Republic of the Philippines
ILOILO SCIENCE AND TECHNOLOGY UNIVERSITY
La Paz, Iloilo City
• Trunkline: (033)320-7190 • Telefax: (033)329-4274
• Website: www.isatu.edu.ph

Certificate No.: AJA12.0697

CERTIFICATE OF COMPLIANCE

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape of Act 2007, and for Other Purposes

I, **DR. RAUL F. MUYONG**, Filipino, of legal age, **UNIVERSITY PRESIDENT**, of **ILOILO SCIENCE AND TECHNOLOGY UNIVERSITY**, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

1. The Iloilo Science and Technology University Lapaz Campus including its four (Miag-ao, Leon, Barotac Nuevo and Dumangas) external Campuses has established its service standards known as the Citizens' Charter that enumerate the following:
   a. Vision and mission of the agency
   b. Government services offered:
      i. Comprehensive and Uniform checklist of requirements for each type of application or request;
      ii. Step by step procedure to obtain a particular service;
      iii. Person responsible for each step;
      iv. Maximum time needed to conclude the process;
      v. Documents to be presented by the applicant or requesting party, if necessary
      vi. Amount of fees, if necessary; and
   c. Procedure for filing complaints
2. The Citizens' Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulin standees, or any other readable materials that could easily understood by the public.
3. The Citizens' Charter is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
4. The Citizens' Charter is written in either English, Filipino, and/or in the local dialect and published as an information material.
5. The Citizens' Charter is uploaded on the Agency's website through a tab or link specifically for the Citizens' Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
6. There is an established Client Satisfaction Measurement per service in the respective offices.

This certification is being issued to attest to the accuracy of all foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set my hand this 8th day of August, 2020 in Iloilo City, Philippines.

RAUL F. MUYONG, Ed.D.
SUC PRESIDENT III
Iloilo Science and Technology University

SUBSCRIBED AND SWORN to before me this AUG 13 2020 of _____ in ILOILO CITY, Philippines, with affiant exhibiting to me his/her tin: 127-706-073 issued on _____ at _____.

NOTARY PUBLIC ADMINISTERING OFFICER

Doc. No. 340
Page No. 69
Book No. I
Series of 2020

ATTY. MARION F. SOLOMIA
Notary Public for the City and Province of Iloilo
Comm. Exp. No. 27, Valid until 12/31/2021
Attorney's Roll No. 40566
PTR No. 6295776; 1-2-2020; Iloilo City
IBP No. 104770; 1-5-2020; Pasig City
Rm. 209, 2F Maryville Bldg., Delgado St., Iloilo City
MCLE Compliance No. VI-00010096; valid until 4-14-2022

Iloilo Science and Technology University

CITIZEN'S CHARTER

I. Mandate

The Iloilo Science and Technology University which primarily provide advanced education, higher technological, professional instruction and training in arts, sciences, education, engineering, agriculture and forestry, and other relevant fields of study. It shall also promote and undertake research, extension services and production activities in support of the socioeconomic development of the Province of Iloilo and provide progressive leadership in its areas of specialization.

II. Vision

ISAT University as a leading Science and Technology University in Southeast Asia by 2030.

III. Mission

The University is committed to provide quality and relevant advanced education, higher technological, professional instruction and training in arts, sciences, education, architecture, engineering, agriculture, forestry, and other fields of study, thereby producing locally oriented, globally competitive, and eco-friendly human resources. It shall promote research and development programs to advance science and technology and undertake sustainable extension and production activities.

IV. Service Pledge

We commit:

1. Adopt effective government practices for efficient government service delivery and prevent graft and corruption;

2. To reengineer our systems and procedures to reduce processing time and regulatory burdens for the processing public;

3. To implement simplified requirements and procedures that will reduce red tape and expedite transactions in government;

4. To comply with the requirements of RA 11032;

5. Attend to all requesting clients who are within the premises of the office prior to the end of official working hours and during lunch break.

6. Imbibe the proper work values and ethics and deliver service with integrity and consistency at all times;

7. Promote integrity, commitment, accountability, responsiveness, and excellence at all times; and

8. Respond to complaints about our services the soonest through our complaint and assistance desk and take corrective measures.

All these we pledge,
Because YOU deserve excellent service.

List of Services

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Shopping
Direct Contracting
Repeat Order
Negotiated Biddings
Negotiated Procurement
Approval/Certification of Loans from GSIS & HDMF
Recruitment, Selection, and Placement
Report on Appointments Issued
Request for Service Record and Certification
Request for Use of Vehicle and Preparation of Trip Ticket
Deliveries of Supplies, Materials and Equipment
Advertising Expenses
Rental Contracts
Consulting Services
Release of Retention Money
Final Payment
Variation Order/Change Order/Extra Work Order
Advance Payment
Infrastructure
Procurement through Public Bidding
Honoraria of Lecturer/Coordinator
Honoraria of Governing Boards of Collegial Bodies
Receiving payment for tuition and other fees
Receiving payment for Check Receipts
Releasing of Checks to Client/Supplier
Printing of New Student ID
Printing of Replacement ID
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HRT Service Center Room Reservation
HRT Service Center Event and Function Reservation
Tarpauling Printing
Computer Rental
Printing of Document Service
Photocopy of Documents
Training Venue Rental Process
Tarpauling Printing on External Clients
Physical Facilities Utilizatin/Reservation for Rental Services

Store Retail/Selling Services
Statistical Data Analysis
Patent Drafting
Student Exchange Program
Faculty Exchange Program
Authority to Travel Abroad
Hiring of Student Job Placement/Student Internship Program Training
Job Posting
Request for the List of Graduates
Withdrawal of Enrolment
Faculty and Staff Development Program
Approval of Requests and Other Communications
Releasing of Equipment
Returning of Equipment
Releasing of Records/Documents/Journals
Returning of Records/Documents/Journals
Facilitating Request of Faculty and Students

Medical and Dental Services Division:

Physical Examination
Blood Sugar Testing
Injections
Minor Operation
Request for Medicine
Request for Referral
Request for Medical Certificate
Inhalation
Issues Referral Slip for Enrolment, OJT and ROTC Training
Oral Examination/Consultation
Tooth Extraction
Oral Prophylaxis
Prescribing and Dispensing of Medicines
Issuance of Dental Certificate and Referral Slips
Restorative Dental Fillings

Guidance and Counselling Office:

Counselling Service (Individual Walk-In)
Testing
Request for Excuse Slip
Personal Data Inventory Profile
Request for Clearance (Graduates)
Request for Semestral Clearance (Students)
Orientation Services
Updating Student Cumulative
Testing/Inventories Services
Consulting Service
Request/Issuance of Absence Form

Student Internship Program:

Request for Endorsement Letter
Request for SIP Documents
Request for SIP Logbook

Library:

Lending of Books
Returning of Books by Students
Validation and Release of the Library Card

Issuance of Permit to Research in Other Libraries
Signing of Clearance
Use of Listening and Viewing Room
Use of Internet

Office of Student Affairs and Services:

Scholarship/Financial Assistance Program
Issuance and Validation of School ID
Issuance of Exit Clearance
Student Disciplinary Complaint Flowchart
Accreditation of Student Organization/Club
Retention of Student Organization/Club

Office of the University Registrar:

Application for Admission
Confirmation of Enrolment
Adding and Dropping of Subjects Enrolled
Completion of Incomplete (INC) Marks
Request for Student Academic Records (TOR, Form 137-A, Re-issuance of Diploma/Proficiency Certificate
Request for Student Academic Records (Certifications, Authentication, and Report Cards)
Evaluation of Students Academic Records
Verification of Students' Academic Records
Reportorial Compliances

College of Arts and Sciences:

Signing of Student Clearance
Completion Forms
Approval of Request and Other Communications
Releasing of Equipment
Returning of Equipment
Request for Special Class
Issuance of Promissory Notes for Students' Balances
Releasing of Student Records/Documents/Journals
Returning of Records/Documents/Journals
Request for Printing and Encoding
Facilitating Requests for Faculty and Students
Processing of Enrolment
Processing of Enrolment (Old and Returning Students)
Processing of Adding/Changing/Dropping/Withdrawal of Subjects

College of Education:

Signing of Student Clearance
Completion Forms
Approval of Request and Other Communications
Releasing of Equipment
Returning of Equipment
Issuance of Promissory Notes for Students' Balances
Releasing of Student Records/Documents/Journals
Returning of Records/Documents/Journals
Request for Printing and Encoding
Facilitating Requests of Faculty and Students
Processing of Enrolment
Processing of Enrolment (Old and Returning Students)
Processing of Adding/Changing/Dropping/Withdrawal of Subjects

College of Industrial Technology:

Signing of Student Clearance
Completion Forms

Approval of Request and Other Communications
Releasing of Equipment
Returning of Equipment
Request for Special Class
Issuance of Promissory Notes for Students' Balances
Releasing of Student Records/Documents/Journals
Returning of Records/Documents/Journals
Request for Printing of Grade Sheets, Monitoring of Classes and Class Records
Processing of Enrolment
Processing of Enrolment (Old and Returning Students)
Processing of Adding/Changing and Dropping/Withdrawal of Subjects
Processing of Enrolment (Regular Evening and Graduate Program)

Internal Services:
Office of the University President:
Approval of Travels Abroad/School Activities/Requests and Other Communications
Approval of Resolutions/Activites/Requests/Other Communications
Integrated Income Resource Generation Project:
Reproduction (Photocopy and Rizzograph) services
Research Services Division:
Faculty Research Process
Faculty Evaluation
Human Resource Management Services Unit:
Issuance of Service Record
Issuance of Certification (Leave w/o Pay, Employment, and Last day of Service)
Issuance of Part-time Instructor's Appointment
Issuance of Job Hire (Contract of Service) Appointment
Issuance of Authority to Travel
Records Management Unit:
Preparation of Summary of Leave Credits for Terminal Benefits Claim
Reporting of Personnel Attendance (Daily Time Records)
Processing of Application for Leave
Computation of Service Credits and Compensatory Overtime Credits
Updating 201 File
Filing of Records/Documents
Retrieval of In-Active Records
Records Disposal
Certification of Records
Computation of Proportional Vacation Pay
Supply Management Office:
Issuance/Release of Supply, Materials and Equipment
Issuance/Release of Construction Materials to Requesting Officer
Conduct of Physical Inventory of Accountable Officers
Disposal of Unserviceable Materials and Equipment
Office of Intruction:
Distribution of Faculty Schedule /Class Program
Submission of Test Questions and Table of Specification
Signing of Faculty Clearance
Medical Services Department:
Consultation and Dispensing of the Over the Counter Medications
Library:
Lending of Books to Faculty
Request for Listening and Viewing Room Utilization by Faculty

Supply Management Unit:
Requisition and Issue Slip
Guidance and Counseling Office:
Request for Counselling
Accounting Office:
Availment of Cash Advance for Local Travel
Availment of Cash Advance for International Travel
Request for Reimbursement of Expenses
Request for Pay Slip
Payment of Utilities
Cash Advance for an Activity
Request for Reimbursement of Travel Expenses
Liquidation of Cash Advance
Financial Management Office:
Payment of Expenses on the following:
HRD and Training Program
Shopping
Repeat Order
Direct Contracting
Limited Source Bidding
Procurement through Alternative Modes
Repair and Maintenance, Equipment, and Motor Vehicles
Other Expenditures
Collective Negotiation Agreement
Loyalty Cash Award/Incentive
Monetization
Terminal Leave Benefits
Retirement Benefits
Year End Bonus and Cash Gift
Overtime Pay
Longevity Pay
Hazard Duty Pay
Honoraria for Special Projects
Honoraria of Teaching Personnel
Honoraria of Government Personnel Involved in Government Procurement
Special Counsel Allowance
Subsistence, Laundry and Quarters Allowances
Clothing/Uniform Allowance
Representation and Transportation Allowance
Maternity Leave
Salary of Casual/Contractual Personnel
First Salary, Salary Differential due to Promotion, etc.
Liquidation of Travelling Allowances (Foreign)
Travelling Allowances (Foreign)
Liquidation of Travelling Allowances (Local)
Reimbursement of Travelling Expenses (Local)
Travelling Allowances (Local)
Petty Cash Fund, Field/Activity (Current Operating Expenses
Payroll Fund for Salaries, Wages, Allowances, Honoraria, and Other Similar Expenses

Miagao Campus, Leon, Dumangas, and Btac Nuevo Campuses

Office of the University President

External Services

1. Courtesy Visit and Meeting with the University President

As part of its role in nation building, the Office of the University President welcomes visits and meetings with government agents as well as non-government organizations. Appointment with the President depends on his availability.

Office or Division	Office of the University President
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2G- Government to Government; G2B- Government to Business
Who May Avail	Students, Faculty, Non-Teaching Staff, and Other Stakeholders, Government Agencies, NGOs, CSOs

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter/email or any form of communication requesting for an appointment with the President 2. Notice of meeting/Advisory through Fax or Phone Call	Monday-Friday, 8am to 5pm Office of the University President, ISAT University, La Paz, Iloilo City

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client submits a request or calls for an appointment ahead of time	Checks the President's schedule or the availability of the President	None	1 min.	Office Staff
2. Waits for the approval of the request	Asks approval from the University President and sets schedule for the meeting	None	2 mins.	Office Staff
3. Guests (local, national and Internation	Directs client to the office of the President	None	10 sec.	Office Staff

al) must sign in the guest logbook before or after the meeting with the president				
	TOTAL	None	3 mins. and 10 sec.	

2. Approval of Resolutions/Activities/Requests/Other Communications

To facilitate efficient and fast response and release of request through provision of needed documents and processes.

Office or Division	Administration Office
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	Students, Student Organizations, other Stakeholders, NGOs, CSOs

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Resolutions-5 copies 2. Requests-5 copies 3. Budget Proposals-5 copies 4. Communications needing approval/to be noted by the Campus Administrator- 5 copies	Requesting Party

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits resolutions/ activities/ other communications	Checks documents if properly endorsed including the completeness of supporting documents.	None	5 mins.	University President

2. Waits for the approved documents	Have documents signed/initialed by VPAA & VAPF if it concerns budget proposal, and submits documents for Approval	None	20 mins.	Frontline Personnel/Admin. Staff, Administrative Officer IV, Campus Administrator
	Approves resolutions and other proposals.	None	1 day	University President / Campus Administrators
3. Receives approved documents	Gets file copy of the communication, records on log book and release approved documents	None	5 mins.	Frontline Personnel/Admin. Staff
In case of non-approval 4. Takes note of the deficiency or gets list of dificiencies	Informs client of the deficiency of the document/s or the reason for non-approval; advises to come back upon compliance	None	5 mins.	Frontline Personnel/Admin. Staff
	TOTAL	None	1 day & 30 minutes	

Bids and Awards Committee

Main Campus
External Services

3. Issuance of Bidding Documents

BAC Secretartiat issue Bid Documents to Interested Supplier who wanted to participate in procurement of necessary Goods and Services for the University

Office or Division	Bids and Awards Committee
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2G-Government to Government
Who May Avail	All Interested Bidders

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Legal Basis: RA 9184 & GPPB Resolutions 1. Letter of Intent of Supplier 2. Order of Payment	Supplier BAC Secretariat

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the required documents to BAC Secretariat	BAC Sec staff receives Letter of Intent, fill up Order of Payment	None	2 mins.	BAC Secretariat
	BAC Sec Staff signs Order of Payment	None	1 min.	BAC Secretariat
2. Supplier Pay Bid DocumentsFee	Cashier staff receives payment for Bid Documents	Bid Documents Price	3 mins.	Cashier Staff
	Cashier staff issue receipt	None	2 mins.	Cashier Staff
3. Supplier presents receipt	BAC Sec Staff photocopy	None	2 mins.	BAC Secretariat

	reciept			
4. Fill up contact information	BAC Sec Staff issue bidding documents	None	2 mins.	BAC Secretariat
	TOTAL	None	10 mins.	

4. Purchase/Job Request Approval

To facilitate procurement request of Goods, Infrastracture and Colsulting services by all requesting unit.

Office or Division	Bids and Awards Committee			
Classification	Complex			
Type of Transaction	G2G-Government to Government			
Who May Avail	All Colleges and Departments			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Purchase Request- 3 copies 2. APP/PPMP- 1 copy		Requesting Unit Requesting Unit		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Requesting Unit submits Purchase Request with attached APP to BAC Secretariat	BAC Sec and TWG reviews Purchase Request's specifications (if needed correction or additional specification return to Requesting Unit)	None	30 mins.	BAC Secretariat
2. Supply needed correction and additional specification and submit	BAC Sec Staff forward PR to Budget Officer for fund source and signature	None	1 day	Budget Officer
	Budget Office Clerk forward PR to BAC Office	None	1 day	Budget Officer Clerk
	BAC Secretary	None	4 hours	BAC Secretary

	approves and assigns mode of procurement (Public Bidding and Alternative Methods of Procurement)			
	BAC Sec forward PR to President for approval	None	10 mins.	University President
	President's Office forward approved PR to BAC Office	None	4 hours	Presidents' Office
	TOTAL	None	3 days and 40 mins.	

5. Public Bidding

Procurement of Goods and Services through procurment modes - Pubic Bidding. Procurement of any branch, agency, department, bureau, office or instrumentality of the government shall be governed by RA No. 9184 and its Revised Implementing Rules and Regulations (IRR) and other issuances of the General Procurement Policy Board (GPPB).

Office or Division	Bids and Awards Committee
Classification	Complex
Type of Transaction	G2G-Government to Government; G2C-Government to Citizen; G2B-Government to Business
Who May Avail	ALL
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Legal Basis: RA9184 and GPPB	Requesting Unit

Resolutions	Requesting Unit
1. Purchase Request- 3 copies	BAC Secretariat
2. APP/PPMP- 1 copy	
3. Project Procurement Management Plan	BAC Secretariat BAC Secretariat
4. Invitation to Bid	BAC Secretariat
5. Philgeps Posting	Technical Working Group
6. Bid Documents	BAC/TWG
7. Bid Evaluation Report	
8. Notice to Conduct Post-Qualification	BAC Secretariat BAC Secretariat
9. Notice of Post-Disqualification	BAC Secretariat
10. BAC Resolution to Award	Winning Bidder
11. Notice of Award	BAC Secretariat
12. Bid Security	BAC Secretariat
13. Notice to Proceed	
14. Contract and/or Purchase Order	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Purchase/Job Request	BAC Sec receives approved PR/JR (refer to Service #2) that Mode of Procurement is Public Bidding	None	3 days	BAC Secretariat
	BAC Sec prepares Project Management Plan	None	1 hour	BAC Secretariat
	Project Management Plan signed by BAC Secretary, BAC and Head of Procuring Entity (HOPE)	None	2 days	BAC Secretary BAC Members and Chariman University President
	BAC Sec prepares Invitation to Bid and have it approved by	None	1 day	BAC Secretary

	Chairman and HOPE			
	BAC Sec post transaction and upload Invitation to Bid to Philgeps, University Website and Conspicuous places	None	1 day	BAC Secretary
	BAC Sec sends invitation to Observer	None	2 hours	BAC Secretariat
2. Interested bidders, Requesting Units attends Pre-Bid Conference	BAC , Technical Working Group (TWG) and BAC Secretariat conducts pre-bid conference with interested bidders	None	2 hours	BAC Secretariat TWG
	BAC Sec post and upload addendum and/or correction	None	1 hour	BAC Secretariat
3. Interested bidders submit letter of Intent and acquire bidding documents	BAC Sec issue bidding documents to interested bidder	Bid Documents Price	10 mins.	BAC Secretariat
4. Interested bidders submits Bids	BAC Sec receives Bids	None	5 mins.	BAC Secretariat
5. Interested bidders, Requesting Units attends Opening of Bids	BAC , TWG and BAC Secretariat conducts bid opening	None	2 hours	BAC Secretariat /TWG
	BAC and TWG evaluates and ranks bids	None	3-7 days	BAC/TWG
	TWG submits Bid Evaluation	None	1 hour	TWG

	Report			
	BAC approves Bid Evaluation Reports	None	2 days	BAC
6. Lowest Calculated Bid submits additional requirement	TWG and BAC Sec receives additional requirements	None	3 days	BAC
7. Accommodate post-qualification	BAC and TWG conduct post-qualification to Lowest Calculated Bid	None	10-30 days	BAC/TWG
	If LCB qualifies BAC Sec prepares Resolution	None	1 hour	BAC Secretariat
	If Disqualified BAC Sec sends Post-Disqualification	None	1 day	BAC Secretariat
8. May file Motion for Reconsiderations	Answers and resolves Motions for Reconsideration	None	3 days	BAC/TWG
	BAC signs Resolution	None	2 days	BAC
	HOPE approved Resolution	None	1 day	University President
	Issue Notice of Award to Lowest Calculated and Responsive Bids	None	Within 7 days	BAC Secretariat
9. Files Bid security	Receives Bid security	None	1 day	BAC Secretariat
	Prepares Contract	None	Within 10 days	BAC Secretariat
	Forward documents to Accounting	None	10 mins.	BAC Secretariat

	Office			
	Obligates procurement transaction	None	1 day	Accounting Office
	For ABC less than 100, 000 Accounting clerk forwards documents to Vice President for Administration and Finance	None	10 mins.	Accounting Office
	For ABC more than 100, 000 Accounting clerk forwards documents to President	None	10 mins.	Accounting Office
	VPAF or Presidents Approves contract	None	1 hour	VPAF/University President
	Documents returned to BAC Office	None	10 mins.	VPAF/University President
10. Winning Bidder Signs Contract	Signs contract	None	1 day	University President
	Issue Notice to Proceed	None	Within 3 days	BAC Secretariat
	Forward documents to Supply Office	None	10 mins.	BAC Secretariat
	TOTAL	None	28 days (min.) 170 days (max)	

6. Small Value Procurement

Procurement of (a) goods not covered by Shopping under Section 52 of the IRR of RA 9184, (b) infrastructure projects, and (c) consulting services, where the amount involved does not exceed 1,000,000. Procurement of any branch, agency, department, bureau, office or instrumentality of the government shall be governed

by RA No. 9184 and its Revised Implementing Rules and Regulations (IRR) and other issuances of the General Procurement Policy Board (GPPB).

Office or Division	Bids and Awards Committee
Classification	Complex
Type of Transaction	G2G-Government to Government; G2C-Government to Citizen; G2B-Government to Business
Who May Avail	ALL

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Purchase Request- 3 copies	Requesting Unit
2. APP/PPMP- 1 copy	Requesting Unit
3. Canvass Paper	BAC Secretariat
4. Quotations	Canvasser
5. BAC Resolution to Award	BAC Secretariat
6. Contract and/or Purchase Order	BAC Secretariat

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Purchase/Job Request	BAC Sec receives approved PR/JR (refer to Service #2) that Mode of Procurement is Small Value Procurement	None	3 days	BAC Secretariat
	Prepares Resolution to conduct procurement through Small Value Procurement	None	10 mins.	BAC Secretariat
	BAC and HOPE approves Resolution	None	2 days	BAC HOPE
	BAC Sec prepares Canvass Paper	None	1 hour	BAC Secretariat
	If Approved	None	1 hour	BAC Secretariat

	Budget of the Contract exceed 50,000 BAC Sec post transaction and upload Canvass Paper to Philgeps and Canvasser distribute Canvass Paper to atleast 3 eligible suppliers			Canvasser
	If Approved Budget of the Contract below 50,000 Canvasser distributes Canvass Paper to eligible suppliers	None	1-2 days	Canvasser
2. Suppliers fills-up and submit Canvass Paper	Receives and retrieves Canvass Paper from suppliers	None	Within 3 days	Canvasser
	BAC must obtain atleast 3 price quotation			
	BAC and TWG ranks lowest calculated quotation	None	1 day	BAC Secretariat
3. Winning Supplier submits additional eligibility documents	Requires and receives additional eligibility documents	None	30 mins.	BAC Secretariat
	BAC Sec prepares Resolution to Award and have it	None	2-3 days	BAC Secretariat BAC HOPE

	approved by BAC and HOPE			
	For more than 50,000 approved budget of the contract BAC Sec uploads Resolution to Philgeps	None	Within 15 days	BAC Secretariat
	Prepares Contract	None	1 day	BAC Secretariat
	Forward documents to Accounting Office	None	10 mins.	BAC Secretariat
	Obligates procurement transaction	None	1 day	Accounting Office
	For ABC less than 100, 000 Accounting clerk forwards documents to Vice President for Administration and Finance	None	10 mins.	Accounting Office
	For ABC more than 100, 000 Accounting clerk forwards documents to President	None	10 mins.	Accounting Office
	VPAF or Presidents Approves contract	None	1 hour	VPAF/ University President
	Documents returned to BAC Office	None	10 mins.	VPAF University President
4. Signs Contract	Signs contract	None	1 day	University President

	Forward whole documents to Supply Office	None	10 mins.	BAC Secretariat
	TOTAL	None	Within 30 days	

7. Shopping

Shopping is a method of procurement of Goods whereby the Procuring Entity simplyrequests for the submission of price quotations for readily available off-the-shelfgoods or ordinary/regular equipment to be procured directly from suppliers of knownqualifications. Procurement of any branch, agency, department, bureau, office or instrumentality of the government shall be governed by RA No. 9184 and its Revised Implementing Rules and Regulations (IRR) and other issuances of the General Procurement Policy Board (GPPB).

