrative Aides, Computer Maintenance Technologist, Information System Analyst, Information Officer and Information Technology Officer I Management Information System
confir email status reque		2. Proceeds to the posting of material into the content management system	None		30 Minutes	Administrative Aides, Computer Maintenance Technologist, Information System Analyst, Information Officer and Information Technology Officer I Management Information System
Custo Satist	mplete the omer faction g Form			None	5 Minutes	
		TOTAL:		None	38 Minutes	

4. Request for University Data, Information, Records, or Documents

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

Offic	Office/Division: Management Information System Office - Data Privacy and Protection Unit					
Clas	sification:		Simple			
	e of Transact	ion:	G	2C - Gov	vernment to Citize vernment to Gove	
	may avail:		Al	l concer	n stakeholders	
С	HECKLIST O	F REQUIREMENTS			WHERE TO SE	CURE
1	Data Privac original)	y Request Form (1	1	(Groun Resou	rivacy and Protec d Floor, Universit rce Center)	y Learning
2	DPO Cleara	ance (1 original)	2	(Groun	rivacy and Protect d Floor, Universit rce Center)	
CLII	ENT STEPS	AGENCY ACTION	1	FEES O BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Data Requested Form subneredu perse even requested odpp su.ee wait confi	irmation and uctions.	Acknowledges the request and date of receipt and instructs the client	None		1 Minute	Administrative Aide, Data Privacy and Protection Officer Data Privacy and Protection Unit
the D Requ	ccomplishes Data Privacy uest Form	2. Issue the Data Privacy Request Form	None		5 Minutes	Administrative Aide, Data Privacy and Protection Officer Data Privacy and Protection Unit
	aits for the ew of the est.	3. Review the details of the request.	None		3 Minutes	Administrative Aide, Data Privacy and Protection Officer Data Privacy and Protection Unit
		TOTAL:		None	9 Minutes	

5. Request for Approval of Posting of Publication Materials

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

Office/Division:	e/Division: Management Information Systems - Data Privacy and Protection Unit						
Classification:			Simple				
•			vernment to Citizen				
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,				vernment to Gove			
Who may avail:		Al	I concer	n stakeholders			
CHECKLIST (OF REQUIREMENTS			WHERE TO SE	CURE		
1 Data Priva (1 original)	cy Request Form	1		University Learnin	tion Unit (Ground g Resource		
CLIENT STEPS	AGENCY ACTION	1	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
For DHVSU Emp	oloyees and Student Cli	ent	s				
1. Fill up the logbook.	Instruct the client to sign in the logbook		None	1 Minute	Administrative Aide, Data Privacy and Protection Officer Data Privacy and Protection Unit		
2. Submit the draft of materials to be posted.	2. Receives the materials to be posted (Personally or thru odppi@dh vsu.edu.ph)		None	1 Minute	Administrative Aide, Data Privacy and Protection Officer Data Privacy and Protection Unit		
3. Wait for the review of the materials.	3. Review the request for posting.		None	5 Minutes	Administrative Aide, Data Privacy and Protection Officer Data Privacy and Protection Unit		
4. Receive the approved materials or posting.	4. Stamps "Approved for Posting" or affixes a watermark approval on the final materials to be posted.		None	1 Minute	Administrative Aide, Data Privacy and Protection Officer Data Privacy and Protection Unit		
5. Accomplish the customer satisfaction survey form.	5. Release the materials for posting and issue customer satisfaction survey form.	None		2 Minutes	Administrative Aide, Data Privacy and Protection Officer Data Privacy and Protection Unit		
	TOTAL:	No	one	10 Minutes			
For Clients outs	ide the University						
1. Fill up the logbook.	Instruct the client to sign in the logbook		None	1 Minute	Administrative Aide, Data Privacy and Protection Officer		

				Data Privacy and Protection Unit
2. Submit the request to the EVP office for approval.	2. Issues the request form for EVP approval	None	1 Day	Executive Vice President
3. Return the approved request to ODPPI and wait for the issuance of DPO clearance	3. Issues the corresponding clearance for the request	None	5 Minutes	Administrative Aide, Data Privacy and Protection Officer Data Privacy and Protection Unit
4. Accomplish the customer satisfaction survey form.	4. Issues the customer satisfaction survey form	None	2 Minutes	Administrative Aide, Data Privacy and Protection Officer Data Privacy and Protection Unit
	TOTAL:	None	1 Day, 8 Minutes	

Table of Contents

Citizen's Charter	Page No
Accounting Office	1
Administrative Services Office	10
Office of Admissions, Guidance and Testing Center, Office of	40
Career Services	40
Cashiering Office	55
College / Campus Advising Procedure	61
Civil Security Unit	63
DHVSU Apalit Campus	65
DHVSU Lubao Campus	68
DHVSU Mexico Campus	72
DHVSU Sto. Tomas Campus	76
Extension Services Office	79
Finance Management Services Office	82
Office for Physical Plant & Facilities - GIMU	95
Graduate School	99
Knowledge Management and Innovation Office	103
Laboratory High School	105
Library Service Unit	108
Management Information Systems	130
Office of Auxiliary Services	141
Office of the Culture and Arts	146
Office for International Partnership & Programs	154
Office for Physical Plant & Facilities	157
Office of Student Affairs	167
Office of Sports and Development	179
Occupational Safety and Health Office	182
Office of Student Services	194
Office of the University Registrar	200
Planning and Development Office	203
Property and Supplies Management Office	205
Research Management Office	210
Records Management Unit	216
Senior High School	220
School of Law	223
Training Services Office	226
Property and Supplies Management Office	205

Reengineered Procedures

Accounting Office	228
Office of Admissions, Guidance and Testing Center, Office of	229
Career Services	229
Cashiering Office	231
College / Campus Advising Procedure	233
DHVSU Apalit Campus	234
DHVSU Lubao Campus	235
DHVSU Mexico Campus	236
DHVSU Sto. Tomas Campus	237
Extension Services Office	238
Graduate School	239
Knowledge Management and Innovation Office	240
Laboratory High School	241
Library Services Office	242
Management Information Systems	244
Office of Auxiliary Services	246
Office for International Partnership & Programs	247
Office of Student Affairs	248
Office of Sports and Development	249
Occupational Safety and Health Office	250
Office of Student Services	252
Property and Supplies Management Office	253
Research Management Office	254
Senior High School	255
Training Services Office	256

ACCOUNTING OFFICE

1. Issuance of Certificate of Payment for Graduation Fee

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

graduation fee for claiming transcript of records and diploma for the students.								
Office or Division:			Accour	Accounting Office				
Classification:	assification: Simple							
Type of Transaction	n:		G2C -	Governme	ent to Citizen			
Who may avail:					dents who are req ment of graduatio	-		
CHECKLIST OF RI	EQUI	REMENT	S	WHERE	TO SECURE			
1	Ider	dent's ntification (Original)	Card	1	Internet Multimedia Center (IMC) (at the back of Admin. Bldg.)			
2	of P	cial Receip ayment (1 jinal)	ot (OR)	2	Cashiering Office, 1 st Floor, Administration Bldg Window 1 ^r			
CLIENT STEPS	6	AGEN ACTI		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Present ID and request for Certificate of Payment for Graduation Fee the Accounting Office	at	1. Verify student's balance from the system and instruct to make payment for the certification.		None	30 Seconds	Administrative Aide Accounting Office		
2. Pay the necessa amount at the Cashiering Office.	ry	2. Collect Payment and issue OR for the payment made.		PHP 50	1 Minute	Administrative Officer Cashiering Office		
Present OR at the Accounting Office			ase e of for	None	30 Seconds	Administrative Aide Accounting Office		
		Т	OTAL:	PHP 50	2 Minutes			

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

				records and diplom	a.	
Office or Division			counting Office			
Classification:		Simple				
Type of Transaction	on:		Government		1 4	
Who may avail:				ts who are required from this office.	to secure	
CHECKLIST OF R	EQUIREMEN		ı	O SECURE		
1	Student's Identification (1 Original)	Card	Internet Multimedia Cente (IMC), (at the back of Adm Bldg.) DHVSU, Bacolor, Pampanga		k of Admin. acolor,	
2	Official Rece Payment (1 Original)	ipt of	2	Cashiering Office, 1st Floor, DHVS Admin. Bldg. – Window 11		
CLIENT STEPS	AGE ACT	_	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Inquire for verification of outstanding balance at the Accounting Office	bala ce from	ent's tanding nce the	None	30 Seconds	Administrative Aide Accounting Office	
2. Payment of outstanding balance at the Cashiering Office	outstanding student's		See Table for Schedule of Fees and Other Charges below.	1 Minute	Administrative Officer Cashiering Office	
3. Present Official 3. Print Receipt for the payment made to the Accounting Office University Accountar		ce by the ity	None	1 Minute	Administrative Aide Accounting Office	
TOTAL:			See Table for Schedule of Fees and Other Charges below.	2 Minutes, 30 Seconds		

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

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

Office or Division:	Accounting Office			
Classification:	Simple			
Type of	- r -			
Transaction:	G2C – Governmen	nt to Citiz	zen	
Who may avail:	All bona fide stude	nts who	are required to secur	e student's
	clearance from this	office.		
CHECKLIST OF F	REQUIREMENTS	WHER	E TO SECURE	
1	Student's	1	Internet Multimedia C	
	Identification		the back of the Admi	n. Bldg.) DHVSU,
	Card (1 Original)		Bacolor, Pampanga	ı
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Clearance at the Accounting Office.	Verify student balance from the system and print clearance	None	30 Seconds	Administrative Aide Accounting Office
2. Receive the Clearance from the Accounting Office.	2. Release the Clearance signed by the Accountant.	None	30 Seconds	Administrative Aide Accounting Office
	TOTAL:	None	1 Minute	

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.

Semester and for	semester and for claiming transcript of records and diploma.						
Office or Division:			Accounting Office				
Classification:			Simple				
Type of Transaction	n:		G2C -	Gov	erni	ment to Citizen	
Who may avail:						udents who are re	•
				t's c		ance from this offic	
CHECKLIST OF RE						HERE TO SECUR	
1		udent's Ide		on	1	Internet Multimed	
		rd (1 Origi		- ((at the back of Ad	
2		ficial Rece yment (1 0	,		2	Cashiering Office	e, First Floor, Bldg Window 11
	Га	ymem (i c	Jiigiiiai)	FE	FS	DHV30 Admin. E	blug Williaow I I
CLIENT STEPS		AGEN ACTI		T(B PA	0 E	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and request for 2 nd Copy of Clearan at the Accountin Office		instru stude make paym the re made	ce the m and ct the nt to ent for equest	No	ne	30 Seconds	Administrative Aide Accounting Office
2. Pay the necessary amount at the Cashiering Office		2. Concept Payment issue OR the payment made.	ollect and for		1P 0	1 Minute	Administrative Officer Cashiering Office
3. Present OR t the Accounting Office	resent OR to 3. Print		No	ne	1 Minute	Administrative Aide Accounting Office	
		T	OTAL:	PH 5		2 Minutes, 30 Seconds	

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

Office or Division:	Accounting Offi	00	
		C C	
Classification:	Simple		
Type of			
Transaction:	G2C – Governr	nent to Citi	izen
Who may avail	: All bona fide stu	idents who	are required to secure statement of
	account.		
CHECKLIST O	F REQUIREMENTS	WHERE	TO SECURE
1	Student's ID (1	1	Internet Multimedia Center (IMC) (at
	Original)		the back of Admin. Bldg.)
2	OR of Payment	2	Cashiering Office, First Floor,
	(1 original)		DHVSU Admin. Bldg Window 11
3	Documentary	3	Bureau of Internal Revenue (BIR),
	Stamp (1 piece)		Sindalan, CSFP

CLIENT STEPS	AGENCY ACTION	TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Statement of Account at the Accounting Office.	Verify student records	None	1 Minute	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	1 Minute	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	1 Minute	Administrative Aide Accounting Office
	TOTAL:	PHP 50	5 Minutes	

ADMINISTRATIVE SERVICES OFFICE

External Services

1. Employment Verification

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

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

ADMINISTRATIVE SERVICES OFFICE

Internal Services

1. Issuance of Certificate of Employment (COE)

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

Office or Division:	Administrative	Administrative Services Office (ADMINSO)			
Classification:	Simple				
Type of Transaction	: G2C – Govern	nment to C	Citizen		
Who may avail:	All Employees	of DHVS	U (Job Order, Casu	ıal, Temporary,	
	and Permane	nt)			
CHECKLIST OF REC	QUIREMENTS	WHERE	TO SECURE		
	Government issued ID (1 original)	1	Any ID issuing gov	ernment agency	
2	COE Request Form (1 original)	2	ADMINSO, Ground 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-related activities to be used for legal purposes only.

Office or Di	vision:	Administrative Services Office (ADMINSO)					
Classification	on:	Simple	Simple				
Type of Tra	nsaction:	G2C – Governme	ent to	Cit	izen		
Who may a	vail:	All Employees of	DHV	SU	(Job-Order/Contra	act of Service,	
		Casual, Tempora					
CHECKLIST	r of Requ	JIREMENTS	WHE	ERE	TO SECURE		
1	Governme original)	ent issued ID (1	1	Ar	ny ID issuing gove	rnment agency	
2	Service R	ecord Request	2	Αſ	OMINSO, Ground		
	Form (1 o	riginal)		Fle	oor, Administratior	n Bldg.	
CLIENT		AGENCY ACTION	FEE TC BE PAI) <u>=</u>	PROCESSING TIME	PERSON RESPONSIBLE	
1. Secure ar the accompl Service Req Form at HR.	ished uest	Verify and prepare the Service Record	None		2 Minutes	Administrative Assistant IV ADMINSO	
2. Register a Logbook for Record at H	Service	2. Print the Service Record	None		2 Minutes	Administrative Assistant IV ADMINSO	
issuance	3.Wait for the 3.1 Verify and		Non	ne	2 Minutes	Chief Administrative Officer ADMINSO	
		3.2 Issue the signed Service Record	None		1 Minute	Administrative Assistant IV ADMINSO	
4. Accomplis Customer S Form and dr designated b	urvey op to the	4. Ensure evaluation of the service delivery.	Nor	ne	2 Minutes	Administrative Assistant IV ADMINSO	
		TOTAL:	Non	ne	10 Minutes		

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

Office or Division:	Administrative Services Office (ADMINSO)						
Classification:	Simple						
Type of Transaction:	G2C – Government to Citize	en					
Who may avail:	All Employees of DHVSU (Jeermanent)	ob Ordei	r, Casual, Tempor	ary, and			
CHECKLIST O	FREQUIREMENTS	WHER	E TO SECURE				
1	ID Request Form (1 original)	1	ADMINSO, Ground Administration B				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING PERSON RESPONSIBL				
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 has provided a TIN number	None	5 Minutes	Administrative Aide I ADMINSO			
	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 ADMINSO			
2.Present the approved ID Request Form to the MIS, and wait for the ID issuance.	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 Systems Bldg.			

3. Return to the HR and accomplish the Customer Survey Form and drop to the designated box.		None	3 Minutes	Administrative Aide I ADMINSO
	TOTAL:	None	40 Minutes	

4. Reissuance of University Issued

Identification Card (Replacement)
Granting approval for the replacement for lost, stolen and outdated identification card.

Office or Division:	Administrative Services Office (ADMINSO)				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	All Employees of DHVSU (Job C Permanent)	order, Ca	isual, Temporary	/, and	
CHECKLIST OF	REQUIREMENTS	WHER	E TO SECURE		
1	ID Request Form (1 original)	1 ADMINSO, Ground Floor Administration Bldg.			
2	Affidavit of Loss for lost ID (1 original)	2	Law Firm / Not	ary Public	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING 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 his/her old ID. If lost, provides an	None	10 Minutes	Administrative Aide I ADMINSO	

	Affidavit of Loss			
	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's information in the system	None	10 Minutes	Administrative Aide I ADMINSO
2. Wait for the approval of the request	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
	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
4. Accomplish the Customer Survey Form and drop to the designated box.	Accomplishes the Survey on Customer Satisfaction	None	3 Minutes	Administrative Aide I ADMINSO
	TOTAL:	None	53 Minutes	

5. Processing of Application for Leave of Absence

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

Office or Div	vision:	Administrative Services Office (ADMINSO)				
Classificatio	n·	Simple				
Type of		Simple	Oimpie			
Transaction	:	G2C – Government to Citizen				
Who may av	ail:	All Employees of Dipermanent status.	All Employees of DHVSU with Casual, Temporary, and Permanent status.			
CHECKLIST	OF REC	QUIREMENTS	WH	IERI	E TO SECURE	
1	for Lea Form 6 CSC F 2020 / DHVS	mplished Application ave Form/CSC 6 (2 original) Form 6, Revised / SU-QSP- NSO-002-F0001-		•	ADMINSO, ground Floor, Administration Bldg. Official DHVSU Website (dhvsu.edu.ph) – HR Downloadable Forms –Application for Leave Form Official CSC Website (www.csc.gov.ph)	
2	origina	al Certificate (1 II) days and beyond of absence	2	•	Registered Physician of the concerned personnel	
3	Form (-for 30	Duly signed Clearance Form (3 original) -for 30 days leave of absence		 ADMINSO, DHVSU Administrative Bldg. Official DHVSU Website (dhvsu.edu.ph) – HR Downloadable Forms – Clear Form 		lg. /ebsite HR
CLIENT ST	EPS	AGENCY ACTION	FE T B	0 E	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish C Form 6 - Application for Leave Form a submit to the	SC or and	1. Receive and indicate the personnel's leave credits on the form	No	ne	10 Minutes	Administrative Assistant IV ADMINSO
2. Register at Logbook for ADMINSO Transactions waiting for the verified applic	while e	2. Certify the correctness of the number of leave credits.	No	ne	15 Minutes	Supervising Administrative Officer ADMINSO

3. Forward the CSC Form 6 to the Immediate Superior	3. Recommend the approval/ disapproval of the application for leave	None	1 Hour	Dean/ Unit Director DHVSU
4. Forward the CSC Form 6 to the HRM	4. Recommend the approval of the application for leave	None	3 Minutes	Chief Administrative Officer ADMINSO
5. Wait for the approval of the application for leave	5.1 Approve / Disapprove the application for leave	None	2 Minutes	University President Office of the University President Administration Bldg.
	5.2 If disapproved, inform the personnel on the result of the application and take note on the Remarks of the logbook	None	2 Minutes	Administrative Assistant IV ADMINSO.
	5.3 If approved, inform the personnel on the result of the application, take note on the Remarks of the logbook and update the Employee's 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.

		A desiminate of the Control	n de -	- Oʻ	fine (ADMINICO)		
Office or Div	ision:	Administrative Services Office (ADMINSO)					
Classification:		Simple					
Type of Transaction: Who may avail:		G2C – Government to Citizen All Employees of DHVSU with Casual, Temporary, and					
CHECKLIST	OF RFO	Permanent status.		IFRI	E TO SECURE		
2	Accomp Applica Form/C original CSC For 2020 / DHVSU ADMIN R01 Approve for Mon	olished tion for Leave SC Form 6 (2) orm 6, Revised	2	 ADMINSO, Ground Floor, Administration Bldg. Official DHVSU Website (dhvsu.edu.ph) – HR Downloadable Forms –Application for Leave Form Official CSC Website (www.csc.gov.ph) 		lg. /ebsite HR rms –Application site	
	original	•					
CLIENT ST		AGENCY ACTION	FE TO B	0 E	PROCESSING TIME	PERSON RESPONSIBLE	
1. Secure and accomplish C Form 6 - Appl for Leave For (Monetization submit to the	SC ication m) and	1. Receive and indicate the personnel's leave credits on the form	PAID None		10 Minutes	Administrative Assistant IV ADMINSO	
2. Register at Logbook for ADMINSO Transactions waiting for the verified applic	while	2. Certify the correctness of the number of leave credits	No	ne	15 Minutes	Supervising Administrative Officer ADMINSO	
3. Forward the Form 6 to the Immediate Su	e CSC	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
	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 Services Office (ADMINSO)				
Classification	1:	Simple				
Type of Transaction: Who may ava	.ii.	G2C – Government to Citizen All Employees of DHVSU with Casual, Temporary, and Permanent				
		status.	\401E	DE TO SESURE		
		EQUIREMENTS		RE TO SECURE		
1	to Ro the U	ed Letter of Intent etire addressed to Jniversity President riginal, 3 ocopies)	1	Concerned Employee		
2	Univ	roval Letter from the ersity President (1 inal, 3 photocopies)	2	Office of the University President, 2 nd Floor, Administration Building		
3	Appl	Signed ication for rement Form (4 nal)	3	GSIS Website - https://www.gsis.gov.ph/downloadable -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 riginal)	6	ADMINSO, Ground Flo Administration Bldg.	or,	
7		rance Form (3	7	ADMINSO, Ground Flo Administration Bldg.	or,	
8		omplished CSC n 6 (3 original)	8	ADMINSO, Ground Flo Administration Bldg.	or,	
9		Picture with white ground (3 original)	9	Any photo shop available		
CLIENT STEI	PS	AGENCY ACTION	FEES TO BE PAID		PERSON RESPONSIBLE	

	1	1		
1. 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 nd 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 nd 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	

ADMINISTRATIVE SERVICES OFFICE – COMPENSATION AND OTHER BENEFITS UNIT

Internal Service

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

Office or Division: Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)						
Classification	n·	Simple	ervices Office (ADIVIINSO)			
Type of Transaction:	••	G2C – Governm	ent to	o Ci	itizen	
Who may ava	nil:	All Employees o Temporary, and			J (Job Order, Casi	ual,
CHECKLIST	OF REQ				RE TO SECURE	
1 Loan Application Form (1 Original)		1	-Pagibig Website – Pagibig Loan Form -CBOO Unit - ADMINSO, 2 nd Floor Administrative Bldg			
2	Issued	Government IDs (2 opies back and	2 Any ID issuing government agency			rnment agency
3		ird or Loyalty Photocopy)	3	-Landbank -Pagibig		
CLIENT S	TEPS	AGENCY ACTION	FEE TC BE PAI) <u> </u>	PROCESSING TIME	PERSON RESPONSIBLE
Inquire on specific Loan Application		1. Assist the client.	Non	ie	5 Minutes	Administrative Aide I CBOO Unit - ADMINSO
2. Accomplish the Loan Application Form and attach two (2) photocopies of two (2) government issued IDs (showing front and back of the ID) and one (1) photocopy of ATM card or Loyalty Card		2. Prepare necessary documents needed	Non	ie	10 Minutes	Administrative Aide I CBOO Unit - ADMINSO

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
	TOTAL:	None	33 minutes	

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

Office or Divi	sion:	Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)				
Classification	ո։	Simple				
Type of Transaction:		G2C – Government to Citizen				
Who may avail: All Employees o Permanent)				√SU	(Casual, Tempor	ary, and
CHECKLIST	OF REQ	JIREMENTS	WHERE TO SECURE			
1	UMID	Card	1	-G	SIS	
CLIENT STEPS		AGENCY ACTION		ES BE ID	PROCESSING TIME	PERSON RESPONSIBLE

1. Apply loan through GSIS Kiosk using GSIS 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
TOTAL:		None	25 Minutes	

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

Office or Div	vision:	Compensation and Other Benefits Unit -					
Classification:		Administrative Services Office (ADMINSO) Simple					
	JII.	Simple					
Type of Transaction:		G2C – Governme	ent to Citiz	zen			
Who may av	/ail:	All Employees of and Permanent)	DHVSU	(Job Order, Casua	al, Temporary,		
CHECKLIST	OF REC	QUIREMENTS	WHER	E TO SECURE			
1		nment issued ID		ny ID issuing gov	vernment agency		
	(1 orig	inal)		, 33	<u> </u>		
CLIENT S	TEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Secure and accomplish R 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	9	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 -		

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

4. Issuance of BIR FORM 2307

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

Office or Division:		Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)				
Classification:		Simple				
Type of		G2C – Governr	nent to	Ci	itizen	
Transaction						
Who may a	vail:	All Employees	of DHV	Sl	J (Job Order/Cont	ract of Service)
CHECKLIST	OF REQ	JIREMENTS	WHE	R	E TO SECURE	
1	Governm (1 origina	nent issued ID al)	1	-	Any ID issuing go	vernment agency
CLIENT	STEPS	AGENCY ACTION	TO B	E	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Form	Request	1. Assist the Client	None	!	1 Minute	Administrative Aide I CBOO Unit - ADMINSO
2. Wait for the of the request CBOO Unit -A	t at the	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		5 Minutes	Accountant IV Accounting Office
		2.3 Issue the signed BIR Form 2307	None		1 Minute	Administrative Officer V CBOO Unit -ADMINSO
3. Accomplish Customer Su and drop to the designated be	rvey Form ne	3. Ensure evaluation of the service delivery	None		3 Minutes	Administrative Officer V CBOO Unit -ADMINSO
		TOTAL:	None	9	15 Minutes	

5. Issuance of BIR FORM 2316

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

Office or Division: Compensation and Other Benefits Unit -							
Office of L	AIVISIOII.	Compensation and Other Benefits Unit -					
01 '6'			Administrative Services Office (ADMINSO)				
Classificat	tion:	Simple					
Type of							
Transaction	n:	G2C – Governm	ent to C	Citizen			
Who may	avail:	All Employees of Permanent)	f DHVS	U (Casual, Tempor	ary, and		
CHECKLIS	ST OF REQ	UIREMENTS	WHE	RE TO SECURE			
1		ent issued ID	1	Any ID issuing go	vernment agency		
	(1 origina	al) 		T			
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Fill out the Form	e Request	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			

6. Issuance of Daily Time Record (DTR)

Issuance of a document stating the employee's name, registered attendance

Office		0	l O(!	D =	I limite A line ! !	the Ormales of Off	
Office Compensation and Other				Benefits	Unit - Administrat	tive Services Office	
or Divisi		(ADMINSO)					
Divisi on:							
Classificati	ion:	Simple					
Type of		Omple					
Transactio	n:	G2C – Governme	ent to Cit	izen			
Who may a					sual, Temporary, a	and	
		Permanent statu			, , , , , , , , , , , , , , , , , , ,		
CHECKLIS	T OF R	REQUIREMENTS		WHE	RE TO SECURE		
1	Gover (1 orig	nment issued ID ginal)	1	Any ID	issuing governme	nt agency	
2		orandum / Approved	2	Concer	ned Employee		
	Letter						
	-basis	for justification		_			
		AGENCY AC	TION	FEES	PROCESSING	PERSON	
CLIENT ST	EPS	7.02.101 7.011011		TO BE	TIME	RESPONSIBLE	
1. Request	for	1. Advice the clien	t to	PAID			
DTR and re		secure and accom					
at the Logb	_	DTR Request Forr	•	None	2 Minutes	Administrative Aide I	
for ADMINS		DTT Troquost Form.		110110	2	ADMINSO	
Transaction	s at						
the HR							
2. Submit th		2. Verify the request and					
		prepare to print the DTR.				Administrative Aide I	
Request Fo				None	5 Minutes	ADMINSO	
the ADMINS	SO.						
3. Check th		3. If there are corre	,				
printed DTF	t or	validate through su					
possible corrections.		memorandums/ let and/or documents.					
corrections.		necessary correcti					
		reprint DTR. <i>Note:</i>					
		attachment/s subm					
		advise the client to					
		the office a copy of	f the	None	5 Minutes	Administrative Aide I	
	me					ADMINSO	
to validate corrections.							
, ,		4. Check and rece	ive the				
have it verif		Duly signed DTR.				Dean/ Unit Director	
through the				None	25 Minutes	Deany Only Director	
signature of Immediate	uie			140110	20 Milliatos	300	
immediate]			

Superior and submit to the HR.				
•	5. Ensure evaluation of the service delivery.	None	3 Minutes	Administrative Aide I ADMINSO
	TOTAL:	None	40 Minutes	

8. Issuance of Pay Slip

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

Office or Division:	Compensation and O Office (ADMINSO)	Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)					
Classification:	Simple						
Type of Transaction	G2C – Government to	o Citizen					
Who may avail:	All Employees of DH\ Permanent)	/SU (Job	Order, Casual, T	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			
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			
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 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 Aide I CBOO Unit -ADMINSO
	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 Division	on:	Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)						
Classification:		Simple						
Type of Transaction:		G2C – Government to C	G2C – Government to Citizen					
Who may avail:		All Employees of DHVS	U					
CHECKLIST OF	REC	UIREMENTS	WHER	E TO SECURE				
1		vernment issued ID Original)	1	Any ID issuing gov	ernment 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 bo	,	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:	tion:	Simple					
Type of		Simple					
Transaction	on:	G2C – Government to Citi	zen				
Who may	avail:	All Employees and Studer	its of	DH	VSU		
CHECKLIS	ST OF REC	QUIREMENTS			E TO SECURE		
1	Approved	d Travel Order (1 original)	1	TS	SU, near the Unive	ersity Gymnasium	
2	Approved (1 original	d Vehicle Request Form	2		SU, near the Univerymnasium	ersity	
3	Trip Ticke	ets (1 original)	3		SU, near the Unive ymnasium	ersity	
CLIENT S	STEPS	AGENCY ACTION	FEE TO E PAI	BE	PROCESSING TIME	PERSON RESPONSIBLE	
1. Request vehicle and at the Logb Motorpool.	d register	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	Nor	ie	3 Minutes	Supervisor TSU, near the University Gymnasium	
		1.4 Inform the driver on the trip details	Nor	ie	5 Minutes	Supervisor TSU, near the University Gymnasium	
		1.5 Prepare the Vehicle Trip Ticket.	Nor	ie	5 Minutes	University Driver TSU, near the University Gymnasium	
		1.6 Secure the signature of the mechanic, motor pool supervisor, the VPAF and the University President.	Nor	e	30 minutes	University Driver TSU, near the 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
	3.2 Inform the client of the			University Driver
	alternative vehicle to be used.	None	2 Minutes	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
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	

OFFICE OF ADMISSIONS, GUIDANCE AND TESTING CENTER, OFFICE OF CAREER SERVICES

1. University Admission Test (UAT) Administration Process

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

Off	Office or Division: Guidance and Testing Center								
Classification: Simple									
Ty	pe of Transaction	n:	G2C-Gover	nme	nt to C	Citizen			
Wh	no may avail:					nd Senior High Sch			
							ate school applicant		
СН	ECKLIST OF RI	EQUIF	REMENTS	WH		TO SECURE	- (and -		
1	Test permit (1 o	origina	ıl)	1		lance and Testing (lent Affairs and Sei			
2	School ID			2	Stud	lent applicant's cur	rent School		
3	Official Receipt (for student approvered by RA	olicant	not	3	Casl	niering Office (1 st F	loor, Admin Bldg.)		
С	LIENT STEPS		AGENCY ACTION	TO	ES BE AID	PROCESSING TIME	PERSON RESPONSIBLE		
1	Present UAT test permit and required documents.	i F r	Receives and checks JAT test bermit and required documents	None		1 Minute	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center		
i 1	isten to the instruction of the proctor and fill out the answer sheets	2.2 li	ntroduce and distributes he answer sheets for he UAT. nstructs to ill out the answer sheets	None		13 Minutes	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center		
	Answer the sample questions and take the UAT.	3.2. t 3.3. /	Distributes he test booklets. Instructs he test brocedures. Administers he Jniversity	No	one	1 Hour (for Non- board) 2 Hours (For board programs) 3 Hours (for BS Nursing, Graduate Studies and	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center		

	Admission test.		Juris Doctor Applicants)	
4. Listen to the announcement of the proctor regarding schedule of the test results and accomplish customer Survey form	4.1. Collects test booklets and answer sheets 4.2. Distributes customer Survey Form 4.3. Instructs the Schedule of test results.	none	5 Minutes	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center
	TOTAL:	None	1 Hour,19 Minutes (for non-board) 2 Hours, 19 Minutes (For board programs) 3 Hours, 19 Minutes (for BS Nursing and Graduate Studies and Juris Doctor Applicants)	

2. Counseling Intervention Services

This lies at the core of the Guidance Program, serving as its vital essence. It entails a purposedriven collaboration between a proficiently licensed counselor and an individual actively seeking for professional assistance. The overarching goal is to meticulously clarify facts and address issues, thereby enhancing the individual's capacity to navigate and adapt satisfactorily to the challenges confronting them.