Office or Division	Bids and Awards Committee
Classification	Complex
Type of Transaction	G2C-Government to Citizen; G2B-Government to Business; G2G- Government to Government
Who May Avail	ALL

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Legal Basis: RA 9184 and GPPB Resolutions	Requesting Unit
1. Purchase Request- 3 copies	Requesting Unit
2. APP/PPMP- 1 copy	BAC Secretariat
3. Canvass Paper	Canvasser
4. Quotations	BAC Secretariat
5. BAC Resolution to Award	BAC Secretariat
6. Contract and/or Purchase Order	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Purchase/Job Request. For 52.1(a)indicating the urgency to address an identified need of the Procuring Entity and the unforeseen	BAC Sec receives approved PR/JR (refer to Service #2) that Mode of Procurement is Shopping	None	3 days	BAC Secretariat
	Prepares Resolution to conduct	None	10 mins.	BAC Secretariat

contingency that caused its necessity.	procurement through Shopping			
	BAC and HOPE approves Resolution	None	2 days	BAC/HOPE
	BAC Sec prepares Canvass Paper	None	1 hour	BAC Secretariat
	If Approved Budget of the Contract exceed 50,000 BAC Sec post transaction and upload Canvass Paper to Philgeps and Canvasser distribute Canvass Paper to eligible suppliers	None	1 hour	BAC Secretariat Canvasser
	If Approved Budget of the Contract below 50,000 Canvasser distributes Canvass Paper to eligible suppliers	None	1-2 days	Canvasser
2. Suppliers fills-up and submit Canvass Paper	Receives and retrieves Canvass Paper from suppliers	None	Within 3 days	Canvasser
	BAC and TWG ranks	None	1 day	BAC Secretariat

	lowest calculated quotation			
3. Winning Supplier submits additional eligibility documents	Requires and receives additional eligibility documents	None	30 mins.	BAC Secretariat
	BAC Sec prepares Resolution to Award and have it approved by BAC and HOPE	None	2-3 days	BAC Secretariat BAC HOPE
	For more than 50,000 approved budget of the contract BAC Sec uploads Resolution to Philgeps	None	Within 15 days	BAC Secretariat
	Prepares Contract	None	1 day	BAC Secretariat
	Forward documents to Accounting Office	None	10 mins.	BAC Secretariat
	Obligates procurement transaction	None	1 day	Accounting Office
	For ABC less than 100, 000 Accounting clerk forwards documents to Vice President for Administration and	None	10 mins.	Accounting Office

	Finance			
	For ABC more than 100, 000 Accounting clerk forwards documents to President	None	10 mins.	Accounting Office
	VPAF or Presidents Approves contract	None	1 hour	VPAF University President
	Documents returned to BAC Office	None	10 mins.	VPAF University President
4. Signs Contract	Signs Contract	None	1 day	University President
	Forward whole documents to Supply Office	None	10 mins.	BAC Secretariat
	TOTAL	None	Within 30 days	

8. Direct Contracting

Direct Contracting is a method of procurement of goods that does not require elaborate Bidding Documents. The supplier is simply asked to submit a price quotation or a pro-forma invoice together

with the conditions of sale. The offer may be accepted immediately or after some negotiations. Procurement of any branch, agency, department, bureau, office or instrumentality of the government shall be governed by RA No. 9184 and its Revised Implementing Rules and Regulations (IRR) and other issuances of the General Procurement Policy Board (GPPB).

Office or Division	Bids and Awards Committee
Classification	Complex
Type of Transaction	G2C-Government to Citizen; G2B-Government to Business; G2G- Government to Government
Who May Avail	ALL
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Legal Basis: RA 9184 & GPPB	Requesting Unit

Resolutions 1. Purchase Request- 3 copies 2. APP/PPMP- 1 copy 3. Certificate of Exclusive Distributorship 4. Quotations 5. BAC Resolution to Award 6. Contract and/or Purchase Order		Requesting Unit Supplier Canvasser BAC Secretariat BAC Secretariat		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Purchase/Job Request.	BAC Sec receives approved PR/JR (refer to Service #2) that Mode of Procurement is Direct Contracting	None	3 days	BAC Secretariat
	Prepares Resolution to conduct procurement through Direct Contracting	None	10 mins.	BAC Secretariat
	BAC and HOPE approves Resolution	None	2 days	BAC HOPE
	BAC prepares the RFQ or pro-forma invoice together with the terms and conditions of sale and sends to identified direct supplier	None	1 day	BAC Secretariat

2. Supplier submits quotation and Certificate of Exclusive Distributorship	Receives quotation and Certificate of Exclusive Distributorship	None	1 day	Supplier
	BAC Sec prepares Resolution to Award and have it approved by BAC and HOPE	None	2-3 days	BAC Secretariat BAC HOPE
	Prepares Contract	None	1 hour	BAC Secretariat
	Forward documents to Accounting Office	None	10 mins.	BAC Secretariat
	Obligates procurement transaction	None	1 day	Accounting Office
	For ABC less than 100, 000 Accounting clerk forwards documents to Vice President for Administration and Finance	None	10 mins.	Accounting Office
	For ABC more than 100, 000 Accounting clerk forwards documents to President	None	10 mins.	Accounting Office

	VPAF or Presidents Approves contract	None	1 day	VPAF University President
	Documents returned to BAC Office	None	10 mins.	VPAF University President
3. Signs Contract	Signs contract	None	1 day	University President
	Forward whole documents to Supply Office	None	10 mins.	BAC Secretariat
	TOTAL	None	Within 30 days	

9. Repeat Order

Repeat Order is a method of procurement of goods from the previous winning bidder, whenever there is a need to replenish goods subject to conditions stated in RA 9184. Procurement of any branch, agency, department, bureau, office or instrumentality of the government shall be governed by RA No. 9184 and its Revised Implementing Rules and Regulations (IRR) and other issuances of the General Procurement Policy Board (GPPB).

Office or Division	Bids and Awards Committee			
Classification	Complex			
Type of Transaction	G2C-Government to Citizen; G2B-Government to Business; G2G- Government to Government			
Who May Avail	ALL			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Legal Basis: RA 9184 & GPPB Resolutions 1. Purchase Request- 3 copies 2. APP/PPMP- 1 copy 3. Certificate of Exclusive Distributorship 4. Quotations 5. BAC Resolution to Award 6. Contract and/or Purchase Order		Requesting Unit Requesting Unit Supplier Canvasser BAC Secretariat BAC Secretariat		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Submit Purchase/Job Request.	BAC Sec receives approved PR/JR (refer to Service #2) that Mode of Procurement is Direct Contracting	None	3 days	BAC Secretariat
	Prepares Resolution to conduct procurement through Repeat Order	None	10 mins.	BAC Secretariat
	BAC and HOPE approves Resolution	None	2 days	BAC HOPE
	BAC carefully studies and confirma the prevailing market price of the goods to be reordered and comparing this with the price of the goods in the original contract	None	1 day	BAC
	BAC Sec prepares Resolution to Award and have it approved by BAC and HOPE	None	2-3 days	BAC Secretariat
	BAC Sec prepares Resolution to Award and have it approved by BAC and HOPE	None	2-3 days	BAC Secretariat BAC HOPE
	Prepares Contract	None	1 hour	BAC Secretariat
	Forward documents to Accounting	None	10 mins.	BAC Secretariat

	Office			
	Obligates procurement transaction	None	1 day	Accounting Office
	For ABC less than 100, 000 Accounting clerk forwards documents to Vice President for Administration and Finance	None	10 mins.	Accounting Office
	For ABC more than 100, 000 Accounting clerk forwards documents to President	None	10 mins.	Accounting Office
	VPAF or Presidents Approves contract	None	1 day	VPAF University President
	Documents returned to BAC Office	None	10 mins.	VPAF University President
2.Signs Contract	Signs contract	None	1 day	University President
	Forward whole documents to Supply Office	None	10 mins.	BAC Secretariat
	TOTAL	None	Within 30 days	

10. Negotiated Biddings-Two Failed Biddings

Two Failed Biddings is a method of procurement of Goods, Infrastructure Projects and Consulting Services, whereby the Procuring Entity directly negotiates a contract with a technically, legally and financially capable supplier, contractor or consultant which bidding process failed twice. Procurement of any branch, agency, department, bureau, office or instrumentality of the government shall be governed by RA No. 9184 and its Revised Implementing Rules and Regulations (IRR) and other issuances of the General Procurement Policy Board (GPPB).

Office or Division	Bids and Awards Committee
Classification	Complex
Type of Transaction	G2C-Government to Citizen; G2B-Government to Business; G2G- Government to Government
Who May Avail	ALL

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Purchase Request- 3 copies	Requesting Unit
2. APP/PPMP- 1 copy	Requesting Unit
3. Certificate of Exclusive Distributorship	Supplier
4. Quotations	Canvasser
5. BAC Resolution to Award	BAC Secretariat
6. Contract and/or Purchase Order	BAC Secretariat

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Purchase/Job Request	BAC Sec conducted Public Bidding process but failed twice	None	20-30 days	BAC Secretariat
	Prepares Resolution to conduct procurement through Two Failed Biddings	None	10 mins.	BAC Secretariat
	BAC and HOPE approves Resolution	None	2 days	BAC HOPE
	BAC Sec prepares Canvass Paper	None	1 hour	BAC Secretariat
	If Approved Budget of the Contract exceed 50,000 BAC Sec post transaction and upload Canvass Paper to Philgeps and Canvasser	None	1 hour	BAC Secretariat Canvasser

	distribute Canvass Paper to atleast 3 eligible suppliers			
	If Approved Budget of the Contract below 50,000 Canvasser distributes Canvass Paper to eligible suppliers	None	1-2 days	Canvasser
2. Suppliers fills-up and submit Canvass Paper	Receives and retrieves Canvass Paper from suppliers	None	Within 3 days	Canvasser
	BAC must obtain atleast 3 price quotation			
	BAC and TWG ranks lowest calculated quotation	None	1 day	BAC Sectariat
3. Winning Supplier submits additional eligibility documents	Requires and receives additional eligibility documents	None	30 mins.	BAC Secretariat
	BAC Sec prepares Resolution to Award and have it approved by BAC and HOPE	None	2-3 days	BAC Secretariat BAC HOPE
	For more than 50,000 approved budget of the contract BAC Sec uploads Resolution to Philgeps	None	Within 15 days	BAC Secretariat
	Prepares	None	1 day	BAC Secretariat

	Contract			
	Forward documents to Accounting Office	None	10 mins.	BAC Secretariat
	Obligates procurement transaction	None	1 day	Accounting Office
	For ABC less than 100, 000 Accounting clerk forwards documents to Vice President for Administration and Finance	None	10 mins.	Accounting Office
	For ABC more than 100, 000 Accounting clerk forwards documents to President	None	10 mins.	Accounting Office
	VPAF or Presidents Approves contract	None	1 hour	VPAF University President
	Documents returned to BAC Office	None	10 mins.	VPAF University President
4. Signs Contract	Signs Contract	None	1 day	University President
	Forward whole documents to Supply Office	None	10 mins.	BAC Secretariat
	TOTAL	None	59 days, 4 hours, and 30 mins.	

11. Negotiated Procurement-Emergency Cases

Two Failed Biddings is a method of procurement in case of imminent danger to life or property during a state of calamity, or when time is of the essence arising from natural or man-made calamities or to prevent damage to or loss of life or

property, or to restore vital public services, infrastructure facilities and other public utilities.. Procurement of any branch, agency, department, bureau, office or instrumentality of the government shall be governed by RA No. 9184 and its Revised Implementing Rules and Regulations (IRR) and other issuances of the General Procurement Policy Board (GPPB).

Office or Division	Bids and Awards Committee			
Classification	Complex			
Type of Transaction	G2C-Government to Citizen; G2B-Government to Business; G2G- Government to Government			
Who May Avail	ALL			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Purchase Request- 3 copies 2. APP/PPMP- 1 copy 3. Certificate of Exclusive Distributorship 4. Quotations 5. BAC Resolution to Award 6. Contract and/or Purchase Order		Requesting Unit Requesting Unit Supplier Canvasser BAC Secretariat BAC Secretariat		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Purchase/Job Request and suppoting documents identifying emergency.	BAC Sec receives approved PR/JR (refer to Service #2) that Mode of Procurement is Direct Contracting	None	2 hours	BAC Sectariat
2. Negotiate and agree	BAC negotiate with identified supplier	None	2 hours	BAC Secretariat
	BAC Sec prepares Resolution to Award and have it approved by BAC and HOPE	None	10 mins.	BAC Secretariat BAC HOPE
	Prepares Contract	None	1 hour	BAC Secretariat
	Forward documents to	None	10 mins.	BAC Secretariat

	Accounting Office			
	Obligates procurement transaction	None	1 hour	Accounting Office
	For ABC less than 100, 000 Accounting clerk forwards documents to Vice President for Administration and Finance	None	10 mins.	Accounting Office
	For ABC more than 100, 000 Accounting clerk forwards documents to President	None	10 mins.	Accounting Office
	VPAF or Presidents Approves contract	None	1 hour	VPAF University President
	Documents returned to BAC Office	None	10 mins.	VPAF University President
3. Signs Contract	Signs Contract	None	1 hour	University President
	Forward whole documents to Supply Office	None	10 mins.	BAC Secretariat
	TOTAL	None	8 hours	

Office of the Vice President for Administration and Finance
External Services

12. Approval of Requests and Other Communications

To facilitate efficient and fast response and release of request through provision of needed documents and processes.

Office or Division	Office of the Vice President for Administration and Finance
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students, Faculty, Non-Teaching Staff, and Community

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Resolutions/Approved Requests/Communications	Requesting Party

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Forward/submit the request, commmunication or document(s) to VPAF Office.	Receive the request, communiucation or document(s) submitted.	None	1 min.	Client and Office Staff
2. Wait for the status of document(s) submitted.	Encode/log-in document to the Document Tracking System and to the logbook	None	5 mins.	Office Staff
	Check the completeness of the document(s)			Office Staff
	Forward the complete document(s) to the VPAF for appropriate action or return the document(s) to the client for compliance of requirement if deficiency is noted.			Office Staff
	VPAF acts (recommends,			VPAF

	refer to office concerned, approve or disapprove) on the documment(s) forwarded.			
	Encode/log-out the document(s) in the Document Tracking System and in the logbook with remarks on action taken.			
3. Receive update or copy of document acted.	Release documents to the client or forward the documents to office concerned for final or appropriate action.	None	1 min.	Client and Office Staff
	TOTAL	None	7 mins.	

Administrative Services Division

MAIN CAMPUS
External Services

13. Approval/Certification of Loans from GSIS & HDMF (Pag-ibig Fund)

Office or Division	Agency Authorized Officer, Chief Administrative Officers' Office, 2nd Floor, Administration Bldg., ISATU, La Paz, Iloilo City
Classification	Simple
Type of Transaction	G2C- Gov't to Citizen; G2G-Gov't to Gov't
Who May Avail	ISATU Officers and Employees
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Net take home Pay in compliance with threshold	Finance Services Division / Ms Ma. Sonia Cataluña

requirement of the law or Five Thousand Pesos (Php5,000.00) whichever is applicable during a specific period. 2. Completed Application at GSIS/GSIS Kiosks or Duly filled up Application form from Pag-ibig Fund. 3. Must be a member of GSIS or Pag-ibig Fund for at least 24 months or as may be provided for by existing laws rules and regulations 4. Machine Copy of 2 Valid ID and Payroll Account ATM or Cash Card from LBP if loan application is from Pag-ibig Fund.	GSIS or GSIS Kiosks Pag-ibig Fund/HDMF Office or website Applicant Employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for a loan via GSIS Kiosk or fill-up Application for Loan Form of Pag-ibig Fund.	Open AAO Portal of GSIS and check who applied for loans as forwarded by GSIS; Check payroll if employee is qualified for loan. If qualified certify or approve the GSIS loan via AAO Portal.	None	5 minutes	AAO
2. Get pay slip or certification of Net Take Home	Check Net take home pay of employee. If	NONE	5 minutes	University President

Pay and machine copy 2 valid IDs and Payroll Account from Land Bank of the Philippines or Cash Card from LBP and attach to the Loan application form and present to the Authorized Official Signatory of HDMF or Pag-ibig Fund	qualified sign/approve the Pag-ibig Fund loan applied for.			CAO
	TOTAL	None	5 minutes	

Human Resource Management Services Unit
Main Campus
External Services

5. Recruitment, Selection, and Placement

Publication of Vacant Position, Pre-screening of Qualification Requirements of Applicants, Interview & Screening, Selection and Placement of Application to the Vacant Position per instruction of the University President or Appointing Authority.

Office or Division	HRMO
Classification	Complex
Type of Transaction	G2C- Government to Citizen
Who May Avail	All Applicants

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Legal Basis: CSC Rules and Regulations: Omnibus Rules and Other Human Resource Actions	
1. Publication of Vacant Position (Faculty Not Required)	HRMO III; CSC Bulletin
2. Application Letter	
3. Resume	Applicant
4. Transcript of Records	Applicant
5. Diploma	Applicant
6. Certificate of Training/Seminar/Conference	Applicant Applicant

attended 7. Photocopy of Eligibility 8. Photocopy of License/s		Applicant Applicant		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Applicant should verify that the position he/she applying for has been published as required by law.	Publication of the Vacant Position as provided for by law.	None	10 days	HRMO III
2. Submit Application Letter, Resume, Updated PDS, Transcript of Record, Diploma, Proof of Eligibility	Accept application letter with complete supporting documents	None	5 mins.	Applicants
3. Check Application Requirements	Checked on the completeness of pertinent documents	None	15 mins.	HRMO III
4. Conduct initial screening based on the Qualification standards of the position applied for.	Conducted initial screening based on the Qualification standards of the position applied for.	None	1 hour	HRMO III
	Prepare comparative data of applicant per area of specialization	None	4 hours	HRMO III
	Segregate applicants' documents per area of specialization and store in data bank.	None	1 hour	HRMO III

5. Come for interview and screening	Notify qualified applicant to come for interview and screening by HRMPSB.	None	4 hours	HRMO III
	Conduct Interview and Screening and Evaluation of Qualifications of the Applicant for the vacant position to assist the Appointing Authority in the Selection of the "Best Fit" Applicant to the Vacant Position.	None	1 hour	HRM Personnel Selection Board.
6. Report for Orientation	Orient/brief applicant to submit requirements	None	1 hour	HRMO III
7. Submit documents for issuance of appointment	Issue /process appointment	None	30 mins.	HRMO III
8. Notify applicant to report for specific date/time to work	Notified applicants	None	1 hour	HRMO III
9. Conduct General orientation to all selected applicant on rules and regulation and other policies of ISAT U and Civil Service Commission	Conducted General Orientation on rules and regulation and other policies of ISAT U and CSC	None	1 day	HRMO III

	TOTAL	None	12 days, 5 hours and 50 mins.	

6. Report on Appointments Issued (RAI)

Monthly report to the CSC Field Office is being submitted being a Level II Accredited Agency.

Office or Division	Human Resource Management Office
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	ISAT U

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Appointment 2. Certificate of Assumption of Duty 3. Oath of Office 4. Position Description Form DBM-CSC Form I 5. PDS	Administrative Officer V/HRMO III/HRMO Designate, 2nd Floor Adm. Bldg., ISAT U, La Paz Campus

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Require Agency to submit monthly Report on Appointment Issued	Submit Report on Appoints Issued, copy of Appointment and other requirement	None	5 mins.	Administrative Officer V/HRMO III/HRMO Designate
	CSC Form 2 Forwarded to Adm. Officer V/HRMO for Signature and University President	None	1 hour	HRMO I/Assigned Personnel
	Approve CSC Form 2	None	1 day	University President
2. Receive RAI submitted by the Agency	CSC Form 2 with attached documents submitted to CSC Field Office	None	1 day	HRMO III/HRMO 1/HRMO Designate/Assigned Personnel

	TOTAL	None	2 days, 2 hours and 5 mins.	

7. Request for Service Record and Certification (e.g. COE, LWOP,others)

To provide up-to-date service record as per requested by client.

Office or Division	Human Resource Mgt. Office, 2nd floor, Admin. Bldg., ISATU, La Paz, Iloilo City
Classification	Simple
Type of Transaction	G2G, G2C
Who May Avail	Graduates, Retirees, Parents, Relatives, Authorized Representatives/Atty.-in-Fact

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request Form-1 copy 2. Letter of Request if necessary-1 copy 3. Special Power of Atty if necessary-1 copy	HRMO/Assigned Staff Requesting Party

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fills-up request form stating the purpose of the request	Checks request form	None	2 mins.	Assigned Personnel – Mrs. Alma Espora
	Prepares and prints requested document/s and have it attested by authorized signatory.	None	10 mins.	Assigned Personnel
2. Receives requested documents	Releases said documents to requestor	None	3 mins.	Assigned Personnel
	TOTAL	None	15 minutes	

Motor Pool

Main Campus
External Services

8. Request for Use of Vehicle and Preparation of Trip Ticket

To monitor use of vehicles and gasoline consumption of the University.

Office or Division	Motor Pool/Administrative Services Division
Classification	Simple
Type of Transaction	G2G, G2C
Who May Avail	Officials, Employees, Student Organizations and Other Stakeholders of the University

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request for Use of Vehicle- 3 copies	Office of Motor Pool
2. Approved invitation/ communication/ Authority to Travel of activity if necessary- 2 copies	Requesting Party
3. Trip Ticket- 4 copies	Motor Pool Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Check availability of vehicle with Motor Pool Staff	Checks availability of vehicle and driver on date requested and inform client of its availability	None	5 mins.	Mr. Samuel Tamayor, Motor Pool Staff
2. Presents approved invitation/communication/ Authority to Travel if necessary	Checks supporting documents and issues Request for Use of Vehicle form	None	5 mins.	Mr. Samuel Tamayor
3. Accomplishes required form	Process request for use of vehicle.	None	30 mins.	Mr. Samuel Tamayor

	Prepare Trip ticket and process its approval.	None	10 mins.	Mr. Samuel Tamayor/Driver concerned
	If Trip Ticket is approved gives 1 copy to the Security Guard on duty at the gate and rest with the Driver Concerned for signature of its passengers and his file.	None	10 mins.	Mr. Samuel Tamayor/Driver concerned
	Releases Trip ticket to the Driver and forwards 1 copy to the Security Guard on Duty at the Main Gate.	None	30 mins.	Mr. Samuel Tamayor/Staff/ Driver concerned
	TOTAL	None	1 hour and 30 minutes	

Supply Office

Main Campus
External Services

9. **Deliveries of Supplies, Materials and Equipment**

Office or Division	Supply and Property Management Office
Classification	Simple
Type of Transaction	G2G-Government to Government
Who May Avail	Faculty Members and Non Teaching Personnel of the University

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Approved Purchase Order 2. Approved Request for Extension 3. Approved counter offer/replacement item 4. Delivery Receipt 5. Charge Invoice 6. Approved transmittal for Printing materials 7. Notice of Overdue of account 8. Inspection and Acceptance Report.	Supply and Property Management Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.	Deliver approved Purchase Order to supplier for signature and preparation of supplies and materials for delivery	None	2 days	SPMO Personnel
2. Receive and Sign approved Purchase Order	Photo copy Purchase order and supporting documents	None	30 mins.	SPMO Personnel

	Furnished signed contract/Purchase Order and other related documents to COA within 5 days upon signing of Purchase Order	None	15 mins.	SPMO Personnel/COA Personnel
	Prepare Notice of overdue for overdue contract	None	30 mins.	SPMO Personnel
3. Delivery of Supplies, materials and equipment	Receive, check delivery as to quantity, quality and if items specifications correspond with the contract	None	2 hours	SPMO Personnel
	Notify the Inspector of the delivery	None		SPMO Personnel/Inspector
	Inspector conduct inspection/validate items delivered	None	15 mins.	SPMO Personnel/Inspector
	Photo copy of Delivery Receipts and Charge Invoice	None	1 day	SPMO Personnel, Inspector
	Prepare Inspection and Acceptance Report	None	30 mins.	SPMO Personnel

	Within 24 hours upon receipt of delivery, submit Inspection and Acceptance Report to COA Office for stamp receipt and indicate date	None	2 hours	SPMO Personnel/COA Personnel
	Release of items to End-user/	None	30 mins.	SPMO Personnel/COA Personnel
	SPMO release supplies and materials to End-use/for stock	None	2 hours	SPMO Personnel
	TOTAL	None	3 days, 7 hours and 30 mins.	

Finance Office

Main Campus
External Services

10. Advertising Expenses

One of the austerity measures adopted under Administrative Order No. 103 dated August 31, 2004 is the suspension, among others, of paid media advertisements, except those required in the issuance of agency guidelines, rules and regulations, the conduct of public bidding and the dissemination of important public announcements.

Office or Division		Finance Management Services		
Classification		Simple		
Type of Transaction		G2B-Government to Business		
Who May Avail		All Personnel		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Approved Billing/ Statement of Account 2. Copy of newspaper clippings evidencing publication and/or CD in case of TV/Radio commercial		Contractor/Supplier Requesting Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the required documents to budget staff for checking the completeness of required documents	Budget staff receives, log in and check the ORS and DV with complete supporting documents	None	30 mins.	Budget Staff
	Budget Officer signs the ORS	None	2 hours	Budget Officer
	Budget staff obligates the ORS	None	3 hours	Budget Staff
	Budget staff forward the documents to Accounting	None	1 hour	Budget Staff

	Clerk			
	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk
	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	None	30 mins.	Accounting Clerk
	Accountants signs the DV in Box C	None	15 mins.	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	Documents forwarded to VP for Finance or President	None	15 mins.	CLERK (ADMIN.SERVICES)
	VP for Finance for President sign the DV in Box D for approval	None	5 hours	VP For Finance/ President
	VP for Finance for President forward the approved documents to	None	1 hour	VP For Finance/ President

	Accounting Office			
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting Clerk forward the documents to Cashiers Office	None	1 hour	Accounting Clerk
	Cashier prepare cheque/LDDAD -ADA	None	3 hours	Cashier
	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 mins.	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for Finance/President signs the check	None	1 hour	VP For Finance/ President
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
2. The payee receives the cheque and signs the DV	Contact the payee for releasing of cheque/ signing of DV/	None	4 hours	Cashier

	Issuance of Official Receipts			
	TOTAL	None	27 hours and 45 mins.	

11. Rental Contracts

The inventory of supplies, materials and equipment spare parts to be procured out of available funds shall at no time exceed the normal three-month requirement, subject to pertinent rules and regulations issued by competent authority.

Office or Division		Finance Management Services		
Classification		Complex		
Type of Transaction		G2C- Government to Citizen; G2B-Government to Business; G2G-Government to Government		
Who May Avail		All		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Additional documentary requirements: 1. Additional documents under Annexes L, N and O of COA Memorandum No. 2005-027 dated February 28, 2005. 2. List of prevailing comparable property within vicinity 3. Vicinity Map 4. Request for payment 5. Bill/Invoices 6. Certificate of occupancy 7. Such other documents to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof		Requesting Unit Requesting Unit Requesting Unit Requesting Unit Requesting Unit Requesting Unit		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Supply office submit the DV with complete documents to accounting	Accounting clerk receives and log in the DV	None	30 mins.	Accounting Clerk
	Accounting Clerk journalize	None	30 mins.	Accounting Clerk

clerk	the accounting entries in Box B			
	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	None	30 mins.	Accounting Clerk
	Accountant signs the DV in Box C	None	1 day	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	Documents forwarded to VP for Finance or President	None	15 mins.	CLERK (Admin. Services)
	VP for Finance for President sign the DV in Box D for approval	None	6 hours	VP For Finance/ President
	VP for Finance for President forward the approved documents to Accounting Office	None	1 hour	VP For Finance/ President
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk

	Accounting Clerk forward the documents to Cashiers' Office	None	1 hour	Accounting Clerk
	Cashier prepare cheque/LDDAD -ADA	None	3 hours	Cashier
	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 minutes	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for Finance/President signs the check	None	1 hour	VP For Finance/ President
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
2. The payee receives the cheque and signs the DV	Contact the payee for releasing of cheque/ signing of DV/ Issuance of Official Receipts	None	4 hours	Cashier
	TOTAL	None	30 hours and 30 mins.	

12. Consulting Services

The services of consultants may be engaged by any procuring entity for government projects or related activities of such magnitude and/or scope as would require level of expertise.

Office or Division	Finance Management Services
Classification	Complex
Type of Transaction	G2C- Government to Citizen; G2B-Government to Business; G2G-Government to Government
Who May Avail	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Additional documentary requirements: 1. Additional documents under Annex D of COA Memorandum No. 2005-027 dated February 28, 2005. 2. Letter request for payment from the consultant 3. Approved consultancy progress/final reports, and/or output required under the contract 4. Progress/Final Billing 5. Contract of Infrastructure Projects subject of Project Management Consultancy Services	 Consultant Planning Officer Planning Officer Planning Officer

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the required documents to budget staff for checking the completeness of required documents	Budget staff receives, log in and check the ORS and DV with complete supporting documents	None	30 mins.	Budget Staff
	Budget Officer signs the ORS	None	2 hours	Budget Officer
	Budget staff obligates the ORS	None	3 hours	Budget Staff
	Budget staff	None	1 hour	Budget Staff

	forward the documents to Accounting Clerk			
	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk
	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	None	30 mins.	Accounting Clerk
	Accountant signs the DV in Box C	None	1 hour	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	Documents forwarded to VP for Finance or President	None	15 mins.	CLERK (Admin. Services)
	VP for Finance or President sign the DV in Box D for approval	None	5 hours	VP For Finance/ President
	VP for Finance or President forward the approved	None	1 hour	VP For Finance/ President

	documents to Accounting Office			
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting Clerk forward the documents to Cashiers' Office	None	1 hour	Accounting Clerk
	Cashier prepare cheque/LDDAD -ADA	None	3 hours	Cashier
	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 minutes	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for Finance/President signs the check	None	1 hour	VP For Finance/ President
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
2. The payee receives the cheque and signs the DV	Contact the payee for releasing of cheque/	None	4 hours	Cashier

	signing of DV/ Issuance of Official Receipts			
	TOTAL	None	28 hours	

13. Release of Retention Money

The total retention money shall be due for release upon final acceptance of the works.

Office or Division		Finance Management Services		
Classification		Complex		
Type of Transaction		G2C- Government to Citizen; G2B-Government to Business; G2G-Government to Government		
Who May Avail		All		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Any security in the form of cash, bank guarantee, irrevocable standby letter of credit from a commercial bank, GSIS or surety bond callable on demand 2. Certification from the end-user that the project is completed and inspected		Contractor Requesting Unit		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Supply office submit the DV with complete documents to accounting clerk	Accounting clerk receives and log in the DV	None	30 mins.	Accounting Clerk
	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk
	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III	None	30 mins.	Accounting Clerk

	if more than 50, 000			
	Accountant signs the DV in Box C	None	1 day	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	Documents forwarded to VP for Finance or President	None	15 mins.	CLERK (Admin. Services)
	VP for Finance or President sign the DV in Box D for approval	None	6 hours	VP For Finance/ President
	VP for Finance or President forward the approved documents to Accounting Office	None	1 hour	VP For Finance/ President
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting Clerk forward the documents to Cashiers' Office	None	1 hour	Accounting Clerk
	Cashier prepare cheque/LDDAD -ADA	None	3 hours	Cashier

	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 minutes	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for Finance/President signs the check	None	1 hour	VP For Finance/ President
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
2. The payee receives the cheque and signs the DV	Contact the payee for releasing of cheque/ signing of DV/ Issuance of Official Receipts	None	4 hours	Cashier
	TOTAL	None	30 hours and 30 mins.	

14. Final Payment

Contractors shall be fully paid only upon completion and acceptance of the project by the agency.

Office or Division	Finance Management Services
Classification	Complex
Type of Transaction	G2C- Government to Citizen; G2B-Government to Business; G2G-Government to Government
Who May Avail	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Additional documentary requirements: 1. As-Built plans 2. Warranty Security 3. Copy of turn over documents/transfer of project and facilities such as motor vehicle, laptops, other equipment and furniture included in the contract to concerned government agency.	 Planning Office Planning Office Planning Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Supply office submit the DV with complete documents to accounting clerk	Accounting clerk receives and log in the DV	None	30 mins.	Accounting Clerk
	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk
	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	None	30 mins.	Accounting Clerk

	Accountant signs the DV in Box C	None	1 day	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	Documents forwarded to VP for Finance or President	None	15 mins.	CLERK (Admin. Services)
	VP for Finance or President sign the DV in Box D for approval	None	6 hours	VP For Finance/ President
	VP for Finance or President forward the approved documents to Accounting Office	None	1 hour	VP For Finance/ President
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting Clerk forward the documents to Cashiers' Office	None	1 hour	Accounting Clerk
	Cashier prepare cheque/LDDAP -ADA	None	3 hours	Cashier
	Cashier forward the	None	1 hour and 30 minutes	Cashier

	documents to accounting for recording of cheque no.			
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for Finance/President signs the check	None	1 hour	VP For Finance/ President
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
2. The payee receives the cheque and signs the DV	Contact the payee for releasing of cheque/ signing of DV/ Issuance of Official Receipts	None	4 hours	Cashier
	TOTAL	None	30 hours and 30 mins.	

15. Variation Order/Change Order/Extra Work Order

It may be issued to cover any increase/decrease in quantities, including the introduction of new work items that are not included in the original contract or reclassification of work items.

Office or Division	Finance Management Services
Classification	Complex
Type of Transaction	G2C- Government to Citizen; G2B-Government to Business; G2G-Government to Government

Who May Avail		All		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Additional documentary requirements: 1. Additional documents enumerated under Annex B of COA Memorandum No. 2005-027 dated February 28, 2005.		Planning Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Supply office submit the DV with complete documents to accounting clerk	Accounting clerk receives and log in the DV	None	30 mins.	Accounting Clerk
	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk
	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	None	30 mins.	Accounting Clerk
	Accountant signs the DV in Box C	None	1 day	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	Documents forwarded to	None	15 mins.	CLERK (Admin. Services)

	VP for Finance or President			
	VP for Finance or President sign the DV in Box D for approval	None	6 hours	VP For Finance/ President
	VP for Finance or President forward the approved documents to Accounting Office	None	1 hour	VP For Finance/ President
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting Clerk forward the documents to Cashiers' Office	None	1 hour	Accounting Clerk
	Cashier prepare cheque/LDDAD -ADA	None	3 hours	Cashier
	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 minutes	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for	None	1 hour	VP For Finance/

	Finance/President signs the check			President
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
2. The payee receives the cheque and signs the DV	Contact the payee for releasing of cheque/ signing of DV/ Issuance of Official Receipts	None	4 hours	Cashier
	TOTAL	None	30 hours and 30 mins.	

16. Advance Payment

The procuring entity shall, upon a written request from the contractor, make an advance payment to the contractor in an amount not exceeding 15% of the total contract price to be made in lump-sum or, at the most, two installments according to a schedule specified in the Invitation to Bidders and other relevant Tender Documents.

Office or Division		Finance Management Services		
Classification		Complex		
Type of Transaction		G2C- Government to Citizen; G2B-Government to Business; G2G-Government to Government		
Who May Avail		All		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Additional documentary requirements: 1. Irrevocably Standby Letter of Credit/Security Bond/Bank Guarantee 2. Such other documents to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof		Contractor BAC Office		
CLIENT STEPS	**AGENCY**	**FEES**	**PROCESSING**	**PERSON**

	ACTION	TO BE PAID	TIME	RESPONSIBLE
1. Supply office submit the DV with complete documents to accounting clerk	Accounting clerk receives and log in the DV	None	30 mins.	Accounting Clerk
	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk
	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	None	30 mins.	Accounting Clerk
	Accountant signs the DV in Box C	None	1 day	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	Documents forwarded to VP for Finance or President	None	15 mins.	CLERK (Admin. Services)
	VP for Finance or President sign the DV in Box D for approval	None	6 hours	VP For Finance/ President
	VP for Finance	None	1 hour	VP For Finance/

	or President forward the approved documents to Accounting Office			President
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting Clerk forward the documents to Cashiers' Office	None	1 hour	Accounting Clerk
	Cashier prepare cheque/LDDAD -ADA	None	3 hours	Cashier
	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 minutes	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for Finance/President signs the check	None	1 hour	VP For Finance/ President
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President

2. The payee receives the cheque and signs the DV	Contact the payee for releasing of cheque/ signing of DV/ Issuance of Official Receipts	None	4 hours	Cashier
	TOTAL	None	30 hours and 30 mins.	

17. Infrastructure

Appropriations authorized under the GAA for the construction of buildings for SUCs, schools, hospitals, sanitaria, health centers and health stations, roads and buildings, and irrigation systems, among oters, shall be implemented only in accordance with the appropriate standards and specifications for the planning, survey, design and construction of the project as prescribed by the DPWH, DOTC OR NIA.

Office or Division	Finance Management Services
Classification	Complex
Type of Transaction	G2C- Government to Citizen; G2B-Government to Business; G2G-Government to Government
Who May Avail	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Additional documentary requirements: 1. Letter request from contractors for advance/progress/final payment or for substitution in case of release of retention money 2. Common to progress/final payment: - Statement of Work Accomplished/Progress Billing - Inspection Report by the Agency's Authorized Engineer - Results of Test Analysis, if applicable - Statement of Time Elapsed - Monthly Certificate of Payment - Contractor's Affidavit on	Planning Office

payment of laborers and materials - Pictures, before, during and after construction of items of work especially the embedded items - Photocopy of vouchers of all previous payments - Certificate of completion				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Supply office submit the DV with complete documents to accounting clerk	Accounting clerk receives and log in the DV	None	30 mins.	Accounting Clerk
	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk
	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	None	30 mins.	Accounting Clerk
	Accountant signs the DV in Box C	None	1 day	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO

	Documents forwarded to VP for Finance or President	None	15 mins.	CLERK (Admin. Services)
	VP for Finance or President sign the DV in Box D for approval	None	6 hours	VP For Finance/ President
	VP for Finance or President forward the approved documents to Accounting Office	None	1 hour	VP For Finance/ President
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting Clerk forward the documents to Cashiers' Office	None	1 hour	Accounting Clerk
	Cashier prepare cheque/LDDAD -ADA	None	3 hours	Cashier
	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 minutes	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk

	VP for Finance/President signs the check	None	1 hour	VP For Finance/ President
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
2. The payee receives the cheque and signs the DV	Contact the payee for releasing of cheque/ signing of DV/ Issuance of Official Receipts	None	4 hours	Cashier
	TOTAL	None	30 hours and 30 mins.	

18. Procurement through Public Bidding

Procurement of any branch, agency, department, bureau, office or instrumentality of the government shall be governed by RA No. 9184 and its Revised Implementing Rules and Regulations (IRR) and other issuances of the General Procurement Policy Board (GPPB).

Office or Division	Finance Management Services
Classification	Complex
Type of Transaction	G2C- Government to Citizen; G2B-Government to Business; G2G-Government to Government
Who May Avail	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Authenticated photocopy of the approved APP and any amendment thereto 2. Approved contract supported by the following documents which are required under COA Circular No. 2009-001 dated February 12, 2009 and COA Memorandum No. 2005-027 dated February 28, 2005 to be submitted to the Auditor's Office within five days from execution of the contract:	BAC Office

- Invitation to Apply for Eligibility to Bid - Letter of Intent - Results of Eligibility Check/Screening - Bidding Documents enumerated under Section 17.1 of the Revised IRR of RA No. 9184 which includes a complete set of approved plans/drawings and technical specifications for infrastructure projects, complete technical description of equipment, aircraft and accessories, scope of works, if applicable, for goods, and rental and repair contracts, and Terms of Reference (TOR) for consultancy services - Minutes of Pre-Bid Conference, (Approved Budget for Contract (ABC) P1.0 million and above) - Agenda and/or Supplemental Bulletins, if any - Bidders Technical and Financial Proposals - Minutes of Bid Opening - Abstract of Bids - Post Qualification Report of Technical Working Group - BAC Resolution declaring winning bidder - Notice of Post Qualification - BAC Resolution recommending approval and approval by the Head of the Procuring Entity of the Resolution of the BAC recommending award of contract	

- Notice of Award - Performance Security - Program of Work1 and Detailed Estimates - Notice to Proceed, indicating the date of receipt by the contractor - Detailed Breakdown of ABC - Copy of the Approved PERT/CPM Network Diagram and detailed computations of contract time - including the detailed breakdown of estimates and/or unit cost analysis/derivation for each work item expressed in volume/area/lumpsum/lot for infrastructure projects indicating the following, among others, for consultancy services: - Schedule of basic rates certified by the consultant with a sworn statement - Derivation of thr billing factor/multiplier cerified by the consultant with a sworn statement - indicating costs and dates of acquisition of the equipment, quantities and cost of materials, spare parts, and supplies furnished by the contractor for janitorial/security/maintenance services - indicating the monthly lease payment and period of lease for lease contracts 3. Copy of Advertisement of Invitation to Bid/Request for expression of interest	

- Newspaper clippings of advertisement (ABC P5.0 million and above for infrastructure, P2.0 million and above for goods, and P1.0 million or four months duration and above for consulting services) - Printout copy of advertisement posted in PhilGEPS - Certification from the Head of BAC Secreatariat om the posting of advertisement at conspicuous places 4. Documentary requirements under Sections 23.1 and 25.2.b for infrastructures projects, 23.1 and 25.2a for goods and 24.1 and 25.2c for consulting services, of the Revised IRR of RA No. 9184 5. Minutes or Pre-procurement Conference for project costing above P5.0 million for infrastructure, P2.0 million and above for goods and P.0 million and above for consulting services 6. Bid Evaluation Report 7. Ranking of short listed bidders for consulting services 8. Post Qualification Evaluation Report 9. Printout copy of posting of Notice of Award, Notice to Proceed and Contract of award in the PhilGEPS 10. For LGUs, as clarified under COA Memorandum No. 2010-014 dated April 22, 2010, authorization by local Sanggunian for the Local Chief Executive to enter into contract in case of the following: In the case of a reenacted budget: - For new contracts entered into by the local chief	

executive for contractual obligations included in the previous year's annual and supplemental budgets - For projects described in generic terms, such as infrasture projects, inter-municipal waterworks, drainage and sewerage, flood control, irrigation system projects, reclamation projects or roads and bridges - For purchase of goods and services which are neither specified nor encompassed within the regular personal services and maintenance operating expenses 11. Evidence of Invitation of three observers in all stages of the procurement process pursuant to Section 13.1 of the Revised IRR of RA No. 9184 12. Request for purchase or requisition of supplies, materials and equipment duly approved by the proper authorities 13. Purchase Order				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the required documents to budget staff for checking the completeness and correctness	Budget staff receives, log in and check the PO with complete supporting documents	None	30 mins.	Budget Staff
	Budget staff prepare ORS	None	1 hour	Budget Staff

2. Requesting Office clerk receives and log in the ORS	Budget staff forward to requesting office for signature in BOX A of ORS	None	30 mins.	Budget Staff
3. Head of requesting office signs the ORS		None	1 day	Requesting Unit
4. Requesting Office clerk forwards and log out the ORS to Budget Office	Budget staff receives, log in the ORS	None	30 mins.	Budget Staff
	Budget Officer signs the ORS	None	3 hours	Budget Officer
	Budget staff forwards the ORS, PO and complete supporting documents to Accounting Clerk	None	30 mins.	Budget Staff
	Accounting Clerk check and verify the supporting documents, indicate the accounting code and fund cluster to be use	None	30 mins.	Accounting Clerk
	Accounting clerk forwards the PO to Accountant III for signature	None	15 mins.	Accounting Clerk
	Accountant III signs the PO	None	4 hours	Accountant III
5. BAC Office clerk receives and log in the PO	Accountant III forwards the PO to BAC Office	None	30 mins.	Accountant III

	TOTAL	None	19 hours and 15 mins.	

19. Honoraria of Lecturer/Coordinator

Payment of honoraria to officials and employees assigned to special projects

Office or Division	Finance Management Services
Classification	Simple
Type of Transaction	G2G-Government to Government; G2c-Government to Citizen; G2B-Government to Business
Who May Avail	All INVITED LECTURERS, RESOURCE SPEAKERS, AND FACILITATORS

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Office Order 2. Coordinator's report on lecturer's schedule 3. Course Syllabus/ Program of Lecturers 4. Duly approved DTR in case of claims by the coordinator and facilitators	Office of the University President Requesting Unit

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the required documents to budget staff for checking the completeness of required documents	Budget staff receives, log in and check the ORS and DV with complete supporting documents	None	30 mins.	Budget Staff
	Budget Officer signs the ORS	None	2 hours	Budget Officer
	Budget staff obligates the ORS	None	3 hours	Budget Staff
	Budget staff forward the documents to Accounting Clerk	None	1 hour	Budget Staff
	Accounting	None	30 mins.	Accounting Clerk

	Clerk journalize the accounting entries in Box B			
	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	None	30 mins.	Accounting Clerk
	Accountants signs the DV in Box C	None	30 mins.	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	Documents forwarded to VP for Finance or President	None	15 mins.	CLERK (Admin. Services)
	VP for Finance for President sign the DV in Box D for approval	None	5 hours	VP For Finance/ President
	VP for Finance for President forward the approved documents to Accounting Office	None	1 hour	VP For Finance/ President
	Accounting Clerk assigns	None	1 hour	Accounting Clerk

	DV No.			
	Accounting Clerk forward the documents to Cashiers Office	None	1 hour	Accounting Clerk
	Cashier prepare cheque/LDDAD -ADA	None	3 hours	Cashier
	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 mins.	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for Finance/President signs the check	None	1 hour	VP For Finance/ President
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
2. The payee receives the cheque and signs the DV	Contact the payee for releasing of cheque, signing of DV	None	4 hours	Cashier
	TOTAL	None	28 hours	

20. Honoraria of Governing Boards of Collegial Bodies

The guidelines in the grant of homoraria to the governing boards of collegial bodies are prescribed under DBM National Budget Circular No. 2007-510 dated May 8, 2007

Office or Division	Finance Management Services
Classification	Simple
Type of Transaction	G2G-Government to Government; G2c-Government to Citizen; G2B-Government to Business
Who May Avail	All MEMBERS OF THE GOVERNING BOARD OF ISATU

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Appointment/designation as member of the Board (initial payment)	Board Secretary
2. Minutes of meeting and Attendance Sheet as certified by the Board Secretary	Board Secretary

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the required documents to budget staff for checking the completeness of required documents	Budget staff receives, log in and check the ORS and DV with complete supporting documents	None	30 mins.	Budget Staff
	Budget Officer signs the ORS	None	2 hours	Budget Officer
	Budget staff obligates the ORS	None	3 hours	Budget Staff
	Budget staff forward the documents to Accounting Clerk	None	1 hour	Budget Staff
	Accounting	None	30 mins.	Accounting Clerk

	Clerk journalize the accounting entries in Box B			
	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	None	30 mins.	Accounting Clerk
	Accountants signs the DV in Box C	None	30 mins.	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	Documents forwarded to VP for Finance or President	None	15 mins.	CLERK (Admin. Services)
	VP for Finance for President sign the DV in Box D for approval	None	5 hours	VP For Finance/ President
	VP for Finance for President forward the approved documents to Accounting Office	None	1 hour	VP For Finance/ President
	Accounting Clerk assigns	None	1 hour	Accounting Clerk

	DV No.			
	Accounting Clerk forward the documents to Cashiers Office	None	1 hour	Accounting Clerk
	Cashier prepare cheque/LDDAD -ADA	None	3 hours	Cashier
	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 mins.	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for Finance/President signs the check	None	1 hour	VP For Finance/ President
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
2.The payee receives the cheque and signs the DV	Contact the payee for releasing of cheque, signing of DV	None	4 hours	Cashier
	TOTAL	None	28 hours	

Cashier

Main Campus
External Services

21. Receiving Payment for Tuition and Other Fees

Office or Division	Cashiers' Office
Classification	Complex
Type of Transaction	G2C-Government to Citizen
Who May Avail	Students, Transferees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Registration Form 2. Request Form	Cashiers' Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present assessed RF or Request Form for payment	Verify assessment entry of Fees due and inform student of the amount to be paid	None	7 min.	Cashier Staff
2. Pay required amount	Receive payment and count the money; Enter amount in the O.R	Per required amount	7 mins.	Cashier Staff
3. Received RF or Request Form and OR	Return Registration Form/ Request Form and Release O.R	None	4 mins.	Cashier Staff
	TOTAL	None	18 mins.	

22. Receiving Payment for the Other Income/IGPs

Office or Division		Cashiers' Office		
Classification		Complex		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Students, Transferees		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Job Order for/IGP Form		Cashiers' Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present Job Order Form/ IGP Form indicating amount to be paid	Check Job Order Form/ IGP Form as to the amount to be paid	None	7 mins.	Cashier Staff
2. Pay required amount	Receive payment and count the money; Enter amount in the O.R	None	7 mins.	Cashier Staff
3. Receive Job Order/ IGP Form and OR	Return Job Order Form/ IGP Form and release O.R	None	4 mins.	Cashier Staff
	TOTAL	None	18 mins.	

23. Receiving Payment for Check Receipts (Donation, Scholarship Grants)

Office or Division		Cashiers' Office		
Classification		Complex		
Type of Transaction		G2G-Government to Government; G2B-Government to Business		
Who May Avail				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Check		Cashiers' Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Present check indicating amount to be donated or to be granted	Check as to legibility of the check and the amount to be given	None	7 mins.	Cashier Staff
2. Give the check	Issue O.R indicating the donor's name and the amount donated	None	7 mins.	Cashier Staff
3. Receive OR	Release OR	None	4 mins.	Cashier Staff
	TOTAL	None	18 mins.	

24. Releasing of Checks to Client/Supplier

Office or Division	Cashiers' Office			
Classification	Complex			
Type of Transaction	G2G-Government to Government; G2B-Government to Business; G2C-Government to Citizen			
Who May Avail	Suppliers			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Cheque 2. Charge Invoice		Cashiers' Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Supplier present charge invoice	Check if cheque is ready for payment	None	5 mins.	Cashier
2. Issue Official Receipt	Receive and review O.R then release cheque	None	5 mins.	Cashier
3. Receive cheque; sign Disbursement Voucher and Check Issued Logbook	Check if Disbursement Voucher and logbook were signed	None	5 mins.	Cashier
	TOTAL	None	15 mins.	

MIS/EDP

Main Campus
External Services

25. Printing of New Student ID

Printing of New Student ID for incoming freshmen student.

Office or Division	Management Information System/Electronic Data Processing			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	All Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Original Registration Form (RF) 2. ID Information Form		Registrar's Office, Dean's Office, Department Office MIS Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Gets Priority number stub at the MIS office	Issues Priority number stub to the student	None	30 sec.	Ma. Pishtaz Elijorde, Vanessa Torrecampo, James Guttierez
2. Gets ID Information Form at the MIS office	Issues ID Information Form to the student	None	5 mins.	Ma. Pishtaz Elijorde, Vanessa Torrecampo, James Guttierez
Fill out ID Information Form				
3. Presents Priority number stub	Receives Priority Number stub	None	1 min.	Ma. Pishtaz Elijorde, Vanessa Torrecampo, James Guttierez
Presents Registration Form (RF) to show proof of enrollment and ID fee has been included in the appraisal section	Verifies authenticity of the RF, stamps it with 'Picture Taken' and returns RF to student			

of the RF				
Presents filled-out ID Information Form	Checks completeness of ID Information Form			
4. Verifies accuracy of data encoded	Encodes student data to the ID system from ID Information Form	None	3 mins.	Ma. Pishtaz Elijorde, Vanessa Torrecampo, James Guttierez
5. Checks acceptability of picture taken	Takes picture of student	None	2 mins.	Ma. Pishtaz Elijorde, Vanessa Torrecampo, James Guttierez
6. Writes signature at the signature pad	Affixes signature of student to the ID system	None	2 mins.	Ma. Pishtaz Elijorde, Vanessa Torrecampo, James Guttierez
	Saves data in the ID system			
7. Receives ID and signs at the ID log book	Prints ID	None	5 mins.	Attending Personnel
	Releases ID to the student			
	TOTAL	None	18 mins. and 30 sec.	

26. Printing of Replacement ID

Printing of Replacement ID. Applicable for ID that was defaced or broken. It is also applicable for ID that contains wrong information.

Office or Division	Management Information System/Electronic Data Processing
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	All Students of ISAT U

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original Registration Form (RF) 2. ID Information Form 3. Official Receipt 4. Old student ID card	Registrar's Office, Dean's Office, Department Office MIS Office Cashiers' Office Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gets Priority number stub at the MIS office	Issues Priority number stub to the student	None	30 sec.	Attending Personnel
2. Gets ID Information Form at the MIS office	Issues ID Information Form to the student	None	5 mins.	Attending Personnel
Fill out ID Information Form				
3. Receives Priority Number stub	Receives and archives Old Student ID	None	2 mins.	Attending Personnel
4. Presents Priority number stub	Verifies authenticity of the RF and returns it to student			
5. Presents Old Student ID	hecks Official Receipt and stamps with 'ID Claimed', returns Official Receipt to student			
6. Presents Registration Form	hecks completeness			

(RF) to show proof of enrolment	of ID Information Form			
7. Presents Official Receipt				
8. Presents filled-out ID Information Form				
9. Verifies accuracy of data encoded	Retrieve student data from the ID system	None	2 mins.	Attending Personnel
	Edit student information based from ID Information Form (if applicable)			
10. Checks acceptability of picture taken (if needed)	Takes picture of student (if needed)	None	2 mins.	Attending Personnel
11. Writes signature at the signature pad (if needed)	Affixes signature of student to the ID system (if needed)	None	2 mins.	Attending Personnel
	Saves data in the ID system			
12. Receives ID and signs at the ID log book	Prints ID	None	5 mins.	Attending Personnel
	Releases ID to the student			
	TOTAL	None	18 mins. and 30 sec.	