Office or Division: Guidance and Testing Center					
Classification:	Simple				
Type of Transactio	n: G2C - Government to	o Ci	tizen	; G2G- Governme	ent to Government
Who may avail:	Client who are mostly	,			members and
	administrative emplo				
CHECKLIST OF RE	QUIREMENTS	W		E TO SECURE	
1 University Issued	Student ID (1 original)	1	Loca	ated at the back of	tion Systems Office f Administration Bldg.
2 Call Slip (1 origina	al)	2		dance and Testing dent Affairs and Se	g Center (1 st Floor, ervice Bldg.)
3 Referral Form		3		dance and Testing dent Affairs and Se	Center (1 st Floor, ervice Bldg.)
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE
A. WALK-IN/ CALL-IN 1. Register to the Visitor/ Client basic info. in the Log Sheet for Counseling Services at the Guidance and Testing Center. Submit call slip to the Guidance Staff (for call-in counselees)	1.1 Answer counselee's initial inquiries1.2. Set an appointment to the counselee	N	one	1 Minute 2 Minutes	<i>Guidance Associate</i> Guidance & Testing Center

2.	Attend Intake Interview	2.1. Facilitate interview using Intake Summary Form and Individual Information Sheet 2.2. Set an appointment for counseling (if not terminated upon intake) 2.3. Request the client to fill out Customer Survey Form		20 Minutes	Guidance Counselor Guidance & Testing Center
3.	Attend to the scheduled counseling session and other assessment as required by the Guidance and Testing Center.	3.1. Evaluate counselee's problem, conducts case conceptualization 3.2. Analyze pertinent data and information of the counselee 3.3. Plan counseling intervention 3.4. Set counseling goals		1 Hour	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center
			None	1 Hour, 23 Minutes (for initial session)	
4.	Attend the scheduled follow-up session/s at the Guidance and Testing Center	 4.1. Conduct series of counselling session 4.2. Evaluate Progress and Terminate Counseling session 4.3. Request the client to fill out Customer Survey Form 	None	1 Hour, 30 Minutes (every session)	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center

	TOTAL:	None	2 Hours, 53 Minutes	
B. Referrals 1. Register to the Visitor's Log Sheet	1. 1 Receive accomplished Referral Form	None	1 Minute	Guidance Associate Guidance & Testing Center
2.Answer queries regarding the referred counseling.	2.1 Gather information to the referrer and conduct Intake Interview to the counselee 2.2. Request the client to fill out Customer Survey Form 2.3 Schedule the referred student for counseling.	None	22 Minutes	Guidance Associate Guidance & Testing Center
3. Attend to the scheduled counseling session and other assessment as required by the Guidance and Testing Center.	3.1. Evaluate counselee's problem, conducts case conceptualization 3.2. Analyze pertinent data and information of the counselee 4.4. Plan counseling intervention 4.5. Set counseling goals	None	1 Hour	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center
		None	1 Hour, 23 Minutes (for initial session)	
4.1. Attend the scheduled follow-up session/s at the Guidance and Testing Center	4.1 Conduct series of counseling session 4.2 Evaluate Progress and Terminate Counseling session 4.3 Request the client to fill out Customer Survey Form	None	1 Hour, 30 Minutes (for every succeeding session)	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center
	TOTAL:	None	2 Hours, 53 Minutes (for every	

	succeeding session)	

3. Online/Virtual Counseling Intervention Services

Online or virtual counseling is a purposeful and goal-oriented collaboration between a proficiently licensed counselor and an individual in search of professional assistance. The primary objective is to expound facts and address issues, enhancing the individual's ability to adapt effectively to challenging situations. This innovative approach transcends physical boundaries by facilitating therapeutic intervention/s and counseling sessions through digital platforms such as phones or computers. Communication during these sessions can occur through diverse channels like text messaging, audio calls, video chats, and conferences.

Office or Division:		Guidance and Testing Center					
Classification:		Simple					
Type of Transactio	n:	G2C – Government to Citizens					
Who may avail:		Client who are mos	tly from s	tudents, faculty me	embers and		
		administrative empl					
CHECKLIST OF RE				TO SECURE			
1 Intake Interview S		`		e link posted in th			
Counseling googl				ng Center Facebo			
		ychosocial Support		e link posted in th			
for Employees Go	pogle	e form		ng Center Facebo	ok page.		
CLIENT STEPS		GENCY ACTION	FEES TO BE	PROCESSING	PERSON		
CLIENT STEPS		GENCT ACTION	PAID	TIME	RESPONSIBLE		
1. 1. Fill out Student counseling google form or	1.1	. Verify accomplished Student Counseling		3 Minutes	Administrative Aide Guidance & Testing Center		
MHPS google form to set an appointment posted in the Guidance and testing center Facebook page.		google form and MHPS google form 1.1.1. Schedul e the Intake Interview/counsel ing sessions	None	2 Minutes	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center		
Attend to the scheduled intake interview	2.1	Guidance Associate facilitates intake interview and refer	None	22 Minutes	Guidance Associate Guidance & Testing Center		

with Guidance Associate.	the student or employee to the Guidance Counselor.			
3. Attend to the scheduled online Counseling Session via Video conference or Audio calling thru Facebook messenger.	 3.1 Evaluates counselee's problem, conducts case conceptualization. 3.2 Analyzes pertinent data and information of the counselee. 3.3 Plans counseling intervention. 3.4 Sets counseling goals. 		1 Hour	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center
		None	1 Hour, 27 Minutes (for initial session)	
4. Attend to the scheduled online Counseling Session via Video conference or Audio calling thru Facebook messenger	4.1 Conducts series of Counseling Sessions 4.2 Evaluate Progress and Terminate Counseling session 4.3 Request the client to fill out Customer Survey Form	None	1 Hour, 30 Minutes (for every succeeding session)	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center
	TOTAL:	None	1 Hour, 27 Minutes (Initial Session) 1 Hour, 30 Minutes (every succeeding session)	

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

Office or Division:		Guidance and Testing Center					
Classification:		Simple					
Type of Transactio	n:	G2C – Government to Citizens					
Who may avail:		Client who are most	tly f	rom st	tudents, faculty me	embers and	
_		administrative empl	oye	es of	the University.		
CHECKLIST OF RE	QU	REMENTS	W	HERE	TO SECURE		
1 University Issued	Stu	dent ID (1 Original)	1	DHV	SU Bona fide Stud	lents	
2 Duly Signed Excu	ise l	etter (1 Original)	2	Parer	nts/Guardian		
3 Valid Documents			3		's Office / Principa	al's Office,	
absence/tardines	s (al	l Original)			cal/Dental Clinic	Г	
CLIENT STEPS	Δ	GENCY ACTION	T	EES D BE AID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sign in the Visitor/ Client Log Sheet and request for class admission slip.	1.1	. Checks excuse letter of the student signed by guardian/parent	None		3 Minutes		
2. Present excuse letter and other documents (e.g medical certificate)	2.1 the car	anecdotal index	None		2 Minutes	Guidance Counselor	
3.Attend Interview with the Guidance Counselor/ Guidance Associate	bas exp ver	Conducts interview sed on the planation letter and ify supporting cuments.	None		10 Minutes	Guidance & Testing Center	
4. Secure Class admission Slip and accomplish Customer Survey form	Adı req	ssues Class mission Slip and uest student to fill customer survey n	N	lone	1 Minutes		

TOTAL:	None	16 Minutes	
--------	------	------------	--

4. Psychological Testing Services

This outlines the systematic administration of a comprehensive testing battery for prospective student applicants seeking admission, pre-employment assessment of students engaged in work immersion and student internship as well as for the psychometric assessment of DHVSU employment application. This process is an integral component of the overall admission, internship and hiring procedures, ensuring a thorough evaluation of candidates across various criteria.

Office or Division: Guidance and Testing Center							
CI	assification:		Simple				
Ту	pe of Transactio	n:	G2C - Government	to	Citizer	าร	
W	ho may avail:		All incoming Junior	and	d Seni	or High School, tra	ansferees,
			undergraduate, grad			· •	hool applicant
	HECKLIST OF RE					TO SECURE	
1	Request Letter (f	or C	JT)	1	Dean	's Office / Principa	al's Office
2	Endorsement Let	tter ((for hiring	2		nistrative Services	s Office (1st Floor,
	purposes)					n Bldg.)	
(CLIENT STEPS	A	AGENCY ACTION	T	EES D BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Request for Psychological testing and present the Request Letter or Endorsement Letter	1.1	Receives and checks Request letter (for OJT) and endorsement letter from Human Services	None		2 Minutes	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center
2.	Register in the Visitor/ Client Log Sheet	2.1	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		. Administers the Test Battery 2. Distributes and collects Customer Survey Form	N	lone	1 Hour (OJT) 2 Hours, 30 Minutes (Psychological Assessment) 2 Hours (teaching, non-teaching	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center

			applicants and newly hired)	
Accomplish the customer Survey Form	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 newly hired)	

5. Individual Inventory Service Process

This describes the process of distribution, collection, and retrieval of individual inventory sheets for new students. Detailing the systematic procedure involved in disseminating, gathering, and reclaiming the inventory sheets for each specified group ensures a smooth and organized process.

0	ffice or Division	:	Guidance and Testing Center						
C	lassification:		Simple						
Ty	ype of Transacti	on:	G2C-Government to Citizen						
W	ho may avail:					d Senior High Sch			
			undergradu	ate,	gradu	ate and post gradu	ate school applicant		
C	HECKLIST OF R	EQU	REMENTS	WH	IERE	TO SECURE			
1	University Issue	ed Stu	dent ID (1	Management Information Systems Office Located					
'	original)			I	at th	e back of Administ	ration Bldg.		
CITENTSTEPS		AGENCY ACTION	TC	EES) BE AID	PROCESSING TIME	PERSON RESPONSIBLE			

Accomplish the Individual Information Sheet.	1.1 Instructs the student to accomplish the individual information sheet.	None	20 Minutes	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center
2. Accomplish the Customer Survey form	2.1 Distribute the Customer Survey Form	None	1 Minute	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center
	TOTAL:	None	21 Minutes	

6. Guidance Program Evaluation

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

Office or Division	: Guidance a	Guidance and Testing Center					
Classification:	Simple	Simple					
Type of Transacti	Type of Transaction: G2C-Government to Citizen						
Who may avail:	All incoming	Junior a	nd Senior High Sch	ool, transferees,			
	undergradu	ate, gradı	uate and post gradu	ate school applicant			
CHECKLIST OF R	EQUIREMENTS	WHERE	TO SECURE				
1 University Issue	ed Student ID (1	₁ Mar	nagement Information	on Systems Office Located			
original)		at th	ne back of Administ	ration Bldg.			
CLIENT STEPS	AGENCY		PROCESSING TIME	PERSON RESPONSIBLE			
Accomplish the Individual Information Sheet.	1.1 Distribute and Instruct student to accomplish the Guidance Program Evaluation Form.	None	10 Minutes	Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center			
	TOTAL:	None	10 Minutes				

7. Acceptance of Student Internship

This describes the process of student internship within the Guidance and Testing Center, designed to provide a formal introduction to a real-life workplace environment. The objective is to facilitate an exploration of the connections between the knowledge and skills acquired during their college education and those essential in a professional work setting.

Of	ffice or Division	Guidance and Testing Center							
Classification: Simple				· ·					
				nment to Citizen					
				udents enrolled in DHVSU and in other Higher					
		Educational Institutions.							
CHECKLIST OF REQUIREMENTS				WH	WHERE TO SECURE				
1 Endorsement letter				1	Dean's office/ Principal's office/ OJT Coordinator				
2 Student Resumé				2	Student Applicant				
3	3 Notarized Memorandum of Agreement			3	Univ	University/School/College of origin			
4				4	Guidance and Testing Center				
CLIENT STEPS			GENCY ACTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE		
1. Sign in the Visitor/Client Log Sheet		1.1 Receives Endorseme nt Letter from the Dean/OJT Coordinator		None		2 Minutes	Administrative Aide Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center		
2.Attend the OJT Orientation		2.1 Orient 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	3.1 Instructs the trainees to carefully read and sign the Non-Disclosure Agreement	None		Administrative Aide Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center
4. Accomplish the Customer Survey Form	4.1 Distribute Customer Survey Form	None	1 Minute	Administrative Aide Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center
	TOTAL:	None	1 Hour, 3 Minutes	

CASHIERING OFFICE

External Services

1. Collection of Fees -Tuition Fee, Graduation Fee, CAV, Certifications, Clerance, Statement of Account, Transcript, Good Moral, Reprinting of Identification Card, PE Uniform, Rentals of Stalls and Venues (Gym, Café Honorio, Hostel), Bidding Documents Issuance of Official Receipt for payment of Fees intended to the University

Of	fice or Division	n:	Cashiering Office, DHVSU, Bacolor, Pampanga					
_	assification:		Simple					
	pe of Transac	ction:		2C – Government to Citizen				
W	ho may avail:		All clients who are required to secure Official Receipts					
	1501// 105 05		for the	iss	suance of ce	ertifications.		
	HECKLIST OF EQUIREMENT			WHERE TO SECURE				
1 Student Request Form (1 original)			1	 Registrar's Office-Tuition Fee, Certifications, CAV, TOR BAC Office- Bidding Document Auxiliary Services-Rentals of Stalls and venues, PE Uniforms Guidance Office- Good Moral OSA/MIS –reprinting of Identification Card 				
2	Official Receip		nent	2	Cashiering Window 11	Office (1st Floor A	Admin. Bldg -	
	Made (1 origin	AGEN	CY		FEES TO	PROCESSING	PERSON	
	STEPS	ACTIO			BE PAID	TIME	RESPONSIBLE	
1.	Present the Student Request Form to the Cashiering Office.	,	nt st Name tudent	None		45 Seconds	Administrative Officer/Collecting Officer/Sub- Collector Cashiering Office	
2.	Prepare the exact amount for payment at the Cashiering Office.	2. Recei and e accura paymo made the cli	nsure acy of ent by	ac th	mount will be determine ccording to e nature of payment	30 Seconds	Administrative Officer/Collecting Officer/Sub- Collector Cashiering Office	
3.		3. Issue Officia Recei the payme made	pt for	None		30 Seconds	Administrative Officer/Collecting Officer/Sub- Collector Cashiering Office	
4.	Fill up Customer's Survey Form	4.File the Custome Surve	r's		None	1 Minute	Administrative Officer/Collecting Officer/Sub- Collector Cashiering Office	

TOTAL:		2 Minutes, 45 Seconds	
--------	--	--------------------------	--

2. Issuance of Checks for Infrastructures, Supplies and Materials, scholarship grants, salaries, wages other benefits and incentives.

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

	Office or Divis	ion:	Cashierin	q C	Office (1st	Floor Administrat	ive Building-		
			Window 11)						
С	lassification:		Simple						
T	ype of Transac	ction:	G2G – G0	ove	rnment to	Government; G	2B – Government		
			to Busines	SS					
W	ho may avail:		Internal a	nd	External	Contractors and S	Suppliers		
С	HECKLIST OF	•		W	HERE T	O SECURE: Cas	hiering Office (1st		
R	EQUIREMENT	S		F	loor Adm	inistrative Building	g-Window 11)		
P	rincipal								
1	Any valid ID (photocopy)	1 origir	nal, 1	1	Any ID i	ssued by public o	r private company		
R	epresentative								
1	Any valid ID (photocopy)	1 origir	nal, 1	1	1 Any ID issued by public or private company				
2	Duly Signed A Letter (1 origi		zation	2	2 Client				
	CLIENT	۸۵	ENCV		EEG TO	DDOCESSING	DEDSON		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for the release of check	Ask for Identification Card of the client	None	15 Seconds	Admin Assistant II/Administrative Aide I Cashiering Office
2. Present the valid ID to claim the check at the Cashiering Office. Note: If thru representative, present duly signed authorization letter attached with the photocopy of the owner's ID, and 1 original and one (1) photocopy of the	2. Verify the authentication of the claimant ID or in case of representative verify the owner's photocopy of ID and representative's photocopy of ID	None	1 Minute	Admin Assistant II/Administrative Aide I Cashiering Office

representative' s ID at the Cashiering Office.				
3. Issue the correspondi ng Official Receipt and wait for the check to be released	3.Issue the Voucher with the attached ckeck to the claimant	None	1 Minute	Admin Assistant II/Administrative Aide I Cashiering Office
3. Sign the Disbursement voucher	3.Issue the check to the claimant and attached the official OR to the signed voucher	None	30 Seconds	Admin Assistant II/Administrative Aide I Cashiering Office
4.Fill up/accomplish Customer's Survey Form	4.File Customer's Survey Form	None	1 Minute	Admin Assistant II/Administrative Aide I Cashiering Office
		TOTAL:	3 Minutes, 45 Seconds	

3. Disbursement of Cash for Incentives and scholarship allowance Payment for cash incentives and scholarship allowance.

Office or Division:	Cashiering C	Cashiering Office						
Classification:	3							
Type of	G2C – Gove		nent to C	itizen; G2G-Gove	rnment to			
Transaction:	Government							
Who may avail:	All bona fide	DH	HVSU em	ployees and stud	ents			
CHECKLIST OF	·	V	HERE T	O SECURE: Cas	hiering Office (1st			
REQUIREMENTS	3	F	loor Adm	inistrative Building	g-Window 11)			
Principal								
1 Any valid ID (1 photocopy)	original, 1	1	Reques	Requesting Party				
Representative								
1 Any valid ID (1 photocopy)	original, 1	1	Reques	ting Party				
	2 Duly Signed Authorization Letter (1 original) 2 Requesting Party							
CLIENT STEPS	CLIENT AGENCY FEES TO PROCESSING PERSON							

1. Present the valid ID to claim for the check at the	1.1. Verify the valid ID of the Owner	None	1 Minute	Disbursing Officer/Admin Aide I Cashiering Office
Cashiering Office. Note: If thru representative, present duly signed authorization letter attached with the photocopy of the owner's ID, and 1 original and one (1) photocopy of the representative' s ID at the Cashiering Office.	For Representative 1.1.1 Verify the following: Owner's ID (1 Original, 1 photocopy); Authorization Letter from the Principal Owner, and Representative 's ID (1 Original, 1 photocopy)			
2. Sign the payroll	2. Issue the cash to claimant	None	25 Seconds	Disbursing Officer/Admin Aide I Cashiering Office
3. Receive and count the cash before leaving the counter	3.Marked the name in the payroll indicating that the cash was already claimed by the recipient	None	25 Seconds	Disbursing Officer/Admin Aide I Cashiering Office
4. Fill up/accomplish Customer's Survey Form	4.File Customer's Survey Form	None	1 Minute	Disbursing Officer/Admin Aide I Cashiering Office
		TOTAL:	2 Minutes, 50 Seconds	

COLLEGE / CAMPUS ADVISING PROCEDURE

Student Advising Process

The student advising process is a crucial step among regular students in each department for their enrollment.

Office or Division:	College/Campus							
Classification:	Simple	Simple						
Type of	G2C - Government to	o Citizen						
Transaction:								
Who may avail:	All regular students of	of DHVSU						
CHECKLIST OF REQ			TO SECURE					
1 Advising Form		Respectiv	ve Faculty Office of	the College/Campus				
2 Student ID		Personal	•	•				
3 Transcript of Record	s (Copy of Grades)	DHVSU -	SMS					
4 Letter of Intent		Personal						
5 Customer Survey Fo	rm	Respectiv	ve Faculty Office of	the College/Campus				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE				
1. Secure the Advising	1. Issue Advising Slip	None	2 Minutes	Administrative Aide				
form at the Dean's	and Customer							
Office or any Faculty	Survey Form			Designated Faculty Office of				
Office	O Ob a all the a	Nieres	O Minute	the College/Campus Enrollment Adviser				
2. Submit the accomplished advising	2. Check the submissions	None	2 Minute	Enrollment Adviser				
form along with the	(number of copies,							
other requirements to	checklist of			Designated Faculty Office of				
the designated	requirements)			the College/Campus				
enrollment adviser	,,			are consign, compare				
3. Assessment of the	3. Promptly review	None	5 Minutes	Enrollment Adviser				
submitted requirements	submitted							
and approval of the	requirements,							
subjects enrolled and	approve subjects			Designated Faculty Office of				
the total number of	enrolled and total			the College/Campus				
units of the enrollee	units and maintain							
	clear communication	ation						
4. Log the client details	with students 4. Log the client details 4. Provide the log None 1 Minute Enrollment Adviser							
and transaction type on	INOTIE	i iviii lute	Liliollilletit Adviset					
the provided log sheet	book and secure the Customer feedback							
and accomplish	and survey form			Designated Faculty Office of				
Customer feedback				the College/Campus				
and survey form				3-1-1-1				
•	TOTAL:	None	10 Minutes					

CIVIL SECURITY UNIT

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	ice or Division	:	Civil Sec	urity	Unit Offic	ce	
Cla	ssification:		Simple				
Тур	e of Transacti	on:	G2C – G	ove	rnment to	Citizen	
Wh	o may avail:		All bona fide DHVSU employees, visitors, and student who may request assistance for CCTV review, assisting visitors, and security assistance during events.				
СН	ECKLIST OF R	EQUIREMENT	S	WI	HERE TO	SECURE	
1	(1 original)	ued employee/s	tudent ID	1	Manage Office	ement Information	System (MIS)
2	Client Satisfac	tion Form		2	Civil Se	curity Unit Office	
CL	IENT 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					1 Minute	Administrative Aide I Civil Security Unit
con	address the cern to the J staff	2. Listen and a the concern of client		None		5 Minutes	Administrative Aide I Civil Security Unit
3. Wait for the action of the CSU staff 3. Record all the details needed to take action and proceed for investigation			None	5 Minutes	Administrative Aide I Civil Security Unit		
4. Wait for an update through sms message or call from the Officer in Charge 4. Conducting investigation and plan for the client concern					None	1 Day	Officer in Charge Civil Security Unit
	<u> </u>		TOTAL:		None	1 Day,11 Minutes	

DHVSU APALIT CAMPUS

Enrollment Procedure

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

Off	ice or Division	:	DHVSU /	Apal	it Campu	s (DAC)		
Cla	ssification:		Simple		•	·		
Тур	e of Transacti	on:	G2G – G	ove	rnment to	Government		
Wh	o may avail:		All incom	ing	students	& all bonafide stu	dents of DHVSU	
CH	ECKLIST OF R	EQUIREMENT	S	WI	HERE TO	SECURE		
1	Certified True Copy of FORM 137 from Grade 11 to 12 (For those who have not yet graduated, Form 138 from Grade 11 to 2nd quarter of Grade 12)/Copy of Grades of Transferee		o have from rade 12)/	1	Senior I	– where the stude High School/ Scho	ool of origin	
2	Moral Charact			2		where the studeHigh School/ School		
3	(PSA marriage married applic		female	3	Philippir	ne Statistics Autho	ority (PSA)	
4	Parent's/Guard Exemption	dian's latest Inc	ome Tax	4	Bureau	Bureau of Internal Revenue (BIR)		
5	2x2 pictures wand name tag	rith white backg	round	5	Students' Applicant (Preferred Photo Studio)			
6	Original Trans Credential/Hor transferees)	fer norable Dismiss	sal (for	6	School -	 School of origin 		
CL	IENT STEPS	AGENCY A	CTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE	
regi feed	Secure a pre- istration and dback form at Director ce	Verify stude records	ent		None	2 Minutes	Administrative Aide DHVSU Apalit Campus, Apalit, Pampanga	
Eva	2. Request for Evaluation at the Director Office2. Evaluate/reviews and advises the courses to be enrolled by the students		ne enrolled		None	5 Minutes	Designated Chairperson DHVSU Apalit Campus, Apalit, Pampanga	
the the	Request for Approval of Campus ector	3. Approves the registration for	•		None	2 Minutes	Campus Director DHVSU Apalit Campus, Apalit, Pampanga	

4. Request for the encoding of courses to be enrolled	4. Encodes the subjects/courses to be enrolled and issue Certificate of Registration	None	5 Minutes	Administrative Aide Office of the University Registrar, DHVSU, Bacolor, Pampanga
5. Fill up logbook	5. Instruct the client to fill up the logbook	None	1 Minutes	Administrative Aide DHVSU Apalit Campus, Apalit, Pampanga
	TOTAL:	None	15 Minutes	

DHVSU LUBAO CAMPUS

Enrollment Procedure

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

Off	ice or Division	:	DHVSU I	_UB	AO CAM	PUS	
Classification: Simple				le			
Тур	e of Transacti	on:	•	ove	rnment to	Government	
Wh	o may avail:		All bona	fide	DHVSU (employees	
СН	ECKLIST OF R	EQUIREMENT				SECURE	
1	Clearance (1	original)		1	Account Pampar	ting Office, DHVS nga	U Bacolor,
2	Academic Eva	aluation (1 origir	nal)	2		f University Regis stration Bldg.)	trar (1st Floor,
3	Pre-registratio	n Form (1 origir	nal)	3	Respec	tive College/Camp	ous
4	Customer Sur	vey Form (1 ori	ginal)	4	Respec	tive College/Camp	ous
CL	LIENT STEPS	AGENCY A	CTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE
acc pre and form	ubmit the complished - registration I feedback ns to the airperson for lluation	1.Advise the s about the subj be enrolled		None		10 Minutes	Administrative Aide Respective DHVSU Lubao Campus
eva to C	ubmit the Iluated forms Campus ector for proval	2.Approve the evaluated pre- registration for	-		None	3 Minutes	College Dean Respective DHVSU Lubao Campus
3. Submit the approved preregistration form to the Office of the Registrar for encoding and secure Certificate of Registration 3. Encode the subjects and issue Certificate or Registration				None	1 Day	Administrative Aide Office of the University Registrar	
			TOTAL:		None	1 Day, 13 Minutes	