27. Printing of Lost ID

Office or Division	Management Information System/Electronic Data Processing			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	All Students of ISAT U			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Original Registration Form (RF) 2. ID Information Form 3. Official Receipt 4. Affidavit of Loss		Registrar's Office, Dean's Office, Department Office MIS Office (Ms. Pishtaz Elijorde) Cashiers' Office Attorney's Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Gets Priority number stub at the MIS office	Issues Priority number stub to the student	None	30 sec.	Attending Personnel
2. Gets ID Information Form at the MIS office	Issues ID Information Form to the student	None	5 mins.	Attending Personnel
Fill out ID Information Form				
3. Presents Priority number stub	Receives Priority number stub	None	2 mins.	Attending Personnel
Presents Affidavit of Loss	Receives and archives Affidavit of Loss			
Presents Registration Form (RF) to show proof of enrolment	Verifies authenticity of the RF and returns it to student			
Presents Official Receipt	Checks Official Receipt and stamps with 'ID Claimed', returns Official Receipt to student			
Presents filled-out ID Information	Checks completeness			

Form	of ID Information Form			
4. Verifies accuracy of data encoded	Retrieves student data from the ID system	None	2 mins.	Attending Personnel
	Edit student information based from ID Information Form (if applicable)			
5. Checks acceptability of picture taken (if needed)	Takes picture of student (if needed)	None	2 mins.	Attending Personnel
6. Writes signature at the signature pad (if needed)	Affixes signature of student to the ID system (if needed)	None	2 mins.	Attending Personnel
	Saves data in the ID system			
7. Receives ID and signs at the ID log book	Prints ID	None	5 mins.	Attending Personnel
	Releases ID to the student			
	TOTAL	None	18 mins. and 30 sec.	

INTEGRATED INCOME RESOURCE GENERATION PROJECT (IIRGP)

28. HRT Service Center Room Reservation

To facilitate efficient and fast response on Room Reservation of HRT Service Center.

OFFICE OR DIVISION:	**IIRGP-HRT Service Center**
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C
WHO MAY AVAIL:	ALL
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
I.D. for Information 1 Copy Guest Registration Form 1 Copy Official Receipts 3 Copies	Client HRT Service Center Front Desk Clerk Front Desk Clerk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Guests Inquires for Room Accommodation	Front Desk Clerk checks for the availability of the Rooms	N/A	1 min.	Client Front Desk Clerk
Fills out the Guests Registration Form	Assist the guest in filling out Registration Form	N/A	1 min.	Client Front Desk Clerk
Presents Identification Card.	Photocopy and Checks I.D. for verification of information he/she filled out in the registration form. If senior citizen, pwd, alumni, faculty, employee and students of ISAT U a 20% discount will be	N/A	2 mins.	Client Front Desk Clerk

	given.			
Prepares cash payment	Receives the cash payment from the guest and give the official receipt copy.	Number of Nights	2 mins.	Client Front Desk Clerk
Proceeds to the Guest Room	Assigns and Assists the client to the guest room	N/A	2 mins.	Client Room Attendant
Checking Out	Assists the guests in checking out of the room. Check the room if there is any personal belonging left by the guests	N/A	2 mins.	Client Room Attendant Front Desk Clerk
	TOTAL		**10 mins.**	

29. HRT Service Center Event and Function Reservation

To facilitate efficient and fast response on reservations of the HRT Service Center Events and Functions.

OFFICE OR DIVISION:		**IIRGP-HRT Service Center**		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C		
WHO MAY AVAIL:		ALL		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Event Contract Food Menu Packages Copy Official Receipts Copies	1 Copy 1 3	Client HRT Service Center Front Desk Clerk Front Desk Clerk		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Guests Inquires for Event/Function	Frond Desk Clerk checks for the availability of the Calendar	N/A	1 min.	Client Front Desk Clerk
Details of Event/Function	Asks for the type of the	N/A	1 min.	Client Front Desk Clerk

	event/function			
Selects the Food Menu Packages	Assists the guest in selecting the food packages. If possible suggest and convince the guest for the best menu.	N/A	3 mins.	Client Front Desk Clerk
Fills out Event Contract	Checks their information in filling up event contract. The theme, number of pax, date of the event and menu selected. Bringing of outside food will be charged.	N/A	5 mins.	Client Front Desk Clerk
Prepares Cash Payment	Required a 50% down payment upon reservation. Another payment will settled one week before the event or on the day of the event. Secure official receipt to the guest.	Menu Packages and Number of Pax	5 mins.	Client Room Attendant
	TOTAL		**15 mins.**	

30. Tarpaulin Printing

To facilitate efficient and fast response on tarpaulin printing on account through provision of needed documents and processes.

OFFICE OR DIVISION:	**IIRGP – COPY SHOPPE INTERNET**
CLASSIFICATION:	**Simple**
TYPE OF TRANSACTION:	**G2C**
WHO MAY AVAIL:	**ALL**
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
QF-IIRGP-12 Tarpaulin Printing Job Request 1 Copy Approved Letter 1 Copy QF-IIRGP 07 Billing Statement 1 Copy Voucher 1 Copy	IIRGP – COPY SHOPPE INTERNET Staff Client IIRGP – COPY SHOPPE INTERNET Staff IIRGP Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Asks for Job Request Form from the staff.	Gives Job Request Form to the client.	N/A	30 sec.	Client Copy Shoppe Staff
Accomplishes/Fills out Job Request form and attached approved letter.	Receives and reviews the fully accomplished job request form from the client with the approved letter.	N/A	1 day	Client Copy Shoppe Staff IIRGP Director Project Manager
Gives the tarpaulin design to the Copy Shoppe Staff.	Receives and checks the tarpaulin design given by the client.	N/A	5 mins.	Client Copy Shoppe Staff
	• Prints the tarpaulin • Releases printed job to the client.	N/A	1 day	Copy Shoppe Staff
Receives and checks the printed tarpaulin.		N/A	30 sec.	Client
Acknowledges the billing statement from the Copy Shoppe Staff.	Prepares the Billing Statement and process all the needed	N/A	1 day	Client Copy Shoppe Staff IIRGP Director

	requirements.			Project Manager
	Processes the voucher and follows up the payments.	N/A	2 weeks	IIRGP Bookkeeper
	Receives the photocopy of the voucher and records payment.	N/A	1 min.	Copy Shoppe Staff
	TOTAL		**2 weeks,3 days,7 mins.**	

31. Computer Rental

To facilitate efficient and fast response on computer rental through provision of needed documents and processes.

OFFICE OR DIVISION:	**IIRGP – COPY SHOPPE INTERNET**
CLASSIFICATION:	**Simple**
TYPE OF TRANSACTION:	**G2C**
WHO MAY AVAIL:	**ALL**
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Cash	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Informs the staff to use computer.	• Checks the availability of computers • Logs in the client	N/A	30 sec.	Client IIRGP –Copy Shoppe Staff
Informs the staff for printing of document. (optional)	Prints the document.	N/A	1 min.	Client IIRGP –Copy Shoppe Staff
Informs the staff to end the session.	• Logs out the client • Informs the client of his/her computer rental	N/A	30 sec.	Client IIRGP –Copy Shoppe Staff

	expense.			
Pay the computer rental expense.	• Receives the computer rental expense • Gives receipt to the customer if needed	N/A	1 min.	Client IIRGP –Copy Shoppe Staff
	TOTAL		**3 mins.**	

32. Printing of Document Service

To facilitate efficient and fast response on printing of documents through provision of needed documents and processes.

OFFICE OR DIVISION:		**IIRGP – COPY SHOPPE INTERNET**		
CLASSIFICATION:		**Simple**		
TYPE OF TRANSACTION:		**G2C**		
WHO MAY AVAIL:		**ALL**		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Cash Files to be printed		Client Client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Presents the files to be printed to the staff.	Receives the documents and check for errors and correction.	N/A	2 mins.	Client IIRGP –Copy Shoppe Staff
	• Prints the documents • Prepares the costing of printed documents • Informs the client of the cost of the documents printed	N/A	3 mins. *Depends on the number of pages to be printed*	IIRGP –Copy Shoppe Staff
Pay the printing expenses.	• Receives the printing	N/A	1 min.	Client IIRGP –Copy

	payment • Gives receipt to the customer if needed • Gives the printed documents to the clients			Shoppe Staff
	TOTAL		**6 mins.**	

33. Photocopy of Documents

To facilitate efficient and fast response on photocopy of documents through provision of needed documents and processes.

OFFICE OR DIVISION:		**IIRGP – COPY SHOPPE INTERNET**		
CLASSIFICATION:		**Simple**		
TYPE OF TRANSACTION:		**G2C**		
WHO MAY AVAIL:		**ALL**		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Cash Documents to be photocopied		Client Client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Presents the documents to the staff.	Receives the documents.	N/A	1 min.	Client IIRGP –Copy Shoppe Staff
	Photocopy the documents. Prepares the costing of the photocopied documents. Informs the client of the cost of the documents photocopied.	N/A	3 mins. *Depends on the number of pages to be photocopied*	IIRGP –Copy Shoppe Staff
Pay the photocopy expenses.	Receives the photocopy payments.	N/A	1 min.	Client IIRGP –Copy Shoppe Staff

	Gives receipt to the customer if needed. Gives the photocopied documents to the clients.			
	TOTAL		**5 mins.**	

34. Training Venue Rental Process

To facilitate efficient and fast response on training venue rental through provision of needed documents and processes.

OFFICE OR DIVISION:		**IIRGP – COPY SHOPPE INTERNET**		
CLASSIFICATION:		**Simple**		
TYPE OF TRANSACTION:		**G2C**		
WHO MAY AVAIL:		**ALL**		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Letter 1 copy		Client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Inquires about the availability of the training venue and rental fees.	Prepares the training venue rental fees and informs the client.	N/A	1 min.	Client Project Manager/Staff
Submits/sends the request letter to the President's Office.	Follows up the status of the client's request.	N/A	1 day	Client IIRGP –Copy Shoppe Staff
	Receives the clients Request Letter from the Office of the President for appropriate action.	N/A	1 min.	IIRGP –Copy Shoppe Staff/Project Manager/Student Assistant
	• Approves the reservation of the training venue • Informs the client	N/A	2 mins.	Project Manager
Receives the approved letter from the Office	• Prepares the billing statement • Gives the billing	N/A	5 mins.	Client IIRGP –Copy Shoppe Staff/

of the University President.	statement to the client			Project Manager
Receives the copy of billing statement. Pays the venue rental expenses.	• Receives the payments from the client • Prepares the remittance slip • Remits the cash/check to the university cashier	N/A	5 mins.	Client IIRGP –Copy Shoppe Staff
	• Receives the payment from the Copy Shoppe Staff • Issues receipts of payments • Gives a copy of receipts to the Copy Shoppe Staff	N/A	10 mins.	University Cashier
	Gives a copy of the receipt to the client.	N/A	1 min.	IIRGP- Copy Shoppe Staff
	TOTAL		**1 day, 25 mins.**	

35. Tarpaulin Printing on External Clients

To facilitate efficient and fast response on tarpaulin printing on external clients through provision of needed documents and processes.

OFFICE OR DIVISION:		**IIRGP – COPY SHOPPE INTERNET**		
CLASSIFICATION:		**Simple**		
TYPE OF TRANSACTION:		**G2C**		
WHO MAY AVAIL:		**ALL**		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Cash Files to be printed Job Request Form		Client Client IIRGP- Copy Shoppe Staff		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Presents the tarpaulin files to be printed to the staff.	• Receives the tarpaulin file • Get the needed information	N/A	3 mins.	Client IIRGP –Copy Shoppe Staff

	from the client for the Job Request Form.			
Signs Job Request Form for conformation.		N/A	3 mins.	Client
	Prints and release the printed tarpaulin.	N/A	1 day. *Depends on the number of tarpaulins to be printed*	IIRGP –Copy Shoppe Staff
Receives, checks and pays the tarpaulin printing expenses.	• Receives the tarpaulin printing payment • Gives receipt to the customer if needed	N/A	3 mins.	Client IIRGP –Copy Shoppe Staff
	TOTAL		**1 day,9 mins.**	

36. Physical Facilities Utilization/Reservation for Rental Services

To facilitate efficient and fast response on processing of physical facilities utilization/reservation for rental services.

OFFICE OR DIVISION:		**IIRGP**		
CLASSIFICATION:		**Simple**		
TYPE OF TRANSACTION:		**G2C**		
WHO MAY AVAIL:		**ALL**		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Rental Permit (QP-IIRGP-04) 1 Copy Official Receipt 1 Copy Billing Statement 1 Copy		Client ILDO Staff		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Inquiries for the availability of the	• Checks if the requested facility is	N/A	1 min.	Client ILDO

Physical Facilities to be reserved	available • Reserves the facility immediately to the non-paying client if it is available. • Reserves the facility to the paying client upon submission of the filled out Rental Permit Form.			Staff/Director
Secures and fills out Rental Permit Form	• Receives and checks completeness of filled out Rental Permit form. • Forwards the filled out forms to PDAS Office for the assignment of personnel needed. • PDAS Office forwards the form to IIRGP Office for billing and VPAF Approval. • IIRGP Office forwards the approved copy of Rental Permit to ILDO.	N/A	3 hrs	Client ILDO Staff/Director PDAS Staff/Director IIRGP Staff VPAF
Bill Payment • Pays the amount to the Cashier's Office within 24 hours upon receipt of notice of the approved permit.	Informs the client of the approved Rental Permit and Billing Statement.	Based on rental fees	2 mins.	Client ILDO Staff/Director
Submits the copy of receipt for the booking confirmation.	Confirms booking to respective area or facilities in-charge	N/A	2 mins.	Client ILDO Staff/Director

Booking/Reservation Confirmation	Records confirmed booking and distribute copies of approved permit to concerned offices.	N/A	2 mins.	ILDO Staff/Director
	TOTAL		**3 hrs and 9 mins.**	

37. Store Retail/Selling Services

To facilitate efficient and fast response on the release of merchandise inventory sold through provision of needed documents and processes.

OFFICE OR DIVISION:		**IIRGP – STORE**		
CLASSIFICATION:		**Simple**		
TYPE OF TRANSACTION:		**G2C**		
WHO MAY AVAIL:		**ALL**		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Order Slip (QF-IIRGP-016) 1 Copy Billing Statement (QF-IIRGP-007) 2 Copies Approved Budget/Letter of Approval 2 Copies		IIRGP-Store Staff IIRGP-Store Staff Client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Product/Item Inquiry	Checks the physical and on hand inventory of the merchandise.	N/A	1 min.	Client IIRGP –Store Staff
Accomplishes/Fills out Order Slip form	Receives and checks completeness of filled out order slip as to product description, pricing and quantity.	N/A	1 min.	Client IIRGP –Store Staff
	Determines whether the client is paying cash or on account sales. Receives and evaluate the letter of approval.	N/A	2 mins.	IIRGP –Store Staff

Prepares cash payment	Receives the cash payment and enters the transaction in the cash register. Prepares the Billing Statement if client is not paying cash.	Selling Price of the Merchandise	2 mins.	Client IIRGP –Store Staff
	Billing Statement must be approved by IIRGP Director or VPAF.	N/A	2 mins.	IIRGP Director / VPAF
Acknowledges receipt of the merchandise and copy of the Billing Statement /Official Receipt	Prepares and releases the items to the client.	N/A	2 mins.	Client IIRGP –Store Staff
	TOTAL		**10 mins.**	

OFFICE OF THE VICE PRESIDENT FOR RESEARCH & EXTENSION SERVICES

Research Services Division

Main Campus
External Services

38. Statistical Data Analysis

To ensure correct & reliable research data source to all clients who seeks statistical assistance

Office or Division	Data Processing Center-Research Services Division
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students, Employees/ Non- ISAT U clients

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Copy of the Research Proposal and Data-1 copy 2. Students' ID	Provided by clients

3. Letter Request- 2 copies				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the research problem with the sample data	Ensure the sample data correspond to the researcher's statement of the problem.	None	20 mins.	Statistician / Statistician Aide
2. Ensure the data are properly encoded in the excel format Note: The Data Processing Center offers Statistical Data Analysis Consultation is w/ consultation fee amounting to 1,000.00	Determine the Statistical Tools based on the objective of the study. Discuss the necessary statistical tools to be used.			
	Prepare Job Order Contract with corresponding fees (based on approved BOT fees)	75.00/per test (student) 250.00/per test (non-ISAT U)	10 mins.	Statistician / Statistician Aide
3. Present the accomplished Job Contract to the cashier's office for the issuance of offical receipt.	Issue an Official receipt as payment for Job Order Contract	None	5 mins.	Cashiers' Office
4. Present the Job Order contract together with the	Conduct statistical testing. Data	None	1-2 days	Statistician / Statistician Aide

receipt to the Data Processing Center	are encoded, processed and analyzed using the SPSS software to generate results.			
5. Return to the Data Processing Center in the appointed date	Release of Statistical data analysis and data interpretation. Also, a copy of the SPSS generated result is given and discussed to client.	None	20 mins.	Statistician / Statistician Aide
	TOTAL	None	2 days and 55 mins.	

Intellectual Property Management Office

Main Campus
External Services

39. Patent Drafting

To ensure correct procedures in patent drafting services for internal and external clients.

Office or Division	Intellectual Property Management Office
Classification	Highly Technical
Type of Transaction	G2C-Government to Citizen
Who May Avail	All employees and students, stakeholders, and external clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Resolution 2. Job order contract/request 3. Concept paper 4. Non-disclosure agreement	IPMO Office

5. Drawings, sketch, illustrations, pictures or videos, methods, procedures 6. Prior art search report Payment shall be made at the University Cashier*				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Make a request/letter for patent search	Accepts a letter/request. Discuss availability schedule with the IPMO Director	None	15-30 mins.	Internal/External Clients IPMO Secretary/ IPMO Director
	Identify/Verify the potential patentable technology to be protected in terms of novelty, industrial applicability, and inventive step	None	1 day	ITSO Technical Staff/ IPMO Director
	For potential patentiable technology: ITSO Technical Staff advices and informs the clients of the fees and the stages of drafting For non-potential patentable technology:	None		

	ITSO Technical Staff advices the client to discontinue the development of the technology or to improve further teh technology.			
2. Discuss availability of schedule to discuss the possibility or continuing/discontinuing	Seek availability with the client to discuss the possibility of continuing or discontinuing with the drafting	None	10-15 mins.	Internal/External Client IPMO Secretary/ IPMO Director
3. Pays corresponding fees at the cashier. *	Prepares the Job Order Contract to be signed by the IPMO Director	Php 500.00 /Master's Degree Php 1,000.00 /Doctorate Degree	10 mins.	IPMO Secretary
	Conducts prior art search of the technology to be protected	None	5-7 days	External Clients IPMO Director/ ITSO Technical Staff
	Deliberates the prior art search report	None	1 hour	IPMO Director/ ITSO Technical Staff
	Presents and discusses search report with the external	None	1 hour	IPMO Director/ ITSO Technical Staff/ Internal/External Clients

	client for the novelty, industrial applicability, and/or inventive step. Discusses and deliberates search report aid of the technology to be protected as to utility model, industrial design, and/or invention			
4. Provide clear drawings, sketch, illustrations, pictures or videos, procedures for the identified technology.	Drafts patent for the technology to be protected. Request for drawings, sketch, illustrations, pictures or videos, procedures to identify technology to be protected.	None	30-60 days	IPMO Director/ ITSO Technical Staff/ Internal/External Clients
	Notifies the external clients as the draft is completed.	None	10-15 mins.	IPMO Director/ ITSO Technical Staff

5. To be physically present during the discussion of the drafted patent	Present and discuss the drafted patent for the approval and conformance of the external client. If the clients do not approved, revision will be made.	None	3-5 days	IPMO Director/ ITSO Technical Staff/ Internal/External Clients
6. Pays corresponding fees for filing the patent application.		Based on the latest IPO rates	10-15 mins.	External Clients
7. Accepts the released document from the ITSO Technical Staff	Releases final copy of the patent document upon payment of fees and all documents used in the drafting of patent. Logs the released of documents.	None	10-15 mins.	IPMO Director/ ITSO Technical Staff/ External Clients
	TOTAL	None	60 days	

OFFICE OF THE NATIONAL
&
INTERNATIONAL AFFAIRS

EXTERNAL SERVICES

40. Student Exchange Program

Students who qualify are given the opportunity to have exposure to foreign counterparts and foreign counterparts are also accepted to have exposure in this country particularly in Iloilo Science and Technology University System.

Office or Division	National and International Affairs Office
Classification	Complex
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students (local & Foreign), Faculty and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Copy of RF (Student is enrolled in OJT)	Registrar
b. Student Profile	
c. Copy of Transcript of Records	Applicant
d. Copy of Valid Passport (for international programs)	
e. Letter endorsement from the Dean	Dean Concerned
f. Letter of Acceptance	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits requirements in a folder for evaluation.	Review the completeness of Student Profile and other requirements.	None	2 minutes	National and International Affairs' Staff
	Enlist the student for matching with partner SUC and emails required documents.	None	2 minutes	National and International Affairs' Staff
	Wait for confimation from partner SUC.	None	3 - 5 working days	National and International Affairs' Staff
Prepares for interview	Interview's student	None	30 minutes	Receiving SUC
Wait for acceptance from partner SUC.	Emails letter of acceptance.	None	3 - 5 working days	Receiving SUC

CONTINUE TO AUTHORITY TO TRAVEL ABROAD CITIZEN CHARTER

41. Faculty Exchange Program

Faculty are likewise given the opportunity of exposure to foreign counterparts in the region.

Office or Division	National and International Affairs Office
Classification	Complex
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students (local & Foreign), Faculty and Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
a. Faculty Profile b. Copy of Valid Passport (for international programs) c. Letter endorsement from the Dean	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submits requirements for evaluation.	Review the completeness of Faculty Profile and other requirements.	None	2 minutes	National and International Affairs' Staff
	Enlist the faculty for matching with partner SUC and emails required documents.	None	2 minutes	National and International Affairs' Staff
	Wait for confimation from partner SUC.	None	3 - 5 working days	National and International Affairs' Staff
Prepares for interview	Interview's faculty	None	30 minutes	Receiving SUC
Wait for acceptance from partner SUC.	Emails letter of acceptance.	None	3 - 5 working days	Receiving SUC
Apply for **Authority to Travel Abroad**	Process Authority to Travel	None	3 months	National and International Affairs' Staff

CONTINUE TO AUTHORITY TO TRAVEL ABROAD

42. Authority to Travel Abroad

Office or Division	National and International Affairs Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students (local & Foreign), Faculty and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Faculty, Staff and Students (Official Travel) a. Approved Letter Request for Travel Abroad b. Letter of Acceptance or Invitation Letter c. Copy of Valid Passport d. Profile of the Event Organizer e. Background Information of the International Conference/Meeting (for Paper Presentation: Proof indicating that papers presented in the conference will be published in journals that are indexed by Elsevier/Scopus/ASEAN Citation Index) f. Employee's Profile for NIA Programs **Faculty and Staff (Personal Travel)** a. Approved Letter Request for Travel Abroad b. Approved Leave of Absence (Form 6) c. Certification of Personal Travel	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits all requirements for evaluation.	Reviews the completeness of the documents submitted.	None	2 minutes	NIA's Staff
	Prepares request for Authority to Travel Abroad signed by NIA, Director.	None	2 minutes	NIA's Staff
	Forward request for Authority to Travel to Human Resource	None	2 minutes	NIA's Staff

	Evaluates Necessity of Foreign Travel	None	2 minutes	NIA Director
	Request for CHED Assessment and submits all requirements via email.	None	5 minutes	NIA Director
	Assess the Legitimacy of Foreign Travel	None	15 working days	Director, CHEd IAS Staff
	Recommends foreign travel to Board of Regents for Approval	None	Quarterly	SUC President
	Issues Board Approval	None	1-2 working days after Board Meetings	Board of Regents
	Issues Authority to Travel Abroad and Endorsement	None	5 minutes	Human Resource, University President
Receives Authority to Travel Abroad and Endorsement	Releases Original Authority to Travel Abroad and Endorsement Letter and retains a copy.	None	2 minutes	NIA's Staff / NIA Director
END OF TRANSACTION				

Industry, Linkages and Development Office

Main Campus
External Services

43. Hiring of Student Job Placement/Student Internship Program Training

To facilitate, assist and recruit students for possible Student Internship Program Training and Job Hiring of prospective and partnered industries with the university.

Office or Division	Industry Linakages and Development Office
Classification	Complex
Type of Transaction	G2C-Government to Citizen; G2B-Government to Business; G2G-Government to Government
Who May Avail	Industry

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter of Intent-2 copies	Requesting Industry

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Visit/email Letter of Intent for student job placement and Student Internship Program training	Receives walk in/email of client for job placement and Student Internship Program training	None	2 mins.	Frontline Personnel/Admin. Staff
2. Request Approval from the university President	Have document/s signed/approved by the university President	None	15 mins.	Frontline Personnel/Admin. Staff and university President
3. Receives approved documents	Secure copy for Student Internship Program training/Student Job Placement files and	None	3 mins.	Frontline Personnel/Admin. Staff

	track record on log book			
	Facilitate venue for examinations, interview and MOA signing (if not yet partnered with the university)	None	5 days	Frontline Personnel/Admin. Staff
In case of non-approval 4. Take note of the deficiency/ies	Notify the client of the reason/s for non-approval; advise to return upon compliance	None	5 mins.	Frontline Personnel/Admin. Staff
	TOTAL	None	5 days and 25 mins.	

44. Job Posting

To facilitate requests of Job Postings of partnered Industries in a convenient and timely manner.

Office or Division	Industry Linkages and Development Office			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen; G2B-Government to Business; G2G-Government to Government			
Who May Avail	Industry			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Letter Request for Posting-2 copies 2. Posters/Flyers- 2 copies		Requesting Industry Requesting Industry		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit letter request and adverstisement	Forward the submitted letter and poster/s to	None	3 mins.	Frontline Personnel/Admin. Staff

	the PIO for approval of posting			
2. Request Approval from the PIO	Have document/s signed/approved by the PIO	None	14 mins.	Frontline Personnel/Admin. Staff and PIO
3. Documents approved	Post approved Posters/Documents to the bulletin board and secure copy for Job Advertisement files	None	3 mins.	Frontline Personnel/Admin. Staff
In case of non-approval				
4. Take note of the deficiency/ies	Notify the client of the reason/s for non-approval; advise to return upon compliance	None	5 mins.	Frontline Personnel/Admin. Staff
	TOTAL	None	25 mins.	

45. Request for the List of Graduates

To facilitate the approval for the request of the List of Graduates in a correct and timely manner.

Office or Division	Industry Linakages and Development Office			
Classification	Highly Technical			
Type of Transaction	G2C-Government to Citizen; G2B-Government to Business; G2G-Government to Government			
Who May Avail	Industry			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Letter Request -1 copy		Requesting Industry		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Submit letter of request	Forward the letter request to the office of the university President for approval	None	3 mins.	Frontline Personnel/Admin. Staff and PIO
2. Request Approval from the university President	Have request letter signed/approved by the university President	None	15 mins.	Frontline Personnel/Admin. Staff
3. Request letter approved	Provide list of required documents for MOA signing	None	15 mins.	Frontline Personnel/Admin. Staff
4. Comply necessary requirements such as MOA and other pertinent Documents	Forward the MOA to the legal office for review and facilitate the MOA signing between the university and the Requesting Industry	None	10 days	Frontline Personnel/Admin. Staff, Requesting Industry and university President, Legal Office
5. Conform the required MOA	Facilitate and release the list of graduates with compliance to the Republic Act 10173 also known as Data Privacy Act of 2012	None	15 mins.	Frontline Personnel/Admin. Staff
In case of non-approval				
5. Take note of the deficiency/ies	Notify the client of the	None	5 mins.	Frontline Personnel/Admin

	reason/s for non-approval; advise to return upon compliance			. Staff
	TOTAL	None	10 days and 53 mins.	

OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS

Office of Instruction
Main Campus
External Services

46. Withdrawal of Enrolment

To facilitate efficient and fast response and release of request through provision of needed documents and processes.

Office or Division	Office of the Vice President for Academic Affairs			
Classification	Simple			
Type of Transaction	G2C			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request for Withdrawal of Enrolment		VPAA Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present withdrawal form completely signed by the Department Head and other concerned.	Check completeness of signatures and other requirements. Forward withdrawal form to the VPAA for signature.	None	2 minutes	VPAA Office Staff
2. Receives signed	Sign request	None	1 minute	VPAA

request form.	form and returns it to the student.			
	TOTAL		**3 minutes**	

47. Faculty and Staff Development Program

To facilitate efficient and fast response and release of request through provision of needed documents and processes.

Office or Division	Office of the Vice President for Academic Affairs			
Classification	Simple			
Type of Transaction	G2C			
Who May Avail	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Faculty and Staff Application Form QF-HRM-08		VPAA Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit filled up Faculty and Staff Application Form and letter of intent signed by the College Dean/Supervisor.	1. Submit filled up Faculty and Staff Application Form and letter of intent signed by the College Dean/Supervisor.	None	2 minutes	VPAA Office Staff
	Faculty/Staff Committee convenes for deliberation of application.	None	1 hour	FSD Committee
	Faculty/Staff Committee endorses applications to Administrative Council for deliberation	None	1 hour	FSD Committee/ADCO
	Approved Application is recommended to University	None	1 hour	BOT

	President for BOT Approval			
	TOTAL		**3hours and 2 mins.**	

48. Approval of Requests and Other Communications

To facilitate efficient and fast response and release of request through provision of needed documents and processes..

Office or Division	Office of the Vice President for Academic Affairs
Classification	Simple
Type of Transaction	G2C
Who May Avail	Students, Faculty, Community

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Resolutions/Requests/Communications Budget Proposals if necessary	Requesting party

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit resolutions/activities/other communications for approval/endorsement/referral of the Dean.	Check documents if properly endorsed including the completeness of supporting documents.	None	2 minutes	VPAA Office Staff
2. Wait for the approved documents.	Submit documents to the VPAA for approval/ endorsement / referral.	None	5 minutes	VPAA Office Staff
3. Receive approved documents.	Get file/ encode copy of the communication and release approved documents.	None	2 minutes	VPAA Office Staff

In case of non-approval				
1. Take note of the deficiency or get list of deficiency and other required documents.	Inform client of the deficiency of the documents for compliance or the reason for non-approval. Advise client to come back upon compliance.	None	3 minutes	VPAA Office Staff
	TOTAL		12 minutes	

49. Releasing of Equipment

To facilitate efficient and fast response and release of request through provision of needed documents and processes..

Office or Division	Office of the Vice President for Academic Affairs			
Classification	Simple			
Type of Transaction	G2C			
Who May Avail	Students, Faculty			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Resolutions/Requests/Communications Budget Proposals if necessary		Requesting party		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the ID Card.	Receive the ID card.	None	1 minute	VPAA Office Staff
	Check the status of the ID Card.	None		
2. Fill up entries of the logbook.	Check the entries on the logbook.	None	1 minute	VPAA Office Staff

3. Wait for the releasing of the equipment.	Get the equipment .		3 minutes	VPAA Office Staff
	Check the logbook.		2 minutes	VPAA Office Staff
	TOTAL		**7 minutes**	

50. Returning of Equipment

To facilitate efficient and fast response and release of request through provision of needed documents and processes.

OFFICE OR DIVISION:	Office of the Vice President for Academic Affairs
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C
WHO MAY AVAIL:	Faculty, Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Borrowed equipment by the students/faculty	Requesting party

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the borrowed equipment.	Receive/ check the returned equipment. Look for the log book.	None	5 minutes	Office Staff
2. Waits for the advice of the staff.	Log the equipment.	None	2 minutes	Office Staff
3. Sign in the logbook to verify if the borrowed equipment has been returned.	Check the entry of the logbook.	None	2 minutes	Office Staff
4. Wait for the ID card.	Return the ID Card.	None	1 minutes	Office Staff
	TOTAL		**10 minutes**	

51. Releasing of Records/Documents/Journals

To facilitate efficient and fast response and release of request through provision of needed documents and processes.

OFFICE OR DIVISION:	Office of the Vice President for Academic Affairs
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C
WHO MAY AVAIL:	Faculty

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ID card	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for the records/documents/ journals are available.	Check if the records/ documents/ journals are available.	None	3 minutes	VPAA Office Staff
2. Fill up the logbook.	Check the entries on the logbook and ID card.	None	3 minutes	VPAA Office Staff
3. Present ID card.				
4. Wait for the release of the records/ document/ journals.	Check the records/ documents/ journals if properly filed. Remind the borrower of the due date. Release the records/ documents/ journals.	None	2 minutes	VPAA Office Staff
5. Get the borrowed records/ document/ journals.	Check the logbook.	None	2 minutes	VPAA Office Staff
	TOTAL		**10 minutes**	

52. Returning the Records/ Documents/ Journals

To facilitate efficient and fast response and release of request through provision of needed documents and processes.

OFFICE OR DIVISION:	Office of the Dean			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C			
WHO MAY AVAIL:	Faculty			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
ID Card	1 copy			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the Records/ Documents/ Journals borrowed.	Check and examine the returned records/ documents/ journals if proper filing.	None	3 minutes	VPAA Office Staff
2. Wait for the advice of the staff.	Log the returned records/ documents/ journals.	None	3 minutes	VPAA Office Staff
3. Sign in the logbook for the verification of returning records/ documents/ journals.	Check the entry of the logbook.	None	2 minutes	VPAA Office Staff
4. Wait for the release of the ID card.	Return the ID Card.	None	2 minutes	VPAA Office Staff
	TOTAL		**10 minutes**	

53. Facilitating Request of Faculty and Students

To facilitate efficient and fast response and release of request through provision of needed documents and processes.

OFFICE OR DIVISION:	Office of the Vice President for Academic Affairs			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C			
WHO MAY AVAIL:	Faculty, Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Form	1 copy	Dean's Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Log for the request.	Check the request	None	1 minute	Office Staff

2. Waits for the advice of the staff.	Get the Logbook	None	3 minutes	Office Staff
3. Sign in the logbook for the verification of returning records/ documents/ journals.	Check the entries of logbook	None	2 minutes	Office Staff
4. Wait for the ID card.	Return the ID card	None	2 minutes	Office Staff
	TOTAL		**8 minutes**	

Medical Services Department

Main Campus

External Services

54. PHYSICAL EXAMINATION

This examination is being conducted to all first year students of the University to diagnose if all of them are physically fit to enrol in the University.

Office or Division	Medical Services Department
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	First Year Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
SCBC, Urinalysis, Stool Exam, Chest X-Ray, Certificates from family physicians if with existing illnesses Prescription pad Medical certificate Referral letter	Patient Medical Officer/Physician

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the clinic, ask for a laboratory request and go to a laboratory of choice.	Fill up/issue a laboraroty request and give instructions	None	3 minutes	Nurse/ Physician

2. Submit for Directions	Open the MRIS and complete the biodata Relay directions on how to proceed with exmination	None	2 minutes 2 minutes	Nurse/ Physician
	TOTAL		24 mins.	

55. BLOOD SUGAR TESTING

This examination is being conducted to all those who want to have their blood sugar tested provided they follow the procedures and requirements needed before the procedure will be conducted.

Office or Division	Medical Services Department			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Students, employees, faculty and community members			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Fasting		Patient Medical Officer/Physician		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Provide necessary information.	Open and complete MRIS biodata	None	2 minutes	Nurse/ Physician

2. Submit for Consultation	• History taking, making a diagnosis and formulating treatment plan. • Vital Signs measure ment - Blood Pressure - Tempera ture	None	5 minutes 1 minute 1 minute	Nurse/ Physician Nurse/ Physician Nurse/ Physician
	TOTAL		3 minutes	

56. WOUND DRESSING

This examination is being conducted to all students, faculty, non-teaching personnel and other stakeholders who have wounds which need dressing at the medical clinic

Office or Division	Medical Services Department
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students, employees, faculty and community members

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
none	N.A.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide necessary information	Open the MRIS and complete the biodata	none	2 minutes	Nurse/Physician

2. Submit for Consultation	History taking, making a diagnosis and treatment plan. Vital signs measuremen t. *Blood Pressure *Pulse Rate		2 minutes 2 minutes 3 minutes	Nurse/Physician Nurse/Physician Nurse/Physician
3. Submit for Diagnosis and Treatment	Diagnosis and treatment formulation. Perform wound dressing: Simple dressing Complicated dressing Medicine dispensing. Encoding of treatment data	none	 5 minutes 10 minutes 2 minutes 2 minutes	 Nurse/Physician Nurse/Physician Nurse/Physician Nurse/Physician
	TOTAL		3 mins.	

57. INJECTIONS

As part of Treatment, Consultation, and Follow-up made to patients some requires Preparation, Injection and Observation.

Office or Division	Medical Services Department
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students, employees, faculty and community members

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Consent	N.A.

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Provide necessary information	Open the MRIS and complete the biodata	none	2 minutes	Nurse/Physician
2. Submit for Consultation	History taking, making a diagnosis and treatment plan. Vital signs measurement. *Blood Pressure *Pulse Rate		5 minutes 1 minute 1 minute	Nurse/Physician Nurse/Physician Nurse/Physician

3. Submit for injection	Preparation and administration of Tetanus Toxoid, HTIG and other prescribed injections. Observations only. Encoding of treatment data.	none	5 minutes 30 minutes 2 minutes	Nurse/Physician Nurse/Physician Nurse/Physician
	TOTAL		49 minutes	

58. MINOR OPERATION

Preparation, local anaesthesia, actual operation.

Office or Division	Medical Services Department
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students, employees, faculty and community members

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Consent	N.A.

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Provide necessary information	Open the MRIS and complete the biodata	none	2 minutes	Nurse/Physician
2. Submit for Consultation	History taking, making a diagnosis and treatment plan. Vital signs measuremen		2 minutes	Nurse/Physician

	t *Blood Pressure *Pulse Rate		1 minute 1 minute	Nurse/Physician Nurse/Physician
3. Submit for minor operation	Perform minor operation (STAT or Schedules) Anaesthesis and Operation Medicine dispensing Encoding of treatment data.		30 minutes 3 minutes 2 minutes 2 minutes	
TOTAL			46 minutes	

59. REQUEST FOR MEDICINE

Dispensing of medicines.

Office or Division	Medical Services Department
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students, employees, faculty and community members

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
ID for students, employees and faculty members	patient

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Provide necessary information	Open the MRIS and complete the biodata	none	2 minutes	Nurse/Physician
2. Submit for Consultation	History taking. Physical Assessment. Diagnosis and Treatment Plan Vital signs measure-ment. *Blood Pressure *Pulse Rate		2 minutes 1 minute 1 minute	Nurse/Physician Nurse/Physician Nurse/Physician
3. Request for medicines	Medicine dispensing Prescription writing to include	NONE	3 minutes 3 minutes	Nurse/Physician Nurse

	Senior Citizen's medicine Encoding of treatment data		2 minutes	Nurse/Physician
TOTAL			30 minutes	

60. REQUEST FOR REFERRAL

Issuance of referral.

Office or Division	Medical Services Department			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Students, employees, faculty and community members			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		N.A.		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Gather necessary information	Open the MRIS and complete the biodata	none	2 minutes	Nurse/Physician
2. Submit for Consultation	History taking. Physical Assessment. Diagnosis and Treatment Plan Vital signs measure-		5 minutes 1 minute 1 minute	Nurse/Physician Nurse/Physician Nurse/Physician

	ment. *Blood Pressure *Pulse Rate			
3. Request for referral to health agencies/specialist.	Issuance of referral letter Encoding of health plan	NONE	3 minutes 2 minutes	Physician Nurse/Physician
TOTAL			13 minutes	

61. REQUEST FOR MEDICAL CERTIFICATE

Issuance of Medical Certificate.

Office or Division	Medical Services Department
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students, employees, faculty and community members

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	N.A.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gather necessary information	Open the MRIS and complete the biodata	none	2 minutes	Nurse/Physician
2. Submit for Consultation	History taking, making a diagnosis and treatment plan. Vital signs measure-ment.		5 minutes 2 minutes	Nurse/Physician Nurse/Physician

	*Blood Pressure *Pulse Rate		3 minutes	Nurse/Physician
3. Request for referral to health agencies/ specialist.	Issuance of medical cert. Encoding of health plan	NONE	3 minutes 2 minutes	Physician Nurse/Physician
TOTAL			17 minutes	

62. INHALATION

Preparation, Administer inhalations.

Office or Division	Medical Services Department
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students, employees, faculty and community members

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	N.A.

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Provider necessary information	Open the MRIS and complete the biodata	none	2 minutes	Nurse/Physician
2. Submit for Inhalation	Administer pulmo-aid inhalation or steam inhalation. Medicince dispensing. Prescription with senior	NONE	5 minutes 2 minutes 3 minutes	Physician Nurse/Physician Nurse/Physician

	citizen medicines Encoding the treatment data.		2 minutes	Nurse/Physician
TOTAL			29 minutes	

63. Issues Referral Slip for Enrollment, OJT and ROTC Training

Office or Division	Medical Services Department
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2B-Government to Business; G2G- Government to Government
Who May Avail	Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Registration Form	Registrar
2. Student Identification Card	Students
3. Medical Logbook	Medical Clinic
4. Referral Slip	Medical Clinic

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student presents Identification card or Registration form	Checks ID and Registration Form	None	2 mins.	Nurse II/Medical Staff
2. Fills up the Logbook	Checks entry in the Logbook	None	3 mins.	Medical Staff
	Refers client to the Nurse	None	3 mins.	Medical Staff
	Releases referral slip for Laboratory	None	10 mins.	Nurse II/Medical Staff

	Testing.			
	TOTAL	None	15 minutes	

Dental Clinic

Main Campus
External Services

64. Oral Examination/Consultation

Office or Division	Dental Clinic
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. School ID	MIS
2. Dental Examination Chart- 1 copy	Dental Clinic
3. Dental Health Record Form- 2 copies	Dental Clinic
4. Prescription Form- 2 copies	Dental Clinic

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present School ID / Request slip (for dental Certificate)	Check proper identification	None	2 mins.	Dentist
2. Fill-up Patients' Dental Health Record/Dental Examination Chart	Provide patients Dental Health Record/Examination Chart	None	5 mins.	Dentist
3. Consultation/Oral Examination	Perform oral examination Diagnose and treatment plan Prescribe &	None	15 mins.	Dentist

	dispense medicines			
4. Sign at the logbook and dental treatment record	Check the logbook and keep records	None	3 mins.	Dentist
	TOTAL	None	25 mins.	

65. Tooth Extraction

Office or Division	Dental Clinic			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. School ID 2. Dental Examination Chart- 2 copy 3. Dental Health Record Form- 2 copies 4. Prescription Form- 2 copies		MIS Dental Clinic Dental Clinic Dental Clinic		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present School ID / Request slip (for dental Certificate)	Check proper identification Check Schedule date & time Present parent consent form	None	6 mins.	Dentist
2. Fill-up Patients' Dental Health Record	Provide patients Dental Health Record	None	5 mins.	Dentist
3. Oral Examination, Patients' Assessment & Treatment	Diagnose and treatment plan Perform tooth extraction	None	1 hour	Dentist

	Prescribe & dispense medicines Post-Operative Instructions			
4. Sign at the logbook and dental treatment record	Check the logbook and keep records	None	3 mins.	Dentist
	TOTAL	None	1 hour and 19 mins.	

66. Oral Prophylaxis

Office or Division	Dental Clinic			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. School ID 2. Dental Health Record Form- 2 copies 3. Prescription Form- 2 copies		MIS Dental Clinic Dental Clinic		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present School ID	Check proper identification Check Schedule date & time	None	4 mins.	Dentist
2. Ill-up Patients' Dental Health Record	Provide patients Dental Health Record	None	5 mins.	Dentist
3. Oral Examination, Patients' Assesment & Treatment	Diagnose and treatment plan Perform oral prophylaxis Prescribe & dispense	None	40 mins.	Dentist

	medicines			
4. Sign at the logbook and dental treatment record	Check the logbook and keep records	None	3 mins.	Dentist
	TOTAL	None	54 minutes	

67. Prescribing and Dispensing of Medicines

Office or Division	Dental Clinic			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. School ID 2. Dental Health Record Form- 2 copies 3. Prescription Form- 2 copies		MIS Dental Clinic Dental Clinic		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present School ID	Check proper identification	None	2 mins.	Dentist
2. Fill-up Patients' Dental Health Record	Provide patients Dental Health Record	None	5 mins.	Dentist
3. Oral Examination	Perform oral examination Diagnose and treatment plan Prescribe & dispense medicines	None	18 mins.	Dentist
4. Sign at the logbook and dental treatment record	Check the logbook and keep records	None	3 mins.	Dentist

	TOTAL	None	23 mins.	

68. Issuance of Dental Certificate and Referral Slips

Office or Division	Dental Clinic			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. School ID 2. Dental Examination Chart - 2 copies 3. Dental Certificate 4. Referral Slips- 2 copies		MIS Dental Clinic Dental Clinic Dental Clinic		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present School ID	Check proper identification Check Request Slip (for oral examination)	None	4 mins.	Dentist
2. Fill-up Patients' Dental Health Record	Provide patients Dental Examination Chart	None	5 mins.	Dentist
3. Oral Examination	Perform oral examination Issuance of dental certificate/referral slip	None	10 mins.	Dentist
4. Sign at the logbook and dental treatment record	Check the logbook and keep records	None	3 mins.	Dentist
	TOTAL	None	22 minutes	

69. Restorative Dental Fillings

Office or Division	Dental Clinic
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Faculty, Students, Staff and Community

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. School ID 2. Government-issued ID	Office of Student Affairs

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present School ID	Check proper identification card	None	2 mins.	University Dentist and Dental Aide
2. Fill-out patient's information chart or retrieve old record	Provide and ask patient to fill-out information chart	None	5 mins.	University Dentist and Dental Aide
3. Get ready for consultation.	-Perform oral/dental exam. -Diagnose & treatment plan. -Perform restorative filling.	None	1 hour	University Dentist and Dental Aide
4. Sign at the log sheet	Issue of Excuse Slip/ Certification/ Referral	None	3 mins.	University Dentist
	TOTAL	None	1 hour and 10 mins.	

Guidance and Counseling Office

Main Campus
External Services

70. Counseling Service (Individual-Walk-in)

Office or Division	Guidance and Counseling Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Consent Form- 1 copy 2. Individual/Group Counseling Form- 1 copy 3. Intake Interview for Counseling- 1 copy	University Guidance and Counseling Center

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Report to the Guidance Counselor for Counseling	Accommodates the counselee and requests the counselee to accomplish the Group/Individual Counseling Form, Consent Form and Intake Interview Form for Counseling	None	5 mins.	Guidance Counselor. (CAS, CEA, CIT, COE)
2. Articulate their issues concerns of the Counselee	Listens attentively to the concerns of the Counselee	None	30 mins.	Guidance Counselor. (CAS, CEA, CIT, COE)
3. Interacts and process oneself during disclosure	Clarifies and summarizes the issues, problems of the counselee	None	25 mins.	Guidance Counselor. (CAS, CEA, CIT, COE)

4. Discerns and decides on the proper course of action to be taken regarding the problem	Affirms, encourages, or prevents the suggested alternatives or options toward the solution to his/her problem	None	25 mins.	Guidance Counselor. (CAS, CEA, CIT, COE)
5. Asks for the follow-up schedule of another counseling session	Gives the follow-up counseling schedule	None	5 mins.	Guidance Counselor. (CAS, CEA, CIT, COE)
	TOTAL	None	1 hour and 30 minutes	

71. Testing

Office or Division	Guidance and Counseling Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. High School Card- 1 copy 2. Examination schedule Record- 1 copy	Senior High School Graduated from Guidance Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the required documents	Welcomes and accommodates	None	3 mins.	Guidance Counselor/ Psychometrician
2. Wait for the schedule	Sets the date, time and place of testing	None	2 mins.	Guidance Counselor/ Psychometrician
3. Takes the test	Listens to the counselee about his/her personal concerns	None	30- minutes to 2 hours depending on the kind of Test taken	Guidance Counselor/ Psychometrician

4. Submits the answer sheets	Receives and secure the materials	None	25 mins.	Guidance Counselor/ Psychometrician
5. Wait for the result	Checks and determines the score	None	20-25 minutes	Guidance Counselor/ Psychometrician
6. Asks for final result and interpretation	Give the result	None	5 mins.	Guidance Counselor
	TOTAL	None	1hour and 50 min and above depending on the kind of test taken	

72. Request for Excuse Slip

Office or Division	Guidance and Counseling Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students, Alumni

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Absent Data Form-1 copy 2. Medical Certificate and /or certifications – 1copy	Guidance Office, Medical Doctor, Lawyer

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Applicants approaches the Guidance Center Personnel for signature	Welcomes and Accommodates the client	None	3 mins.	Alumni
2. Log in visitors logbook	Assist the client for signature	None	1 min.	Guidance Office Personnel

3. Applicants was given Tracking and Exit Interview Form	Gives Tracking and Exit Interview Form to the client	None	1 min.	Guidance Office Personnel
4. Applicants fills up the form and Submit to the Guidance Center Personnel	Verifies and checks the completenes s of the document	None	5 mins.	Alumni
5. Guidance Center Personnel signs the Exit Clearance	Signs and releases clearance	None	2 mins.	Guidance Office Personnel
	TOTAL	None	12 minutes	

73. Personal Data Inventory Profile

Office or Division	Guidance and Counseling Office			
Classification	Simple			
Type of Transaction	G2G- Government to Government			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Personal Data Inventory Form- 1 copy 2. 2 x 2 ID Picture- 1 copy 3. White Long Folder		Guidance Office Students Students		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Students get Personal Data Inventory form from Guidance Center Personnel	Accommodat es and provides the Personal Data Inventory Form	None	2 mins.	Guidance Office Personnel
2. Student fills up Personal Data Inventory Form and attached ID Picture	Verifies and Checks the form	None	5 mins.	Student

3. Submit the complete document	Files the document	None	1 min.	Student
	TOTAL	None	8 mins.	

74. Request for Clearance (Graduates)

Office or Division	Guidance and Counseling Office
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Tracking of Graduates Form- 1 copy 2. Exit Interview Form- 1 copy	Guidance Office Guidance Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants approaches the Guidance Center Personnel for signature	Welcomes and Accommodates the client	None	3 mins.	Alumni
2. Log in visitors logbook	Assist the client for signature	None	1 min.	Guidance Office Personnel
3. Applicants was given Tracking and Exit Interview Form	Gives Tracking and Exit Interview Form to the client	None	1 min.	Guidance Office Personnel

4. Applicants fills up the form and Submit to the Guidance Center Personnel	Verifies and checks the completenes s of the document	None	5 mins.	Alumni
5. Guidance Center Personnel signs the Exit Clearance	Signs and releases clearance	None	2 mins.	Guidance Office Personnel
	TOTAL	None	12 mins.	

75. Request for Semestral Clearance (Students)

Office or Division	Guidance and Counseling Office
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Tracking of Graduates Form- 1 copy 2. Exit Interview Form- 1 copy	Guidance Office Guidance Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants approaches the Guidance Center Personnel for signature	Welcomes and Accommodat es the client	None	3 mins.	Student
2. Log in visitors logbook	Assist the client for signature	None	1 min.	Guidance Office Personnel
3. Applicants was given Tracking and Exit Interview Form	Gives Tracking and Exit Interview Form to the client	None	1 min.	Guidance Office Personnel
4. Applicants fills up the form and Submit to the	Verifies and checks the completenes	None	5 mins.	Student

Guidance Center Personnel	s of the document			
5. Guidance Center Personnel signs the Exit Clearance	Signs and releases clearance	None	2 mins.	Guidance Office Personnel
	TOTAL	None	10 minutes	

76. Orientation Services

Office or Division	University Guidance and Counseling Center			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Faculty, Staff, Students and Community			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Evaluation of Guidance Services- 1 copy		University Guidance and Counseling Center		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Attends and participates in the Orientation Program	Orients on the different guidance services and other services available at the University	None	4 hours	Guidance Counselors. (CAS, CEA, CIT, COE)
2. Accomplish evaluation Form	Summarizes the results of the Evaluation Form	None	30 mins.	Guidance Counselors. (CAS, CEA, CIT, COE)
	TOTAL	None	4 hours and 30 mins.	