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

	to all integrals clauseries of the armorest,							
Offi	ice or Division	:	DHVSU I	LUBAO CAMPUS				
Cla	ssification:		Simple					
Тур	e of Transacti	on:	G2G – G	ove	rnment to	Government		
Wh	Who may avail: All bona				DHVSU 6	employees		
CHECKLIST OF REQUIREMENTS				WI	HERE TO	SECURE		
Certificate of Registration (1 original)			1	Adminis	f University Regis tration Bldg.)			
2	Academic Eva	aluation (1 origir	nal)	2		f University Regis tration Bldg.)	strar (1st Floor,	
3	Adding, Dropp original)	oing, Changing	Form (1	3	Respec	tive College/Cam	pus	
CL	IENT STEPS	AGENCY A	CTION		EES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Dro Cha fron	Secure Adding, ropping, 1.Issue Adding, Dropping, Changing Form the Campus ecretary		•		None	1 Minute	Administrative Aide Respective DHVSU Lubao Campus	
acc Adc Dro Cha to th Dire adv app	Submit the omplished ding, pping, anging Form he Campus ector for ice and proval	2.1 Advise the as to which su add, drop or contact and add, drop or contact and add add and add add and add add add	subject to r change e and data e the be added,		None	9 Minutes	Program Chairperson/ Respective DHVSU Lubao Campus	
app Dro Cha to th	3. Submit the approved Adding, Dropping, Dropping, Changing Form to the Campus Secretary 3. Forward the approved Adding, Dropping, Changing Form to the Registrar's Office for processing			None	30 Minutes	Administrative Aide DHVSU Lubao Campus		
			TOTAL:		None	40 Minutes		

Transferring Procedure

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

Off	ice or Division	• •	DHVSU I	_UB	AO CAM	PUS	
Cla	ssification:		Simple				
Typ	e of Transacti	on:	•	ove	rnment to	Government	
	o may avail:		All bona	fide	DHVSU 6	employees	
СН	ECKLIST OF R	EQUIREMENT				SECURE	
1	1 Official Transfer of Credentials (1			1	School	Last Attended	
	original, 1 photocopy)				_		
2		es and credits e		2	School	Last Attended	
		(1 original, 1 ph		2	Cabaali	l aat Attawalad	
3		Good Moral (1 o	originai, 1	3	School	Last Attended	
4	photocopy) 4 Birth Certificate (1 original, 1			4	Philippir	ne Statistics Autho	ority City of San
'	photocopy)	o (Toriginal, T				do, Pampanga	only, only or our
4	Valid ID			4		Multimedia Cente	er, DHVSU
CL	CLIENT STEPS AGENCY ACTION		CTION				PERSON RESPONSIBLE
End Lett req doc res	ubmit dorsement ter and the uired tuments to the pective	1. Evaluate ar endorse the tr			None	10 Minutes	Designated Chairperson Lubao Campus
2. Texa	College/Campus 2. Take the examination on specified schedule College/Campus 2. Administer the examination, check and issue the results.			None	40 Minutes	Guidance Coordinator Office of the University Guidance Councilor	
req doc	ubmit the uired uments for ollment	3.Receive the documents an Customer Sur Form		None		3 Minutes	Administrative Aide Respective Lubao Campus
	TOTAL:				None	53 Minutes	

DHVSU MEXICO CAMPUS

Enrollment Procedure

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

Off	ice or Division	<u>.</u>	DHVSU I	MFX	ICO CAN	MPUS	
	ssification:	<u>- </u>	Simple	WEXTOO OXIVII OO			
	e of Transacti	on:	•	ovei	nment to	Government	
	o may avail:					employees	
CHECKLIST OF REQUIREMENTS						SECURE	
1				1		ting Office, DHVS	U Bacolor,
2	Academic Eva	lluation (1 origir	nal)	2		f University Regis stration Bldg.)	trar (1st Floor,
3	Pre-registratio	n Form (1 origir	nal)	3	Respec	tive College/Cam _l	ous
4	Customer Sur	vey Form (1 ori	ginal)	4	Respec	tive College/Camp	ous
CL	IENT STEPS	AGENCY A	CTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE
acc pre- and form Cha	ubmit the omplished - registration I feedback ns to the airperson for Iuation	about the subjects to be enrolled the rson for		None		10 Minutes	Administrative Aide Respective DHVSU Mexico Campus
eva to C	ubmit the luated forms Campus ector for roval	2.Approve the evaluated pre- registration for	-		None	3 Minutes	College Dean Respective DHVSU Mexico Campus
3.S app regi to the the ence sec	3. Submit the approved preregistration form to the Office of the Registrar for encoding and secure Certificate of Registration 3. Encode the subjects and issue Certificate of Registration			None	1 Day	Administrative Aide Office of the University Registrar	
			TOTAL:		None	1 Day, 13 Minutes	

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

Offi	ice or Division	:	DHVSU I	MEX	ICO CAN	MPUS	
Cla	ssification:		Simple				
Тур	e of Transacti	on:	G2G – G	ovei	nment to	Government	
Who may avail: All bona fide D					DHVSU 6	employees	
CHECKLIST OF REQUIREMENTS				WH	IERE TO	SECURE	
1	Certificate of F	Registration (1 c	original)	1		f University Regis tration Bldg.)	trar (1st Floor,
2	Academic Eva	aluation (1 origir	nal)	2		f University Regis tration Bldg.)	trar (1st Floor,
3	Adding, Dropp original)	oing, Changing I	Form (1	3	Respec	tive College/Cam	ous
CL	IENT STEPS	AGENCY A	CTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE
Dro Cha fron	1.Secure Adding, Dropping, Changing Form from the Campus Secretary 1.Issue Adding Dropping, Char Form		•		None	1 Minute	Administrative Aide Respective DHVSU Mexico Campus
2. S acc Adc Dro Cha to th Dire adv app	Submit the omplished ling, pping, anging Form he Campus ector for ice and roval	mit the plished as to which subject to add, drop or change ng, ing Form 2.2 Evaluate and encode the data or for and 2.3 Approve the			None	9 Minutes	Program Chairperson/ Respective DHVSU Mexico Campus
app Dro Cha to th	 3. Submit the approved Adding, Dropping, Changing Form to the Registrar's Office for processing 			None	20 Minutes	Administrative Aide DHVSU Mexico Campus	
			TOTAL:		None	30 Minutes	

Transferring Procedure

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

Offi	ice or Division	<u> </u>	DHVSU I	МЕХ	ICO CAN	MPUS	
Cla	ssification:		Simple				
Тур	e of Transaction	on:	•	ovei	nment to	Government	
Wh	o may avail:					employees	
CHI	ECKLIST OF R	EQUIREMENT				SECURE	
1	1 Official Transfer of Credentials (1			1	School I	Last Attended	
	original, 1 pho		<u> </u>				
2		es and credits e		2	School I	Last Attended	
		(1 original, 1 ph					
3		Good Moral (1 o	riginal, 1	3	School I	Last Attended	
4	photocopy)	- /4 - visio - l - 4		4	Distillancia	Ot-ti-ti Atl-	anita Oita at Oan
4	Birth Certificat	e (1 originai, 1		4		ne Statistics Autho	ority, City of San
4	photocopy) Valid ID			4		do, Pampanga Multimedia Cente	or DHVSII
4	Valid ID				ES TO	T	PERSON
CL	IENT STEPS	AGENCY A	CTION		E PAID	PROCESSING TIME	RESPONSIBLE
End Lett required doc resp	ubmit lorsement er and the uired uments to the pective lege/Campus	1. Evaluate an endorse the tra	-		None	10 Minutes	Designated Area Chairperson Mexico Campus
2. T exa spe	ake the mination on cified edule	2.Administer the examination, or and issue the	check	None		40 Minutes	Guidance Coordinator Office of the University Guidance Councilor
requ doc	ubmit the uired uments for ollment	3.Receive the documents an Customer Sur Form		None		3 Minutes	Administrative Aide Respective Area Chairperson Mexico Campus
	TOTAL:				None	53 Minutes	

DHVSU STO.TOMAS CAMPUS

1. Student Advising

The student advising process is a crucial step among students in each department for their enrollment.

CITIC	Jiiiieiii.		ı					
Offi	ce or Division:		DHVSU -	- Sto. Tomas Campus (DSTC)				
Cla	ssification:		Simple					
	e of Transaction:	1	G2C – G	over	nment to	Citizen	,	
Wh	o may avail:		All studer	nts c	of DHVSU	J – Sto. Tomas Ca	ampus	
CHECKLIST OF REQUIREMENTS				WH	HERE TO	SECURE		
1	1 Advising Form			1		Admin Office		
2	Student ID			2	Persona			
3	Transcript of Rec Grades)	ords (Copy o	of	3	3 DHVSU – SMS Portal			
4	Letter of Intent			4	Persona	al		
5	Client Satisfaction	n Survey Fo	m	5	DSTC A	Admin Office		
С	LIENT STEPS	AGENCY	ACTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Adv	1. Secure the Advising form at the DSTC Admin Office Satisfaction Surform		ient		None	2 Minutes	Administrative Aide DSTC Admin Office	
acc adv with requ	Submit the complished ising form along the other uirements to the gram chair	2. Check the submission (number of checklist of requirements)	s copies,		None	1 Minute	Program Chair Designated DSTC Department Office	
3. / the requapp sub and of u	Assessment of submitted uirements and roval of the jects enrolled the total number nits of the ollee	3. Promptly submitted requirement approve su enrolled an units and modern communications.	ts, bjects d total naintain		None	8 Minutes	Program Chair Designated DSTC Department Office	
deta tran the she	og the client ails and saction type on provided log et and omplish Client	5. Provide to book and sethe Client Satisfaction form	ecure		None	1 Minute	Program Chair Designated DSTC Department Office	

Satisfaction Survey form				
	TOTAL:	None	12 Minutes	

EXTENSION SERVICES 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 Transactio	n:	G2C					
Who May Avail:			ty/General Public				
CHECKLIST REQU	IREMENTS	WHERE 1	WHERE TO SECURE				
1 Request Letter	with contact	Head of the	ne Requesting C	ommunity			
information							
2 Customer Surve	,		Service Manage				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	FEES PROCESSIN PERSON RESPONSIBITO BE G TIME				
Forward the request letter to the President's Office	Assess and respond to the request	None	1 Day	Administrative Aide President's Office Secretary, Director Extension Services Office			
2. Wait and receive the notification message or response letter from the office of extension regarding the request	2. Meet the extension core staff and implementers for the logistics and feasibility of the extension services to be rendered	None	1 Day	Secretary Extension Services Office			
3. Attend the discussion meeting for the Project Proposal plan and MOA and and fill up the customer survey form	3. Conduct meeting with the requesting regarding the details of the Plan and MOA	None	1 Day	Director, University Extension Staff Extension Services Office			

4. Sign the MOA upon agreement to all stipulated commitment	4. Explain and finalize the provisions of the project plan and MOA	None	1 Day	Director, University Extension Staff Extension Services Office
		TOTAL:	4 Days	

FINANCE MANAGEMENT SERVICES OFFICE

1. Student AdvisingThe student advising process is a crucial step among students in each department for their enrollment.

Office or Division:	DHVSU – Sto. Tomas	Campus ((DSTC)	
Classification:	Simple	_ 5 5.65	<u>()</u>	
Type of Transaction:	G2C – Government to	Citizen		
Who may avail:	All students of DHVSU		omas Campus	
CHECKLIST OF REQUIREM		1	TO SECURE	
1 Advising Form			ΓC Admin Office)
2 Student ID		2 Pers	sonal	
3 Transcript of Records (Co	ppy of Grades)	3 DH\	VSU – SMS Por	rtal
4 Letter of Intent	· •	4 Pers	sonal	
5 Client Satisfaction Survey	Form	5 DST	TC Admin Office)
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE
Secure the Advising form a the DSTC Admin Office	t 1. Issue Advising Slip and Client Satisfaction Survey Form	None	2 Minutes	Administrative Aide DSTC Admin Office
2. Submit the accomplished advising form along with the other requirements to the program chair	2. Check the submissions (number of copies, checklist of requirements)	None	1 Minute	Program Chair Designated DSTC Department Office
3. Assessment of the submitted requirements and approval of the subjects enrolled and the total number of units of the enrollee	3. Promptly review submitted requirements, approve subjects enrolled and total units and maintain clear communication with students	None	8 Minutes	Program Chair Designated DSTC Department Office
4. Log the client details and transaction type on the provided log sheet and accomplish Client Satisfaction Survey form	5. Provide the log book and secure the Client Satisfaction Survey form	None	1 Minute	Program Chair Designated DSTC Department Office
	TOTAL:	None	12 Minutes	

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 Internally Generated Fund - 05.

Office or Divisi	on:	Finance Manageme	ent Services Office				
Classification:		Simple					
Type of Transa		G2G – Government	to Governm	ent			
Who may avail:		Internal/External Clie					
CHECKLIST OF	-		WHERE TO SECURE				
1 Request from	n the Di	3M	1 Email	BBOOEO	Г		
CLIENT STEPS	AC	SENCY ACTION (STEP/S)	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE		
DBM requires the submission of Budget Proposal for Internally Generated Fund - 05	prepar accord 20, s.2 guideli obtaine compureceipt for the with G. 1.1. AC copy of these in the example of the	OV distributes the is and expenditures ling on its nature pes of expenditures the CMO 20,	None	2 Days	Administrative Officer V Finance Management Services Office		

_			
1.3. Prepares the			
Executive Brief, an			
attachment to the PRE.			
1.4. Forwards the PRE to the Budget Officer for checking			
2. Checking and verification of PRE.			
2.1. The Budget Officer checks and verifies the composition and computation of the PRE based on all obtained documents from all concerned offices, and by affixing his/her signature, the PRE was checked and verified.	None	1 hour 45 Minutes	Budget Officer Finance Management Services Office
2.2. Reviews the Executive Brief in accordance of the PRE.			Services Office
2.3 Forwards the PRE and Executive Brief to the Director of Finance Management Services Office (FMSO) for review and signing.			
3.Review of PRE and Executive Brief and signing of PRE.			
 3.1. The Director of FMSO reviews the PRE and Executive Brief, and by affixing his/her signature, the PRE and Executive Brief was reviewed. 3.2. The reviewed and signed PRE and Executive Brief will be send back to AOV. 	None	30 Minutes	Chief Administrative Officer Finance Management Services
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

2. Fill-up the Online Customer Survey Form	5. Provides the customer/client with DHVSU Customer Survey Form Retrieval and filing of the Customer Survey Form	None	5 Minutes	Administrative Aide I Finance Management Services Office
		2 Days, 2 Hours and 25 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						
Classification:		Complex				
Type of Transaction:		G2G – Government to Government				
Who may avail:		All Internal and E	xter	nal C	lients	
CHECKLIST OF RE	QL	JIREMENTS	WI	HERE	TO SECURE	
1 National Expend	itur	e Program (NEP)	1	Unif	ied Reporting Sys	tem (URS)
CLIENT STEPS	T STEPS AGENCY ACTION		TC	IOBEL		PERSON RESPONSIBLE
1. DBM requires online data entry and submission of Budget Execution Documents	the excord of th	Shall prepare e budget ecution based a the National ependiture ogram and ecomplishing the llowing forms: BED 1 — nancial Plan BED 3 — Monthly sbursement ogram ote: ED 1 shall be epared by the udget Officer ED 3 shall be epared by the udget Officer 1 Shall encode e excel file of EDs to the nified Reporting extem (URS)		ne	6 Days 6 Hours 30 Minutes	Administrative Assistant VI Finance Management Services Office
	on	Shall print the line generated ports of BEDs	No	ne	5 Minutes	Administrative Assistant VI Finance

2.1 Affixes his/her initials to the budget execution documents 2.2 Forward the online generated report of BEDs to the BEDs to the Budget Officer			Management Services Office
3.Check and verifies the online generated reports of budget execution documents are based on the figures of National Expenditure Program (NEP) 3.1 Affixes his/her signatures to the online generated reports of BEDs However, if found incorrect and not in conformance with the NEP, it will be returned to the officer in charge for correction. 3.2 Forward the said forms to the Director of Finance Management Services Office (FMSO) for review	None	20 Minutes	Budget Officer Finance Management Services Office
4.Review and verifies the online generated reports of budget execution documents are based on the figures of National Expenditure Program (NEP) 4.1 Affixes his/her signatures to the	None	25 Minutes	Chief Administrative Officer Finance Management Services Office

online generated reports of BEDs However, if found incorrect and not in conformance with the NEP, it will be returned to the budget officer for correction. 4.2 Forward the said forms back to the Administrative Assistant VI			
5.Forward the BEDs to the Office of the Vice President for Administration and Finance for review and approval together with the transmittal letter address to the Director of DBM 5.1 Signed BEDs shall be submitted to DBM for review and release of NCA Note: Obligation of allotment shall start upon the release of General Appropriations Act (GAA) which can be viewed and downloaded at the DBM website for bidding of infrastructure shall start upon the 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	None	2 Hours	Administrative Assistant VI Finance Management Services Office

	Allocations(NCA)			
2. Fill-up the Online Customer Survey Form	6.Provides the customer/client with DHVSU Customer Survey Form. Retrieval and filing of the Customer Survey Form	None	5 Minutes	Administrative Aide I Finance Management Services Office
TOTAL:		None	7 Days, 1 Hour and 25 Minutes	

6. PREPARATION OF QUARTERLY STATEMENT OF APPROVED BUDGET, UTILIZATIONS, DISBURSEMENTS FOR REGULAR AGENCY FUND-01 (FAR 1/FAR 1A), FOR INTERNALLY GENERATED FUNDS- 05 (FAR 2/FAR 2A) AND FOR TRUST RECEIPTS- 07 (FAR 6)

This describes the the procedure in the preparation of Statement of Approved Budget, Utilizations, Disbursements and Balances for Regular Agency Fund-01 (FAR 1 and FAR 1A), for Internally Generated Funds-05 (FAR2 and FAR2A) and for Trust Receipts- 07 (FAR 6)

Office or Division: Finance Management Services Office							
Classification:		Simple					
Type of Transacti	G2G – Governr	2G – Government to Government					
Who may avail: Internal/Exte							
CHECKLIST OF R			W		O SECURE		
1 General Provi General Appro			1	Websit	е		
CLIENT STEPS		ENCY ACTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. DBM require online data entry and submission of Financial Accountability Report	excelled with it correlated according to the A Budge Appropriate Column using basis 1.1 Eadjust realign/augr	esponding unt, amounts JACS codes in approved jet / Authorized opriation in of the report to the SAOB as encodes etments for gnments mentation if any		None	2 hours	Administrative Assistant VI, Administrative Aide VI, Administrative Aide I Finance Management Services Office	
	amou obligator the to the a office to the balar Unob	acodes the unt of ations incurred ations incurred at equarter and acile with the unting Office. Gets a copy of otal amount of acrly arsements from accounting and encode it e FAR. Extracts the aces of oligated ment by		None	1 Day	Administrative Assistant VI, Administrative Aide VI, Administrative Aide I Finance Management Services Office	

deducting the obligations from the approved allotment 2.3 Determines unpaid obligations (Accounts Payable) by deducting total obligations from total disbursements and reconcile with the Accounting Office			
3. Checks the footings and balances of the amounts beforeforwarding to the Budget Officer 3.1 Prints and forwards the prepared FAR to the Budget Officer for checking and signature	None	1 Hour	Administrative Assistant VI, Administrative Aide VI, Administrative Aide I Finance Management Services Office
4. Checks and verify the amounts in the excel file of FAR for the quarter and its supporting documents 4.1 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 4.2 Forwards the FAR to the Accounting Office for signature by the accountant	None	1 Hour 30 Minutes	Budget Officer Finance Management Services Office
5. Reviews the FAR and all its supporting documents 5.1 Signs in the recommending approval portion of the FAR	None	1 Hour 30 minutes	Chief Administrative Officer Finance Management Services Office

However, if found incorrect and not in conformance with the supporting documents, it will be returned to the budget office for correction 5.2 Forwards the FAR back to the Designated Administrative Assistant VI			
6. Logs in into the URS of DBM website by using the username and password of the designated staff to access the system 6.1 Encodes in the department, agency, budget year, status, FAR type etc 6.2 Encodes the excel file of FAR in the System Checks the accounts and amounts encoded in the system 6.3 Performs series of saving the report from "pending" status to "submitted" status for the report/s to be viewed as "SUBMITTED" by DBM (except for Trust Receipts- 07)	None	6 Hours	Administrative Assistant VI, Administrative Aide VI Finance Management Services Office
7. 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 (except for Trust Receipts- 07)	None	3 Hours	Administrative Assistant VI, Administrative Aide VI Finance Management Services Office

	8. Prepares transmittal letter and submit the printed copies of the reports to DBM	None	30 Minutes	Administrative Assistant VI, Administrative Aide VI, Administrative Aide I Finance Management Services Office
2. Fill-up the Online Customer Survey Form	9. Provides the customer/client with DHVSU Customer Survey Form Retrieval and filing of the Customer	None	5 Minutes	Administrative Assistant VI, Administrative Aide VI, Administrative Aide I Finance Management
	Survey Form		2 Days,	Services Office
	TOTAL:	None	7 hours and 35 minutes	

OFFICE FOR	PHYSICAL F	PLANT & F	ACILITIES	– GIMU

1. Repair and Maintenance Process
This describes the Repair and Maintenance Process of the buildings and facilities of DHVSU Main Campus.

				PPF-Grounds Improvement and Maintenance Unit				
Classification: Simple								
	e of Transacti	on:	G2G – G	ove	rnment to	Government		
Wh	o may avail:		•	•		ed at DHVSU who	•	
						ent of the building	J	
	ECKLIST OF R		S	_		SECURE		
1	Approved Lett	er of Request		1	•	t Letter by the rec ee/office/departme		
2	Renair and Im	provement and		2	GIMU C		51 IL	
	Inspection For			_	O IIVIO	711100		
CI	IENT STEPS	AGENCY A	CTION	FE	ES TO	PROCESSING	PERSON	
				В	E PAID	TIME	RESPONSIBLE	
unit requ add	he requesting creates a uest letter ressed to the PF Director	1. The OPPF D signs and approrequest letter	pproves the		None	2 Minutes	Director OPPF-Grounds Improvement and Maintenance Unit	
2. L	ogbook		ne client to log in gbook for record is and contact		None	1 Minute	Administrative Aide OPPF-Grounds Improvement and Maintenance Unit	
requ outli	ubmit the uest letter ining the repair ds to the GIMU ce	3. GIMU staff receives and logs the request letter from the requesting unit.			None	2 Minutes	Administrative Aide OPPF-Grounds Improvement and Maintenance Unit	
		The supervisor instructs the concerned staff (carpenter, mason, plumber, and electrician)		None		10 Minutes	Supervisor OPPF-Grounds Improvement and Maintenance Unit	
		Maintenance st conducts the prinspection Schedule the virepair depending availability of the and the material	re-repair vork ng on the e utility	None		2 Hours	Repair and Maintenance Team OPPF-Grounds Improvement and Maintenance Unit	

4. Allow access to the maintenance team as required	4. Complete the repair work according to the scheduled timeline	None	4 Hours	Repair and Maintenance Team OPPF-Grounds Improvement and Maintenance Unit
	4.1Prepare and submit the Accomplishment Report to the requesting unit		2 Minutes	Repair and Maintenance Team OPPF-Grounds Improvement and Maintenance Unit
5. The requesting unit acknowledges the Accomplishment Report upon completion of the repair	5. Signed, attested, and approved the Accomplishment Report	None	5 Minutes	Repair and Maintenance Staff, Supervisor, Director OPPF-Grounds Improvement and Maintenance Unit
	TOTAL:	None	6 Hours, 22 Minutes	

2. Janitorial Services Process

This describes the approval of Janitorial Services and Maintenance of Buildings and Surrounding Areas of DHVSU, Main Campus

Offi	ce or Division:	OPPF-Grou	OPPF-Grounds Improvement and Maintenance Unit				
Cla	ssification:		Simple				
Тур	e of Transactio	n:	G2G – Gov	err	nment to C	Sovernment	
Wh	o may avail:					d at DHVSU wh vement of the b	
СНІ	ECKLIST OF RE	QUIREMENTS		W	HERE TO	O SECURE	
Approved Letter of Request				1 Requesting unit			
2 Memorandum				2 GIMU Office			
CI	CLIENT STEPS AGENCY		ACTION		EES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIB LE
		1. Approve the letter of the req	•		None	2 Minutes	Director OPPF- Grounds Improvement and Maintenance Unit

2. Memorandum	1.1 Create the memorandum of the concerned utility for his/her assigned area of responsibility 1.2 Sign the memo	None	15 Minutes	Director OPPF- Grounds Improvement and Maintenance Unit
	2. Submit memo to designated offices for approval 2.1 Receive the approved memo and ensure that it was duly signed by the signatories 2.2 Release approved memo to the personnel involved 2.3 Provide the Department Head with a copy of the approved memo 2.4 File a copy of the memo	None	2 Days	Administrative Aide OPPF- Grounds Improvement and Maintenance Unit
	3. Instruct concern utility for his/her area of responsibility	None	5 Minutes	Supervisor OPPF- Grounds Improvement and Maintenance Unit
	TOTAL:	None	2 Days, 22 Minutes	

GRADUATE SCHOOL

1. Enrolment Procedure for New Students

This describes the procedure in enrollment for new students

Offi	ce or Division	•	Graduate School				
Cla	ssification:		Simple				
Type of Transaction: G2C – Government to Client							
Who may avail: This covers enrollment of new Graduate student					e students in the		
			university				
		EQUIREMENT	S		1	SECURE	
1	Admission tes		20.004	1		ons Office	
2	FO001-R00)	DHVSU-QSP-C	<i>5</i> S-001-	2	Graduat	te School Office	
CL	IENT STEPS	AGENCY A	CTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE
dire	ill-out the ctory form for dent profiling	1. Ensures that the Graduate School Student (GSS) registers on the log Sheet			None	1 Minute	Faculty in-charge/ Program Chairperson Graduate School Office
	ecure an ising slip	2. Issues an a Slip to GSS			None	1 Minute	Faculty in-charge/ Program Chairperson Graduate School Office
app cou	ist the ropriate rses/subjects he Trimester	3. Requires th copy the sche			None	10 Minutes	Faculty in-charge/ Program Chairperson Graduate School Office
out (wit nam resp for o	resent filled- advising slip h course ne and their pective time) checking and fication of	4.1 Checks and the Advising Standard Advises the Grand proceed to the Registrar's off	Slip and SS to e ice nat the	p and S to None		1 Minute	Faculty in-charge/ Program Chairperson Graduate School Office Administrative Aide
	rses/subjects ne GS office	GSS accompli Customer Sur Form					Graduate School Office
			TOTAL:			14 Minutes	

2. Enrolment Procedure for Continuing Students

This describes the procedure in enrollment for old students

Office or Division	:	Graduate School						
Classification:	Simple							
Type of Transacti	on:	G2C – G	over	nment to	Client			
Who may avail:		This cove	ers b	onifide G	Fraduate students	in the university.		
CHECKLIST OF R		S	WH		SECURE			
1 Clearance Fo			1		ting Office			
2 Advising Slip FO001-R00)	(DHVSU-QSP-0	GS-001-	2	Graduat	te School Office			
CLIENT STEPS	AGENCY A	CTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Present signed clearance form	1. Checks stude academic evalue records and classification compliance.	luation learance		None	2 Minutes	Faculty in-charge/ Program Chairperson Graduate School Office		
2. Fill-out the directory form for student profiling then secure an advising slip at the GS office	2. Ensures that Graduate Schistudent (GSS registers on the Sheet and Issuadvising form	nool S) he log sues an		None	2 Minutes	Faculty in-charge/ Program Chairperson Graduate School Office		
3. List the appropriate courses/subjects for the Trimester	3. Requires th copy the sche			None	5 Minutes	Faculty in-charge/ Program Chairperson Graduate School Office		
4. Present filled- out advising slip (with course name and their respective time) for checking and verification of courses/subjects at the GS office	4. Checks and the Advising S Advises the G proceed to the Registrar's off	Slip and SS to e ice		None	3 Minutes	Faculty in-charge/ Program Chairperson Graduate School Office		
5. Accomplish the Customer Survey Form	5. Ensures that GSS accomplicustomer Sur Form	ished the		None	2 Minutes	Administrative Aide Graduate School Office		
		TOTAL:		None	14 Minutes			

KNOWLEDGE MANAGEMENT AND INNOVA	TION OFFICE

1. Submission of Intellectual Property Applications/ClaimsThis describes the submission of Intellectual Property Applications/Claims of faculty and student researchers.