77. Updating Student Cumulative

Office or Division	University Guidance and Counseling Center			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Student Cumulative Folder- 1 copy		University Guidance and Counseling Center		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill-up the Students Individual Inventory Form	Gathers the form and conducts interview	None	15 mins.	Guidance Counselors. (CAS, CEA, CIT, COE)
	TOTAL	None	15 mins.	

78. Testing/Inventories Services

Office or Division	University Guidance and Counseling Center			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Psychological Test and Guidance Test- 1 copy 2. Students Individual Inventory Test- 1 copy		University Guidance and Counseling Center		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Reports on the scheduled date for testing	Administers the needs assessment and personality assessment	None	45 mins.	Psychometrician Guidance Counselors. (CAS, CEA, CIT, COE)
2. Reports to the Guidance Office	Interprets test result to the applicant	None	30 mins.	Psychometrician Guidance Counselors. (CAS, CEA, CIT, COE)
	TOTAL	None	1 hour and 15 mins.	

79. Consultation Service (Group/Individual) Career, Academic, Personal, Family)

Office or Division	University Guidance and Counseling Center
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Faculty, Staff, Students and Community

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Counseling Record Form- 1 copy	University Guidance and Counseling Center

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Reports to the Guidance Counselor	Accommodates the counselee	None	3 mins.	Guidance Counselor. (CAS, CEA, CIT, COE)
2. Verbalizes the issues and concerns to the Guidance Counselor	Listens attentively to the concerns of the client	None	15 mins.	Guidance Counselor. (CAS, CEA, CIT, COE)
3. Discusses with Guidance Counselor specific issues/concerns	Clarifies and analyzes the issues being raised by the counselee	None	15 mins.	Guidance Counselor. (CAS, CEA, CIT, COE)
4. Decides on the course of action to take	Intervenes to the issues and setting schedule for follow-up	None	15 mins.	Guidance Counselor. (CAS, CEA, CIT, COE)
	TOTAL	None	48 mins.	

80. Request/ Issuance of Absence Form

Office or Division	University Guidance and Counseling Center
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. School ID-1 copy	University Guidance and Counseling Center
2. Absence Data Form	University Guidance and Counseling Center Parent/Guardian

(Individual/Group)- 1 copy 3. Excuse Letter- 1 copy 4. Medical Certificate- 1 copy		Attending Physician		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents excuse letter and or medical certificate signed by parents and attending physician.	Examines the authenticity of the papers submitted.	None	3 mins.	Guidance Counselor. (CAS, CEA, CIT, COE)
2. Submits the Absence Form with signatures of Faculty concerned.	Signs the Absence Data Form. Guides and informs the students of the consequences of their absence.	None	5 mins.	Guidance Counselor. (CAS, CEA, CIT, COE)
3. Reports to the Guidance Office	Conducts counseling to the student.	None	20-30 minutes depending on the case	Guidance Counselor. (CAS, CEA, CIT, COE)
4. Requests for further follow-up counseling session as needed	Processes and provides intervention regarding issues faced by the counselee	None	3 min.	Guidance Counselor. (CAS, CEA, CIT, COE)
	TOTAL	None	41 mins.	

Student Internship Program

Main Campus
External Services

81. Request for Endorsement Letter

Office or Division	Student Internship Program
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2G-Government to Government
Who May Avail	Students who applied for Internship

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
5. Registration Form	Student

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Approaches SIP Secretary and ask for Request Form	Gives request form	None	1 min.	SIP Secretary; SIP Coordinator
2. Fill up the request and submit it to the SIP Secretary	Receives request form, check and verify and make endorsement letter.	None	5 mins.	SIP Secretary; SIP Coordinator
3. Waits for the issuance of endorsement letter duly signed by the OJT Coordinator	SIP Secretary presents endorsement letter to the SIP Coordinator for signing	None	5 mins.	
4. Receives endorsement letter	Orients the trainees the procedure in endorsing letter to the company	None	1 min.	

5. Signed to the Document	Gives the document	None	1 min.	
6. Distribution List	Distribution List	None		
	TOTAL	None	13 mins.	

82. Request for SIP Documents

Office or Division	Student Internship Program			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen; G2G-Government to Government			
Who May Avail	Students who applied for Internship			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Registration Form		Student		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Approaches SIP Secretary and ask for SIP Documents Presents Registration Form officially enrolled	Verify and check the RF and attendance sheet in the Orientation Seminar Gives the SIP Documents	None	3 mins.	SIP Secretary; SIP Coordinator
2. Receive SIP documents	Orients the trainees the procedure in signing the documents	None	2 mins.	
3. Signed to the Document Distribution List	Gives the Document Distribution List	None	2 mins.	
	TOTAL	None	7 mins.	

83. Request for SIP Logbook

Office or Division	Student Internship Program
Classification	Simple
Type of Transaction	G2G-Government to Government
Who May Avail	Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. SIP Registration Form 2. SIP Agreement 3. SIP Center Data Sheet 4. Degree Plan 5. Medical Certificate 6. Police Clearance	Student

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Approaches SIP Secretary and ask for SIP Logbook	Verify and check the SIP documents	None	3 mins.	SIP Secretary
2. Presents SIP documents	Receive SIP Documents	None		SIP Coordinator
3. Receive SIP Logbook	Gives SIP Logbook	None	1 min.	
4. Signed to the Document	Gives the Document	None	2 mins.	
5. Distribution List	Distribution List	None		
	TOTAL	None	6 mins.	

Library

Main Campus
External Services

84. Lending of Books

To ensure that books borrowed are checked and pertinent data of books as well as borrower's data are accurate.

Office or Division	Library
Classification	Simple
Type of Transaction	G2C-Government to Citizen
Who May Avail	All Students who are officially enrolled and external Researchers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Validated Library Card 2. Identification Card 3. Letter for External Researchers	Library Issued by MIS From the Library of the Institution

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Student presents a validated library card to the library staff at the circulation counter • Faculty/Employee presents ID • External researchers present an approved letter and ID	Library staff receives and checks students and Faculty/Employee ID and external researcher's approved letter and library ID.	None	2 mins.	Library Staff
2. Library customer gets the book/s from the shelves, signs the book card and presents it to the library staff at the	Library staff receives the signed book card; checks accession number of book against the card and attaches	None	2 mins.	Library Staff

circulation counter	library card. Library staff enters the borrowed material in the system and the book classification in the utilization statistics			
3. Waits for the book	Attach the library card and the book card. Stamps on the due slip and release the book to the borrower	None	1 min.	Library Staff
4. Receives the book	Enters classification in the statistics for Library Utilization. Files the library Card	None	1 min.	Library Staff
	TOTAL	None	6 mins.	

85. Returning of Books by Students

Books returned by the clienteles are properly and accurately checked-in.

Office or Division	Library			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	All Students, Faculty, Staff and External Researchers			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Borrowed Books 2. Due Slip		Students Students		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the borrowed	Receives book and	None	1 min.	Library Staff

books	examen the due slip			
2. Waits the advice of the service provider	Retrieves for the record of students and checks on the entry on the book card with the book returned	None	2 min.	Library Staff
3. Pays in case of penalty	Receives overdue payment	External researchers - 10.00/hour (payable at the cashier's office Overdue fines- .25 per hour	1 min.	Library Staff
4. Waits for the library card. Signs on the log book for overdue fines	Returns the library card	None	1 min.	Library Staff
	TOTAL	None	5 mins.	

86. Validation and Release of the Library Card

To ensure that students' documents are checked as to authenticity and validity before library card is validated and released.

Office or Division	Library
Classification	Simple
Type of Transaction	G2C-Government to Citizen
Who May Avail	All Undergrad and Graduate Students of ISAT University who are officially enrolled for the term or semester

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Registration Form for the semester stamped enrolled by the Registrar's Office. (Students	Students' Original Copy

copy, Original Copy) 2. Validation Sticker		Library		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Student personally presents RF to the library staff at the Information Desk.				Student Assistant
2.	Library staff receives the RF and retrieves library card from the file. Proceed to step no. 4	None	2 mins.	Student Assistant, Library staff
	For library cards that needs replacement (broken and names not readable) , Proceed to Step No. 3			
3.	Head Librarian issues note to the student for payment of fee to the Cashier's Office. The student then proceeds to the MIS for printing of new card.	Php. 85.00	2 mins.	Head Librarian Student Assistant Cashier's Office Staff MIS Staff
	Library Staff	None	1 min.	Library Staff

	stamps RF; attaches validation sticker and releases the library card to the student			
	TOTAL	None	5 mins.	

87. Issuance of Permit to Research in Other Libraries

Students, faculty, staff who wish to research to other libraries is properly documented and monitored.

Office or Division	Library			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Validated Library Card 2. Identification Card 3. Research Permit Form		MIS Library Librarian of the Institution		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents library card	Checks on library card if properly validated	None	1 min.	Library Staff
2. Provide information of research	Enters the name and needed information on the research permit form	None	5 mins.	Library Staff
3. Waits for the permit	Records on the log-bog of communicati on. Issue the re3saerch permit	None	3 mins.	Library Staff

4. Receives the research permit and signs on the log book of communication	File a copy of research permit	None	1 min.	Library Staff
	TOTAL	None	10 mins.	

88. Signing of Clearance

To ensure that faculty, staff, and students are cleared from all library accountabilities before clearance is signed.

Office or Division	Office of the University Librarian			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	All Students, Faculty and Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Library Card 2. Clearance 3. Registration Form 4. Faculty Clearance 5. List of Faculty/Staff and Students with borrowed Books		Office of the University Librarian, Deans, Office of every College Students' Copy Office of the University Librarian		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Student/class representative presents clearance and library card. Faculty/staff presents clearance				
2.	A. Students: Group and individual clearance: Library staff receives and checks if library card matches individual clearance.	Overdue fine for overdue books - .25/hour after 8:30A.M Note:	3 mins.	Library Staff Student Assistant Faculty/Staff Head Librarian

	Stamps clearance for the signature of the Head Librarian. If a student has accountabilities, They are required to settle it before signing of clearance. • For unclaimed library card, library staff retrieves library card from the file.	Overdue fine would depend on the date and time the book was returned.		
3.	Faculty/Staff The Head librarian receives clearance and checks record. NO borrowed book/s? Stamps, signs and releases clearance. With borrowed book/s? • If there are borrowed materials, he/she is requested to return them before	None	3 mins.	Head Librarian

	clearance is signed.			
4.	Note: • Borrowed book/s of faculty can be renewed during the first semester clearance, however, in the year-end clearance and upon separation from the University or retirement, all borrowed materials should be returned before clearance is signed.	None		
	TOTAL	None	6 mins.	

89. Use of the Listening and Viewing Room

Faculty, students or any organization who wish to use the viewing room is properly recorded, scheduled and monitored; equipment used properly returned in good condition.

Office or Division	Office of the University Librarian
Classification	Simple
Type of Transaction	G2C-Government to Citizen; G2G-Government to Government
Who May Avail	All Undergraduate and Graduate Students, Organizations, and Faculty of ISAT University

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. LVR Form 2. Log Book Schedule 3. ICT Equipment to be Used	Office of the University Librarian LVR Section LVR Room

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Student/Faculty member inquires from the University Librarian/ library personnel assigned in the LVR, the availability of the LVR for their desired date and time of use.		None	1 min.	Faculty/Student Assistant, Library Staff
2.	The Library staff checks the record if the desired date and time is available. If it is available, the customer is given a form for them to fill up to be	None	3 mins.	Library Staff

	signed by the professor concerned. If it is not available, an alternative date is suggested or they can give their alternative date based on their class schedule.			
3. Student processes LVR form and have it signed by the subject teacher with the date and time of use of the LVR and equipment needed.				Faculty or Student Assistant
4. Submits signed Form to the personnel in-charge of the LVR.	The LVR in-charge receives the signed LVR form, confirms and enters the schedule in the log book on the scheduled date and time; files the form.	None	3 mins.	Faculty/Student Assistant Library Staff
	TOTAL	None	7 mins.	

90. Use of Internet

Library clienteles using the internet and other library databases are properly assisted and recorded.

Office or Division	Office of the University Librarian
Classification	Simple
Type of Transaction	G2C-Government to Citizen
Who May Avail	All Undergraduate, Graduate Students, Faculty, Employee, Alumni and External Researchers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Library Card 2. Faculty/Employee Identification Card 3. Official Receipt	Office of the University Librarian MIS Office Cashiers' Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Student/Faculty member or other clienteles presents OR, library card/ID to the internet in-charge		None	1 min.	Faculty/Student Assistant Library Staff
2.	Library staff receives OR, library card/ID; logs and assigns computer for each student/faculty. Assists clienteles when needed. Internet searching or typing of research activity ; use of the CAD or SPSS (Amount to be paid	10.00/hr.	5 mins.	Library Staff Student Assistant Faculty

	would depend on the number of hours use in the internet) Note: Access to the digital resources of the library is free. (CHED eLibrary, Brittanica Online, Open Access)			
3.	Logs out clientele/s; returns library card/ID	None	1 min.	Library Staff
	TOTAL	None	7 mins.	

Office of Student Affairs and Services

Main Campus
External Services

91. Scholarship/Financial Assistance Program

Office or Division	Office of Student Affairs and Services
Classification	Simple
Type of Transaction	G2C-Government to Citizen
Who May Avail	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Merit Scholars 1. Registration Form 2. Accomplished Personal Data Form 3. Class Schedule 4. Memorandum of Agreement on the Scholarship Educational Benefits 5. Certificate of Indigency 6. Copy of Grades For those availing of the Grant 1. Letter from the sponsoring Agency/Foundation/Organization/ Notice of Award 2. Registration Form 3. Print out of Grades from the Office of the University/Registrar/ High School Card 4. Class Schedule 5. Accomplished Personal Data Form 6. Memorandum of Agreement on the Scholarship Educational Benefits 7. Certificate of Enrolment and Grades certified correct by the Office of the University Registrar. 8. Certificate of Enrolment and Billings form certified correct by	Scholarships and Grants Office

the Cashier's Office 9. Certificate of Indigency 10. Copy of Grades				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Inquires probable slots on scholarships financial assistance Inquires probable slots on scholarships financial assistance	Orients available slots scholarship/ financial assistance and provide list of requirement	None	10 mins.	Scholarship Coordinator/ OSAS Staff
2. Submits all required documents to the Scholarship Coordinator	Verifies the authenticity and completenes s of documents	None	5 mins.	Scholarship Coordinator/ OSAS Staff
3. Proceeds to the Scholarship Office for interview/asses sment/ consultation	Encodes the names of the applicants and post in the bulletin board of information the qualified applicants for the scholarship and grants	None	15 mins.	Scholarship Coordinator/ OSAS Staff
4. Request the qualified applicant to report to the Scholarship Office for confirmation	Informs and orients the applicant of his/her roles and responsibiliti es as grantee/scho lar	None	5 mins. /applicant	Scholarship Coordinator/ OSAS Staff
	TOTAL	None	35 mins.	

92. Issuance and Validation of School ID

Office or Division	Office of Student Affairs and Services
Classification	Simple
Type of Transaction	G2C-Government to Citizen
Who May Avail	Students of ISAT University

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
New Students 1. Registration Form Continuing Students 1. Registration Form 2. In case of ID loss Affidavit of Loss should be secured and presented 3. Receipt from the Cashier's Office	Office of the Student Affairs and Services

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents Registration Form	Checks the Registration Form, validates and releases the School ID	None	10 minutes/student	Scholarship Coordinator/ OSAS Staff
2. For Student ID replacement; Presents notarized Affidavit of Loss	Verify Affidavit of Loss and RF and instructs student for payment at cashier	None	10 minutes/student	Scholarship Coordinator/ OSAS Staff
3. Present Affidavit of Loss at the OSAS/MIS Office with Registration Form and Receipt	OSAS/MIS verifies the receipts and replaces the school ID	None	15 minutes/student	OSAS Staff/MIS Staff
4. Request for ID Validation,	OSAS facilitates the	None	7 minutes/studen	OSAS Staff

upon presenting the Registration Form at the Office of Student Affairs and Services	ID validation and request student to log for updates/records		t	
5. Request for ID protector and lace at the Office of Student Affairs and Services	Requests the student to log in the recording book releases the ID lace and protector	None	10 minutes/student	OSAS Staff
	TOTAL	None	52 mins.	

93. Issuance of Exit Clearance

Office or Division	Office of Student Affairs and Services			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen; G2G-Government to Government			
Who May Avail	Students of ISAT University			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. School ID, Clearance and other requirements that the Director of Student Affairs and Services may necessitate		Office of the Student Affairs and Services		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents clearance completely signed by the Cashier, Department Head and the Guidance and Counseling Center	Checks the exit clearance signed by the different offices especially by the Guidance Counselor by which the requirements	None	3 minutes/client	OSAS Head & Staff

	are completely submitted			
2. Presents the exit clearance to OSAS for signature	Verifies and signs the exit clearance	None	2 minutes	OSAS Head & Staff
	TOTAL	None	5 mins.	

94. Student Disciplinary Complaint Flowchart

Office or Division	Office of Student Affairs and Services			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Students of ISAT University			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. School ID, Letter/Form of Complaint		Office of the Committee on Discipline		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Files a complaint	Provides the "Complaint Form"	None	10 minutes/client	Chairman/Secretary of the Committee on Discipline
2. Accomplishes the Complaint Form	Checks the complaints raised by the student. Recommends the case to the proper body	None	10 minutes/client	Chairman/Secretary of the Committee on Discipline
3. Complaint is heard and processed	Convenes the Board	None	1 hour/case	Chairman/Secretary of the Committee on Discipline
	Hear, analyze and process the Case			
	Resolve the case			
	Appeal			
4. Comply with the	Checks the appropriate	None	30 minutes/client	SR President Chairman/Secret

disciplinary measure and commitment form/Agreement Form to be accomplished	sanction for strict compliance			ary of the Committee on Discipline
	TOTAL	None	51 mins.	

95. Accreditation of Student Organization/Club

Office or Division	Office of Student Affairs and Services			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Students of ISAT University			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Application for Accreditation of School Organizations 2. Organizations Profile 3. List of Officers, Members and Advisers 4. Accomplishment Reports 5. Calendar of Activities 6. Constitution and By Laws		ASCOs Coordinator Room		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Signifies intentions to form an Organization or a Club	Informs and orient the applicant of the requirements for accreditation	None	10 minutes/client	Coordinator of Students Clubs and Organizations
2. Submits requirements for approval	Checks the requirements as to their validity and acceptability	None	15 minutes/club or organization	Coordinator of Students Clubs and Organizations

3. Request for the certification for accreditation of the Organization/Club	Issues the certification of accreditation	None	5 minutes/club or organization	Coordinator of Students Clubs and Organizations
	TOTAL	None	30 mins.	

96. Retension of Student Organization/Club

Office or Division	Office of Student Affairs and Services			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Student Organizations Officers Who Where Accredited but Accreditation Expired			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Application for Accreditation of School Organizations 2. Organizations Profile 3. List of Officers, Members and Advisers 4. Accomplishment Reports 5. Calendar of Activities 6. Constitution and By Laws		ASCOs Coordinator Room		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents requirements for retention, accomplishment reports, financial report and assessment/evaluation	Checks documents submitted by the clubs/organizations	None	10 minutes/club or organization	Coordinator of Students Clubs and Organizations
2. Request for certification of Retention	Issues certificate of retention	None	10 minutes/club or organization	Coordinator of Students Clubs and Organizations
	TOTAL	None	20 mins.	

Office of the University Registrar

Main Campus
External Services

97. Application for Admission

Applicants may apply for Admission to verify and assist if they are qualified to take the University Admission Test.

Office or Division	Office of the University Registrar
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2B-Government to Business
Who May Avail	SENIOR HIGH SCHOOL GRADUATING STUDENTS, TRANSFER STUDENTS FROM EXTERNAL CAMPUSES AND OTHER SCHOOLS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
SERVICES: Application for Admission Schedule: 8:00 am to 5:00 pm (Monday to Friday) 1. DepEd Form 138 2. Transcript of Records for Evaluation (For Transferees) 3. Certificate of Transfer Credentials (For Transferees) 4. Photocopy of PSA Authenticated Live Birth 5. Certificate of Good Moral Character 6. Certification as graduating student 7. Permit to Cross-Enroll (for Cross-enrolees only) 8. Other necessary requirements set by the concerned program Application for Admission, Official Receipt Note: Admission Fees (Examination Fee-200.00 and Photo Fee-50.00) is being paid by Applicants for Gradute Education Programs, Evening	OURA, Ground Floor Administration Building, ISATU

Vocational Courses, Diploma in Teaching and Laboratory School.				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits Application Form for Admission together with the required credentials	Evaluates Admission Credentials	None	10 mins.	Admission Officer/OURA Staff
	Refers to Cashier's Office for payment of fees. (if applicable)	None		
2. Pay Required Fees for Admission (if applicable)	Receives Payment	Examination Fee-200.00 Photo Fee-50.00	3 mins.	Cashiers' Office Staff
3. Presents OR (if applicable) and Application Form for Admission	Checks OR payment if applicable	None	1 min.	OURA Staff
4. Presents admission form for encoding of personal data and follow the procedure.	Encodes applicants personal data, takes picture and issues admission number.	None	5 mins.	OURA Staff
	Instructs applicants to proceed to OSAS for schedule of examination	None	1 min.	OURA Staff
	TOTAL	None	20 mins.	

98. Confirmation of Enrolment

Students will start and end enrollment at the Dean's offices. Dean's Staff will submit RF together with enrollment requirements to the Registrar for Confirmation of Enrollment.

Office or Division	Office of the University Registrar
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2B-Government to Business
Who May Avail	Old and New Students (High School Graduate, Transferees, ALS/PEPT Passers, Cross-enrolees, Graduate Students)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Incoming Students: 1. High School Card (Form 138-A) for New First Year students 2. Transcript of Records (for Transferees) 3. Certificate of Transfer Credential (for Transferees) 4. Certification of Good Moral Character 5. Certification of Rating (for ALS/PEPT Passers) 6. police clearance (for EVC students only) Old Students 1. Clearance	OURA, Ground Floor Administration Building, ISATU

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Dean's Staff submits student registration form and other requirements to OURA for confirmation of enrollment	Receives students registration forms and other requirements from Dean's Offices.	None	5 mins.	Registrars' Staff
	Reviews the completeness of Registration Form and other enrolment	None	5 mins.	Registrars' Staff

	requirements.			
	Confirms students enrollment using valid Student Identification Number through the Registration System.	None	5 mins.	Registrars' Staff
	TOTAL	None	15 mins.	

99. Adding and of Subjects enrolled

Student may add or drop the subject/subjects if found to have been taken/passed within the period of enrollment.

Office or Division	Office of the University Registrar			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen; G2B-Government to Business			
Who May Avail	All officially enrolled students for the term.			
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**			
1. Adding and Dropping Form	OURA, Ground Floor Administration Building, ISAT University			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits adding and dropping form	Reviews adding and dropping form submitted by students.	None	5 mins.	Registrar/Assigned Staff
	Inputs student ID number on the Registration System Enrolment template and	None	5 mins.	Registrar/Assigned Staff

	edits electronic data as reflected in the Adding and Dropping Form.			
	Confirms the adding and dropping of subjects made and signs the Registrar's portion of the form in 4 copies. Retains Registrar's Copy and returns to student the duplicate copies. Informs student to proceed to Cashier's office.	None	2 mins.	Registrar/Assigned Staff
2. Submits to the Cashier's Office the Adding and Dropping form of subjects enrolled.	Signs the form and retains the Cashier's Copy. Returns to student the Dean's Copy and Student's Copy.	None	5 mins.	Cashier/Assigned Staff
3. Submits to the Dean's office copy of Adding and Dropping	Receives and files Dean's copy of Adding and Dropping form	None	1 min.	Deans' Office Clerk

form for file.				
	TOTAL	None	18 mins.	

100. Completion of Incomplete (INC) marks

Students with Incomplete (Inc) Mark have to comply with the requirements of the course before the 1-year lapsed period.

Office or Division	Office of the University Registrar
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2B-Government to Business
Who May Avail	All Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Accomplished Completion of Incomplete (INC) Mark Form	OURA, Ground Floor Administration Building, ISAT University

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Requests for Completion of Incomplete(Inc) Mark Form	Issues Completion Form to student.	None	3 mins.	Registrar's Staff
2. Accomplishes the required data and submits form to the Dean concerned	Enters completion grade in the form and affix signature for validity.	None	3 mins.	Faculty Concerned
	Forwards Form to Dean's office for signature	None	3 mins.	Faculty Concerned
	Signs the form for validity and forwards the same to the Registrar's Office.	None	3 mins.	Dean/Assigned Staff
	Receives the accomplished form and	None	3 mins.	University Registrar

	examine the validity of signatures.			
	Signs and records the form in the logbook and endorses the same to staff concerned.	None	2 mins.	University Registrar
	Encodes the reflected completion grade in the Registration System.	None	2 mins.	Registrars' Staff
	TOTAL	None	19 mins.	

101. Request for Student Academic Records (TOR, Form 137-A, Re-issuance of Diploma/Proficiency Certificate

Facilatates the preparation and release of the students' academic records upon submission of requirements and payment of fees.