Office or Division: Knowledge Management and Innovation Office					n Office		
Classification: Simple							
Тур	Type of Transaction: Government to Government						
	o may avail:				•	d student research	ners
CHI	CKLIST OF R	EQUIREMENT	S	WH		SECURE	
1	Accomplished	application form	n	1	Intellect Building	ual Property Unit 1)	(2 nd floor, IRTPC
2 Patent Claims (Patent Claim draft; abstract, and claim drawings – if any) Utility Model (Abstract and Claim drawings) Industrial Design (Claim drawings with description) Trademark (Design of the Mark) Copyrights (Notarized deed of assignment; Notarized affidavit of ownership; Photocopy of the Identification card of the author/s; and Authenticated contract of employment			if any) aim ings with rk) f vit of or/s; and	2	Intellect Building	ual Property Unit	(2 nd floor, IRTPC
CL	IENT STEPS	AGENCY A	CTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE
	ign in the nt log book	1. Instruct the sign in the log		None		1 Minute	Administrative Aide Knowledge Management and Innovation Office
requ doc revi app	ubmit the uired uments for ew and initial roval	2. Receive the essential docu thoroughly ver review for completeness filling to the IP	iments, rify and before OPhil.	None		3 Minutes	Center Manager Intellectual Property Unit
	ign out the nt log book	Instruct the cli sign out in the book.		None		1 Minutes	Administrative Aide Knowledge Management and Innovation Office
			TOTAL:		None	5 Minutes	

LABORATORY HIGH SCHOOL

1. Student Disciplinary Action

This describes the standard procedure in handling student disciplinary action.

Office or									
Division:	Laboratory High School								
Classification:	Simple								
Type of									
Transaction:	G2C, G2G - Governmen		·	, Government to C	Government				
Who may avail:	Laboratory High School								
CHECKLIST OF F	<u> </u>			O SECURE					
1 Parent's Need original)	led Letter (1	1	Class	Adviser of the cli	ent				
CLIENT STEPS	AGENCY ACTION		S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE				
Receive a complaint	1. Address complaint/s or problems to the Class Adviser	N	one	10 Minutes	Faculty In Charge Laboratory High School				
2. Receive a parent's needed letter	2.1 Discusses the complaint to the concerned student 2.2 Release a parent's needed letter to student whose complaint has an effect on the student's behaviour and on academic performance	N	one	30 Minutes	Respective Class/Section Adviser Laboratory High School				
3 Bring his/her parent/guardian	3.1 Discuss the complaint in the presence of the guardian, Discipline Coordinator, Student concerned, and faculty concerned 3.2 Takes account of the complaint and the discussion.	N	one	1 Hour	Discipline Coordinator Laboratory High School or Principal Laboratory High School or				

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

LIBRARY SERVICE UNIT

1. Application for New Library Card Procedure

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

Of	fice or Division:		Library Services Office (LSO)						
CI	assification:		Simple						
Ту	pe of Transaction:		G2C – Governme	rnment to Citizen					
W	ho may avail:		All bona fide stude	ents (of Don	Honorio Ventura 🤉	State University		
CI	HECKLIST OF REQU	JIRE	MENTS	WH	ERE T	O SECURE			
1	Certificate of Registr	ratio	n (1 original)	1		rsity Registrar's O SU Admin. Bldg.	ffice, 1 st Floor		
2	Valid ID (1 original)			2	Stude Bldg.	nt Center, beside	DHVSU Library		
3	Passport size picture	e (1	original)	3	Any P Unive	hotoshop near Garsity	ate 3 of the		
	CLIENT STEPS	A	GENCY ACTION		S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE		
	Log in the Student Log Sheet 1.1. Get and fills up Library Card Form (LCF)		Provides Student Log Sheet .1. Gives Library Card Form	None		1 Minutes	Administrative Aide Information Desk, University Learning Resource Center		
2.	Submit the Library Card Form to library staff together with the COR or Valid ID and one passport- size picture		Checks filled up Library Card Form and verify the student Certification of Registration or Valid ID together with 1passport size picture	None		2 Minute	Administrative Aide Information Desk, University Learning Resource Center		
			2.1. Type and print a new library card. 2.2. Barcode the library card	None		6 Minutes	Administrative Aide Information Desk, University Learning Resource Center		
			2.3. Signs newly processed Library Card of students	N	one	1 Minute	Director Director Office, University Learning Resource Center		

3.	Receives Library Card Accomplishes Receiving Log Sheet for Students and Customer Survey Form	3.	Releases Library Card Provides Receiving Log Sheet for Students and Customer Survey Form	None	1 Minute	Administrative Aide Information Desk, University Learning Resource Center
	TOTAL:			None	11 Minutes	

Office or Division:		Library Services Office (LSO)					
Classification:		Simple					
Type of Transaction:		G2G – Governme	nt to	Govern	nment		
Who may avail:		All bona fide emp	loyee	s of Do	n Honorio Ventur	a State	
		University					
CHECKLIST OF REQU	JIRE	MENTS			O SECURE		
1 Valid ID (1 original)			1	1 st Flo	or MIS Bldg.	on System Office,	
2 1x1 size picture (1 c	rigir	nal)	2	Any P Unive	hotoshop near Garsity	ate 3 of the	
CLIENT STEPS	A	GENCY ACTION		S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Logs in Employee Log Sheet 1.1. Get and fills up Library Card Form and Library Card for DHVSU Employees 1.2. Submit filled up forms to staff together with the personnel's 1x1 picture	1.	Provides Employee Log Sheet 1.1. Gives Library Card Form and Library Card for DHVSU Employees 1.2. Checks filled up Library Card Form and Library Card for DHVSU Employees together with 2pcs of 1x1 picture	N	one	3 Minutes	Administrative Aide Information Desk, University Learning Resource Center	
Receives Library Card	2.	Paste 1x1 picture to library card	N	one	2 Minute	Administrative Aide Information Desk,	

	Returns 1 copy of library card to employee Releases Library Card			University Learning Resource Center
3. Accomplishes Receiving Log Sheet for Employees Answers the Client Satisfactory Survey form in the designated Client Satisfactions Survey drop box	3. Provides Receiving Log Sheet for Employees and Client Satisfactory Survey Form	None	1 Minute	Administrative Aide Information Desk, University Learning Resource Center
	TOTAL:	None	6 Minutes	

2. Borrowing and Returning of Printed Library Resources Procedure

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

Office or Division:		Library Services Office (LSO)				
Classification:		Simple				
Type of Transaction:		G2C – Govern	nment to Citiz	zen		
Who may avail:		All bona fide s	tudents of D	on Honorio Ventur	a State University	
CHECKLIST OF REQ	UIREM	IENTS	WHERE TO	O SECURE	-	
1 Student's Library c	ard (1 d	original)		rsity Learning Resc U Library Bldg.	ource Center,	
CLIENT STEPS AGENCY ACTION			FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
BORROWING OF BO	OK/S					
1. Personally		rifies student		Varied		
present his/her library card 1.1. Gets		rary Card rovides	None	10 Seconds	Librarian Circulation Desk, 2nd Floor University	
Request form for borrowing materials	Request form for borrowing library materials				Learning Resource Center	
2. Browses card catalog/OPAC	_	ceives book d and library d	None	5 Minutes	Librarian Circulation Desk, 2 nd Floor	

_		•		
2.1. Find	2.1. Files book			University
book/s needed	card			Learning
from the list				Resource Center
2.2. Fills out	2.2. Returns			
request form	Library			
•	card to			
for borrowing				
of library	students/s			
materials				
2.3. Proceeds	2.3. Gives the			
to the book	book/s			
shelves to get				
the desired				
library				
resources				
2.4. Presents,				
fills out the				
book card, and				
surrenders the				
library card				
library card				
3. Accomplishes	3. Provides a Client	None	2 Minutes	
and submits	Satisfaction	None	2 Milliates	
Client	Survey Form			Librarian
Satisfaction				Circulation Desk,
Survey Form				2 nd Floor
Drops Client				University
Satisfaction				Learning
Survey Form				Resource Center
in the				
designated				
drop box				
			7 Minutes, 10	
	TOTAL:	None	Seconds	
RETURNING OF BOO	OK/S			
1. Presents	1. Scans books for			
library card	any damaged			
together with				
the books/s	1.1. Checks in-			Administrative
borrowed	book			Aide
201104104				Circulation Desk,
	1.2. Returns book	None		2 nd Floor
	card inside		3 Minutes	University
				Learning
	the book			Resource Center
	1.3. Releases			
	Library card			

2. Claims library card and accomplishes Client Satisfaction Survey Form	2. Provides Client Satisfaction Survey Form	None	1 Minute	Administrative Aide Circulation Desk, 2 nd Floor University Learning Resource Center
	TOTAL:	None	4 Minutes	

Office or Division:	Library Services Office (LSO)				
Classification:			Simple		
Type of Transaction:				ernment to Govern	
Who may avail:				e employees of Do	on Honorio
				ate University	
CHECKLIST OF REQU			WHERE TO	O SECURE	
DHVSU Employee 1 (1 original)	s Library card	1		/ Learning Resourd ibrary Bldg.	ce Center,
CLIENT STEPS	AGENCY ACTIO	ON	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
BORROWING OF BOO	1			·	
1. Gets request form in borrowing library materials 1.1. Browses card catalog/OPAC 1.2. Finds book/s needed from the list 1.3. Proceeds to the book shelves to get the desired library resources 1.4. Presents, fills out the book card and surrenders the Library Card	1. Release request form i borrowing library materia 1.1. Receives book card and library card 1.2. Files book card 1.3. Returns Library Car to employe	als	None	Varied 5 Minutes	Librarian, Administrative Aide Circulation Desk, 2 nd Floor University Learning Resource Center
Receives book/s Accomplishes and submits	Provides Clier Satisfaction Survey Form	nt	None	1 Minute	Librarian, Administrative Aide

_	1		T	
Client				Circulation Desk,
Satisfaction				2 nd Floor
Survey Form in				University
the designated				Learning
drop box				Resource Center
·	TOTAL:	None	6 Minutes	
RETURNING OF BOOK	K/S			
Present the	1. Scans books for	None	3 Minute	Administrative
library card	any damaged			Aide
together with				Circulation Desk,
the book/s	1.1. Checks in-			2 nd Floor
borrowed	book			University
				Learning
	1.2. Returns book			Resource Center
	card inside			
	the book			
2. Accepts Library	2. Releases	None	1 Minute	Administrative
Card and fills in		None	i iviiiidte	Aide
	Library Card and Client			Circulation Desk,
Client				2 nd Floor
Satisfaction	Satisfaction			University
Survey Form	Survey Form			Learning
Drops Client				Resource Center
Satisfaction				Trocodinos Comor
Survey form in				
the designated				
drop box				
	TOTAL:	None	4 Minutes	

3. 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 object that is of value to student/s or may cost money once lost but is not limited to cell phones, wallets, and other gadgets.

Office or Division:		Library Services Office(LSO)					
Classification: Simple							
Type of Transaction:		G2C – Gover	nme	nt to Citi	izen		
Who may avail:		University and satisfactorily a	All bona fide students of Don Honorio Ventura State University and outside researchers who have complied satisfactorily all the requirements imposed by the Office of the University Learning Resource Center				
CHECKLIST OF REQUI	REMENT	rs		WHER	E TO SECURE		
1 Student's Library ca	rd (1 orig	jinal)	1		ersity Learning Re SU Library Bldg.	esource Center,	
2. Referral Letter (1 or (For Outside Resea		d Student ID		Resp	ective School/Un	iversity/Library	
CLIENT STEPS	AGENO	CY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present Library Card (Students) 1.1. Logs in to library log sheet 1.2. Proceeds to baggage area 1.3. Remove valuables from bag 1.4. Surrender bag 1.5. Claims baggage number	1. Checks library card of students 1.1. Puts bag I baggage area shelf 1.2. Provides baggage area number			None	1 Minute	Administrative Aide Baggage Area, 1 st Floor University Learning Resource Center	
2. Log in Visitor's Log sheet (Outside Researcher)	rem	truct students t nove valuables m his/her bag	-	None	2 Minutes and 30 Seconds	Administrative Aide Baggage Area, 1 st Floor University Learning Resource Center	

2.1. Presents referral letter with valid I.D.	2.2. Receives student's bag and places bag in baggage area shelf			
2.2. Proceeds to baggage area	2.3. Provides baggage area number			
2.3. Removes valuables from bag				
2.4. Surrenders bag together with I.D.				
2.5. Claims baggage number				
3. Presents baggage number (Students)	Gets Baggage number			
3.1. Gets bag 3.2. Receives and accomplishe d Client Satisfaction Survey form and drop on designated box	3.1. Releases bags from baggage area 3.2. Gives Client Satisfaction Survey Form	None	1 Minute	Administrative Aide Baggage Area, 1 st Floor University Learning Resource Center
4. Present Baggage number (Outside Researchers) 4.1. Get bag 4.2. Receives and accomplishe d Client Satisfaction Survey form and drop on designated box	4. Gets baggage number 4.1. Releases bag and ID from the baggage area 4.2. Gives Client Satisfaction Survey Form	None	1 Minute	Administrative Aide Baggage Area, 1 st Floor University Learning Resource Center

TOTAL:	None	5 Minutes, 30 seconds	

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

Office or Division:	Library Services C	Office	(LSO)		
Classification:	Simple		, ,		
Type of Transaction:	G2C – Governme	nt to	Citizen		
Who may avail:	All bona fide stude	ents	of Don	Honorio Ventura S	State University
	who have complie			rily all the require	ments for the
	issuance of the lib				
CHECKLIST OF REQUI	REMENIS		1	O SECURE	D. I. (O. 1. I. I.
1 Valid ID (1 original)		1	Stude Bldg.	nt Center, beside	DHVSU Library
2 Passport size picture	(1 original)	2	Any P univer	hotoshop near Ga sity	ate 3 of the
CLIENT STEPS	AGENCY ACTION		S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get lost card form 1.1. Fills up form 1.2. Submits to library staff together with one (1) passport-size picture and Affidavit of Lost	1. Receives lost library card form with Affidavit of Lost and passport-size picture 1.1. Process new library card: -Types and prints new library card - Bar code new library card 1.2. Signs newly processed library card/s of students.	N	lone	8 Minutes	Administrative Aide Director Information Desk, 1st Floor University Learning Resource Center

	Releases signed library card to the Librarian/library staff			
	1.3. Receives signed library card. Releases library card to students.			
2. Receives library card, signs in receiving log sheet, and fills in customer form. Drops Client Satisfaction Survey form in the designated drop box	Survey form and accomplishes	None	1 Minute	Administrative Aide Information Desk, 1st Floor University Learning Resource Center
	TOTAL:	None	9 Minutes	

5. Interlibrary Request Letter Procedure

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

Off	ice or Division:	Library Services	Library Services Office (LSO)			
Cla	ssification:	Simple				
Ty	oe of Transaction:	G2C – Governme	ent to	Citizer	1	
Wh	o may avail:					
	•	All bona fide stud	dents o	of Don	Honorio Ventura	State University
СН	ECKLIST OF REQUI	REMENTS				
1	Library Card (1 orig	inal)			nation Desk, ULRC, DHVSU ry Bldg.	
2	2 pcs Long Bond Pa	aper	2	Any supply shop near Gate 3 of the university		
	CLIENT STEPS	AGENCY ACTION		S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Makes intention to get a letter for interlibrary loan	Receives form together with the bond paper/s Receives form together with the bond paper/s Receives form together with the bond paper services.	None		5 Minutes	Administrative Aide Director Information Desk,
	1.1. Encodes requested letter on					1 st Floor

1.1. Secures and fills up Interlibrary Form 1.2. Submits form to library staff 1.3. Brings bond paper/s for printing of letter/s	the specified letter template 1.2. Gives Interlibrary Request Letter Form 1.3 Hands over letter request to Director of Library Services/Campus Librarian for signing 1.4. Receives and signs interlibrary loan letter 1.5 Turn over signed letter to library staff.			University Learning Resource Center
Receives interlibrary letter, signs in releasing log sheet and fills in customer survey form The second street street survey form street survey form street street street survey form in the designated drop box	2. Accepts and releases signed interlibrary letter, release log sheet, and Client Satisfaction Survey form	None	2 Minutes	Administrative Aide Information Desk, 1st Floor University Learning Resource Center
	TOTAL:	None	7 Minutes	

6. Use of Audio-Visual Room

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

Office or Division:	Library Services Office (LSO)				
Classification:	Simple				
	G2C – Government to Citizen				
Type of Transaction:	G2G – Governme	ent to Government			
Who may avail:	All bona fide stud	ents and employees of Don Honorio Ventura			
	State University				
CHECKLIST OF REQUIREM	ENTS	WHERE TO SECURE			

1	Library Card (1 origi	nal)	1		nation Desk, ULR	C, DHVSU	
2	Request Letter				rary Bldg. rsonally made letter		
	CLIENT STEPS	AGENCY ACTION		S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	Employee 1.1. Gets Request form for Audio Visual Room use 1.2. Fill in form 1.3. Surrenders form and request letter to library staff-in-charge Student 1.1. Gets request form for AVR use Fills in form and presents request letter 1.2. Brings form to faculty in charge to be signed 1.3. Surrenders form with the signature of faculty to library staff-in-charge	1. Receives AVR Request form and letter 1.1. Check AVR schedule for availability 1.2. Inform the Director 1.3. Approved date availability	No	one	4 Minutes	Administrative Aide Director Information Desk, 1st Floor University Learning Resource Center	
custo Drops Satis	eceives and fills in omer survey form is Client faction Survey in the designated	2. Releases Client Satisfaction Survey Form	None		1 Minutes	Administrative Aide Information Desk, 1st Floor University Learning Resource Center	
		TOTAL:	No	one	5 Minutes		

7. Use of Discussion Room

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

Office or Division:	Library Service	Library Services Office (LSO)					
Classification:	Classification: Simple			,			
	G2C – Gover						
Type of Transaction:	G2G – Gover	nment	t to C	Goveri	nment		
Who may avail:			nts a	nd em	ployees of Don H	Ionorio Ventura	
	State Univers						
CHECKLIST OF REQUIR					O SECURE	0. 51.0.4011	
1 Library Card (1 original	nal)	1			nation Desk, ULR	C, DHVSU	
2 Request Letter		2	,		ry Bldg. onally made letter		
				S TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIO	N		PAID	TIME	RESPONSIBLE	
1. Employee 1.1. Submit a	1. Receives Discussion Room						
request letter Gets Request	Request form 1.1. Check						
form for	discussion roon)					
Discussion and Audio Visual	schedule for						
Room	availability 1.2. Approves						
Reservation form	and log						
1.2. Fill in form	discussion roon	ì					
1.3. Submit form	request					Administrative	
to librarian/library	1.3. Coordinat	Э				Aide	
staff	schedule to					Librarian Director	
Student 1.1. Gets request form for AVR use Fills in form and presents request letter 1.2. Brings form to faculty in charge to be signed 1.3. Surrenders form with the	assigned Librarian (2 nd floand 3rd Floor) 1.4. File form	юг	None		4 Minutes	Director Information Desk, 1st Floor University Learning Resource Center	
signature of faculty to library staff-in-charge							

2. Receives and fills in customer survey form Drops Client Satisfaction Survey Form in the designated drop box	2. Releases Client Satisfaction Survey Form	None	1 Minutes	Administrative Aide Information Desk, 1st Floor University Learning Resource Center
TOTAL:		None	5 Minutes	

8. 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.

Offi	ce or Division:	Library Services (Library Services Office (LSO)				
Clas	ssification:	Simple	Simple				
Тур	e of Transaction:	G2C – Governme	ent to	Citizen	1		
Who	o may avail:						
		All bona fide stud	ents o	of Don	Honorio Ventura	State University	
CHE	CKLIST OF REQUIRE	MENTS	WHI	ERE T	O SECURE		
1	Library Card (1 origina	al)	1	Inforn	nation Desk, ULR	C, DHVSU	
					ry Bldg.		
2	Students Clearance		2	Acco	unting Office, 1st F	loor Admin Bldg.	
	CLIENT STEPS	AGENCY ACTION		S TO	PROCESSING	PERSON	
	CLILINI SILI S	AGENCI ACTION	BE	PAID	TIME	RESPONSIBLE	
	 Logs in respective Student Log Sheet Presents library card and clearance 	 Receives library card and clearance 1.1. Check list of students with overdue 1.2. If the 	None			Administrative Aide Information Desk, 1st Floor University Learning	
		student has no record of unreturned materials, staff signs the clearance 1.3. If the student has unreturned book, staff will instruct student to return first the book before			3 Minutes		

2. Receives 2 clearance and Library card 2.1. Accomplishes Client Satisfaction Survey Form and drops in the drop box	the clearance will be signed 1.4. Stamps the facsimile signature of the Director of Library Services 1.5. Hand-overs library card, and clearance 2. Provides Client Satisfaction Survey form	None	2 Minutes	Library Staff Information Desk, 1 st Floor ULRC, DHVSU
	TOTAL:	None	5 Minutes	

Office or Division:		Library Services	Library Services Office (LSO)				
Classification:		Simple	Simple				
Тур	e of Transaction:	G2C – Governme	G2C – Government to Government				
Who	o may avail:						
		All bona fide emp	loyee	of Dor	n Honorio Ventura	State University	
CHE	CKLIST OF REQUIRE	MENTS	WHI	ERE T	O SECURE		
1	Library Card (1 original	al)	1		nation Desk, ULR	C, DHVSU	
	F		0		ry Bldg.		
2	Employees Clearance	:	2		office, 1st Floor Ad		
	CLIENT STEPS AGENCY ACT				PROCESSING TIME	PERSON RESPONSIBLE	
She	ogs in Employee Log et I.1. Present library card I.2. Presents clearance to Campus ibrarian/Librarian	1. Receives library card and clearance 1.1. Check library card of DHVSU Employee's library in the Filing tray 1.2. If there are no borrowed books, Campus librarian/librarian countersigned the clearance	N	one	3 Minutes	Librarian Circulation Desk, 2 nd Floor University Learning	

	1.3. If the DHVSU Employee has unreturned book, librarian will instruct the employee to return the book/s first before the clearance will be countersigned			
2. Presents clearance to Director of Library Services	2. Check and signs DHVSU Employee's clearance 2.1. Releases clearance	None	1 Minute	Director Director Office, 1st Floor ULRC, DHVSU
3. Receives clearance and library card. 3.1. Accomplishes Client Satisfaction Survey Form and drops in the drop box	3. Releases Client Satisfaction Survey Form	None	1 Minute	Administrative Aide Information Desk, 1st Floor ULRC, DHVSU
	TOTAL:	None	5 Minutes	

9. Submission of Thesis/Dissertation Procedure

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

Office or Division: Library Service				e (LSO)			
Classification: Simple							
		G2C – Governme	ent to	o Citizen			
Тур	e of Transaction:	G2G - Governme	G2G - Government to Government				
Who	o may avail:	All bona fide stud State University	All bona fide students and employees of Don Honorio Ventura State University				
CHE	ECKLIST OF REQUIR	REMENTS	WI	WHERE TO SECURE			
1	Copy of Thesis/Diss	ertation	1	Person	ersonally produced copies		
2	Photocopy of Thesis	s/Dissertation front	2 Personally produced copies				
	page						
CLIENT STEPS AC		AGENCY ACTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.	Logs in respective Log Sheet	Receives and signs the receiving copy	None		4 Minutes	Administrative Aide Information Desk,	

1.1. Accomplishes Thesis/Dissertat	of the Thesis/dissertati			University Learning
ion Receiving Log Sheet	on			Resource Center
1.2. Gives the copy of thesis/dissertati on copy to librarian/library staff 1.3. Drop and leave donated thesis in the Book Drop Box	1.1. Returns the signed receiving copy to student/empl oyee			
Diop Dox				
Accomplishes Client Satisfaction Survey Form and drops accomplished form in the drop box	2. Hand-overs Client Satisfaction Survey Form	None	1 Minute	Administrative Aide Information Desk, University Learning Resource Center
	TOTAL:	None	5 Minutes	

10. 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: Library Services (e (LSO)		
Classification: Simple						
	G2C – Governme				Ì	
Туре	e of Transaction:	G2G – Governme	ent to	o Gover	nment	
Who may avail:		All bona fide stud	All bona fide students and employees of Don Honorio Ventura			
State University						
CHE	CKLIST OF REQUIR	EMENTS	WHERE TO SECURE			
1	1 Sends inquiry message thru DHVSU-		1	Person	al Facebook and	email account
	ULRC fb page or email at ULRC Gmail					
	account					
CLIENT STEPS AGENCY		AGENCY ACTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Sends inquiry message thru DHVSU-ULRC fb page or email at ULRC Gmail account or respective Official FB page of campus libraries	1. Answers inquiries raised in Facebook Messenger and email 1.1. Checks book collection related to inquiry 1.2. Screen captures of scans table of content 1.3. Sends table of content document	None	5 Minutes	Librarians Admin of ULRC FB Page and Gmail account
2. Selects chapter or topics relevant to their needed information and send back the page number or topic needed	2. 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
3. Accomplishes and submits Client Satisfaction survey form	3. Send Client Satisfaction survey form via google form	None	1 Minutes	Librarians Admin of ULRC FB Page and Gmail account
	TOTAL:	None	11 Minutes	

Appointment scheduling

Office or Division:		Library Services	Library Services Office (LSO)				
Classification:		Simple	Simple				
Type of Transaction:		G2C – Governme	G2C – Government to Citizen				
Who may avail:		All bona fide stud State University	All bona fide students and employees of Don Honorio Ventura State University				
CHE	CKLIST OF REQUIR	REMENTS	WI	HERE TO	O SECURE		
1	1 Sends inquiry message thru DHVSU- ULRC fb page or email at ULRC Gmail account			Person	al Facebook and	email account	
CLIENT STEPS AGE		AGENCY ACTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE	

1. Sends inquiry message thru DHVSU-ULRC fb page or email at ULRC Gmail account or respective Official FB page of campus libraries	1. Release auto message regarding details of the visit 1.1. Checks availability of preferred date of the clientele 1.2. Informs clientele on the availability of requested date	None	10 Seconds	Librarians Admin of ULRC FB Page and Gmail account
2. Fills up the sent auto message	2. Checks availability of preferred date of the clientele 2.1. Informs clientele on the availability of the requested date 2.2. Schedules and marks the date of visit 2.3. Sends Client Satisfaction survey form (google form)	None	2 Minutes	Librarians Admin of ULRC FB Page and Gmail account
3. Accomplishes and submits Client Satisfaction survey form	3. Plots approved schedules for monitoring	None	1 Minute	Librarians Admin of ULRC FB Page and Gmail account
	TOTAL:	None	3 Minutes ,10 seconds	

Electronic Resources & Thesis and Dissertation

Office or Division:	Library Services Office (LSO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen

	G2G - Government to Government						
Who	may avail:	All bona fide stu State University	dents	and em	nployees of Don H	onorio Ventura	
CHE	CKLIST OF REQUIR		W	HERE TO	O SECURE		
1	Sends inquiry messa ULRC fb page or em account		1	Person	al Facebook and	email account	
	CLIENT STEPS	AGENCY ACTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE	
mes ULR at Ul or re	ends inquiry sage thru DHVSU- C FB page or email LRC Gmail account espective Official FB e of campus libraries	1. Release auto message 1.1. Send tab to be selected for Electronic Resources and Thesis/dissertation		None	10 Seconds	Librarians Admin of ULRC FB Page and gmail account	
mate 2. CI Su Ac su Sa	elects the needed erial 1. Clicks tab for ient Satisfaction urvey Form. ecomplishes and abmit Client atisfaction survey rm	Provides links on the desired subject 2.1. Sends Client Satisfaction survey form (google form)		None	1 Minute	Librarians Admin of ULRC FB Page and gmail account	
		TOTAL:		None	1 Minute, 10 seconds		

11. Selection of Library Resources Procedure

This procedure refers the selection of library resources such as books, newspapers, magazines, and fiction books to provide a well-balanced and wide-ranging collection to support the instructional and research needs of the library clientele.

Office or Division:	Library Services Office (LSO)	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	All bona fide employees of Don Honorio Ventura State	
	University	

CHECKLIST OF REQUIR	WHERE TO SECURE			
1 Request for acquisit materials	ion of library	1 Office of the Deans and Campus Directors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fills out the request form for the acquisition of library resources	1. Provides request form for the acquisition of library resources to Deans/Directors/Ch airpersons/Faculty 1.1. Collates request form for acquisition of library resources 1.2. Evaluates requested library resources based on the criteria for selection and acquisition	None	3 Minutes	Director Librarian Campus Librarian Director Office ULRC Campus Library
2. Accomplishes Client Satisfaction Survey Form and drops accomplished form in the drop box	2. Provides Client Satisfaction survey form	None	1 Minute	Director Librarian Campus Librarian Director Office ULRC Campus Library
	TOTAL:	None	4 Minutes	

MANAGEMENT INFORMATION SYSTEMS

1. Provision of Technical Assistance

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

Office/Division:				Management Information System Office			
Classification:			Si	mple			
Type of Transaction:				G2C - Government to Citizen			
Who may avail: CHECKLIST OF REQUIREMENTS			Al	UHVSU	J Employees and WHERE TO SE		
Cr		F REQUIRENTS		- DI			
1	Ticket created from the MIS Service Form		1	(bit.ly/D	IVSU Bonafide St DHVSUStudentTid IVSU Employees DHVSUMISTicket	cketing)	
2	encountered	s of the problem d or if employee, of the letter of request	2	probler	he device of the c m persists	lient where the	
CLIE	ENT STEPS	AGENCY ACTION	1	FEES O BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
from to Techi Assis Goog	tance lle Form	Acknowledges the ticket by replying to the ticket	None		3 Minutes	Administrative Aide, Computer Maintenance Technologist, Information System Analyst & Information Technology Officer I Management Information System Office	
the re		 2. Conduct a 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 to preventive maintenance procedures. 		None	1 Day	Administrative Aide, Computer Maintenance Technologist, Information System Analyst & Information Technology Officer I Management Information System Office	

Otherwise, it shall be subjected to a thorough inspection and troubleshooting to determine the magnitude of the problem if it is repairable or not.

Determine the duration of the repair depending on the issues/concerns such as hardware replacement of the

Determine the duration of the repair depending on the issues/concerns 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.

Meanwhile, if the 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/service is unrepairable but under warranty from the supplier, the MIS staff endorses the ICT equipment to the Supply and Procurement Office for servicing
- If the equipment/service

	is unrepairable and out of warranty, the MIS staff issues the unusable ICT equipment with the ICT Inspection Report Form and the Justification Letter to the enduser for property disposal, and advises the End User to surrender the equipment to the Supply and Procurement Office If the software is unrepairable, the MIS staff endorses the malfunctioning service/software to the third-party supplier of the software for reevaluation, replacement or reconfiguration			
3. Accepts the restored software and accomplishes Customer Satisfaction Survey Form	3. Upon successful repair, the MIS staff endorses the restored equipment/service to the client	None	3 Minutes	Administrative Aide, Computer Maintenance Technologist, Information System Analyst & Information Technology Officer I Management Information System Office
	TOTAL:	None	1 Day, 6 Minutes	

Note: Some ICT problems may take time to be resolved because of various reasons (too many files for backup, availability of spare parts, internet connection in downloading drivers and operating system updates, dealing with old pc, and the like.)

2. ID Printing

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

Office/Division:				Management Information System Office			
	Classification:			nple			
	e of Transaction	1:		G2C - Government to Citizen			
	may avail:	SECULDEMENTO	All	DHV	SU Employees ar		
C	•	REQUIREMENTS		1	WHERE TO S	BECURE	
1		who requests for ID D Profiling Form	1	Offi	ce of Student Affa	nirs	
		who requests for ID					
2	replacement:	mo requests for ib	2	Cas	shiering Office		
	Official Receipt For <i>new emplo</i>	NAOS.					
3	Employee ID P		3	Adn	ninistrative Servic	es Office	
		who requests for					
4	ID replacemen		4	Adn	ninistrative Servic	es Office	
	Employee ID P	rofiling Form	EE	ES			
CL	LIENT STEPS	AGENCY ACTION	ТО	BE	PROCESSING TIME	PERSON RESPONSIBLE	
For	new students	L					
1. Ul affix and	pload photo, e-signature, edit student mation	1. Wait for the confirmation of the student	No	one	10 Minutes	Administrative Aide & Computer Maintenance Technologist Management Information System Office	
infor print	·	2. Finalize student information before printing	None		3 Minutes	Administrative Aide & Computer Maintenance Technologist Management Information System Office	
3. Wait for the ID card, ID case and lanyard, log their name at the logbook and accomplishes Customer Satisfaction Rating Form		3. Print and give the issued ID together with ID case and lanyard	None		5 Minutes	Administrative Aide Management Information System Office	
	TOTAL:			one	18 Minutes		
For	students reques	sting for ID replacen	nent				
proc Stud	or loss id, eed to Office of lent Affairs to ort the	1. Instruct the student to visit the Office of Student Affairs	No	one	1 Minute	Administrative Aide Management Information System Office	

loss/replacement of ID				
2. Present receipt and ID Profiling Form to the MIS Personnel	2. Verify ID payment in the receipt	None	2 Minutes	Administrative Aide Management Information System
3. Upload updated photo, affix esignature and edit information	3. Wait for the confirmation of the student	None	5 Minutes	Administrative Aide Management Information System Office
4. Validate information before printing	4. Finalize student information before printing	None	1 Minute	Administrative Aide Management Information System Office
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 Office
	TOTAL:	None	14 Minutes	
For new employees	A losto stills			
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 Office
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 Office
3. Prepare for photo capturing and affix e-signature	3. Capture employee photo and e-signature	None	5 Minutes	Administrative Aide Management Information System Office
4. Validate information before printing	4. Finalize employee information before printing	None	1 Minute	Administrative Aide Management Information System Office
5. Wait for the ID card, ID case and lanyard, log their name at the logbook and	5. Print and give the issued ID together with ID case and lanyard	None	5 Minutes	Administrative Aide Management Information System Office

	T		1	<u> </u>
accomplishes				
Customer				
Satisfaction Rating				
Form				
	TOTAL:	None	14 Minutes	
For employees who	are requesting for I	D replace	ement	
1. Go to the	1. Instruct the			
Administrative	newly hired			
Services Office and	employee to visit			Administrative Aide
secure ID Profiling	and Administrative	None	1 Minute	Management
Form and surrender	Services Office			Information System Office
old ID if available	and secure the			Office
	form.			
2. Present	2. Verify			Administrative Aide
Employee ID	information in the			Management
Profiling Form to	Employee ID	None	2 Minutes	Information System
the MIS Personnel	Profiling Form			Office
3. Prepare for photo	3. Capture			Administrative Aide
capturing and affix	employee photo	None	5 Minutes	Management
e-signature	and e-signature			Information System Office
4. Validate	4. Finalize			
information before	employee			Administrative Aide
printing	information before	None	1 Minute	Management Information System
	printing			Office
5. Wait for the ID	5. Print and give			
card, ID case, and	the issued ID			
lanyard, log their	together with ID			
name in the	case and lanyard			Administrative Aide
logbook, and	,	None	5 Minutes	Management
complete the		INOLIC	J WIII IULES	Information System
Customer				Office
Satisfaction Rating				
Form				
	TOTAL:	None	14 Minutes	

3. University's Official Website or Social Media Accounts Posting

This describes the process of requesting to publish materials on the university's official website or Facebook page.

Office/Division:				Management Information System Office – Media Affairs Unit			
Classification:			Simple				
Туре	of Transact	ion:	G	2C - Gov	vernment to Citize	n	
Who	may avail:		Al	I DHVSL	J Employees		
CH	ECKLIST O	F REQUIREMENTS			WHERE TO SE	CURE	
1	Ticket creat Service For	ed from the MIS m	1		IVSU Employees DHVSUMISTicketi	ing)	
2	(Content mu	ntent to be published ust be compliant with es set by the Data	2	Client			
CLIE	NT STEPS	AGENCY ACTION	T	FEES O BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
from the Technology Assis Goog	tance le Form	1. Acknowledges the ticket by replying to the ticket		None	3 Minutes	Administrative Aides, Computer Maintenance Technologist, Information System Analyst, Information Officer and Information Technology Officer I Management Information System	
2. Wait for the confirmation email about the status of the request		2. Proceeds to the posting of material into the content management system		None	30 Minutes	Administrative Aides, Computer Maintenance Technologist, Information System Analyst, Information Officer and Information Technology Officer I Management Information System	
Custo Satisf	mplete the omer faction g Form			None	5 Minutes		
		TOTAL:		None	38 Minutes		

4. Request for University Data, Information, Records, or Documents

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

					ent Information Sy		
Classification:				Data Privacy and Protection Unit Simple			
	of Transact	ion:	G	2C - Gov	vernment to Citize		
Who	may avail:		Al	l concer	n stakeholders		
C	HECKLIST O	F REQUIREMENTS			WHERE TO SE	CURE	
1	Data Privac original)	y Request Form (1	1	(Groun Resoul	rivacy and Protected Floor, University rce Center)	y Learning	
2	DPO Cleara	ance (1 original)	2	(Groun Resoul	rivacy and Protect of Floor, University rce Center)		
CLIE	ENT STEPS	AGENCY ACTION	1	FEES O BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Data Requested Form subm requested even requested odpp su.econfi	Il out Client or Records uest Online n or directly nit the est letter onally or email the est to oi@dhv du.ph and for rmation and uctions.	Acknowledges the request and date of receipt and instructs the client		None	1 Minute	Administrative Aide, Data Privacy and Protection Officer Data Privacy and Protection Unit	
the Data Privacy F		2. Issue the Data Privacy Request Form	None		5 Minutes	Administrative Aide, Data Privacy and Protection Officer Data Privacy and Protection Unit	
	aits for the ew of the est.	3. Review the details of the request.	None		3 Minutes	Administrative Aide, Data Privacy and Protection Officer Data Privacy and Protection Unit	
		TOTAL:		None	9 Minutes		

5. Request for Approval of Posting of Publication Materials

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

Offic	e/Division:		Management Information Systems - Data				
Class	sification:		Privacy and Protection Unit Simple				
	of Transact	ion:		vernment to Citize	an .		
Type	or mansact	1011.		overnment to Gove			
Who	may avail:		•	rn stakeholders	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		
		F REQUIREMENTS	7111 0011001	WHERE TO SE	CURF		
<u> </u>		·	Data F	Privacy and Protec			
1	Data Privad (1 original)	cy Request Form		University Learnin			
CLIE	ENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
For D	OHVSU Emp	loyees and Student Cli	ents				
	l up the	Instruct the client to sign in the logbook	None	1 Minute	Administrative Aide, Data Privacy and Protection Officer Data Privacy and Protection Unit		
draft	bmit the of materials posted.	2. Receives the materials to be posted (Personally or thru odppi@dh vsu.edu.ph)	None	1 Minute	Administrative Aide, Data Privacy and Protection Officer Data Privacy and Protection Unit		
3. Wa the re mater	eview of the	3. Review the request for posting.	None	5 Minutes	Administrative Aide, Data Privacy and Protection Officer Data Privacy and Protection Unit		
appro	rials or	4. Stamps "Approved for Posting" or affixes a watermark approval on the final materials to be posted.	None	1 Minute	Administrative Aide, Data Privacy and Protection Officer Data Privacy and Protection Unit		
the co	complish ustomer action ey form.	5. Release the materials for posting and issue customer satisfaction survey form.	None	2 Minutes	Administrative Aide, Data Privacy and Protection Officer Data Privacy and Protection Unit		
TOTAL:			None	10 Minutes			
For C	Clients outsi	de the University		•			
	l up the	Instruct the client to sign in the logbook	None	1 Minute	Administrative Aide, Data Privacy and Protection Officer		

				Data Privacy and Protection Unit
2. Submit the request to the EVP office for approval.	2. Issues the request form for EVP approval	None	1 Day	Executive Vice President
3. Return the approved request to ODPPI and wait for the issuance of DPO clearance	3. Issues the corresponding clearance for the request	None	5 Minutes	Administrative Aide, Data Privacy and Protection Officer Data Privacy and Protection Unit
4. Accomplish the customer satisfaction survey form.	4. Issues the customer satisfaction survey form	None	2 Minutes	Administrative Aide, Data Privacy and Protection Officer Data Privacy and Protection Unit
	TOTAL:	None	1 Day, 8 Minutes	

OFFICE OF AUXILLARY SERVICES

6. VENUE RESERVATION PROCESS FOR DHVSU EMPLOYEES

This process is used for proper coordination and scheduling of the different venues of the university.

			T	_				
000000000000000000000000000000000000000				Office of Auxiliary Services (OAS) –				
			Rental Management Unit (RMU)					
	ssification:		Simple					
	oe of Transacti	on:	G2C – G					
	o may avail:		Different					
СН		EQUIREMENT	S			SECURE		
1	Venue Reserv			1		f Auxiliary Service	es (OAS)	
2	Approved Red	•		2	Client			
3	Venue Ingress Form	s and Egress/ C	learance	3	Office o	f Auxiliary Service	es (OAS)	
CLI	ENT STEPS	AGENCY A	CTION		EES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE	
univ	Inquiry on iversity venue ailability 1. Answer inquiry and provide venue reservation form if date requested is available		rm if date vailable	None		2 Minutes	Administrative Aide Office of Auxiliary Services	
ned info the reso and OA eva per the	2. Fill-out venue reservation on the venue reservation form and submit to OAS for evaluation and pencil booking of the date and preferred venue venue reservation form, "pencil booking of the date and preferred venue venue reservation guant to client's preferred venue remind about venue reservation guant venue reservation guant venue reservation guant venue reservation de venue reserva		ation book" the red date enue, and venue uidelines. mit a st	mitted on ok" the d date ue, and enue elines. None t a		3 minutes	Administrative Aide Office of Auxiliary Services	
of the approved request letter to OAS to confirm the reservation. approved letter and reservation "confirmed provide a lngress a clearance advise to complete		3. Receive the approved requirement of the approved requirement of the approved reservation states are confirmed and approvide a copy lngress and experience for advise to bring completed for the event.	uest nge the atus to nd y of the gress/ n and g the	ge the tus to d of the ress/ and the		3 Minutes	Administrative Aide Office of Auxiliary Services	
			TOTAL:		None	8 Mi	nutes	

7. VENUE RESERVATION PROCESS FOR EXTERNAL CLIENTS

This process is use for proper coordination and scheduling of the different venues of the university.

Office of a				ice of Auxiliary Services (OAS) –			
				anagement Unit (RMU)			
Cla	ssification:		Simple				
Тур	oe of Transaction	on:	G2G – G	ove	rnment to	Government	
Wh	o may avail:		Different	gov	ernment a	agencies and priv	ate companies
СН	ECKLIST OF R	EQUIREMENT	S	V	HERE TO	SECURE	
1	Communicatio	n Letter addres	sed to	1	Office of	the University Pro	esident
	the University	President					
2	Routing slip			2	Office of	the University Pro	esident
3	Venue/guestro	om Quotation		3	Office of	Auxiliary Service	S
4	Venue/ Guestr	oom Billing Sta	tement	4	Office of	Auxiliary Service	S
5	Reservation Page 1	ayment Slip		5	Office of	Auxiliary Service	S
6	Copy of Depos	sit Slip (for bank dep	oosits only)	6	Office of	Auxiliary Service	S
7	DHVSU Officia	al Receipt		7	Universit	ty Cashier	
8	Ingress and eg	gress / Clearand	ce form	8	Office of	Auxiliary Service	S
CL	IENT STEPS	AGENCY A	CTION		EES TO SE PAID	PROCESSING TIME	PERSON RESPONSIBLE
em	Vait for a call, ail or text ssage from S.	1. Upon receip client communate letter together president's rou contact client to confirm details request.	nication with the uting slip, to		None	3 Minutes	Director/ RMU Unit Head Office of Auxiliary Services
forr ver	Vait for the mal ue/Guestroom otation	2. Send a Form Venue/Guestro Quotation to c	oom lient for		None	2 Minutes	Administrative Aide Office of Auxiliary Services
3.A quo app nee	dvise OAS if otation is oroved or eds revision dwait for the ng statement	action to client for review and approval 3. Once quotation is approved, provide client the billing statement and/or payment reservation slip and the different payment details and reminders Payment Options:			None	2 minutes	Administrative Aide Office of Auxiliary Services

4. Provide OAS a	1.University Cashier – for cash payment and government checks only. Open from Monday-Friday from 8:00am to 2:00pm 2. Bank Deposit and Online Banking – deposits must be made via DHVSU Landbank account. Clients must provide a copy of the deposit slip or proof of payment and wait for their payment to be posted. 4.Verify the			
copy of the proof of payment such as the Official Receipt or deposit slip or any proof of payment to confirm reservation	authenticity and details of the proof of payment and confirm the reservation and provide a copy of the Ingress and egress/ clearance form and advise to bring the completed form upon check-in.	None	5 Minutes	Administrative Aide Office of Auxiliary Services
	TOTAL:	None	12 Minutes	

OFFICE OF THE CULTURE AND ARTS

1. AUDITION FOR THE DIFFERENT STUDENT ART ORGANIZATIONS

This describes the process of recruitment and selection of prospective members for the various Art and Cultural groups of the University.

Office or Division:				Office of Culture and the Arts (OCA)				
Cla	ssification:		Simple	` '				
Type of Transaction: G2C – fo				r se	rvices wh	ose client is the tr	ansacting public	
Wh	o may avail:				DHVSU S	Students with tale	nts in Culture and	
		FOLUBENENT	various A		IEDE TO	OFOURE		
	ECKLIST OF R					SECURE	a mintro m (OLID)	
1		Registration (CC	JR)	1		f the University Ro	<u> </u>	
3	Validated Stud		ce/virtual)	2		f the Student Affa		
3		e to fac tion Form Revi	,	3	OCA/ O	CA Official FB Pa	ige	
4	OCA Audition (face to face/v	Parental Conse irtual)	ent Form	4	OCA/ O	CA Official FB Pa	ge	
5 Uploaded Video recording /YouT link of performances/Art works (f virtual audition process)/ Music Sheets and/or Portfolios			s (for	5	audition	s online uploads (/selection) and/or ripts or portfolios	•	
CL	IENT STEPS	AGENCY A	CTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE	
	Registration in client logbook	1. Instruct the sign in the log		None		3 Minutes	Administrative Aide I OCA	
	Submission of uirements	2. Collect the requirements a check in the registration	and		None	2 Minutes	Administrative Aide I OCA	
3. Assessment of requirements recipions of control of c		3. Validate the requirements a check all requirements in correctly and completely; chauthenticity of document	and ired done None		None	5 Minutes	Administrative Aide I OCA	
prel inte	Goes through a iminary rview process face to face	4. Initially inter the auditionee applicants for face audition/s Recommends	s/ face to selection.		None	5 Minutes	Director, OCA	

audition/selection processes only)	client to a respective Art coordinator or Student leader.			
5. Performs/ presents artworks physically or uploaded video performances/ manuscript to respective Art Group Coordinators	5. Subjects all qualified auditionees/applicants to face to face or virtual audtion/ selection process	None	10 Minutes	Art Group Coordinator/Presi dent of an organization OCA
6. Wait for the FINAL POSTING of all qualified auditionees/ selected artworks at the OCA Official FB Page	6. Posting of the list of audition/ selection qualifiers at the OCA Official FB Page duly identified by Name, Course, Year Level and Section.	None	5 Days	Administrative Aide I OCA
7. Accomplishes the Customer Satisfaction Survey Form physically or virtually	7. Collects the accomplished Customer Satisfaction Survey Form physically or virtually	None	3 Minute	Administrative Aide I OCA
	TOTAL:	None	5 Days, 28 Minutes	

1. Off-campus Activity Application of Student Cultural Artists

This describes the conduct of applications for off-campus activities among official members of the various Art and Cultural groups of the University for them to be able to join official off-campus activities.

Off	ice or Division	:	Office of	Office of Culture and the Arts (OCA)				
Classification: Simple						,		
Тур	e of Transacti	on:		r se	rvices wh	nose client is the ti	ransacting public	
	o may avail:					student members		
						ne Office of Cultur	e and the Arts	
	ECKLIST OF R	*				SECURE		
1		Registration (CC	DR)	1		of the University R		
2	Validated Stud	dent ID		2		of the Student Affa		
3	Waiver			3	group	al/ Provided by the	•	
4	Accomplished	Off-campus for	rm	4	Office o	of Culture and the	Arts	
5		Signed "Underl " by Art Group	taking of	5	Office o	of Culture and the	Arts	
6	Photocopy of	parent's ID with		6	Persona	al		
	_	three specimen						
	signatures wit	hin the same pa	aper			1		
CL	CLIENT STEPS AGENCY A		CTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE	
	Registration in client logbook	1. Instruct the sign in the log		None		3 Minutes	Administrative Aide I OCA	
	Submission of uirements	2. Collect the requirements a check in the registration	and	None		2 Minutes	Administrative Aide I OCA	
req	Assessment of uirements	3. Validate the requirements a check all requirements in correctly and completely; chauthenticity of document	and ired done None		7 Minutes	Administrative Aide I OCA		
4. Red s	commendation	4. Receive the requirements of recommendation incomplete requirements	or give		None	3 Minutes	Administrative Aide I OCA	

3. Fill out OCA costumer Survey Form	3. Instruct the client to fill out and answer the OCA Customer Survey Form	None	5 Minutes	Administrative Aide I OCA
4. Sign out the client logbook	4. Instruct the client to sign out the logbook	None	3 Minutes	Administrative Aide I OCA
	TOTAL:	None	23 Minutes	

1. Request form for Museum Visit

This procedure covers the issuance of request form allowing the visit of the students to the Museum

Office or Di	vision:	DH	IVSU HERITAGE MUSEUM	1 UNIT		
Classification: Simple						
Type of Tra Who may a	vail:	All	2C - Government to Citizen bona fide students of the iversity.			
CHECKLIST REQUIREM		W	HERE TO SECURE			
1 Valid ID/ Registra		1	MIS Office/ DHVSU Studer	nt's Portal		
Letter	•	2	Dean's Office (Signed by A and Dean)		hairperson or Or	ganization Adviser
3 Request	form	3	DHVSU Heritage Museum	Office		
CLIEN	T STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
Card	ent Valid ID for cation.	1.1. Check Valid ID Card for verification. 1.2. Request the Students to register in the logbook.		None	2 Minutes	DHVSU Heritage Museum Staff on duty
signe	nit the duly d Request r to the staff ity	1.	Check and verify the request letter presented by the student.	None	3 Minutes	DHVSU Heritage Museum Staff on duty
		3.	Issue Request form.	None	5 Minutes	DHVSU Heritage Museum Staff on duty
Accoi Requ	mplished est form.	Checking of the submitted request form		None	2 Minutes	DHVSU Heritage Museum Staff on duty
	mer Survey	5 Instruct the client how to fill out the OCA Survey Form None 5 Minutes DHVSU Heritage Museum Staff on duty				
			TOTAL:	None	17 Minutes	

2. Request form for Guest Museum Visit

3. Wait for the issuance

4. Submission of the

Accomplished

Request form. Fill out OCA

costumer Survey

form.

Form

of the printed request

This procedure covers the issuance of request form allowing the visit of the guest to the Museum

to the Museum					
Office or Division: DHVSU HERITAGE MUSEUM UNIT					
Classification:	Simple				
Type of Transaction: Who may avail:	G2C - Government to Citize All Guest who have Official		nd Transaction wit	thin the university	
CHECKLIST OF REQU					
1 Any Government Iss					
2 Duly Signed Reques	st Letter				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Present Valid ID Card for verificati		None	5 Minutes	DHVSU Heritage Museum Staff on duty	
Submit the duly signed Request Letter to the staff duty	2. Check and verify the request letter presented by the Guest.	he None	5 Minutes	DHVSU Heritage Museum Staff on duty	

None

None

None

None

5 Minutes

3 Minutes

5 Minutes

23 Minutes

3. Issue Request form.

submitted request

5 Instruct the client how

to fill out the OCA

TOTAL:

Survey Form

4. Checking of the

form

DHVSU Heritage

Museum Staff on duty

DHVSU Heritage

Museum Staff on duty

DHVSU Heritage

Museum Staff on duty

3. **Request form for Guest Museum Benchmarking**This procedure covers the issuance of request form allowing the guest to conduct benchmarking activity to the Museum

Office or Division:	DHVSU HERITAGE MUSEUM UNIT						
Classification:	Simple						
Type of Transaction: Who may avail:	G2C - Government to Citizen All Guest who have Official Business and Transaction within the university						
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE						
Any Government Issue Duly Signed Request Letter	ed ID 2 Head of Office or Agen	су					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSIBLE			
Present Valid ID Card for verification.	1.1. Check Valid ID Card for verification. 1.2. Request the Guest to register in the logbook.	None	5 Minutes	DHVSU Heritage Museum Staff on duty			
Submit the duly signed Request Letter to the staff on duty	2. Check and verify the request letter presented by the Guest.	None	5 Minutes	DHVSU Heritage Museum Staff on duty			
Wait for the issuance of the printed request form.	Issue Request form.	None	3 Minutes	DHVSU Heritage Museum Staff on duty			
Submission of the Accomplished Request form.	Checking of the submitted request form	None	3 Minutes	DHVSU Heritage Museum Staff on duty			
5. Fill out OCA costumer Survey Form	5. 5 Instruct the client how to fill out the OCA Survey Form	None	5 Minutes	DHVSU Heritage Museum Staff on duty			
	TOTAL:	None	16 Minutes				

OFFICE FOR INTERNATIONAL PARTNERSHIP & PROGRAMS

1. REQUEST FOR TRAVEL AUTHORITY (OFFICIAL BUSINESS)

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

Office	or							
Divisi		Office for International	al Part	nershi	ps and Programs	(OIPP)		
	Classification: Complex							
	Type of							
	action:	G2G - Government to						
Who I	may avail:	All bonafide DHVSU						
		EQUIREMENTS			SECURE			
1		equest (1 original)	1	Requ	esting Staff/Facul	lty		
2	original)	of Personal Travel (1	2	·	esting Staff/Facul			
3	Travel Requ	uest Form (1 original)	3		e for International rams (1 st Floor, Ui	Partnerships and niversity Hostel)		
CLIE	NT STEPS	AGENCY ACTION		S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE		
require	nents for	Evaluate the submitted documents	None		1 Day	Director OIPP		
approv evalua docum	nents	2.1 Endorse the letter of request and evaluated documents to the Board of Regents for approval 2.2 Forward the approved request to CHED -IAS	None		2 Days	<i>Director</i> OIPP		
approv evalua docum	nents	3. Evaluate, approve/ disapprove the request for travel	No	ne	15 Days	Director, CHED-IAS		
approv docum	nents	4. Issue the approved Travel Authority	None		1 Day	Administrative Aide OIPP		
	complish mer Survey	5. Collect the accomplished survey form	No	ne	10 Minutes	Office Secretary OIPP		
		TOTAL:	No	ne	19 Days, 10 Minutes			

2. REQUEST FOR TRAVEL AUTHORITY (PERSONAL TRAVEL)

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

Office	or							
Divisi		Office for International I	Partne	rships	and Programs			
Class	ification:	Simple		-	-			
Туре								
	action:	G2G- Government to G						
	Who may avail: REQUESTING STAFF CHECKLIST OF REQUIREMENTS							
		·	_		O SECURE	14		
1		quest (1 original)	1	Requ	uesting Staff/Facul	ity		
2	original)	f Personal Travel (1	2	·	uesting Staff/Facul			
3	Travel Requ	uest Form (1 original)	3	Prog	e for International rams (1st Floor, U	niversity Hostel)		
CLIE	NT STEPS	AGENCY ACTION		S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Suk requir docun		Review the submitted documents	No	one	5 Minutes	Director OIPP		
		1.2. Prepare the endorsement letter and travel authority	No	one	5 Minutes	Administrative Aide OIPP		
		2.2. Sign the documents	None		5 Minutes	Chief Administrative Officer		
		2.3. Approve the travel request	None		5 Minutes	University President		
2. Receive the documents		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		
		2.3. Sign the Travel Authority	None		None		1 Hour	University President
	complish mer Survey	3. Collect the accomplished survey form	None		5 Minutes	Office Secretary OIPP		
		TOTAL:	No	ne	3 Hours, 25 Minutes			

OFFICE FOR PHYSICAL PLANT & FACILITIES

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

Offi	ce or Division:		Office of	Phys	sical Plant	t and Facilities		
—	ssification:		Complex					
					overnment to Business			
						ject in the univer	sity	
		EQUIREMENTS			1	SECURE		
1	Request Letter	•		1	Contract		ation	
3		P, COC and COA	١	2	1	ocumentation Se	ection	
3	Logbooks, SP	4		3	Contract	lOI		
4	Surety Bond a Materials	nd Affidavit of La	abor and	4	Contract	tor		
CL	IENT STEPS	AGENCY A	CTION		EES TO E PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
		Receive the ap Letter of Requi the Office of the President	est from		None	30 Minutes	Administrative Aide Office of Physical Plant and Facilities	
		Inform and pre Letter of Requi Office Director approval of pre of billing docur	est to the for the eparation		None	30 Minutes	Administrative Aide Office of Physical Plant and Facilities	
	Receive the approved Letter of Request from the office staff, documentation section and instruct the assigned engineer to inspect the work accomplished of the contractor upon date receipt of the letter of request			None 1 Hour		Administrative Aide Office of Physical Plant and Facilities		
Con Rep toge Tec OPI dete actu	atractor or atractor's bresentative ether with the hnical Staff of PF will ermine the ual worked omplished of project	together with the Contractor or Contractor's Representative to determine the actual worked olished of centative together with the Contractor's Representative to determine the actual work accomplished for the project subject for		None		2 hours	Technical Staff Office of Physical Plant and Facilities	
	Submit manual Statement of Work Accomplished, SWA to the office staff, Documentation Section			None	1 hour	Technical Staff Office of Physical Plant and Facilities		

	for the preparation of billing documents			
	Upon receipt of the manual Statement of Work Accomplished prepared by the Engineer in-charge, the office staff, Documentation Section will prepare the encoded Statement of Work Accomplished, SWA, Inspection Report, IR, and Certificate of Payment, COP if the billing payment request is for progress billing.	None	30 minutes	Administrative Aide Office of Physical Plant and Facilities
	If the billing payment request is for final payment, Certificate of Completion, COC and Certificate of Acceptance, COA will be prepared in addition to the billing documents	None	5 minutes	Administrative Aide Office of Physical Plant and Facilities
	All billing documents will be printed and submit to the Office Director, OD for evaluation and approval	None	10 minutes	Administrative Aide Office of Physical Plant and Facilities
	Evaluate the billing documents to determine the percent accomplishment for the project subject for payment	None	20 minutes	Office Director Office of Physical Plant and Facilities
	Instruct the office staff, Documentation Section to print final copies of the billing documents	None	10 minutes	Administrative Aide Office of Physical Plant and Facilities
Contractor or Contractor's Representative will sign the Statement of Work Accomplished	Print final copy of billing documents and Inform the Contractor or its representative for signing of Statement of Work Accomplished, SWA and Certificate of	None	1 day	Administrative Aide Office of Physical Plant and Facilities