Office or Division	Office of the University Registrar
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2B-Government to Business
Who May Avail	Active and Inactive Students, Alumni, other authorized parties, general public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Evaluation and Scholarship: 1. Semestral Clearance 2. Validated School ID or Registration Form For Employment, Board Examination, Dismissal 1. Exit Clerance 2. School ID 3. 2x2 ID picture 4. Form 137-A 5. OTR with remarks "Copy for: ISAT U" (for transferees) 6. Certificate of Transfer	OURA, Ground Floor Administration Building, ISAT University

Credential 7. Certification of Good Moral Character 8. Photocopy of PSA Authenticated Live Birth/Marriage Certificate 9. Authorization Letter (for authorized person) 10. Photocopy of any valid ID (if needed) 11. Affidavit of Loss/Damage (for 2nd issuance of Diploma, Certificate and CTC, if needed) Processing Time: (All schedules for release of requests depend on the volume of requests made and the availability of authorized signatories) Transcript of Records/Form 137-A - 5 working days Re-issuance of diploma and certificates - 5 working days				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fills up counter request form and submits the same at the request section	Provides Counter Request Form.	None	1 min.	Front Office Staff
2. Secures priority number (as neccessary)	Calls out clients priority number.	None	1 min.	Front Office Staff
3. Submits Counter Request Form	Receives Counter Request Form and retrieve hard file of client.	None	5 mins.	Front Office Staff
	Checks requirements for the corresponding request of academic records.	None	3 mins.	Front Office Staff

	Requests other requirements as necessitates.			
4. Pay required fees	Accepts payment and issues official receipt.	TOR-30.00/page, Re-issuance of diploma/certificate-100.00, Form 137-A-30.00/page, CTC-25.00+TOR fee.	5 mins.	Cashier
5. Presents official receipt of fees	Accepts official receipt and schedules preparation of documents.	None	3 mins.	Front Office Staff
6. Secures claim stub for request and claims the same on scheduled date of release.	Forwards request for academic records to encoders for preparation/processing.	None	5 working days	Office Encoder/Registrar
7. Returns on scheduled date of release and presents claim stub.	Release requested academic records.	None	5 mins.	Front Office Staff
	TOTAL	None	5 days, 23 mins.	

102. Request for Student Academic Records (Certifications, Authentication and Report Cards)

Facilitate the preparation and release of students' academic records upon submission of requirements and payment of fees

Office or Division	Office of the University Registrar
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2B-Government to Business
Who May Avail	Active and Inactive Students, Alumni, other authorized parties, general public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Evaluation and Scholarship: 1. Semestral Clearance 2. Validated School ID or Registration Form For Employment, Board Examination, Dismissal 1. Exit Clerance 2. School ID 3. Form 137-A 4. OTR with remarks "Copy for: ISAT U" (for transferees) 5. Certificate of Transfer Credential 6. Certification of Good Moral Character 7. Photocopy of PSA Authenticated Live Birth/Marriage Certificate 8. Authorization Letter (for authorized person) 9. SPA or Notarized Authorization Letter (for authorized person requesting for CAV) 10. Photocopy of any valid ID 11. Affidavit of Loss/Damage (for 2nd issuance of Diploma, Certificate and CTC) Processing Time: (All schedules for release of requests depend on the volume of requests made and the availability of authorized signatories)	OURA, Ground Floor Administration Building, ISAT University

Certifications - 20-30 minutes Certificate of Transfer Credential - 20-30 minutes				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fills up counter request form and submits the same at the request section	Provides Counter Request Form.	None	1 min.	Front Office Staff
2. Secures priority number	Calls out clients priority number.	None	1 min.	Front Office Staff
3. Submit Counter Request Form	Receives Counter Request Form and retrieve hard file of client.	None	5 mins.	Front Office Staff
	Checks requirements for the corresponding request of academic records. Requests other requirements as necessitates.	None	3 mins.	Front Office Staff
4. Pays required fees	Accepts payment and issues official receipt.	Certification-30.00/cert, Authentication-30.00/set, Report Card-10.00/sem New RF-30.00/sem, CAV-30.00, CTC-25.00, Document Envelope - 30.00	5 mins.	Cashier
5. Presents official receipt of	Accepts official receipt	None	1 min.	Front Office Staff

fees				
6. Secures claim stub for request and claims request in accomplished.	Forwards request for academic records to encoders for preparation/processing.	None	5 mins.	Office Encoder/Registrar
7. Releases and presents claim stub.	Releases requested records.	None	1 min.	Front Office Staff
	TOTAL	None	22 mins.	

103. **Evaluation of Students Academic Records**

Conducts the terminal individual evaluation of Students Academic Record to determine the scholastic standing of Shifters, Transferees and candidate for graduation.

Office or Division		Office of the University Registrar		
Classification		Simple		
Type of Transaction		G2C- Government to Citizen; G2B- Government to Business		
Who May Avail		Graduating Students, Transferees, Shifters, Active Students		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Transcript of Records Note: Active students are appraised every enrolment period by their department heads. Final evaluation is done during students' application for graduation.		OURA, Ground Floor Administration Building, ISAT University		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
For Graduating Students				
1. Submits accomplished form	Provides Appplication forms	None	1 min.	College Dean/Assigned Staff
2. Fills-up the form and processes application for signature	Appraises student records and recommends for appropriate action.	None	5 mins.	Department Head/College Dean

3. Submits accomplished Application for Graduation Form	Receives the Form and evaluates student academic standing	None	5 mins.	Registrar/Assigned Staff
	Informs student of requirements/deficiencies	None	1 min.	Staff
4. Complies lacking requirements for graduation	Recommends graduating student to ACCO and BOR.	None	1 min.	University Registrar
	TOTAL	None	13 mins.	
For Transferees from other Schools				
1. Presents Students Appraisal for Credited Subjects Form	Requests for payment of Appraisal Fee	None	3 mins.	Front Office Staff
2. Pays the Appraisal Fee	Receives payment for Appraisal fee	None	5 mins.	Cashiers' Office
3. Presents Students Appraisal for Credited subjects Form together with the Official Receipt, Transcript of Records, and the Curricular Structure (provided by the Department Heads)	Reviews student academic records and the accomplished Application for Accredition of subjects.	None	10 mins.	Registrar I
4. Receives the approved Form and signs to conform with the result of the credited	Approves the credited subjects and advises students on what to do with the credited subjects during enrolment.	None	5 mins.	University Registrar

subjects				
5. Furnishes the Department Head of approved form	Requests student to furnish an approved copy	None	1 min.	University Registrar
	TOTAL	None	23 mins.	
For Shifters				
1. Submits the approved Application to Shift Course/Degree together with the Transcript of Records and Curricular Structure of the course the student wishes to shift	Reviews student academic records and the accomplished Application for Accreditation of Subjects	None	10 mins.	Person Responsible
2. Receives the approved Form and signs to conform with subject credited	Approves the credited subjects and advises students on what to do with the credited subjects during enrolment.	None	5 mins.	Registrar I
3. Furnishes the Department Head of he approved form	Requests student to furnish the Department Head an approved copy	None	1 min.	University Registrar
	TOTAL	None	16 mins.	

104. Verification of Students' Academic Records

Conducts the terminal individual evaluation of Students Academic Record to determine the scholastic standing of Shifters, Transferees and candidate for graduation.

Office or Division	Office of the University Registrar
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business
Who May Avail	All Students/ Graduates

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter of Authorization from the Student/Graduates 2. Academic Verification Form from Agency 3. Students Academic Records like Official Transcript of Records or Diploma signed by the University Registrar in Ink. Processing Time: 3 days	OURA, Ground Floor Administration Building, ISAT University

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits Academic Verification Form together with Students Academic Records or Send Academic Verification Form together with Students Academic Records via email address: (registrar@isatu.edu.ph)	Evaluates Student's Academic Records, Accomplished Required Forms and send reply to requesting agency.	None	3 days	University Registrar/Staff Assigned
	TOTAL	None	3 days	

105. **Reportorial Compliances**

Compliance of Data or Information and other mandated reports requested by agencies through official communication or via email/web.

Office or Division	Office of the University Registrar
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business
Who May Avail	Agency/Intercampus Offices/University Systems

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Memorandum/ Advisory/ Letter request/ Official Communication 2. E-forms/ Hard copy of Forms 3. Instructions and Guidelines Processing Time: Upon Request/ 1 day before the set deadline/ as need arises	OURA, Ground Floor Administration Building, ISAT University

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits Memorandum/ Advisory/ Letter request/ Official Communication	Receives Memorandum / Advisory/ Letter request/ Official Communication	None	Upon Request/ 1 day before the set deadline/ as need arises	University Registrar/ Staff Assigned
	Analyzes and Evaluates Memorandum / Advisory/ Letter request/ Official Communication			
	Accomplishes prescribe forms and review data entries/information.			
	Facilitates approval of Reports			

	requested. Sends/Submits Reports to Requesting Agency/Intercampus Offices/University System			
2. Acknowledges Receipt of Complied Reports	Files Acknowledgement Receipts	None	1 min.	Assigned Staff
	TOTAL	None	3 days	

College of Arts and Sciences

Main Campus

External Services

106. Signing of Student Clearance

Office or Division	Office of the Dean			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
2. Students' Semestral Clearance- 1 copy		Deans' Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present clearance completely signed by the Department Head and other concerned together with other requirements.	Check completeness of signatures and other requirements. Forward clearance to the Dean for signature.	None	2 mins.	Frontline Personnel/Admin. Staff (Barbie Saluba)
2. Receives signed	Sign	None	1 min.	Dean (Alejo Biton

clearance.	clearance and returns it to the student.			Ph. D.)
	TOTAL	None	3 mins.	

107. **Completion Forms**

Office or Division	Office of the Dean			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Completion Form- 1 copy		Registrars' Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present proof of completion.	Check and verify entry.	None	2 mins.	Office Staff (Barbie Saluba)
2. Get approved completion form.	Sign Completion Form.	None	1 min.	Dean (Alejo Biton Ph. D.)
3. Submit copy of Completion form to the Registrar.	Retain copy for office, issues the approved Completion Form to the student.	None	2 mins.	Office Staff (Barbie Saluba)
	TOTAL	None	4 mins.	

108. **Approval of Request and Other Communications**

To facilitate efficient and fast response and release of request through provision of needed documents and processes.

Office or Division	Office of the Dean
Classification	Simple
Type of Transaction	G2C-Government to Citizen
Who May Avail	Students, Faculty, Community
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Resolutions/	Requesting Party

Requests/Communications- 1 copy 2. Budget Proposals if necessary- 1 copy		Requesting Party		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit resolutions/activities/other communications for approval/endorsement/referral of the Dean.	Check documents if properly endorsed including the completeness of supporting documents.	None	2 mins.	Office Staff (Barbie Saluba)
2. Wait for the approved documents.	Submit documents to the Dean for approval/ endorsement / referral.	None	5 mins.	Office Staff (Barbie Saluba)
3. Receive approved documents.	Get file/ encode copy of the communication and release approved documents.	None	2 mins.	Office Staff (Barbie Saluba)
In case of non-approval 4. Take note of the deficiency or get list of deficiency and other required documents.	Inform client of the deficiency of the documents for compliance or the reason for non-approval. Advise client to come back upon compliance.	None	3 mins.	Office Staff (Barbie Saluba)

	TOTAL	None	11 minutes	

109. Releasing of Equipment

To facilitate efficient and fast response and release of request through provision of needed documents and processes.

Office or Division	Office of the Dean			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Students, and Faculty			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Identification Card		Deans' Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the ID Card.	Receive the ID Card Check the status of the ID Card	None	1 min.	Office Staff (Barbie Saluba)
2. Fill up entries of the logbook.	Check the entries on the logbook.	None	1 min.	Office Staff (Barbie Saluba)
3. Wait for the releasing of the equipment.	Get the equipment.	None	3 mins.	Office Staff (Barbie Saluba)
4. Get the equipment.	Check the logbook.	None	2 mins.	Office Staff (Barbie Saluba)
	TOTAL	None	12 ins.	

110. Returning of Equipment

To facilitate efficient and fast response and release of request through provision of needed documents and processes.

Office or Division	Office of the Dean			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Students, and Faculty			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Borrowed equipment by the students/faculty		Requesting Party		
CLIENT STEPS	**AGENCY**	**FEES**	**PROCESSING**	**PERSON**

	ACTION	TO BE PAID	TIME	RESPONSIBLE
1. Present the borrowed equipment.	Receive/ check the returned equipment. Look for the logbook	None	5 mins.	Office Staff (Barbie Saluba)
2. Waits for the advice of the staff.	Log the equipment.	None	2 mins.	Office Staff (Barbie Saluba)
3. Sign in the logbook to verify if the borrowed equipment has been returned.	Check the entry of the logbook.	None	2 mins.	Office Staff (Barbie Saluba)
4. Wait for the ID card.	Return the ID Card	None	1 min.	Office Staff (Barbie Saluba)
	TOTAL	None	10 mins.	

111. Request for Special Class

To facilitate efficient and fast response and release of request through provision of needed documents and processes.

Office or Division	Office of the Dean			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Letter request for Special Class- 1 copy 2. Affidavit of Undertaking- 1 copy		Students Faculty		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Inquire for the subject to be requested.	Identify the subject/ course to be requested and the number of students.	None	5 mins.	Office Staff (Barbie Saluba)
2. Make a letter-request for special	Receive and process the	None	5 mins.	Office Staff (Barbie Saluba)

class.	letter request.			
3. Wait for the approval of the special class and the designation of the teacher to handle the class.	Find suitable instructor to handle the requested special class.	None	20 mins.	Dean (Alejo Biton Ph. D)
4. Proceed with the enrolment of the subject.	Post approved special class with rates of fees.	Special Class Subject Fee	5 mins.	Office Staff (Barbie Saluba)
	TOTAL	None	25 mins.	

112. Issuance of Promissory Notes for Students' Balances

To facilitate efficient and fast response and release of request through provision of needed documents and processes.

Office or Division	Office of the Dean			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Statement of Account 2. Registration Form 3. Promissory Note 4. ID Card		Cashiers' Office Registrars' Office Requesting Party Students		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Promissory Note.	Validate reason for request for promissory note.	None	4 mins.	Office Staff (Barbie Saluba)
Present Student Account Balance/ Statement of Account, Registration Form, and letter from parents, if necessary.	Check entry of Promissory Note.			

2. Wait for the endorsement of the Promissory Note.	Check the validity of the Promissory Note. Approve/ note the given amounts on the letter and on the Registration Form.	None	5 mins.	Dean (Alejo Biton Ph. D.)
3. Receive Promissory Note and Registration Form.	Get file copy of Promissory Note. Return Registration Form and releases approved Promissory Note.	None	3 mins.	Office Staff (Barbie Saluba)
	TOTAL	None	11 mins.	

113. Releasing of Student Records/Documents/Journals

To facilitate efficient and fast response and release of request through provision of needed documents and processes.

Office or Division	Office of the Dean			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. ID Card		Deans' Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Inquire for the records/documents/ journals are available.	Check if the records/ documents/ journals are available.	None	3 mins.	Office Staff (Barbie Saluba)
2. Fill up the logbook.	Check the	None	3 mins.	Office Staff

Present ID card.	entries on the logbook and ID card.			(Barbie Saluba)
3. Wait for the release of the records/ document/ journals.	Check the records/ documents/ journals if properly filed.	None	2 mins.	Office Staff (Barbie Saluba)
	Remind the borrower of the due date.			
	Release the records/ documents/ journals.			
4. Get the borrowed records/ document/ journals.	Check the logbook.	None	2 mins.	Office Staff (Barbie Saluba)
	TOTAL	None	10 mins.	

114. **Returning the Records/Documents/Journals**

To facilitate efficient and fast response and release of request through provision of needed documents and processes.

Office or Division	Office of the Dean			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. ID Card		Deans' Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the Records/ Documents/ Journals borrowed.	Check and examine the returned records/ documents/ journals if proper filing.	None	3 mins.	Office Staff (Barbie Saluba)
2. Wait for the advice of the staff.	Log the returned	None	3 mins.	Office Staff (Barbie Saluba)

	records/ documents/ journals.			
3. Sign in the logbook for the verification of returning records/ documents/ journals.	Check the entry of the logbook.	None	2 mins.	Office Staff (Barbie Saluba)
4. Wait for the release of the ID card.	Return the ID Card.	None	2 mins.	Office Staff (Barbie Saluba)
	TOTAL	None	10 mins.	

115. **Request for Printing and Encoding**

To facilitate efficient and fast response and release of request through provision of needed documents and processes.

Office or Division	Office of the Dean			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Students and Faculty			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. ID Card		Deans' Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for printing and encoding.		None	3 mins.	Office Staff (Barbie Saluba)
2. Wait for the advice of the college staff.	Look for the logbook and log the returned records/ documents/ journals.	None	3 mins.	Office Staff (Barbie Saluba)
3. Sign in the logbook for the verification of returning records/documents/ journals.	Check the logbook if it fills correctly.	None	2 mins.	Office Staff (Barbie Saluba)
4. Wait for the ID Card	Return the ID card.	None	2 mins.	Office Staff (Barbie Saluba)
	TOTAL	None	10 mins.	

116. Facilitating Requests of Faculty and Students

Office or Division	Office of the Dean			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Faculty and Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Request Form-1 copy		Deans' Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Log for the request.	Check the request	None	1 min.	Office Staff (Barbie Saluba)
2. Waits for the advice of the staff.	Get the Logbook	None	3 mins.	Office Staff (Barbie Saluba)
3. Sign in the logbook for the verification of returning records/ documents/ journals.	Check the entries of logbook	None	2 mins.	Office Staff (Barbie Saluba)
4. Wait for the ID card.	Return the ID card	None	2 mins.	Office Staff (Barbie Saluba)
	TOTAL	None	7 mins.	

117. Processing of Enrolment

Office or Division	Office of the Dean			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Incoming Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Form 137- 1 copy 2. Certificate of Good Moral Character- 1 copy 3. Certificate of Live Birth/NSO- 1 copy 4. Medical Exam Report		Last school attended Last school attended Philippine Statistics Authority University Clinic		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Present requirement for enrolment.	Check and get the copy of the requirements for completeness and issue the pre-registration form to qualified enrolees.	None	5 mins.	Enrolment Committee
	Advice students on subjects to enroll.			
2. Fill-up the pre-registration form for new students.	Check the Pre-registration Form for completeness and accuracy.	None	2 mins.	Enrolment Committee
	Sign PRF to signify that it has been verified and checked.			
3. Present Pre-Registration Form for encoding of subjects.	Encode subject.	None	7 mins.	Enrolment Committee
	Print Registration Form.			
4. Wait for the advice of the enrolment committee.	Sign the Registration Form for the Dean.	None	3 mins.	Enrolment Committee
	Receive copy of the enrolment requirements/documents for the submission to the Registrar's office.			
	If requirements are complete confirm enrolment.			
	Retain copies of the RF for the distribution to the Dean's, Registrar's and Cashier's Office.			
	Distribute RF's copy for the Registrar and Cashier Office.			
	TOTAL	None	17 mins.	

118. Processing of Enrolment (Old and Returning Students)

Office or Division	Office of the Dean			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Clearance- 1 copy		Deans' Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present clearance.	Check and get the copy of clearance and issue the Pre-Registration Form. Advise students on subjects to enroll.	None	5 mins.	Enrolment Committee
2. Fill-up the Pre-registration Form for old students.	Check the Pre-registration Form for completeness and accuracy. Sign PRF to signify that it has been verified and checked	None	2 mins.	Enrolment Committee
3. Present Pre-Registration Form for encoding of subjects.	Encode subject Print Registration Form	None	7 mins.	Enrolment Committee
4. Wait for the advice of the enrolment committee.	Sign the Registration Form for the Dean Receive copy of the enrolment requirements/documents for the submission to the Registrar's office. If requirements are complete confirm enrolment. Retain copies of the RF for the distribution to the Dean's, Registrar's and Cashier's Office.	None	3 mins.	Enrolment Committee

	Distribute RF's copy for the Registrar and Cashier Office.			
	TOTAL	None	17 mins.	

119. Processing of Adding/Changing/Dropping/Withdrawal of Subjects

Office or Division	Office of the Dean			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Registration Form-1 copy 2. Receipt- 1 copy		Deans' Office Cashiers' Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present Registration Form and Receipt.	Check the Registration Form and Receipt. Give the Adding/ Changing/ Dropping/ Withdrawal of Subjects Form. Advise to proceed at Department Head/ Section Chair for evaluation.	None	2 mins.	Office Staff (Barbie Saluba)
2. Fill the Form of Adding/ Changing/ Dropping/ Withdrawal of Subjects.	Check the Subjects enrolled. Advise the students for the subjects to be add/ change/ drop/ withdraw. Sign the Form and proceed to the Dean's Office	None	7 mins.	Office Staff (Barbie Saluba)
3. Present the Adding/ Changing/ Dropping/ Withdrawal Form.	Check the Adding Form and sign it to the Dean.	None	2 mins.	Office Staff (Barbie Saluba)

4. Proceed to the Cashier office for the verification of subjects added/dropped / changing/withdraw.	Sign the Adding/ Changing/ Dropping/ Withdrawal Form.	None	2 mins.	Collecting Clerk
5. Submit Adding/ Changing/ Dropping/ Withdrawal Form to the Registrar Office for confirmation.	Confirm Subjects added/ changed/ dropped/withdrawn	None	5 mins.	Registrar
6. Return to the Dean's office and submit Dean's copy of Adding/ Changing/ Dropping/ Withdrawal Form.	Received Deans Copy of Adding/ Changing/ Dropping/ Withdrawal Form	None	1 min.	Office Staff (Barbie Saluba)
	TOTAL	None	19 mins.	

College of Education

Main Campus

External Services

120. Signing of Student Clearance

Office or Division	Office of the Dean			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Students' Semestral Clearance- 1 copy		Deans' Office		
CLIENT STEPS	**AGENCY**	**FEES**	**PROCESSING**	**PERSON**

	ACTION	TO BE PAID	TIME	RESPONSIBLE
1. Present clearance completely signed by the Department Head and other concerned together with other requirements.	Check completeness of signatures and other requirements. Forward clearance to the Dean for signature.	None	2 mins.	Frontline Personnel/Admin. Staff
2. Receives signed clearance.	Sign clearance and returns it to the student.	None	1 min.	Dean
	TOTAL	None	3 mins.	

121. Completion Forms

Office or Division	Office of the Dean			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Completion Form- 1 copy		Registrars' Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present proof of completion.	Check and verify entry.	None	2 mins.	Office Staff
2. Get approved completion form.	Sign Completion Form.	None	1 min.	Dean
3. Submit copy of Completion form to the Registrar.	Retain copy for office, issues the approved Completion Form to the student.	None	2 mins.	Office Staff
	TOTAL	None	5 mins.	

122. Approval of Request and Other Communications

To facilitate efficient and fast response and release of request through provision of needed documents and processes.

Office or Division	Office of the Dean			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Students, Faculty, Community			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Resolutions/ Requests/Communications- 1 copy 2. Budget Proposals if necessary- 1 copy		Requesting Party Requesting Party		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Submit resolutions/activities/other communications for approval/endorsement/referral of the Dean.	Check documents if properly endorsed including the completeness of supporting documents.	None	2 mins.	Office Staff
2. Wait for the approved documents.	Submit documents to the Dean for approval/ endorsement / referral.	None	5 mins.	Office Staff
3. Receive approved documents.	Get file/ encode copy of the communication and release approved documents.	None	2 mins.	Office Staff
In case of non-approval 4. Take note of the deficiency or get list of deficiency and other required documents.	Inform client of the deficiency of the documents for compliance or the reason for non-approval. Advise client to come back upon compliance.	None	3 mins.	Office Staff
	TOTAL	None	11 ins.	

123. **Releasing of Equipment**

To facilitate efficient and fast response and release of request through provision of needed documents and processes.

Office or Division	Office of the Dean
Classification	Simple
Type of Transaction	G2C-Government to Citizen

Who May Avail		Students, and Faculty		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Identification Card		Deans' Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the ID Card.	Receive the ID Card Check the status of the ID Card	None	1 min.	Office Staff
2. Fill up entries of the logbook.	Check the entries on the logbook.	None	1 min.	Office Staff
3. Wait for the releasing of the equipment.	Get the equipment.	None	3 mins.	Office Staff
4. Get the equipment.	Check the logbook.	None	2 mins.	Office Staff
	TOTAL	None	12 ins.	

124. Returning of Equipment

To facilitate efficient and fast response and release of request through provision of needed documents and processes.

Office or Division		Office of the Dean		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Students, and Faculty		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Borrowed equipment by the students/faculty		Requesting Party		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the borrowed equipment.	Receive/ check the returned equipment. Look for the logbook	None	5 mins.	Office Staff
2. Waits for the advice of the	Log the equipment.	None	2 mins.	Office Staff

staff.				
3. Sign in the logbook to verify if the borrowed equipment has been returned.	Check the entry of the logbook.	None	2 mins.	Office Staff
4. Wait for the ID card.	Return the ID Card	None	1 min.	Office Staff
	TOTAL	None	10 mins.	

125. Request for Special Class

To facilitate efficient and fast response and release of request through provision of needed documents and processes.

Office or Division	Office of the Dean			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Letter request for Special Class- 1 copy 2. Affidavit of Undertaking- 1 copy		Students Faculty		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Inquire for the subject to be requested.	Identify the subject/ course to be requested and the number of students.	None	5 mins.	Office Staff
2. Make a letter-request for special class.	Receive and process the letter request.	None	5 mins.	Office Staff
3. Wait for the approval of the special class and the designation of the teacher to handle	Find suitable instructor to handle the requested special class.	None	20 mins.	Dean

the class.				
4. Proceed with the enrolment of the subject.	Post approved special class with rates of fees.	Special Class Subject Fee	5 mins.	Office Staff
	TOTAL	None	25 mins.	

126. **Issuance of Promissory Notes for Students' Balances**

To facilitate efficient and fast response and release of request through provision of needed documents and processes.

Office or Division	Office of the Dean			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Statement of Account 2. Registration Form 3. Promissory Note 4. ID Card		Cashiers' Office Registrars' Office Requesting Party Students		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Promissory Note.	Validate reason for request for promissory note.	None	4 mins.	Office Staff
Present Student Account Balance/ Statement of Account, Registration Form, and letter from	Check entry of Promissory Note.			

parents, if necessary.				
2. Wait for the endorsement of the Promissory Note.	Check the validity of the Promissory Note. Approve/ note the given amounts on the letter and on the Registration Form.	None	5 mins.	Dean
3. Receive Promissory Note and Registration Form.	Get file copy of Promissory Note. Return Registration Form and releases approved Promissory Note.	None	3 mins.	Office Staff
	TOTAL	None	11 mins.	

127. Releasing of Student Records/Documents/Journals

To facilitate efficient and fast response and release of request through provision of needed documents and processes.

Office or Division	Office of the Dean			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. ID Card		Deans' Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Inquire for the records/documents/ journals are available.	Check if the records/ documents/ journals are	None	3 mins.	Office Staff

	available.			
2. Fill up the logbook. Present ID card.	Check the entries on the logbook and ID card.	None	3 mins.	Office Staff
3. Wait for the release of the records/ document/ journals.	Check the records/ documents/ journals if properly filed. Remind the borrower of the due date. Release the records/ documents/ journals.	None	2 mins.	Office Staff
4. Get the borrowed records/ document/ journals.	Check the logbook.	None	2 mins.	Office Staff
	TOTAL	None	10 mins.	