	Completion, COC (for final payment only)			
Contractor will submit documents such as Surety Bond, Affidavit of Labor and Materials, 3 sets of As Built Plan, After Construction pictures and 2 sets of Logbook to Office of Physical Plant and Facilities	For final payment, the office staff, Document Section will provide a list for additional requirements such as Surety Bond, Affidavit of Labor and Materials, 3 sets of As Built Plan, After Construction pictures and 2 sets of Logbook	None	3 days	Administrative Aide Office of Physical Plant and Facilities
	Route the billing document for signing to; Engineer in-charge, End-user, Office Director, Cluster Vice President and University President	None	30 minutes	Administrative Aide Office of Physical Plant and Facilities
	Photocopy duly signed billing documents, pictures, surety bond, affidavit of labor and materials	None	5 minutes	Administrative Aide Office of Physical Plant and Facilities
	Submit all original billing documents and other requirements to the Office of the Accountant for the preparation of voucher for payment	None	10 minutes	Administrative Aide Office of Physical Plant and Facilities
	File all billing documents copies	None	10 minutes	Administrative Aide Office of Physical Plant and Facilities
	TOTAL:	None	4 Days, 7 Hours, 10 Minutes	

2. Goods and Services Purchase Process

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

	ce or Division:		Office of	of Physical Plant and Facilities					
	ssification:		Complex						
	71				overnment to Government				
	o may avail:					d of Offices/ Unit H	leads		
CHECKLIST OF REQUIREMENTS					SECURE				
1	Approved Req	uest Letter		1		f the End User	un Continu		
2	Plans	4 / Dun augus - 4 \ \	/l	2		Planning and Desig			
3	Estimated Cos	t / Program of W	/orks	3		Occumentation Sec	ction		
		1			EES TO	Main Campus	PERSON		
	LIENT STEPS	AGENCY A			E PAID	PROCESSING TIME	RESPONSIBLE		
	submit the roved request er	5.1 Receive approved Letter 5.2 Designate	Request a specific		None	1 Day	Director Office of Physical		
		Technical Staff said project to determine the works.	scope of				Plant and Facilities		
		5.3 Report the relative to the sworks to the D	scope of	None		2 Hours	Administrative Aide Office of Physical Plant and Facilities		
		5.4 Designate a specific planning staff to do the plan for the said purchase request			None	10 Minutes	Director Office of Physical Plant and Facilities		
		5.5 Provide pla project and pre the Director			None	2 Days	Administrative Aide Office of Physical Plant and Facilities		
	5.6 Check, approve and forward the plan to Technical Staff for review and preparation of estimate cost for the purchase request. 5.7 Provide estimate cost for the purchase request 5.17 Receive and verify the estimated cost for the purchase request			None	1 Hour	Director Office of Physical Plant and Facilities			
					None	1 Day	Administrative Aide Office of Physical Plant and Facilities		
				None	30 Minutes	Director Office of Physical Plant and Facilities			
		5.8. Present th approved plan estimated cost end user to do	d plan and d cost to the		None	1 Hour	Administrative Aide Office of Physical Plant and Facilities		

approva procure	se request for all to supply and ment office, and Head of			
	TOTAL:	None	4 Days, 4 Hours, 40 Minutes	

3. Repair and Improvement Process (Small Value Procurement)

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

Office or Division: Office of Physical Plant and Facilities								
Cla	ssification:		Complex	•				
Type of Transaction: G2G – G			G2G – G	Government to Government				
Wh	o may avail:		Deans/ D	irect	ors/ Head	d of Offices/ Unit H	leads	
CH	ECKLIST OF RI	EQUIREMENTS	3	WH	IERE TO	SECURE		
1	Approved Req	uest Letter		1	Office of	the End User		
2	Plans			2	OPPF P	lanning and Desig	n Section	
3	Program of Wo			3		ocumentation Sec	etion	
4	Actual Pictures	3		4		Main Campus		
		1		5	l .	d Award Committe	· /	
CL	LIENT STEPS	AGENCY A	CTION		EES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	Submit the roved request er	Request 5.2 Verify the and budget all the identified the APP for the Year. 5.3 Designate Technical Staff said project to determine the works.	inclusion otment of project in he Fiscal a specific for the scope of		None	1 Day	Director Office of Physical Plant and Facilities	
	5.4 Report the findings relative to the scope of works to the Director			None	2 Hours	Administrative Aide Office of Physical Plant and Facilities		
		5.5 Prepare dr and forward it Draftsman	to the		None	1 Hour	Director Office of Physical Plant and Facilities	
		5.6 Provide plate project and present the Director			None	2 Days	Administrative Aide Office of Physical Plant and Facilities	

5.7 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
5.8 Estimate the cost and do the Program of Works then forward it to the Director	None	2 Days	Administrative Aide Office of Physical Plant and Facilities
5.9 Receive and verify the estimated cost submitted by the Office Staff	None	30 Minutes	Director Office of Physical Plant and Facilities
5.11 Produce the initial print out of the estimated cost. 5.12 Reproduce three (3) copies for the signed completed output and furnish a copy to BAC	None	1 Hour	Administrative Aide Office of Physical Plant and Facilities
5.13 Prepare documents for bidding process responsible for posting small value procurement (SVP) and awarding of contract to lowest responsive bidder.	None		Bids and Award Committee (BAC)
TOTAL:	None	5 Days, 5hours, 30 minutes	

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

Office or Division: Office of F		Physical Plant and Facilities			
Classification: Highly Te		chn	ical		
Type of Transaction: G2G – G			over	nment to Government	
Wh	o may avail:	Deans/ D	Directors/ Head of Offices/ Unit Heads		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1	Approved Request Letter		1	Office of the End User	
2	Plans		2	OPPF Planning and Design Section	
3	Program of Works		3	OPPF Documentation Section	
4	Actual Pictures		4	DHVSU Main Campus	
			5	DPWH	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved request letter	5.1 Receive the approved Letter of Request 5.2 Verify the inclusion and budget allotment of the identified project in the APP for the Fiscal Year.	None	1 Day	<i>Director</i> Office of Physical Plant and Facilities
	5.3 Designate a specific Technical Staff for the said project to determine the scope of works.			
	5.4 Report the findings relative to the scope of works to the Director	None	2 Hours	Administrative Aide Office of Physical Plant and Facilities
	5.5 Prepare draft plan and forward it to the Draftsman	None	1 Hour	Director Office of Physical Plant and Facilities
	5.6 Provide plan for the project and present it to the Director	None	2 Days	Administrative Aide Office of Physical Plant and Facilities
	5.7 Check, approve and forward the plan to Technical Staff for review and preparation of specifications and program of works		1 Hour	Director Office of Physical Plant and Facilities
	5.9 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
	5.10 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
	5.11 Produce the initial print out of the Program of Works, ABC, Bar Chart and Specifications.		1 Hour	Administrative Aide Office of Physical Plant and Facilities

	12 Provide Soft copy the plan through CD			
of A S	13 Forward print out Program of Works, BC, Bar Chart and pecifications to head HOPE for signing.	None	1 Hour	Director Office of Physical Plant and Facilities
P A S by ai pi	14 Submit the rogram of Works, BC, Bar Chart, pecifications signed the Head of HOPE and Transmittal Office roduce by the Head of ope to DPWH for necking.	None	3 Hours	Administrative Assistant Office of Physical Plant and Facilities
P aı	15 Get the Checked OW, ABC, Bar Chart and Specification to PWH for final editing.	None	3 Hours	Administrative Assistant Office of Physical Plant and Facilities
W aı	16 Edit Program of /orks, ABC, Bar Chart nd Specification necked by DPWH	None	1 Day	Administrative Aide Office of Physical Plant and Facilities
of C Su	17 Receive and inalized the Program Works, ABC, Bar hart and Specification ubmitted by the Office taff	None	1 Hour	Director Office of Physical Plant and Facilities
of A S 5.	18 Produce print out Frogram of Works, BC, Bar Chart and pecifications. 12 Provide Soft copy The plan through CD	None	2 Hour	Administrative Aide Office of Physical Plant and Facilities
of A S he	19 Forward print out Forogram of Works, BC, Bar Chart and pecifications to the ead of HOPE for gning.	None	1 Hour	Administrative Aide Office of Physical Plant and Facilities

5.20 Submit the Program of Works, ABC, Bar Chart, Specifications signed by the Head of HOPE and Transmittal Office produce by the Head of Hope to DPWH for bidding	None	3 Hours	Administrative Assistant Office of Physical Plant and Facilities
5.21 Prepare documents for bidding process responsible for posting project (Repair and Improvement) and awarding of contract to lowest responsive bidder	None		Department of Public Works and Highways
TOTAL:	None	9 Days, 3 Hour, 30 Minutes	

OFFICE OF STUDENT AFFAIRS

1. ID Validation

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

Office or Division: Office of				dent Affai	rs		
Classification: Simple							
Type of Transac	ion:	G2C – G	over	nment to	Client		
Who may avail:		All bona	fide	DHVSU :	students		
CHECKLIST OF	REQUIREMENT	S	Wŀ	HERE TO	SECURE		
1 Certificate of (COR)	Registration		1	DHVSU	Office of the Univ	versity Registrar	
2 Official Identi	fication Card		2	Manage (MIS)	ement Information	System	
CLIENT STEPS	AGENCY A	CTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sign in the client log sheet	1. Instruct the sign in the log			None	35 Seconds	Administrative Aide Office of Student Affairs	
2. Submit the required documents to the Administrative Aide in charge for verification	2. Receive the required docu for verification	ments	None		10 Seconds	Administrative Aide Office of Student Affairs	
3. Wait for the release of the validated document	3. Validate the the student ar the COR with rubber stamp	nd mark		None	30 Seconds	Administrative Aide Office of Student Affairs	
4. Receive the validated document	4. Release/ret validated ID to student			None	5 Seconds	Administrative Aide Office of Student Affairs	
5. Fill out the Client Satisfaction Survey Form	5. Provide the Satisfaction S Form to the st	urvey	vey		40 Seconds	Administrative Aide Office of Student Affairs	
		TOTAL:		None	2 Minutes		

2. Replacement of Old/Lost IDThis describes the process of replacing the old or lost Identification Card (ID) of all bona fide students in the University.

Office or Division: Office of Student Affairs							
Cla	ssification:		Simple				
Тур	e of Transacti	on:	G2C – G	ove	nment to	Client	
Wh	o may avail:		All bona	fide	DHVSU s	students	
CHI	ECKLIST OF R	EQUIREMENT	S	WI	HERE TO	SECURE	
1	Certificate of F (COR)	Registration		1	DHVSU	Office of the Univ	ersity Registrar
2	Official Old/Da Card (ID)	amaged Identific	cation	2	Student	's old/damaged IE)
3	ID Printing For	rm		3	Office of	f Student Affairs	
4	Affidavit of Los	ss Form		4	Office o	f Student Affairs	
CL	IENT STEPS	AGENCY A	CTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE
clie	sign in the nt log sheet	1. Instruct the sign in the log	sheet		None	35 Seconds	Administrative Aide Office of Student Affairs
requi doc Adn Aide	Submit the uired uments to the ninistrative in charge for fication	2. Receive and the required documents Issue Affidavit Form Issue ID printing to the student	of Loss		None	15 Seconds	Administrative Aide Office of Student Affairs
Affice Form pring sub Adn Aide che	3. Fill out the Affidavit of Loss Form and ID printing form and submit to the Administrative Aide in charge for checking 3. Instructs the student to fill out all the items needed in the form and checks the completeness of the data needed			None	15 Seconds	Administrative Aide Office of Student Affairs	
inst	Vait for further ruction on the t step	4. Instruct the to pay at the Office for payr the ID Replace and to present	Cashier's ment of ement		None	15 Seconds	Administrative Aide Office of Student Affairs

	Official Receipt at the MIS Office for the printing of the new ID			
5. Fill out the Client Satisfaction Survey Form	5. Provide the Client Satisfaction Survey Form to the student	None	40 Seconds	Administrative Aide Office of Student Affairs
	TOTAL:	None	2 Minutes	

3. Accreditation and Re-accreditation of Student OrganizationThis describes the process of giving due recognition to accredited student organization in the University.

Office or Division: Office of S				Stud	dent Affai	rs	
Cla	ssification:		Simple				
Тур	e of Transacti	on:	G2C – G	ovei	nment to	Client	
	o may avail:		All recogn	nize	d student	organizations in	the University
CH	ECKLIST OF R	EQUIREMENT				SECURE	,
	For Re-Accre	ditation					
1	Accomplishme	ent Report		1	DHVSU	Blue Ribbon Cor	nmittee
2	Audited Finan	cial Report		2	DHVSU	Blue Ribbon Cor	nmittee
3	Certificate of C			3	DHVSU	University Stude	nt Council Office
	For New Orga	anization					
1	Letter of Inten	t		1	Student	Organization con	cern
2	Endorsement	Letter		2	College Deans/Campus Directors		
3	List of Elected	Officers		3	Student Organization concern		
4	Approved Cor	stitution and By	/-Laws	4	Student Organization concern		
5	Action Plan			5	Office of the University Student Council		
6	Photocopy of signature	ID's with specin	nen	6	Student	Organization con	cern
7	Certificate of C	Dath of Office		7	Office o	f Student Affairs	
CL	IENT STEPS	AGENCY A	CTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE
	 Sign in the client to sign in the log book 				None	35 Seconds	Officer in charge BRC Office
2. Submit the required the documents documents to the comparison of the comparison o			None	2 Minutes	Officer in charge BRC Office		

officer in charge at the BRC office for checking and validation	by the student organization			
3. Wait for the documents to be evaluated for approval	3. Evaluates the documents submitted by the student organization	None	15 Minutes	Officer in charge BRC Office
4. Wait for the approval of the accreditation/reaccreditation of the organization	Approves or disapproves (if necessary) the accreditation or reaccreditation of the student organizations	None	1 Minute	<i>Director</i> Office of Student Affairs
5. Fill out the Client Satisfaction Survey Form	5. Provide the Client Satisfaction Survey Form to the student	None	40 Seconds	Administrative Aide Office of Student Affairs
	TOTAL:	None	17 Minutes, 25 Seconds	

4. Lost and Found Services

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

Office or Division: Office of Student Affairs							
Cla	Classification: Simple						
Тур	oe of Transacti	on:	G2C – G	ovei	nment to	Client	
Wh	o may avail:		All bona	fide	DHVSU s	students	
СН	ECKLIST OF R	EQUIREMENT	ITS WHERE TO SECURE				
1	Incident Repo	rt		1 Office of Student Affairs			
2	Claim form			2 Office of Student Affairs			
CL	LIENT STEPS	AGENCY A	CTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the client to sign in the log sheet				None	35 Seconds	Administrative Aide Office of Student Affairs	

2. Report/ surrender the lost/found item to the Administrative Aide in charge	2. Receive the report or surrendered item from the concern student and logs in the log sheet for lost and found item(s)	None	15 Seconds	Administrative Aide Office of Student Affairs
3. Wait for the confirmation/verification of the lost or found item(s)	3. Post the announcement for lost and found item(s) on designated areas Contact the student, in case of the item(s) found and ask them to describe the lost item	None	5 Minutes	Administrative Aide Office of Student Affairs
4. Wait for the release of the item	4. Release/return the item found to the rightful owner after verification	None	30 Seconds	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	7 Minutes	

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

	sipiniary actions		1				
Off	Office or Division: Office of Student Affairs						
Classification: Simple							
Тур	e of Transacti	on:	G2C – G	ove	rnment to	Client	
Wh	Who may avail: All bona fide DHVSU students						
СН	ECKLIST OF R	EQUIREMENT	S	WI	HERE TO	SECURE	
1	Incident Repo	rt		1	Office o	f Student Affairs	
2	Narrative Report corroborated by two disinterested parties			2	Student	s involved	
CLIENT STEPS AGENCY AG		CTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE	

1. Sign in the client log sheet	Instruct the client to sign in the log sheet	None	35 Seconds	Administrative Aide Office of Student Affairs
2. Submit the Incident Report to the Administrative Aide in charge	2. Receive the Incident Report Form and logs in the Record book for Student cases	None	15 Seconds	Administrative Aide Office of Student Affairs
3. Wait for the issuance of notice from either the prefect of discipline or the OSA Director	3. 3.a Issue a memorandum to concern students for initial interview about the case filed against them 3.b Call for the meeting of the Disciplinary Committee to further investigate and deliberate on the case	None	3-5 Days (Depending on the availability of the members of the committee)	<i>Director</i> Office of Student Affairs
4. Wait for the decision of the Disciplinary Committee	4. Deliberate on the case and decide on the sanctions due to the erring student Inform the students concern about the decision thru an issuance of Office Order	None	1 Day	Disciplinary Committee Director Office of Student Affairs
5. Receives the decision from the committee	5. Explain the sanctions due to the involved students	None	5 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 7 Days, 6 Minutes, 30 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, and even at home, 24/7.

an	an accident related case, either in school, or outside the school, and even at home, 24/7.							
Off	ice or Division	:	Office of	Stuc	dent Affai	rs		
Cla	ssification:		Simple					
Тур	oe of Transacti	on:	G2C – G	over	nment to	Client		
Wh	o may avail:		All bona f	fide	DHVSU s	students		
СН	ECKLIST OF R	EQUIREMENT	S	WH	HERE TO	SECURE		
1		or incident repo	ort as the	1	Police s	tation		
	case maybe							
2	Certificate of F			2		f the University Re	egistrar	
3		ID of the Studer	nt	3	Student	Concern		
4	Claimant	ent of two disint	orooto d	4	From tu	vo vvitro o o o o o		
4	parties	ent of two disint	erestea	4	FIOIII (W	o witnesses		
5	,			5	Office o	e of Student Affairs		
6		ots for medicines	s and	6		Drugstores or Pharmacy where the		
	supplies purchased				medicines were purchased			
7	7 Medical Abstract, if hospitalized			7	Hospital where the patient/student was confined			
8	Official Receip	ots of hospital bi	ills	8	Hospital where the patient/student was confined			
9	Medical Certif	icate issued by t	the	9	From the attending physician during the confinement period			
CL	IENT STEPS	AGENCY A	CTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	 Sign in the client to sign in the log sheet 			None		35 Seconds	Administrative Aide Office of Student Affairs	
inci Adr	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	3 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 Checks the requirements submitted by the student claimant	None	5 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	14 Minutes, 15 Seconds	

7. Filing of CandidacyThis 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				ice of Student Affairs			
Cla	ssification:		Simple				
Тур	e of Transacti	of Transaction: G2C – Government to Client					
Who may avail: All bona				fide	DHVSU s	students	
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE			
1 Application for candidacy			1	S-COMI	ELEC		
2	Certificate of F	Registration		2	Office of	f the University Ro	egistrar
3	3 Photocopy of ID of the Student		3	Student Concern			
	Claimant						
4	Election forms			4	S-COM	ELEC	
CL	IENT STEPS	AGENCY A	CTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE
	 Sign in the client to sign in the log sheet 			None	35 Seconds	Administrative Aide Office of Student Affairs	
	iles his/her didacy to the	2.Receive the application for			None	5 Minutes	S-COMELEC Office of Student Affairs

S-COMELEC office	candidacy from the student leader Receive documents submitted by the candidates/party list			
3. Wait for the verification of the requirements submitted	3.Evaluates the documents submitted by the candidates/party list	None	10 Minutes	S-COMELEC Office of Student Affairs
4. Wait for the endorsement from the S-COMELEC Chair	4. Endorse the list of approved candidates/party list to the OSA Director	None	10 Minutes	S-COMELEC Office of Student Affairs
5. Wait for the posting of qualified candidates/party list	5. Release/post the list of qualified candidates/party list	None	5 Minutes	S-COMELEC Office of Student Affairs
6. Wait for the schedule of the campaign period	6. Sets the campaign period and the date of election	None	20 Minutes	S-COMELEC Office of Student Affairs
7. Fill out the customer satisfaction rating	7. Provide the Customer Satisfaction Rating form to the student	None	40 Seconds	Administrative Aide Office of Student Affairs
	TOTAL:	None	51 Minute,15 Seconds	

8. Off Campus ActivityThis describes the process of issuing the checklist of requirements for Off Campus Activity of all bona fide students in the University

Off	Office or Division: Office of Student Affairs				
Classification: Simple					
Type of Transaction: G2C – Government to Client					
Who may avail: All bona			fide	DHVSU students	
CH	ECKLIST OF REQUIREMENT	S	Wŀ	HERE TO SECURE	
1	Certificate of Registration (COR)		1	DHVSU Office of the University Registrar	
2	Official Identification Card		2	Management Information System	

(ID)		(MIS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the log sheet	Instruct the client to sign in the log book	None	35 Seconds	Administrative Aide Office of Student Affairs
2. Submit the required documents to the Administrative Aide in charge for verification	2. Issue the required documents.	None	30 Seconds	Administrative Aide Office of Student Affairs
3. Wait for the verification of the requirements submitted	3. Evaluates the documents submitted. The OSA Director will signs the documents.	None	2 Minutes	Administrative Aide and Director Office of Student Affairs
4. Receive the Certificate of Compliance	4. Release the Certificate of Compliance	None	30 Seconds	Administrative Aide Office of Student Affairs
5. Listen to the final instruction after the activity.	5.Inform the student to submit the attendance log sheet and a narrative report after the activity.	None	30 Seconds	Administrative Aide 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	5 Minutes, 15 Seconds	

9. Certificate of Non-Issuance of ID

This describes the process of a certificate of non-issuance of ID of all bona fide students in the University

Office or Division: Office of Student Affairs							
Classification:		Simple					
Type of Transacti	on:	G2C – G	ovei	rnment to	Client		
Who may avail:		All bona	fide	DHVSU :	students		
CHECKLIST OF R	EQUIREMENT	S	WI	HERE TO	SECURE		
Certificate of Registration (COR)			1 DHVSU Office of the University Registrar				
CLIENT STEPS	AGENCY A	CTION FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE		
1. Sign in the client log sheet	1. Instruct the sign in the log		None		35 Seconds	Administrative Aide Office of Student Affairs	
2. Submit the required documents to the Administrative Aide in charge for verification	2. Receive the required docu for verification	ments	None		20 Seconds	Administrative Aide Office of Student Affairs	
3. Wait for the release of the requested document	3. Prepare the requested doc signed by the	cument,		None	2 Minutes	Administrative Aide Office of Student Affairs	
4. Receive the requested document	4. Stamp with rubber stamp counter signed Administrative charge with the release	and d by the Aide in e date of		None	30 Seconds	Administrative Aide Office of Student Affairs	
5. Fill out the Client Satisfaction Survey Form	5. Provide the Satisfaction S Form to the st	urvey		None	40 Seconds	Administrative Aide Office of Student Affairs	
		TOTAL:		None	4 Minutes, 5 Seconds		

OFFICE OF SPORTS AND DEVELOPMENT

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

Center (University Gymnasium).

Of	fice or Division:)evel	opment				
Cla	assification:	Simple		-			
Ту	pe of Transaction:	G2G – Governme	ent to	Govern	ment		
W	ho may avail:	All DHVSU Empl	oyees	3			
CH	ECKLIST OF REQI	·			O SECURE		
1 Letter Request for University Gym Utilization (1 original)			1	Reque	Requesting Party		
2	Identification Card		2	Any ID compa	issued by public ny	and private	
3	University Gymnasium Reservation Form (1 original)			Dr. Ern (Unive	Office of Sports Development, 1st Floor, Dr. Ernesto T. Nicdao Sports Center (University Gymnasium), Bacolor, Pampanga		
4	4 Customer Survey Form (1 original)			Office of Sports Development, 1 st Floor, Dr. Ernesto T. Nicdao Sports Center (University Gymnasium), Bacolor, Pampanga			
С	CLIENT STEPS AGENCY AC			ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE	
av Ur	ailability of the re	.1 Check for the eservation matrix					
	vmnasium o	chedule of Gymnasium .2 Issue Reservation form and Customer Survey	I	None	5 Minutes	Administrative Aide Office of Sports Development DHVSU, Bacolor, Pampanga	

3. Wait for the release of the transaction slip	3.1 Approve/Disapprove the application 3.2. Log the approved reservation and release a transaction slip	None	3 Minutes	University Gymnasium Manager Office of Sports Development DHVSU, Bacolor, Pampanga
	a transaction slip			Pampanga
	TOTAL:	None	13 Minutes	

OCCUPATIONAL SAFETY AND HEALTH OFFICE

1. Disaster Preparedness Capacity Building Training

This describes the guidelines and processes in conducting capacity building training as an effective measure taken in advance to increase the level of awareness and enhance the capacity of employees to address the threats and hazards and ensure the readiness of the whole university by equipping the personnel with appropriate action-response to the impact of hazards thus, preventing the adverse effect of natural or man-made disasters.

Classification: Simple Type of Transaction: G2G- Government to Government Who may avail: All bona fide DHVSU employees CHECKLIST OF REQUIREMENTS WHERE TO SECURE 1 Description of the President (2nd floor, Administrative Building) 2 Attendance sheet of the participants 2 OSH Office (2nd Floor, UFC Building) 3 Attendance sheet of the President (2nd Floor, UFC Building) 3 OSH Office (2nd Floor, UFC Building)
Who may avail: All bona fide DHVSU employees CHECKLIST OF REQUIREMENTS WHERE TO SECURE 1 Letter of permission 1 Office of the President (2 nd floor, Administrative Building) 2 Attendance sheet of the participants 2 OSH Office (2 nd Floor, UFC Building) 3 Attendance sheet of Attendance sheet of
CHECKLIST OF REQUIREMENTSWHERE TO SECURE1Letter of permission1Office of the President (2nd floor, Administrative Building)2Attendance sheet of the participants2OSH Office (2nd Floor, UFC Building)3Attendance sheet of 3OSH Office (2nd Floor, UFC
1 Letter of permission 1 Office of the President (2 nd floor, Administrative Building) 2 Attendance sheet of 2 OSH Office (2 nd Floor, UFC Building) 3 Attendance sheet of 3 OSH Office (2 nd Floor, UFC
Administrative Building) Attendance sheet of 2 OSH Office (2 nd Floor, UFC Building) The participants Building OSH Office (2 nd Floor, UFC) Attendance sheet of 3 OSH Office (2 nd Floor, UFC)
2 Attendance sheet of 2 OSH Office (2 nd Floor, UFC Building) 3 Attendance sheet of 3 OSH Office (2 nd Floor, UFC
the participants Building) Attendance sheet of 3 OSH Office (2 nd Floor, UFC
3 Attendance sheet of 3 OSH Office (2 nd Floor, UFC
the Trainers Duilding)
the Trainers Building)
4 Accident waiver and 4 OSH Office (2 nd Floor, UFC
release of liability Building)
form
5 Pre-evaluation 5 OSH Office (2nd Floor, UFC
training form Building)
6 Post-evaluation 6 OSH Office (2nd Floor, UFC
training form Building)
7 Trainer evaluation 7 OSH Office (2nd Floor, UFC
form Building)
8 Checklist of every 8 OSH Office (2nd Floor, UFC
procedure included in Building)
the training
9 Certificate of 9 OSH Office (2nd Floor, UFC
completion and Building)
participation
CLIENT STEPS AGENCY ACTION FEES PROCESSING PERSON
TO TIME RESPONSIBLE
BE BAID
PAID
1. N/A Seeks permission Director from the President None 10 Minutes Occupational
from the President None 10 Minutes Occupational Safety and Health
Office
2. Self- Prepares the
preparation necessary

	physically and mentally	communication letters, needed materials relative to training, lectures PowerPoint, manual, and other documents.	None	30 Minutes	Administrative Aide I Occupational Safety and Health Office
3.	Self- preparation physically and mentally	Settles the training venue/room and prepares all necessary materials and facilities.	None	15 Minutes	Administrative Aide I Occupational Safety and Health Office
4.	Read carefully the waiver form and sign it. Submit the waiver form at the OSHO Office	Secures waiver from the participants and files it.	None	5 Minutes	Administrative Aide I Occupational Safety and Health Office
5.	Attend the training	Conduct the 3-day training (face-to-face)	None	3 Days	DRRMU Trainers Occupational Safety and Health Office
6.	Evaluate the training proper	Evaluates of the training proper and speakers	None	5 Minutes	Administrative Aide I Occupational Safety and Health Office
		TOTAL:	None	3 Days, 1 Hour, 5 Minutes	

2. Request for OSHO Training: Inter-Unit Collaboration for Disaster Resiliency, Workplace Safety, and Health Education Training Program

This describes the guidelines and processes in conducting the Inter-Unit Collaboration for Disaster Resiliency, Workplace Safety, and Health Education Training Program as a measure of disaster preparedness taken in advance to ensure an effective response to the impact of hazards to prevent or minimize the adverse effect of natural or man-made hazards. Further, this program also provides workplace safety and health education. It also empowers and increases the different units' engagement regarding school disaster resiliency measures and intensifies the collaboration of the university in cultivating the disaster resiliency and safety culture among the stakeholders.

This program is provided to all offices in the university if they want to request training or seminars for their personnel on Basic Life Support, Disaster Preparedness, First Aid, Occupational Safety and Health issues, and other related topics.

Office or Division: Occupational Safety and Health Office				Health Office	
Classification:		Simple			
Type of Transaction	1:	G2G- Government to Government			
Who may avail:		All bona	a fide DHVSU emp	oloyees	
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE			
1	Letter of	1	Office of the Pres	sident (2 nd floor,	
	approved request for training		Administrative B	3,	
2	Attendance sheet of the participants	2	OSH Office (2 nd Building)	Floor, UFC	
3	Attendance sheet of the Trainers	3	OSH Office (2 nd Building)	Floor, UFC	
4	Accident waiver and release of liability form	4	OSH Office (2 nd Building)		
5	Pre-evaluation training form	5	OSH Office (2nd Building)	·	
6	Post-evaluation training form	6	OSH Office (2nd Floor, UFC Building)		
7	Trainer evaluation form	7	OSH Office (2nd Building)	Floor, UFC	
8	Checklist of every procedure included in the training	8	OSH Office (2nd Floor, UFC Building)		
9	Certificate of completion and participation	9	OSH Office (2nd Building)	Floor, UFC	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1 Dranara a	Descive the				
Prepare a request letter for a training/seminar address to the president	Receive the approved letter and log it	None	5 Minutes	Administrative Aide I Occupational Safety and Health Office	

	Give the approved request letter to the OSHO				
2.	Wait for the evaluation result, keep the line of communication, and be ready to answer the queries	Evaluate and screen the request (specific request and topics included, participants, and purpose)	None	20 Minutes	Safety Officer Occupational Safety and Health Office
3.	Receive the confirmation including the date of the training and needed materials	Confirm the commitment to the training provision as per the request	None	5 Minutes	Administrative Aide I Occupational Safety and Health Office
4.	The representative may also coordinate with the OSHO secretary to settle the venue	Reserves the training venue	None	5 Minutes	Administrative Aide I Occupational Safety and Health Office
5.	Accomplishes the Accident waiver and release of liability form	Asks the participants to accomplish the Accident waiver and release of liability form	None	5 Minutes	Administrative Aide I Occupational Safety and Health Office
6.	Attend the training	Conduct the requested seminar or training	None	8 Hours	DRRMU Trainers Occupational Safety and Health Office
7.	Evaluates the training	Receives the evaluation and perform post conference	None	30 Minutes	DRRMU Trainers Occupational Safety and Health Office
	TOTAL:			1 Day, 1 Hour, 10 Minutes	

3. Reporting of the Workplace Hazard Identified

This describes the guidelines and processes on how to report hazards or potential hazards identified categorized as physical, chemical, biological, environmental, and ergonomics in the workplace that need immediate action to ensure the safety and welfare of the stakeholders staying inside the school premises.

Office or Division	1:	Occupational Safety and Health Office		
Classification:		Simple		
Type of Transact	ion:	G2G- Gov	ernment to Gover	nment
Who may avail:			de DHVSU emplo	yees
CHECKLIST OF F		WHERE 1	O SECURE	
1	Hazard Identification Report form DHVSU-QSP- UOSHO-003-F0001-	1	OSH Office (2nd Floor, UFC Building)	
CLIENT STERS	R00	FFFC	DDOCESSING	DEDCON
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visits the OSHO Office to submit the accomplished report /HIF Or Send the report (accomplishe d HIF) via the OSHO email address. The HIF shall be properly accomplished with the following: (HIF is available per the Office Focal person) * Kind of workplace hazard identified including the	Receives the Accomplished Hazard Identification Form Interview the client: Verify the hazard identified including the exact location, date, and time.			

exact location, date, and time. * the risk associated with the observed hazard, who may be affected * action has been done initially to control hazards (if any) The form shall be signed by the Immediate superior to sign the report and with attachment of a photo of the hazard to the HIF.	Ask and clarify the action done initially to control hazards Checks the attached photo of the hazard to the HIF.	None	10 Minutes	Safety Officer Occupational Safety and Health Office
2. Wait for the action for the appropriate correction	Review the HIF and take appropriate investigation, action, and endorsement to the appropriate office Makes necessary endorsement and recommendation of action to the responsible unit depending on the	None	9 Minutes	Safety Officer Occupational Safety and Health Office

		hazard identified and the extent of correction (report to GSSO/ OPP)			
3.	Gets a copy of the report submitted as received copy	Record and file the report accordingly	None	1 Minute	Administrative Aide Occupational Safety and Health Office
	_	TOTAL:	None	20 Minutes	

4. Reporting Workplace Incident

This describes the guidelines and processes on how to report an incident that happened inside the school premises involving the employees. 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 all the 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		Occupa	ational Safety and	Health Office
Classification:		Simple		
Type of Transaction	on:	G2G- 0	Sovernment to Go	vernment
Who may avail:			a fide DHVSU em	ployees
CHECKLIST OF R	EQUIREMENTS	WHER	E TO SECURE	
1	Incident Report Form (IRF) DHVSU-QSP-	1	OSH Office (2nd Floor, UFC Building)	
	UOSHO-006-F0001- R00			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Visits the OSHO Office and reports the incident that happened	Interview the client, ask questions, and relative information based on the IRF form.			
Provide necessary information	Accomplish and complete the IRF: *Ask about the kind of incident, injury, illness, near hit /miss,			

	fire/explosion, property damage, vehicle event, or environmental event. *Ask the personal details such as name, age, sex, campus, department, and contact number *Ask for the details of the incident such as the date of the incident, time, place (specific location)	None	10 Minutes	Safety Officer Occupational Safety and Health Office
2. Describes the	Nature of the incident and the intervention done by the responders including the details of injury or illness and affected body parts.			
2. Describes the incident Provide a sketch or photo as evidence	Ask to describe the whole incident and attach a sketch or photo documentation in the report.			Safety Officer
Provides the name of witnesses including the designation and contact number/s	Ask about the names of witnesses including the designation and contact number/s	None	5 Minutes	Occupational Safety and Health Office
3. Wait for appropriate investigation, endorsement, and action.	Review the IRF and take appropriate investigation, followed by needed action, and endorsement to the	None	10 Minutes	Safety Officer Occupational Safety and Health Office
	appropriate office TOTAL:	None	25 Minutes	

5. Request for Safety Officer Assistance During School Events

This describes the guidelines and processes in requesting assistance from OSHO to serve as a safety officer to check the safety of the venue and its facilities before and during the event to prevent the occurrence of any kind of incidents/accidents and health threats.

Office or Division: Occupational Safety and Health O			Health Office		
CI	Classification:		Simple		
_	Type of Transaction:			Government to Go	overnment
	ho may avail:		All bon	a fide DHVSU em	nployees
CH	IECKLIST OF REQU	JIREMENTS	WHER	E TO SECURE	
1		Letter of request for assistance with specific details	1	Office of the President (2 nd floor Administrative Building)	
2		Letter approved by the president to conduct the event	2	Office of the President (2 nd floor, Administrative Building)	
	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Visits the OSHO Office and give the request letter. Attach the approved letter for the event	Receives the request letter and approved letter and log it	None	2 Minutes	Administrative Aide I Occupational Safety and Health Office
2.	Wait for the evaluation result, keep the line of communication, and be ready to answer the queries	Evaluate the assistance request (number of personnel needed , date, time and kind of event)	None	10 Minutes	Safety Officer Occupational Safety and Health Office
3.	Receives the confirmation via messenger / text message /email	Confirm the commitment to the requested assistance vis messenger / text message / email	None	3 Minutes	Administrative Aide I Occupational Safety and Health Office

TOTAL:	None	15 Minutes	

6. Distribution and Releasing of Safety and Health Requested Supplies

This describes the guidelines and processes on how the OSHO distributes and releases the requested safety and health supplies of each unit/office of the university necessary to ensure the safety and health of the employees and maintain a safe learning environment.

Office or Division:		Occupa	ational Safety and	Health Office	
Classification:	assification: Simple				
Type of Transactio	n:	G2G –	Government to G	overnment	
Who may avail:			a fide DHVSU em	ployees	
CHECKLIST OF RE			E TO SECURE		
1	Requisition and Issue Slip (RIS) (The Form is from the PSMO)	1	OSH Office (2nd Floor, UFC Building)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING PERSONSI E TIME RESPONSI		
Signs in the client logbook	Instruct the client to sign in the log book	None	10 Seconds	Administrative Aide Occupational Safety and Health Office	
2. Request for the needed safety and health supplies by accomplishing the RIS.	2. Ask the requested/ needed safety and health supply to the client. Provide the Requisition and Issue Slip (RIS). Check/ verify the availability and quantity needed from the OSHO inventory supply.	None	2 Minutes	Administrative Aide Occupational Safety and Health Office	

		Instruct the client on the necessary procedure *secure signature from immediate supervisor to note the request and * Secure signature from the Executive Vice President for request approval.			
3.	Present the approved Requisition and Issue Slip (RIS)	3. Check and verify the RIS. Sign the approved RIS for the distribution and release of the safety and health supplies.	None	20 Seconds	Director Occupational Safety and Health Office
4.	Received the requested Safety and Health supplies	4. Issue the needed/requested safety and health supply	None	7 Minutes	Administrative Aide Occupational Safety and Health Office
5.	Sign in the Distribution and Releasing of Safety and Health Supplies Logbook	5. Instruct the client to check the received items (quantity and quality). Sign in the safety and health supplies Receiving logbook	None	30 Seconds	Administrative Aide Occupational Safety and Health Office
		TOTAL:	None	10 Minutes	

OFFICE OF STUDENT SERVICES

1. MEDICAL CHECK-UP

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

Office or Divisi	on:	Office of Student Services- Health Services Unit- Medical				
Classification:		Simple				
Type of Transa	ction:	G2C - Government to Citizen				
Who may avail		All bona fide	I bona fide DHVSU students with particular emphasis on			
		those facing t		•		
CHECKLIST O	FREQUIRE	EMENTS	WH		SECURE	
1 University Is: (1 original)			1	Office	ement Information	System (MIS)
2 Client Satisfa	action Form	1	2	Medical	l Building	
CLIENT STEPS	AGENCY	ACTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register the patient in the		patient's data f complaint, igns)		None	3 Minutes	Nurse Health Services Unit
General Gog Book and Department	Exam	rm Physical iination, losis and nent		None	8 Minutes	Medical Officer Health Services Unit
sheet of the Medical	Medical			None	2 Minutes	Medical Officer Health Services Unit
Health Unit 2. Fill out Client Satisfaction Form	up ch referr specia	e for follow- eck-ups or al to alist for e cases		None	2 Minutes	<i>Medical Officer</i> Health Services Unit
		TOTAL:		None	15 Minutes	

2. ORAL CHECK-UP (ORAL EXAMINATION)

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

Office or Division:		Office of Student Services- Health Services Unit- Dental						
Classification:	Simple							
Type of Transa	G2C – Government to Citizen							
Who may avail:	All bona fide DHVSU students with particular emphasis on those							
	facing the greatest oral health risk.							
CHECKLIST OF								
1 University Issued Student ID			1 Management Information System (MIS) Office					
2 Client Satisfa	m	2 Medical Building						
CLIENT STEPS	AGENC	Y ACTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE		
Register on the Patient's	1.1. Gather patient's data (major complaint) 1.2. Perform Oral Examination and treatment planning		None		2 Minutes	Dental Aide Health Services Unit		
Daily Record Form at the Dental Health Unit			Ν	lone	15 Minutes	University Dentist III Health Services Unit		
2. Fill out Client Satisfaction Form	and		Ν	lone	2 Minutes	University Dentist III Health Services Unit		
f C r		ce for w-up ck-ups or rral to cialist for ere cases	None		3 Minutes	<i>Dental Aide</i> Health Services Unit		
	TOTAL:	N	one	22 Minutes				

3. ONLINE MEDICAL CONSULTATION

Perform online medical consultations to patients and give immediate treatment to their concerns and chief complaints regarding health.

Office or Division:		Office of Student Services- Health Services Unit- Medical						
Classification:		Simple						
Type of Transaction:		G2C - Government to Citizen						
Who may avail:	All bona fide DHVSU students and employees with particular							
	emphasis on those facing the greatest health risk.							
CHECKLIST OF R								
1 University Issue	nt ID	1 Management Information System (MIS) Office						
2 Client Satisfact		2 Sent thru google form			Г			
CLIENT STEPS AGENC		Y ACTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE		
1. Register on the Patient's Daily Record	1.1 Take patient's data (chief complaint, present illness) and refer to the Physician 1.2 The physician will interview the patient thru phone/video calls to perform Consultations, Diagnosis and		None		2 Minutes	<i>Nurse</i> Health Services Unit		
Form at the Dental Health Unit 2. Fill out Client Satisfaction			None		8 Minutes	Medical Officer Health Services Unit		
Form	1.3 Sendiscuss prescrip patient videosen	d and e- tion to the /ia FB	N	lone	2 Minutes	Medical Officer Health Services Unit		
	1.4 Advi follow- u face che referral		Ν	lone	2 Minutes	Medical Officer Health Services Unit		
		TOTAL:	N	lone	15 Minutes			

4. ONLINE DENTAL CONSULTATION

Perform online dental consultations to patients and give immediate treatment to their dental concerns and chief complaints.

Office or Division:		Office of Student Services- Health Services Unit- Dental							
Classification:			Simple						
Type of Transaction:			G2C – Government to Citizen						
Who may avail:			All bona fide DHVSU students with particular emphasis on those						
			facing the greatest oral health risk.						
CHECKLIST OF REQUIR									
1 University Issued Stud							n System (MIS) Office		
2 Client Satisfaction For		m	FEES TO		hru google fom				
CLIENT STEPS		AGENCY ACTION			PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Register the Patient's Daily Record		data (ch complai	nt, present and refer to	None		2 Minutes	<i>Dental Aide</i> Health Services Unit		
Dental Health U 2. Fill out Client	Dental into part phase p		1.2 The Dentist will interview the patient thru phone/video calls to perform Consultations, Diagnosis and Treatment		lone	6 Minutes	<i>Dentist</i> Health Services Unit		
		1.3 Send and discuss e-prescription to the patient via FB Messenger			lone	2 Minutes	<i>Dentist</i> Health Services Unit		
		1.4 Advice for follow- up face to face dental check-ups or referral to specialist for severe cases		None		2 Minutes	<i>Dentist</i> Health Services Unit		
		1.5 Recodiagnos treatment other da	None		3 Minutes	<i>Dental Aide</i> Health Services Unit			
			TOTAL:	N	lone	15 Minutes			

OFFICE OF THE UNIVERSITY REGISTRAR

1. Enrolment for New Students

0	ffice or Division	:	Office of the Univ	ersit	y Reg	gistrar (OUR)	
C	assification:		Simple				
Ту	Type of Transaction: G2C - Governme			nt to Citizen			
W	Who may avail: All students who			quali	fied i	n the University A	dmission Test
C	HECKLIST OF R	EQU	IREMENTS	WH	IERE	TO SECURE	
1	Form 138/Copy Transferee (1 C			1	Fror	m former school	
2	Certificate of G (1 Original)	ood N	Moral Character	2	Fror	m former school	
3	Original Transfe Credential/Hone transferees)		e Dismissal (for	3	Fror	m former school	
4	PSA Birth Certi photocopy)	ficate	e (1original and 1	4	San	Fernando, Pamp	J
5	Two (2) pcs 2x2 background	2 pict	ures with white	5	Photo shops located beside Gate 2 & of the university		
С	LIENT STEPS	AG	SENCY ACTION	то	ES BE AID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for enrolment to the assigned counter: 1. Check and verify the completeness and accuracy of documents		No	one	5 Minutes	Program Chair/ Adviser OUR		
Re ar Ce	Proceed to the egistrar's Office and claim your ertificate of egistration	Cert Reg of th	ssued the tificate of istration (COR) ne student via t and online.	None		5 Minutes	OUR Staff

3. Accomplish the Customer Survey Satisfaction Form (CSSF)	3. Receives the Customer Survey Satisfaction Form (CSSF)	None	5 Minutes	OUR Staff
	TOTAL:	None	15 Minutes	

2. Enrolment for Regular Students

Office or Division: Office of the			he Univ	/er	sity Registrar (OU	R)	
Clas	sification:		Simple				
Туре	e of Transaction	n:	G2C – G0	vernm	ent	t-to-Citizens	
	may avail:					e qualified to re-e	nroll at DHVSU
CHE	CKLIST OF RE	QUIREMENT	S	WHE	RE	TO SECURE	
1	University issu	ied Student's I	D	1		nternet Multimedia MC),DHVSU, Bac	
2	Academic Pro	gram Evaluatio	on	2	R	espective College	S
CL	IENT STEPS	AGENCY A	ACTION	FEES TO B PAID	Ε	PROCESSING TIME	PERSON RESPONSIBLE
subr Inter throu	complish and nit a Letter of nt (LOI) ugh Gmail if intend to II	1.Receives the of Intent LOI		None		3 Minutes	Program Chair/ Adviser
		2. Encodes the courses to be enrolled and issue the Certificate of Registration (COR) via online.		None		5 Minutes	OUR Staff
Cust Satis	accomplish the comer Survey sfaction Form SF) via online	3. Receives to Customer Surpose Satisfaction For (CSSF)	rvey			2 Minutes	OUR Staff
		1	TOTAL:	None	9	10 Minutes	

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.

Offi	ice or Division:		Planning	anning and Development Office			
Cla	ssification:		Simple				
Тур	e of Transaction	on:	G2G – G	over	nment to	Government	
	o may avail:		All bona f	ide	DHVSU e	employees	
CHI	ECKLIST OF R	EQUIREMENTS	3	Wŀ	HERE TO	SECURE	
1		ormance Comm original, 1 phot		1	Planning	Official Website, g and Developmer dmin.Bldng)	DHVSU FB Page, nt Office (2 nd
2	Office Perform (OPC) Form	ance Commitme	ent	2	Planning	Official Website, g and Developmer dmin.Bldng)	DHVSU FB Page, nt Office (2 nd
CL	LIENT STEPS	AGENCY A	CTION		EES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Sign in the nt log book	1. Instruct the sign in the log			1 Minute	Administrative Aide Planning and Development Office	
requi doc Cou initia	Submit the uired uments to unter 1 for all assessment verification	2. Receive the documents and for completene before forward to the Planning	d check ess ling them	I check ss ng them		2 Minutes	Administrative Aide Planning and Development Office
rele vali	Vait for the ase of the dated ument	3. Validate the accuracy and alignment of the success indicathe agency's the and strategic of	ne itors to argets	tors to Nargets		5 Minutes	Director Planning and Development Office
vali	Receive the dated ument	4. Record all the comments, suggestions, a recommendati the accomplish forms	nd No		None	2 Minutes	Administrative Aide Planning and Development Office
			TOTAL:		None	10 Minutes	

PROPERTY AND SUPPLIES MANAGEMENT OFFICE

1. Request and Issuance of Supplies and Materials

This describes the procedures in the requisition and issuance of Supplies and Materials

Office or Division:		Property	Property and Supply Management Office (PSMO)					
Classification:		Simple						
Type of Transaction	on:	G2G – G	ovei	nment t	o Government			
Who may avail:		Deans/ D	irec	tors/ He	ad of Offices/ Unit	Heads		
CHECKLIST OF R	EQUIREMENT	S	WH	HERE T	O SECURE			
1 Requisition an (RIS) Form - A NGAs Volume (1 original, 2 p	Appendix 63 of (GAM for	1	Page,	U Official Website, PSMO FB Page/G oor, Supply and Pr	C, PSMO Office		
CLIENT STEPS	AGENCY A	CTION		ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submit the properly filled-up and approved RIS	1. Receive the required document of the RCC RIS control nutrield	ocument and RCC and		None	1 Minute	Section Head of Warehousing and Releasing Section PSMO		
2. Wait for the verification of the availability of requested particulars/ items	2. Verify availa stocks with ref to the Stock C (SC)/ Inventor Document	vith reference cock Card ventory		None	2 Minutes	Staff In-charge on SC at the Warehousing and Releasing Section PSMO		
3. Wait for the preparation of the available items	account the average particulars/iter 3.2 Check the accurateness requested particulars and sign the interest the "Issued Potthe RIS" 3.3 Review the and sign at the	eccurateness of the equested particulars and sign the initial at the "Issued Portion" of		None	4 Minutes or more (depending on the bulk of requested particulars/item s) *If bulk releasing, inform the client to return at a particular time for the releasing of the requested available particulars/item s	3.1 Releasing Section Staff Incharge 3.2 Section Head of Warehousing and Releasing Section 3.3 Director of Property and Supply Management Office PSMO		

4. Receive the requested available particulars/ items	4. Release accurately the requested available particulars/items	None	2 Minutes or more (depending on the bulk of requested particulars)	Releasing Section Staff In-charge PSMO
5. Accomplish the "Customer Survey Form"	5. Take note all the comments, suggestions, and recommendations on the accomplished form	None	1 Minute	Releasing Section Staff In-charge PSMO
	TOTAL:	None	10 Minutes	

2. Request and Issuance of Semi-Expendable Property and Property, Plant and Equipment (PPE) This describes the procedures in the requisition and issuance of Semi-Expendable Property

and PPE

Office or Division	•	Property	and	Supply	Management Offic	e (PSMO)
Classification:	•	Simple	arra	Cuppiy	Management Onic	o (i civic)
Type of Transaction	on:	•	ove	rnment t	o Government	
Who may avail:	<u> </u>				ad of Offices/ Unit	Heads
CHECKLIST OF R	EQUIREMENT				O SECURE	
Requisition and Issue Slip (RIS) Form - Appendix 63 of GAM for NGAs Volume II (1 original, 2 photocopy)		1	Page, I	J Official Website, PSMO FB Page/Goor, Supply and Pr	C, PSMO Office	
CLIENT STEPS	AGENCY A	CTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the properly filled-up and approved RIS	1. Receive the required docur fill-up the RCC RIS control nu field	ment and and and	1	None	1 Minute	Section Head of Warehousing and Releasing Section PSMO

2. Wait for the verification of the availability of requested property	2. Verify availability of stocks with reference to the: * Semi-Expendable Property Card (SPC) *Property Card (PC) for PPE	None	2 Minutes	Staff In-charge on SPC or PC at the Warehousing and Releasing Section PSMO
3. Wait for the preparation of the accountable document subject for signature of the accountable personnel (Deans/ Directors/ Office Heads/ Unit Heads)	3. Prepare the accountable document of available requested property: *Property Acknowledgment Receipt (PAR) for PPE *Inventory Custodian Slip (ICS) for Semi- Expendable Property	None	4 Minutes or more (depending on the bulk of requested property) *If bulk releasing, inform the client to return at a particular time for the release of the accountable document	Staff in-charge on PAR or ICS at Warehousing and Releasing Section PSMO
4. Wait for the preparation of the available property upon return of the signed accountable document	4.1 Prepare and account the available property 4.2 Check the accurateness of the requested particulars and sign the initial at the "Issued Portion" of the RIS 4.3 Review the RIS and sign at the "Issued by" portion of the RIS	None	5 Minutes or more (depending on the bulk of requested property) *If bulk releasing, inform the client to return at a particular time for the releasing of the requested available property	4.1 Releasing Section Staff Incharge 4.2 Section Head of Warehousing and Releasing Section 4.3 Director of Property and Supply Management Office PSMO

5. Receive the requested available property	5. Release accurately the requested available particulars/ items	None	2 Minutes or more (depending on the bulk of requested particulars)	Releasing Section Staff In-charge PSMO
6. Accomplish the "Customer Survey Form"	6. Take note all the comments, suggestions, and recommendations on the accomplished form	None	1 Minute	Releasing Section Staff In-charge PSMO
	TOTAL:	None	15 Minutes	

RESEARCH MANAGEMENT OFFICE Internal Services

RESEARCH MANAGEMENT OFFICE

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

Office or Division: Research Management Office (RM						
	e or Division: sification:		Office (RIVIO)		
		Highly Technical				
	Type of Transaction: G2G - Government to Government					
		Faculty Researchers EQUIREMENTS	WHERE TO	SEC	HIDE	
CHE	CKLIST OF KE	EQUIRENIENTS	WHERE IO	SEC	1	n a a a m a m t
1	Research Paper Processing Application Form (1 original)			1	Research Ma Office (2 nd Flo Multidisciplina	oor,
2	Rubric for Res	search Paper Evaluation	(1 original)	2	Research Ma Office (2 nd Flo Multidisciplina	oor,
3	Hard and Soft original)	Copies of Research Pa	per (1	3	Research Ma Office (2 nd Flo Multidisciplina	oor,
4 RMO Compliance Form (1 original)				4	Research Ma Office (2 nd Flo Multidisciplina	oor,
5	Enhanced Re	search Paper (1 original)	5	Researcher	
CLIE	ENT STEPS	AGENCY ACTION	FEES TO BE PAID	PF	ROCESSING TIME	PERSON RESPONSIBLE
docu requi the F Coor endo the D	ondary School	1. Check the submitted documents; Review the content of the proposals/ completed papers through the College Specialist/s	None		3 Days	Research Coordinator, College Specialists Research Management Office
recor	omply with the mmendations e College cialist/s	2. Review the revised paper based on the recommendations of College Specialists; Submit the endorsement with the documentary requirements to the Research Management	None		1 Day	Research Coordinator, College Specialists, Research Center Manager, Research Management Office

	Office (RMO) through its Research Centers			
3. Wait for the result of the review process of the RMO through its Research Centers and Mentoring Session	3. Facilitate the review process	None	12 Days	RMO Director, Research Center Manager, Research Center Specialist Research Management
4. Comply with the	4. Review the			Office RMO Director,
recommendations of the RMO	compliance of the researcher/s; Endorse for presentation in the University In-House Review	None	1 Day	Research Center Manager, Research Center Specialist Research Management Office
	TOTAL:	None	17 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		agen	nent Office (RMO)			
Cla	ssification:	Highly Technica	al			
Тур	e of Transaction:	G2G – Governr	nent	to Government		
Wh	o may avail:	Faculty Resear	cher	S		
CH	ECKLIST OF REQUI	REMENTS	WH	IERE TO SECURE		
1	Research/Project In Agreement (1 origin		1	Research Management Office; Research Coordinator		
2	2 Status/Progress Report Form (1 original)		2	Research Management Office; Research Coordinator		
3	Work and Financial original)	Plan (1	3	Research Management Office; Research Coordinator		
4	Terminal Report(1 c	original)	4	Research Management Office; Research Coordinator		
5	5 Research Paper Processing Application Form (1 original)		5	Research Management Office; Research Coordinator		
6	6 Hard and Soft Copy of the Research Paper		6	Researcher		
7	7 Rubric for Research Paper Evaluation		7	Research Management Office; Research Coordinator		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Research/Project Implementation Agreement Form from the RMO, Status/Progress Report on a monthly/quarterly/ biannual basis and submit to the Research Coordinator following the Status Report Guidelines	1. Validate the Status/ Progress Report; Facilitate proper endorsement	None	4 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 Research Coordinator 2. Validate the submitted documents; Facilitate proper endorsement Subject for review (plagiarism scan, technical soundness, content)		None	12 days	RMO Director, Research Center Manager, Research Center Specialist, IPO Staff, Technical Writers, Research Coordinator Research Management Office
	TOTAL:	None	16 Days	

RECORDS MANAGEMENT UNIT

Receiving Document/s for Safekeeping

This process involves the safekeeping of documents submitted by different offices/unit/campuses

Office or Division:	Records Management Unit, DHVSU, Bacolor Pampanga						
Classification:	Simple						
Type of Transaction:	G2C- Government to Citizen						
Who may avail:	All the Units/Offices/Campuses in DHVSU						
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	WHERE TO SECURE					
Form 2A (For Safekeeping)	Records Management Unit (Building)	2 nd Floo	r, Procurement a	and Supply			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Fill up the logbook provided in the receiving area by writing the: Date of the submission Name of the personnel submitting the document/s Description of the document/s	1.The Records Management Unit personnel shall check the details written in logbook	None	3 Minutes	Administrative Aide Records Management Unit			
2. Provide receiving copy of the submitted document/s	2. The Records Management Unit personnel shall check and verify the form it is matches all the submitted documents and records.	None	2 Hours	Administrative Aide Records Management Unit			
	3.Once verified, The Records Officer certifies the correctness of the form by signing the Form 2A	None	5 Minutes	Administrative Aide Records Management Unit			
	4. File the FORM 2A and the submitted records for safekeeping	None	2 Minutes	Records Management Unit			
	TOTAL:	None	2 Hours, 10 Minutes				

Releasing/Retrieval of Document/s

This process involves the process of requesting and releasing University records

Office or Division:	Records Management	Records Management Unit, DHVSU, Bacolor Pampanga				
Classification:	Simple					
Type of Transaction:	G2C- Government to C	G2C- Government to Citizen				
Who may avail:	All the Units/Offices/Ca	impuses in DH	VSU			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE					
Form 1 (Document Request Form)	Records Management Building)	Unit (2 nd Floor,	Procurement a	nd Supply		
CLIENT STEPS	AGENCY ACTION FEES TO BE PROCESSIN PERSONS FEES FOR STIME RESPONSI					
1.Fill up the logbook provided in the	1.The Records Management Unit	None	3 Minutes			

receiving area by writing the: • Date of request • Name of personnel requesting document • Purpose of request	personnel shall check the details written in the logbook			Administrative Aide Records Management Unit
2. Submit Form 1	2.The Records Management Unit personnel shall check the document request form for the purpose of the requested document	None	2 Minutes	Administrative Aide Records Management Unit
	3. The Records Officer will re-check and sign the document request form if approved for release	None	5 Minutes	Records Officer Records Management Unit
	3.The Data Protection Officer inspects the request if it is in compliance of the Data Privacy Act	None	5 Minutes	DPO/PIO Director MSI Office
	4.The Records Management Unit personnel searches for the requested document and release the document	None	2 Hours	Administrative Aide Records Management Unit
	TOTAL:	None	2 Hours, 15 Minutes	

Receiving Document/s for Disposal

This process involves the disposal of documents submitted by different offices/unit/campuses

Office or Division:	Records Management Unit, DHVSU, Bacolor Pampanga
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All the Units/Offices/Campuses in DHVSU
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Form 2B (For Disposal)	Records Management Unit (2 nd Floor, Procurement and Supply Building)

(For Disposal)	building)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up the logbook provided in the receiving area by writing the:	1.The Records Management Unit personnel shall check the details written in logbook	None	3 Minutes	Administrative Aide Records Management Unit

Description of the document/s				
2. Submit form 2A together with the documents to be dispose	2.The Records Management Unit Personnel shall check and verify the form if it matches all the submitted documents and records	None	2 Hours	Administrative Aide Records Management Unit
	3.Once verified, The Records Officer certifies the correctness of the form by signing the Form 2B	None	5 Minutes	Records Officer IV Records Management Unit
	4. Issues Records Disposal Certificate to the requesting office or unit	None	10 Minutes	Records Officer IV Records Management Unit
	4. File the Form 2B	None	2 Minutes	Records Management Unit
	TOTAL:	None	2 Hours, 20 Minutes	

SENIOR HIGH SCHOOL

1. Enrolment Process for Senior High School

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

Off	fice or Division:	Senior High So	chool ((SHS)			
Cla	assification:	Simple					
	pe of	•					
	ansaction:	G2C - Governi					
	no may avail:	All bonafide Sh					
	CHECKLIST OF REQUIREMENTS WHERE TO SECURE						
	rolment Procedure						
	esent photocopy an		or aut	hentication	n and reference p	ourposes the	
	owing credentials for		alifi a	** ** ** ** * * * * * * * * * * * * *	ovitha CLIC Deima	inal	
In	e enrollee should be Form 138 (1 Origin		uaiiiie		where he/she co		
1	photocopy)	iai aiiu i	1	10	where he/she co	impleted Grade	
	PSA Birth Certific	ate				:: (DOA)	
2	(Original and 2 Ph		2	Philippine	Statistics Autho	rity (PSA)	
3	Certificate of Good	d Moral	3	School -	where he/she co	mpleted Grade	
3	(1original and 1 pl		3	10			
	2x2 picture with w						
4	background and n	ametag (2	4	Preferred Photo studio			
	copies) School ID (Origina	ol and 2					
5	photocopies)	ii aiiu Z	5	School- F	Previous school a	ittended	
6	Diploma		6	School- F	Previous schools	attended	
7	Pre-Assessment F	orm	7	University	y Cashier's Office	9	
8	Certificate of Regi	stration (COR)	8	•	the University Re		
	For Grade 12	, ,				<u> </u>	
1	Form 138 (Origina	ıl)	1	SHS Clas	ss Adviser		
2	Clearance (Origina	<u>'</u>	2 Accounting Office				
	Accomplished Pre	,		3			
3	Form		3	Principal's Office c/o SHS Secretary			
4	4 Pre-Assessment Form 4 Cashier's Office						
5	Certificate of Regi	stration (COR)	5	Office of the University Registrar			
CL	IENT STEPS	AGENCY ACTION		S TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	

Submit the required documents for evaluation	1. Receive and check the student's documents for evaluation	None	5 Minutes	Assigned Faculty SHS Faculty Office
2. Submit the accomplished pre-registration form for evaluation	2.Issue Pre- Registration and feedback forms to students	None	5 Minutes	Assigned Faculty SHS Faculty Office
3. Submit the evaluated pre-registration form to the Academic Instruction Chair	3. Receive the Pre- Registration and feedback forms to students	None	4 Minutes	Academic Chairperson SHS Faculty Office
4. Proceed to the Office of the Registrar, Accounting and Cashier's Office for enrollment proper	4.Evaluate/ Review and Advise the section to be enrolled by the students	None	4 Minutes	Assigned Staff of the University Registrar Registrar Office
5. Proceed to the Accounting and Cashier's Office for Payment 5. Receive payment for enrollment and issue Certificate of Registration		PHP 8,750 Gr. 11 PHP 8,405 (for non- voucher recipient) Gr. 12	4 Minutes	Assigned Staff of the Accounting and Cashier Office Accounting Office
	TOTAL:	PHP 8,750 Gr. 11 PHP 8,405 Gr. 12	22 Minutes	

SCHOOL OF LAW

1. Enrolment Procedure for New Students

This describes the procedure for enrollment for new students

Office or Division	:	School of Law					
Classification:		Simple					
Type of Transacti	on:	G2C – G	G2C – Government to Client				
Who may avail:					ment of new Juris	Doctor students	
OUEOW ICT OF D	FOLUDENENT	in the uni			A OF OUR F		
CHECKLIST OF R	t result and Tes				SECURE ions Office		
2 Advising Slip	t result and res	St D00	2		of Law Office		
Z Advising Slip				ES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY A			E PAID	TIME	RESPONSIBLE	
Fill out the student log sheet	1. Ensures that Juris Doctor (Constitution Student register the log sheet)	JD) ers on		None	1 Minute	Administrative Staff-in-Charge School of Law Office	
2. Secure an advising slip	2. Issues an a Slip to JD stud	dents		None	1 Minute	Administrative Staff-in-Charge School of Law Office	
3. List the appropriate courses/subjects for the Semester	3. Requires th students to co desired sched	copy the		None	5 Minutes	Administrative Staff-in-Charge School of Law Office	
4. Present filled- out advising slip for checking and verification of courses/subjects at the SOL office	4. Checks and approves Adviand photocopy advising slip.	ising Slip		None	3 Minutes	Area Chairperson/Staff- in-Charge School of Law Office	
5. Proceed to Deans office	Slip. Instructs to proceed sta	5. Approves Advising 6. Slip. Instructs student 6. proceed staff for the 6. photocopying of their 6. dvising slip		None	1 Minute	Dean, SOL School of Law Office	
	Photocopies a slip and instru- students to pro the Registrar's for Assessment Cashiering Off Payment. Instructs JD stato return to SC once payment	tructs the proceed to ar's office ment and Office for Solutions SOL office		None	1 Minute	Administrative Staff-in-Charge School of Law Office	
6. Proceed to Registrar's Office and present the Advising Slip	6. Issues Asse Form	essment		None	3 Minutes	Staff-in-Charge Registrar's Office	

7. Proceed to Cashiering Office and present Assessment Form	7. Receives payment and issues Official Receipt (OR)	Amount varies	5 Minutes	Staff-in-Charge Cashiering Office
8. Present Official Receipt at the Registrar's Office	8. Issues Certificate of Registration (COR)	None	3 Minutes	Staff-in-Charge Registrar's Office
9. Proceed to the School of Law Office and present COR and OR	9. Photocopies COR and OR. Files individual student documents	None	1 Minute	Administrative Staff-in-Charge School of Law Office
10. Accomplish the Customer Survey Form	10. Ensures that the JDS accomplished the Customer Survey Form	None	1 Minute	Administrative Staff-in-Charge School of Law Office
	TOTAL:	Varied amount	25 Minutes	

TRAINING SERVICES OFFICE

Request for Training Services

This describes the request for training services prior to its approval for implementation.

Ott	ice or Division		Training	C 0 15	iooo Offi		
		l <u>.</u>	Training Services Office				
	assification:		Simple				
	pe of Transacti	on:		rnment to Government			
	no may avail:			na fide DHVSU employees			
СН	ECKLIST OF R	EQUIREMENT	S	WHERE TO SECURE			
1	Request Lette	er		1	Training Bldg.)	Services Office ((1 st floor, RITE
2	Training Propo	osal		2	Training Bldg.)	Services Office ((1 st floor, RITE
CI	LIENT STEPS	AGENCY A	CTION		ES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE
clie Sul req doo rev	Sign in the ent log book. bmit the puired cuments for riew and initial proval	1. Instruct the sign in the log Receive the educuments, the verify and revice completeness then endorsed Training Directions.	book. ssential coroughly ew for , and to the	None		4 Minute	Administrative Aide Center Manager
rele app	Wait for the ease of the proved cument	2. Evaluate an sanction the d in alignment w inherent natur intended purports.	ocument vith its e and	None		4 Minutes	Director, Training Services Office
app	Receive the proved cument	3. Coordinate arrange the requirements training activition regarding the	of the ies	None		2 Minutes	Administrative Aide Center Manager
			TOTAL:		None	10 Minutes	

DHVSU Reengineering of Procedures Report for F.Y. 2024 Accounting Office

Priority Services		Current Status			ojected duction	Office/Unit	Clients	Total Number of Steps	Total
	Number of Steps	Processing Time	Cost	Steps	Time	Responsible	Clients		Processing Time
Issuance of Certificate of Payment for Graduation Fee	3	3 Minutes	P50	0	1 Minute	Accounting Office	External Clients	3	2 Minutes
Issuance of Clearance (for Students with Outstanding Balance)	3	4 Minutes	See Schedule of Fees	0	1 Minute, 30 Seconds	Accounting Office	External Clients	3	2 Minutes, 30 Seconds
Issuance of Clearance (for Students without Outstanding Balance)	2	2 Minutes	None	0	1 Minute	Accounting Office	External Clients	3	1 Minute
Issuance of Clearance (2nd Copy)	3	4 Minutes	P50	0	1 Minute, 30 Seconds	Accounting Office	External Clients	3	2 Minutes, 30 Seconds
Issuance of Statement of Account (SOA)	4	8 Minutes	P50	0	3 Minutes	Accounting Office	External Clients	4	5 Minutes

DHVSU Reengineering of Procedures Report for F.Y. 2023 Office of Admissions, Guidance and Testing Center, Office of Career Services

		Current Status			ed Reduction			Total	Total
Priority Services	Number of Time Cost		Cost	Steps	Time	Office/Unit Responsible	Clients	Number of Steps	Processing Time
University Admission Test (UAT) Administration Process	4	1 hour,15 minutes (for non- board) 2 hours, 30 minutes (For board programs) 3 hours, 30 minutes (for BS Nursing and Graduate School and Juris Doctor Applicants)	None	0	1 hour,6 minutes (for non- board) 2 hours, 21 minutes (For board programs) 3 hours, 21 minutes (for BS Nursing and Graduate School and Juris Doctor Applicants)	Guidance and Testing Center	Citizen	0	1 Hour,9 minutes (for non- board) 2 Hours, 9 minutes (For board programs) 3 Hours, 9 minutes (for BS Nursing and Graduate School and Juris Doctor Applicants)
Counseling Intervention Process A. Walk-In	3	3 Hours, 53 Minutes	None	0	1 Hours, 53 minutes	Guidance and Testing Center	Citizen	0	2 Hours, 53 Minutes
B. Referrals	4	3 Hours, 53 Minutes	None	0	1 Hours, 53 Minutes	Guidance and Testing Center	Citizen	0	2 Hours, 53 Minutes (for

Online Counseling Intervention Services	4	2 Hour, 27 Minutes (Initial Session) 2 Hour, 30 Minutes (every succeeding session)	None	0	1 Hour, 27 Minutes (Initial Session) 1 Hour, 30 Minutes (every succeeding session)	Guidance and Testing Center	Citizen	0	1 Hour, 27 Minutes (Initial Session) 1 Hour, 30 Minutes (every succeeding session)
Issuance of Class Admission Slip	4	18 Minutes	None	0	2 Minutes	Guidance and Testing Center	Citizen		16 Minutes
Psychological Testing Services	4	2 hour, 4 minutes (For OJT/Work Immersion) 3 hours, 34 minutes (Psychological Assessment) 3 hours, 4 minutes (Teaching and Non-Teaching applicant and newly hired)	None	0	1 hour, 4 minutes (For OJT/Work Immersion) 1 hours, 34 minutes (Psychological Assessment) 1 hours, 4 minutes (Teaching and Non-Teaching applicant and newly hired)	Guidance and Testing Center	Citizen	0	1 Hour, 4 Minutes (For OJT/Work Immersion) 2 Hours, 34 Minutes (Psychological Assessment) 2 Hours, 4 Minutes (Teaching and Non-Teaching applicant and newly hired)

DHVSU Reengineering of Procedures Report for F.Y. 2024 Cashiering Office

Priority	Current Status				ojected duction	Office/Unit	Olionto	Total Number of	Total
Services	Number of Steps	Processing Time	Cost	Steps	Time	Responsible	Clients	Steps	Processing Time
Collections of Fees Tuition fees Graduation Fee Certifications (COE and COG) Clearance Statement of Account (SOA) Transcript (TOR) Good Moral Reprinting of Identification Card Bid Docs PE Uniform Rentals of Stalls	4	1 Minute 1 Minute 1 Minute	None		15 Seconds	Cashiering Office	Internal/External Clients	4	45 seconds 30 Seconds 30 Seconds 1 Minute

Disbursement of Checks for Goods and services acquired by the University	4	1 Minute 1 Minute 2 Minutes 1 Minute	None	-	45 Seconds	Cashiering Office	Internal/External Clients	4	15 Seconds 1 Minute 1 Minute 30 Seconds 1 Minute
Disbursement of Cash Incentives to selected University students and cash allowances to University scholars.	3	2 Minutes 25 Seconds 30 Seconds			5 Seconds			4	1 Minute 25 Seconds 25 Seconds 1 Minute

DHVSU Reengineering of Procedures Report for F.Y. 2024 College/Campus-Advising Procedure

Priority	Current Status			Projected Reduction		Office/Unit	Cliente	Total Number of	Total Processing
Services	Number of Steps	Processing Time	Cost	Steps	Time	Responsible	Clients	Steps	Time
Student Advising Procedure	4	12 Minutes	None	0	2 Minutes	Administrative Aide	Students	4	10 Minutes

DHVSU Reengineering of Procedures Report for F.Y. 2024 DHVSU APALIT CAMPUS

Priority Services	Current Status			Projected Reduction		Office/Unit	Clients	Total Number of	Total Processing
	Number of Steps	Processing Time	Cost	Steps	Time	Responsible	Chents	Steps	Time
Enrollment Procedure	5	18 Minutes	None	2	5 Minutes	Director's Office, DHVSU Apalit Campus	Student	5	15 minutes

DHVSU Reengineering of Procedures Report for F.Y. 2024 DHVSU LUBAO CAMPUS

Priority	Current Status			Projected Reduction		Office/Unit	Clients	Total Number of	Total
Services	Steps Time	Responsible	Chents	Steps	Processing Time				
Enrollment Procedure	4	1 Day, 14 Minutes	None	1	1 Minute	Administrative Aide	Students	3	1 Day, 13 Minutes
Adding and, Dropping, and Changing Forms	4	50 Minutes	None	1	10 Minute	Administrative Aide	Students	3	40 Minutes
Transferring Procedure	4	55 Minutes	None	1	2 Minutes	Administrative Aide	Students	3	53 Minutes

DHVSU Reengineering of Procedures Report for F.Y. 2024

DHVSU MEXICO CAMPUS

Priority	С	urrent Status			ojected duction	Office/Unit	Cliente	Total	Total
Services	Number of Steps	Processing Time	Cost	Steps	Time	Responsible	Clients	Number of Steps	Processing Time
Enrollment	4	1 Day, 14	None		1 Minute	Administrative	Students		1 Day, 13
Procedure		Minutes				Aide			Minutes
Adding and, Dropping, and Changing Forms	4	40 Minutes	None		10 Minutes	Administrative Aide	Students		30 Minutes
Transferring Procedure	4	55 Minutes	None		2 Minutes	Administrative Aide	Students		53 Minutes

DHVSU Reengineering of Procedures Report for F.Y. 2024 DHVSU STO.TOMAS CAMPUS

Drierity Convices		Current Status			ojected duction	Office/Unit	Cliente	Total	Total
Priority Services	Steps Time	Processing Time	Cost	Steps	Time	Responsible	Clients	Number of Steps	Processing Time
Sto. Tomas Campus	-								
1. Student Advising	4	12 Minutes	None	1	2 Minutes	Program Chair, Designated DSTC Department Office	Students	3	10 Minutes

DHVSU ESO Streamlined Procedure Report for F.Y. 2023

Priority	С	Surrent Status			ojected duction	Office/Unit	Clients	Total Number of	Total
Services	Number of Steps	Processing Time	Cost	Steps	Time	Responsible	Cheffts	Steps	Processing Time
Request of Extension Service	5	5 Days	None	1	1 Day	Extension Services Office	Partners / Beneficiaries	4	4 Days

DHVSU Reengineering of Procedures Report for F.Y. 2024 GRADUATE SCHOOL

		Current Statu	IS	•	jected uction	Office/Unit		Total	Total
Priority Services	Number of Steps	Processing Time	Cost	Steps	Time	Office/Unit Responsible	Clients	Number of Steps	Processing Time
Enrolment Procedure for New Students	5	17 Minutes	N/A	1	3 Minutes	Graduate School Office	Citizen	4	14 Minutes
2. Enrolment Procedure for Continuing Students	5	17 Minutes	N/A	0	3 Minutes	Graduate School Office	Citizen	5	14 Minutes

DHVSU Reengineering of Procedures Report for F.Y. 2024 Knowledge Management and Innovation Office

Priority	С	urrent Status			ojected duction	Office/Unit	Cliente	Total	Total
Services	Number of Steps	Processing Time	Cost	Steps	Time	Responsible	Clients	Number of Steps	Processing Time
Submission of Applications for Patent, Utility Model, Industrial Design, Trademarks, and Copyrights	3	10 minutes	None	2	5 minutes	Knowledge Management and Innovation Office/ Intellectual Property Unit	Faculty and student Researchers	3	5 Minutes

DHVSU Reengineering of Procedures Report for F.Y. 2024 Laboratory High school

Priority	Priority Cu			Projected Reduction		Office/Unit	Clients	Total Number of	Total
Services	Number of Steps	Processing Time	Cost	Steps	Time	Responsible	Chems	Steps	Processing Time
Student Disciplinary Action	3	1 Hour, 40 Minutes	None	1	30 Minutes	Prefect of Discipline	Students	2	1 Hour, 10 Minutes

DHVSU Reengineering of Procedures Report for F.Y. 2024 LIBRARY SERVICES OFFICE

Duionity Compiess		Current Status	S		jected luction	Office/Unit	Clients	Total	Total
Priority Services	Number of Steps	Processing Time	Cost	Steps	Time	Responsible	Clients	Number of Steps	Processing Time
Application for New Library Card Procedure									
Students	4	14 Minutes	None	1	3 Minutes	Library Services Office	Citizen	3	11 Minutes
Employees	4	8 minutes	None	1	2 minutes		Governmen	3	6 minutes
Baggage Area Students	4	6 Minutes	None	0	30 Seconds	Library Services	Citizen	4	5 Minutes, 30 seconds
				0		Office			
Lost Library Card Procedures	4	10 Minutes	None	2	1 Minute	Library Services Office	Citizen	2	9 Minutes
Interlibrary Request Letter Procedure									
Students	4	8 Minutes	None	2	1 Minute	Library Services Office	Citizen	2	7 Minutes
Employee	4	4 Minutes	None	2	1 Minute		Governmen t	2	7 Minutes

Use of Audio-Visual Room/Discussion Room	3	6 Minutes	None	1	1 Minute	Library Services Office	Citizen & Governmen t	2	5 Minutes
Signing of Clearance Students Employee	3	6 Minutes 6 Minutes	None	1 0	1 Minute 1 Minute	Library Services Office	Citizen Governmen t	2	5 Minutes 5 Minutes
Submission of Thesis/Dissertation Procedure	4	6 Minutes	None	2	I Minute	Library Services Office	Citizen	2	5 Minutes
Online Services Procedure Book Inquiry	4	13 Minutes	None	1	2 Minutes	Library Services Office	Citizen	3	11 Minutes

DHVSU MIS Streamlined Procedure Report for F.Y. 2023

Priority	С	urrent Status			ojected duction	Office/Unit	Olionto	Total	Total
Services	Number of Steps	Processing Time	Cost	Steps	Time	Responsible	Clients	Number of Steps	Processing Time
Request for University Data, Information, Records, or Documents	4	10 Minutes	None	1	1 Minute	Management Information System- Data Privacy and Protection Unit	Citizens	3	9 Minutes
Request for Approval of Posting of Publication Materials									
a. For DHVSU Employee and Student Clients	8	13 Minutes	None	3	3 Minutes	Management Information System- Data Privacy and Protection Unit	Citizens	5	10 Minutes
b. For Clients outside the University	4	1 Day, 10 Minutes	None	4	2 Minutes	Management Information System- Data Privacy and	Citizens	4	1 Day, 8 Minutes

		·	7
		Protection	
		Unit	

DHVSU Reengineering of Procedures Report for F.Y. 2024 Office of Auxiliary Services

Priority	C	Current Status			ojected duction	Office/Unit	Clients	Total Number of	Total
Services	Number of Steps	Processing Time	Cost	Steps	Time	Responsible	Cherits	Steps	Processing Time
Venue Reservation Process for External Clients	10	52 Minutes	None	6	40 Minutes	Office of Auxiliary Services	G2C Government to Citizen	4	12 Minutes

DHVSU Reengineering of Procedures Report for F.Y. 2024 Office for International Partnership & Programs

Priority	(Current Status			ojected duction	Office/Unit	Clients	Total Number of	Total
Services	Number of Steps	Processing Time	Cost	Steps	Time	Responsible	Cherits	Steps	Processing Time
Travel Authority (Personal)	3	7 Hours, 10 Minutes	None	0	4 Hours, 15 Minutes	Office for International Partnerships and Programs	All bona fide DHVSU Staff and Faculty	3	3 Hours, 25 Minutes

DHVSU Reengineering of Procedures Report for F.Y. 2024 Office of Student Affairs

Priority	Current Status			Projected Reduction		Office/Unit	Cliente	Total Number of	Total
Services	Number of Steps	Processing Time	Cost	Steps	Time	Responsible	Clients	Steps	Processing Time
ID Validation	5	2 Minute and 30 Seconds	N/A	0	30 Seconds	Office of Student Affairs	All bona fide DHVSU Students	5	2 Minutes

OFFICE OF SPORTS DEVELOPMENT Reengineering of Procedures Report for F.Y. 2024

Priority Services	Current Status			Projected Reduction		Office/Unit	Clients	Total Number of	Total Processing
	Number of Steps	Processing Time	Cost	Steps	Time	Responsible	Cheffts	Steps	Time
Utilization of the Dr. Ernesto T. Nicdao Sports Center (University Gymnasium)	4	15 minutes	None	3	2 minutes	Director's Office, Office of Sports Development	DHVSU Employees	4	15 minutes

DHVSU Reengineering of Procedures Report for F.Y. 2024 Occupational Safety and Health Office

Dulanity Compies	Current Status				ojected duction	Office/Unit	Clients	Total Number of	Total
Priority Services	Number of Steps	Processing Time	Cost	Steps	Time	Responsible	Clients	Steps	Processing Time
 Disaster Preparedness Capacity Building Training 	10	3 Days, 5 Hours, 30 Minutes	None	4	4 Hours, 25 Minutes	Occupational Safety and Health Office	DHVSU Employees	6	3 Days, 1 Hour, 5 Minutes
2. Request for OSHO Training: Inter-Unit Collaboration for Disaster Resiliency, Workplace Safety, and Health Education Training Program	12	1 Day, 5 Hours and 40 Minutes	None	5	4 Hours, 30 Minutes	Occupational Safety and Health Office	DHVSU Employees	7	1 Day, 1 Hour, 10 Minutes
Reporting of the Workplace Hazard Identified	9	24 Minutes	None	6	4 Minutes	Occupational Safety and Health Office	DHVSU Employees	3	20 Minutes
4. Reporting Workplace Incident	9	54 Minutes, 10 Seconds	None	6	29 Minutes, 10 Seconds	Occupational Safety and Health Office	DHVSU Employees	3	25 Minutes
 Request for Safety Officer Assistance During School Events 	3	15 Minutes	None	None	None	Occupational Safety and Health Office	DHVSU Employees	3	15 Minutes

Distribution and	5	10 Minutes	None	None	None	Occupational	DHVSU	5	10 Minutes
Releasing of						Safety and	Employees		
Safety and						Health Office			
Health									
Requested									
Supplies									

DHVSU Reengineering of Procedures Report for F.Y. 2024 Office of Student Services

Priority Services	Current Status			Projected Reduction		Office/Unit	Clients	Total Number of	Total
	Number of Steps	Processing Time	Cost	Steps	Time	Responsible	Cherits	Steps	Processing Time
Online Medical Consultation	4	17 Minutes	None	0	2 Minutes	HSU-Medical	Citizen	4	15 Minutes
Online Dental Consultation	5	16 Minutes	None	0	1 Minute	HSU-Dental	Citizen	5	15 Minutes

DHVSU PSMO Streamlined Procedure Report for F.Y. 2023 Property and Supplies Management Office

Priority	Current Status			Projected Reduction		Office/Unit	Clients	Total Number of	Total
Services	Number of Steps	Processing Time	Cost	Steps	Time	Responsible		Steps	Processing Time
Request and Issuance of Supplies and Materials	5 steps	11 minutes	None	3	1 minute	Property and Supply Management Office	DHVSU Accountable Officers including their office personnel	5	10 minutes
Request and Issuance of Semi- Expendable Property and Property, Plant and Equipment (PPE)	6 steps	16 minutes	None	3	1 minute	Property and Supply Management Office	DHVSU Accountable Officers including their office personnel	6	15 minutes

DHVSU ESO Reengineering of Procedures Report for F.Y. 2024 Research Management Office

Priority Services	Current Status			Projected Reduction		Office/Unit	Clients	Total Number of	Total
	Number of Steps	Processing Time	Cost	Steps	Time	Responsible	Cilettis	Steps	Processing Time
Research Paper Application	4	21 days	None	0	4 days	Research Management Office	Faculty Researchers	4	17 days
Monitoring of Internally-Funded Research	2	20 days	None	0	4 days	Research Management Office	Faculty Researchers	2	16 days

DHVSU Reengineering of Procedures Report for F.Y. 2024 SENIOR HIGH SCHOOL

Priority Services	Current Status			Projected Reduction		Office/Unit	Clients	Total Number of	Total
	Number of Steps	Processing Time	Cost	Steps	Time	Responsible	Cherits	Steps	Processing Time
Enrolment Process for Senior High School	5	22 Minutes	PHP 8,750 Gr. 11 PHP 8,405 Gr. 12	1	7 Minutes	Senior High School Office	Students	4	15 Minutes

DHVSU Reengineering of Procedures Report for F.Y. 2024 Training Services Office

Priority Services	Current Status			Projected Reduction		Office/Unit	Clients	Total Number of	Total
	Number of Steps	Processing Time	Cost	Steps	Time	Responsible	Ciletits	Steps	Processing Time
Request for Training Service	4	1 Day, 1 Hour, 5 Minutes	None	1	1 Day, 55 Minutes	TSO	DHVSU employees	3	10 Minutes