128. Returning the Records/Documents/Journals

To facilitate efficient and fast response and release of request through provision of needed documents and processes.

Office or Division	Office of the Dean			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. ID Card		Deans' Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the Records/ Documents/ Journals borrowed.	Check and examine the returned records/ documents/ journals if	None	3 mins.	Office Staff

	proper filing.			
2. Wait for the advice of the staff.	Log the returned records/ documents/ journals.	None	3 mins.	Office Staff
3. Sign in the logbook for the verification of returning records/ documents/ journals.	Check the entry of the logbook.	None	2 mins.	Office Staff
4. Wait for the release of the ID card.	Return the ID Card.	None	2 mins.	Office Staff
	TOTAL	None	10 mins.	

129. Request for Printing and Encoding

To facilitate efficient and fast response and release of request through provision of needed documents and processes.

Office or Division	Office of the Dean			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Students and Faculty			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. ID Card		Deans' Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for printing and encoding.		None	3 mins.	Office Staff
2. Wait for the advice of the college staff.	Look for the logbook and log the returned records/ documents/ journals.	None	3 mins.	Office Staff
3. Sign in the logbook for the verification	Check the logbook if it	None	2 mins.	Office Staff

of returning records/documents/ journals.	fills correctly.			
4. Wait for the ID Card	Return the ID card.	None	2 mins.	Office Staff
	TOTAL	None	11 mins.	

130. Facilitating Requests of Faculty and Students

Office or Division	Office of the Dean
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Faculty and Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request Form-1 copy	Deans' Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Log for the request.	Check the request	None	1 min.	Office Staff
2. Waits for the advice of the staff.	Get the Logbook	None	3 mins.	Office Staff
3. Sign in the logbook for the verification of returning records/ documents/ journals.	Check the entries of logbook	None	2 mins.	Office Staff
4. Wait for the ID card.	Return the ID card	None	2 mins.	Office Staff
	TOTAL	None	8 mins.	

131. Processing of Enrolment

Office or Division	Office of the Dean
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Incoming Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Form 137- 1 copy	Last school attended

2. Certificate of Good Moral Character- 1 copy 3. Certificate of Live Birth/NSO- 1 copy 4. Medical Exam Report		Last school attended Philippine Statistics Authority University Clinic		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present requirement for enrolment.	Check and get the copy of the requirements for completeness and issue the pre-registration form to qualified enrolees. Advice students on subjects to enroll.	None	5 mins.	Enrolment Committee
2.Fill-up the pre-registration form for new students.	Check the Pre-registration Form for completeness and accuracy. Sign PRF to signify that it has been verified and checked.	None	2 mins.	Enrolment Committee
3.Present Pre-Registration Form for encoding of subjects.	Encode subject. Print Registration Form.	None	7 mins.	Enrolment Committee
4.Wait for the advice of the enrolment committee.	Sign the Registration Form for the Dean. Receive copy of the enrolment requirements/documents for the submission to the Registrar's office. If requirements are complete confirm enrolment. Retain copies of the RF for the distribution to the Dean's, Registrar's and	None	3 mins.	Enrolment Committee

	Cashier's Office. Distribute RF's copy for the Registrar and Cashier Office.			
	TOTAL	None	17 mins.	

132. Processing of Enrolment (Old and Returning Students)

Office or Division	Office of the Dean
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Clearance- 1 copy	Deans' Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present clearance.	Check and get the copy of clearance and issue the Pre-Registration Form. Advise students on subjects to enroll.	None	5 mins.	Enrolment Committee
2.Fill-up the Pre-registration Form for old students.	Check the Pre-registration Form for completeness and accuracy. Sign PRF to signify that it has been verified and checked	None	2 mins.	Enrolment Committee
3.Present Pre-Registration Form for encoding of subjects.	Encode subject Print Registration Form	None	7 mins.	Enrolment Committee
4.Wait for the advice of the enrolment committee.	Sign the Registration Form for the Dean Receive copy of the enrolment requirements/documents for the submission to the	None	3 mins.	Enrolment Committee

	Registrar's office.			
	If requirements are complete confirm enrolment.			
	Retain copies of the RF for the distribution to the Dean's, Registrar's and Cashier's Office.			
	Distribute RF's copy for the Registrar and Cashier Office.			
	TOTAL	None	17 mins.	

133. Processing of Adding/Changing/Dropping/Withdrawal of Subjects

Office or Division	Office of the Dean			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Registration Form-1 copy 2. Receipt- 1 copy		Deans' Office Cashiers' Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Present Registration Form and Receipt.	Check the Registration Form and Receipt.	None	2 mins.	Office Staff (Barbie Saluba)
	Give the Adding/ Changing/ Dropping/ Withdrawal of Subjects Form.			
	Advise to proceed at Department Head/ Section Chair for evaluation.			
2.Fill the Form of Adding/ Changing/ Dropping/ Withdrawal of Subjects.	Check the Subjects enrolled.	None	7 mins.	Office Staff (Barbie Saluba)
	Advise the students for the subjects to be add/ change/ drop/ withdraw.			

	Sign the Form and proceed to the Dean's Office			
3. Present the Adding/ Changing/ Dropping/ Withdrawal Form.	Check the Adding Form and sign it to the Dean.	None	2 mins.	Office Staff (Barbie Saluba)
4. Proceed to the Cashier office for the verification of subjects added/dropped / changing/withdraw.	Sign the Adding/ Changing/ Dropping/ Withdrawal Form.	None	2 mins.	Collecting Clerk
5. Submit Adding/ Changing/ Dropping/ Withdrawal Form to the Registrar Office for confirmation.	Confirm Subjects added/ changed/ dropped/withdrawn	None	5 mins.	Registrar
6.Return to the Dean's office and submit Dean's copy of Adding/ Changing/ Dropping/ Withdrawal Form.	Received Deans Copy of Adding/ Changing/ Dropping/ Withdrawal Form	None	1 min.	Office Staff (Barbie Saluba)
	TOTAL	None	19 mins.	

College of Industrial Technology

Main Campus

External Services

118. Signing of Student Clearance

Office or Division	Office of the Dean			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Students' Semestral Clearance- 1 copy		Deans' Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present clearance completely signed by the Department Head and other concerned together with other requirements.	Check completeness of signatures and other requirements. Forward clearance to the Dean for signature.	None	2 mins.	Frontline Personnel/Admin. Staff (Barbie Saluba)
2. Receives signed clearance.	Sign clearance and returns it to the student.	None	1 min.	Dean (Rene L. Celda, DIT)
	TOTAL	None	3 mins.	

119. Completion Forms

Office or Division	Office of the Dean			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Completion Form- 1 copy		Registrars' Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present proof of completion.	Check and verify entry.	None	2 mins.	Office Staff (April Rose Tibudan)
2. Get approved completion form.	Sign Completion Form.	None	1 min.	Dean (Rene L. Celda, DIT)
3. Submit copy of Completion form to the Registrar.	Retain copy for office, issues the approved Completion Form to the student.	None	2 mins.	Office Staff (April Rose Tibudan)
	TOTAL	None	4 minutes	

120. Approval of Request and Other Communications

To facilitate efficient and fast response and release of request through provision of needed documents and processes.

Office or Division	Office of the Dean			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Students, Faculty, Community			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Resolutions/ Requests/Communications- 1 copy 2. Budget Proposals if necessary- 1 copy		Requesting Party Requesting Party		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Submit resolutions/activities/other communications for approval/endorsement/referral of the Dean.	Check documents if properly endorsed including the completeness of supporting documents.	None	2 mins.	Office Staff (April Rose Tibudan)
2. Wait for the approved documents.	Submit documents to the Dean for approval/ endorsement / referral.	None	5 mins.	Office Staff (April Rose Tibudan)
3. Receive approved documents.	Get file/ encode copy of the communication and release approved documents.	None	2 mins.	Office Staff (April Rose Tibudan)
In case of non-approval 4. Take note of the deficiency or get list of deficiency and other required documents.	Inform client of the deficiency of the documents for compliance or the reason for non-approval. Advise client to come back upon compliance.	None	3 mins.	Office Staff (April Rose Tibudan)
	TOTAL	None	12 ins.	

130. Releasing of Equipment

To facilitate efficient and fast response and release of request through provision of needed documents and processes.

Office or Division	Office of the Dean
Classification	Simple

Type of Transaction	G2C-Government to Citizen			
Who May Avail	Students, and Faculty			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Identification Card		Deans' Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the ID Card.	Receive the ID Card Check the status of the ID Card	None	1 min.	Office Staff (April Rose Tibudan)
2. Fill up entries of the logbook.	Check the entries on the logbook.	None	1 min.	Office Staff (April Rose Tibudan)
3. Wait for the releasing of the equipment.	Get the equipment.	None	3 mins.	Office Staff (April Rose Tibudan)
4.Get the equipment.	Check the logbook.	None	2 mins.	Office Staff (April Rose Tibudan)
	TOTAL	None	11 ins.	

131. Returning of Equipment

To facilitate efficient and fast response and release of request through provision of needed documents and processes.

Office or Division	Office of the Dean			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Students, and Faculty			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Borrowed equipment by the students/faculty		Requesting Party		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the borrowed equipment.	Receive/ check the returned equipment. Look for the logbook	None	5 mins.	Office Staff (April Rose Tibudan)

2. Waits for the advice of the staff.	Log the equipment.	None	2 mins.	Office Staff (April Rose Tibudan)
3. Sign in the logbook to verify if the borrowed equipment has been returned.	Check the entry of the logbook.	None	2 mins.	Office Staff (April Rose Tibudan)
4. Wait for the ID card.	Return the ID Card	None	1 min.	Office Staff (April Rose Tibudan)
	TOTAL	None	9 ins.	

132. Request for Special Class

To facilitate efficient and fast response and release of request through provision of needed documents and processes.

Office or Division	Office of the Dean			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Letter request for Special Class- 1 copy 2. Affidavit of Undertaking- 1 copy		Students Faculty		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Inquire for the subject to be requested.	Identify the subject/ course to be requested and the number of students.	None	5 mins.	Office Staff (April Rose Tibudan)
2. Make a letter-request for special class.	Receive and process the letter request.	None	5 mins.	Office Staff (April Rose Tibudan)
3. Wait for the approval of the special class and the designation of the	Find suitable instructor to handle the	None	20 mins.	Dean (Rene L. Celda, DIT)

teacher to handle the class.	requested special class.			
4. Proceed with the enrolment of the subject.	Post approved special class with rates of fees.	Special Class Subject Fee	5 mins.	Office Staff (April Rose Tibudan)
	TOTAL	None	25 mins.	

133. Issuance of Promissory Notes for Students' Balances

To facilitate efficient and fast response and release of request through provision of needed documents and processes.

Office or Division	Office of the Dean			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Statement of Account 2. Registration Form 3. Promissory Note 4. ID Card		Cashiers' Office Registrars' Office Requesting Party Students		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Promissory Note.	Validate reason for request for promissory note.	None	4 mins.	Office Staff (April Rose Tibudan)
Present Student Account Balance/ Statement of Account, Registration Form, and letter from parents, if necessary.	Check entry of Promissory Note.			
2. Wait for the endorsement of the Promissory Note.	Check the validity of the Promissory	None	5 mins.	Dean (Rene L. Celda, DIT)

	Note. Approve/ note the given amounts on the letter and on the Registration Form.			
3. Receive Promissory Note and Registration Form.	Get file copy of Promissory Note. Return Registration Form and releases approved Promissory Note.	None	3 mins.	Office Staff (April Rose Tibudan)
	TOTAL	None	12 mins.	

134. Releasing of Student Records/Documents/Journals

To facilitate efficient and fast response and release of request through provision of needed documents and processes.

Office or Division	Office of the Dean			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. ID Card		Deans' Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Inquire for the records/documents/ journals are available.	Check if the records/ documents/ journals are available.	None	3 mins.	Office Staff (April Rose Tibudan)
2. Fill up the logbook. Present ID card.	Check the entries on the logbook and ID card.	None	3 mins.	Office Staff (April Rose Tibudan)
3. Wait for the release of the records/ document/ journals.	Check the records/ documents/ journals if properly filed. Remind the borrower of the due date. Release the records/ documents/ journals.	None	2 mins.	Office Staff (April Rose Tibudan))
4. Get the borrowed records/ document/ journals.	Check the logbook.	None	2 mins.	Office Staff (April Rose Tibudan))
	TOTAL	None	10 mins.	

135. Returning the Records/Documents/Journals

To facilitate efficient and fast response and release of request through provision of needed documents and processes.

Office or Division	Office of the Dean			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. ID Card		Deans' Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the Records/ Documents/ Journals borrowed.	Check and examine the returned records/ documents/ journals if proper filing.	None	3 mins.	Office Staff (April Rose Tibudan)
2. Wait for the advice of the staff.	Log the returned records/ documents/ journals.	None	3 mins.	Office Staff (April Rose Tibudan)
3. Sign in the logbook for the verification of returning records/ documents/ journals.	Check the entry of the logbook.	None	2 mins.	Office Staff (April Rose Tibudan)
4. Wait for the release of the ID card.	Return the ID Card.	None	2 mins.	Office Staff (April Rose Tibudan)
	TOTAL	None	10 mins.	

136. Request for Printing of Grade Sheets, Monitoring of Classes and Class records

To facilitate efficient and fast response and release of request through provision of needed documents and processes.

Office or Division		Office of the Dean		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Students and Faculty		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. ID Card		Deans' Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Log for the request.	Check the request.	None	2 mins.	Office Staff (April Rose Tibudan)
2. Waits for the issuance of request.	Office staff prints the request.	None	3 mins.	Office Staff (April Rose Tibudan)
3. Sign the request logbook.	Release the print request.	None	1 min.	Office Staff (April Rose Tibudan)
	TOTAL	None	5 mins.	

137. Facilitating Requests of Faculty and Students

Office or Division		Office of the Dean		
Classification		Simple		
Type of Transaction		G2C- Government to Citizen		
Who May Avail		Faculty and Students		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Request Form-1 copy		Deans' Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Log for the request.	Check the request	None	1 min.	Office Staff (April Rose Tibudan)
2. Waits for the	Get the	None	3 mins.	Office Staff

advice of the staff.	Logbook			(April Rose Tibudan)
3. Sign in the logbook for the verification of returning records/ documents/ journals.	Check the entries of logbook	None	2 mins.	Office Staff (April Rose Tibudan)
4. Wait for the ID card.	Return the ID card	None	2 mins.	Office Staff (April Rose Tibudan)
	TOTAL	None	11 mins.	

138. Processing of Enrolment

Office or Division	Office of the Dean
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Incoming Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Form 137- 1 copy 2. Certificate of Good Moral Character- 1 copy 3. Certificate of Live Birth/NSO- 1 copy 4. Medical Exam Report	Last school attended Last school attended Philippine Statistics Authority University Clinic

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirement for enrolment.	Check and get the copy of the requirements for completeness and issue the pre-registration form to qualified enrolees.	None	5 mins.	Enrolment Committee
	Advice students on subjects to enroll.			
2. Fill-up the pre-registration form for new students.	Check the Pre-registration Form for completeness and accuracy.	None	2 mins.	Enrolment Committee

	Sign PRF to signify that it has been verified and checked.			
3. Present Pre-Registration Form for encoding of subjects.	Encode subject. Print Registration Form.	None	7 mins.	Enrolment Committee
4. Wait for the advice of the enrolment committee.	Sign the Registration Form for the Dean. Receive copy of the enrolment requirements/documents for the submission to the Registrar's office. If requirements are complete confirm enrolment. Retain copies of the RF for the distribution to the Dean's, Registrar's and Cashier's Office. Distribute RF's copy for the Registrar and Cashier Office.	None	3 mins.	Enrolment Committee
	TOTAL	None	17 mins.	

139. Processing of Enrolment (Old and Returning Students)

Office or Division	Office of the Dean			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Clearance- 1 copy		Deans' Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present clearance.	Check and get the copy of clearance and issue the Pre-	None	5 mins.	Enrolment Committee

	Registration Form. Advise students on subjects to enroll.			
2. Fill-up the Pre-registration Form for old students.	Check the Pre-registration Form for completeness and accuracy. Sign PRF to signify that it has been verified and checked	None	2 mins.	Enrolment Committee
3. Present Pre-Registration Form for encoding of subjects.	Encode subject Print Registration Form	None	7 mins.	Enrolment Committee
4. Wait for the advice of the enrolment committee.	Sign the Registration Form for the Dean Receive copy of the enrolment requirements/documents for the submission to the Registrar's office. If requirements are complete confirm enrolment. Retain copies of the RF for the distribution to the Dean's, Registrar's and Cashier's Office. Distribute RF's copy for the Registrar and Cashier Office.	None	3 mins.	Enrolment Committee
	TOTAL	None	17 mins.	

140. Processing of Adding/Changing/Dropping/Withdrawal of Subjects

Office or Division	Office of the Dean
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Registration Form-1 copy 2. Receipt- 1 copy	Deans' Office Cashiers' Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present Registration Form and Receipt.	Check the Registration Form and Receipt. Give the Adding/ Changing/ Dropping/ Withdrawal of Subjects Form. Advise to proceed at Department Head/ Section Chair for evaluation.	None	2 mins.	Office Staff (April Rose Tibudan)
2. Fill the Form of Adding/ Changing/ Dropping/ Withdrawal of Subjects.	Check the Subjects enrolled. Advise the students for the subjects to be add/ change/ drop/ withdraw. Sign the Form and proceed to the Dean's Office	None	7 mins.	Office Staff (April Rose Tibudan)
3. Present the Adding/ Changing/ Dropping/ Withdrawal Form.	Check the Adding Form and sign it to the Dean.	None	2 mins.	Office Staff (April Rose Tibudan)
4. Proceed to the Cashier office for the verification of subjects added/dro	Sign the Adding/ Changing/ Dropping/ Withdrawal Form.	None	2 mins.	Collecting Clerk

pped/ changing/w ithdraw.				
5. Submit Adding/ Changing/ Dropping/ Withdrawal Form to the Registrar Office for confirmatio n.	Confirm Subjects added/ changed/ dropped/withdrawn	None	5 mins.	Registrar
6. Return to the Dean's office and submit Dean's copy of Adding/ Changing/ Dropping/ Withdrawal Form.	Received Deans Copy of Adding/ Changing/ Dropping/ Withdrawal Form	None	1 min.	Office Staff (April Rose Tibudan)
	TOTAL	None	19 mins.	

141. Processing of Enrolment (Regular Evening and Graduate Program)

Office or Division	Office of the Dean			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Clearance-1 copy		Deans' Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present requirements for enrolment.	Check requirements for completeness and issue Pre-registration	None	5 mins.	Enrolment Committee
	Advise students on subjects to enroll.			

2. Fill-up the Pre-registration Form for old students.	Check the Pre-registration Form for completeness and accuracy. Sign PRF to signify that it has been verified and checked	None	2 mins.	Enrolment Committee
3. Payment of Tuition and Misc. Fees				
Secure a priority number from the guard on duty	Give priority number	None	30 seconds	Security Guards
Present priority number, on the counter where it will be served pre-registration form and required amount of down payment to the collecting clerk in the counter where your number was called.	Get the priority number, encode the ID number from the registration form in the Cash Management System, receive payment and issue Official Receipt.	Require downpayment	5 mins.	Collecting Clerk
Proceed to the Dean's office.	Instruct student to proceed to the Dean's Office.	None	1 min.	Collecting Officer
4. Present Pre-Registration Form for encoding of subjects.	Encode subject Print Registration Form	None	7 mins.	Enrolment Committee
5. Wait for the advice of the enrolment committee.	Sign the Registration Form for the Dean Receive copy of the enrolment requirements/documents for the submission to the Registrar's office. If requirements are complete confirm	None	3 mins.	Enrolment Committee

	enrolment.			
	Retain copies of the RF for the distribution to the Dean's, Registrar's and Cashier's Office.			
	Distribute RF's copy for the Registrar and Cashier Office.			
	TOTAL	None	23 mins.and 30 sec.	

Office of the University President

Internal Services

142. Approval of Travels Abroad/ School Activities/Requests and Other Communications

The Office of the University President approves resolutions, activities, requests, and other communications for the growth and development of ISAT University community provided requests are supported with documents and duly signed by department heads and key officials for validation.

Office or Division	Office of the University President			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Faculty and Employees of ISAT U Community			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
2. Recommendation Letter from the Department Head or Dean 3. Invitation (if applicable) 4. Proposals (if applicable) 5. MOA (if applicable)		Department Head/Dean's Office/Host Agency/Organization, ISAT University, La Paz, Iloilo City		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits	Checks the	None	3 mins.	Office Staff

resolutions, requests and other communications for approval of the President	documents including the completeness of the supporting documents and signatories			
2. Waits for the approved documents	Submits documents for approval/ endorsement or referral	None	5 mins.	Office Staff
3. Receives the approved documents	Gets file copy of the communication and releases approved copy of the documents	None	2 mins.	Office Staff
	TOTAL	None	10 mins.	

143. Approval of Resolutions/Activities/Requests/Other Communications

To facilitate efficient and fast reponse and release of request through provision of needed documents and processes.

Office or Division	Administration Office			
Classification	Simple			
Type of Transaction	G2G- Government to Government			
Who May Avail	All Personnel			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Resolutions- 5 copies 2. Requests- 5 copies 3. Budget Proposals-5 copies 4. Communications needing approval/to be noted of the Campus Administrator		Requesting Party		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits resolutions/activities/ other communication	Checks documents if properly endorsed	None	2 mins.	Frontline Personnel/Admin. Staff

	including the completeness of supporting documents.			
2. Waits for the approved documents	Have documents signed/initialed by Administrative Officer IV if it concerns budget proposal, submits documents to the Campus Administrator for Approval	None	16 mins.	Frontline Personnel/Admin. Staff, Administrative Officer IV, Campus Administrator
3. Receives approved documents	Gets file copy of the communication, records on log book and release approved documents	None	2 mins.	Frontline Personnel/Admin. Staff
In case of non-approval 4. Takes note of the deficiency or gets list of deficiencies	Informs client of the deficiency of the document/s or the reason for non-approval; advises to come back upon compliance	None	5 mins.	Frontline Personnel/Admin. Staff
	TOTAL	None	20 mins.	

IIRGP-Administration Office

Main Campus

Internal Services

144. Reproduction (Photocopy/Rissograph) Services

To properly follow process of transaction and monitor actual usage of vehicle.

Office or Division	IIRGP-Administration Office
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	All Personnel

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Job Order Form- 1 copy 2. Copy of material to be reproduced-1 copy	Administration Office Faculty, Employees (personal use, activities with budget)

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents material/s for reproduction	Evaluates/Asses s materials for reproduction and informs client of total amount to be paidand checks availability of supplies	Photoc opy - P1.00/p iece rissogra ph - P160.0 0/page /ream	3 mins.	Frontline Personnel/Admin . Staff
2. Accomplished Job Order form for reproduction	Require client to pay amount to the Cashier's Office			
	Check OR and have Job Order form approved by the Administrative Officer IV and forwards to personnel in charge of reproduction	None	15 mins.	Frontline Personnel/Admin . Staff

	For bulk transactions, informs client to return for the materials	None	3 days	Frontline Personnel/Admin. Staff, Administrative Officer IV
3. Receives reproduced materials	Logs completed tansaction in logbook and released reproduced materials	None	2 mins.	Frontline Personnel/Admin. Staff, Administrative Officer IV
	TOTAL	None	20 mins.	

Research Services Division

Main Campus

Internal Services

145. Faculty Research Process

To assist Faculty researchers in the conduct of approved research study/project/program.

Office or Division	Research Services Division
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	Faculty

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Concept Paper-2 copies 2. Request Form for Faculty- 2 copies 3. Full Blown Proposal- 2 copies 4. List of Approved Research Proposal for Funding- 2 copies 5. Milestone Form- 2 copies 6. Line Item Budget- 2 copies 7. Researcher's Contract- 2 copies 8. Request for the Release of Funds- 2 copies 9. Quarterly Accomplishment Report- 2 copies 10. Progress Report- 2 copies 11. Terminal Report- 2 copies	Quality Forms are available at the Research Services Division & downloadable online

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit Concept Paper to the designated Research Cluster Coordinator & Center Chairperson	Research Center Chair request for the conduct of In-House Review	None	1 day	Research Cluster Coordinator/ Center Chairperson
2. Prepare presentation and copies of concept paper for the In-House Review	Conduct Research In-house Review	None	2 days	Research Personnel/ Director
3. Prepare Full blown proposal attached with the following accomplished forms: -Milestone Form -Line Item Budget	Conduct Management Review for the deliberation of proposals and prepare list of approved research proposals for funding	None	1 day	Science Research Assistant, Research Cluster Coordinator/ Center Chairperson & Research Director
4. Revise proposal, milestone & LIB (if applicable) and submit together with signed Research Contract	Process documents & Contract for approval	None	5 days	Science Research Assistant
5. Request for the release of funds (per milestone) Note: Cash advance should be liquidated within the approved timeframe	Process the release of funds	None	3 days	Science Research Assistant
6. Submit Quarterly Accomplished Report at the end of the quarter &	Monitor status of all on-going researches & request for	None	2 days	Science Research Assistant

Progress Report at the end of every milestone	report if needed			
7. Upon completion, the researcher must submit 2 copies of the terminal report and a hard copy of the research output Note: Failure to complete the research on time, the lead proponent must submit a justification letter and request for extension	Generate report and properly file research output	None	30 mins.	Science Research Assistant
	TOTAL	None	14 days & 30 minutes	

146. **Faculty Evaluation**

To measure and evaluate the teaching effectiveness of the Faculty.

Office or Division	Research Services Division			
Classification	Simple			
Type of Transaction	G2G- Government to Government			
Who May Avail	Faculty			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.	Prepare & reproduce the NBC 461 Instrument for Instruction/ Teaching effectiveness form	None	2-3 days	Statistician, Statistician Aide, Data Encoder
2.	Request for the complete	None	20 mins.	Statistician Aide, Data Encoder

	list of faculty from the HR office for evaluation			
3.	Prepare the schedule of faculty evaluation and submit to the respective deans for approval and for the information of the faculty	None	3 days	Data Encoder
4. In case the Faculty is unavailable on the scheduled time, the faculty must inform the Research office for alternative date of evaluation	Conduct the faculty teaching effectiveness evaluation on (30) students as a sample size out of the total number of students of the faculty on their respective faculty room schedule	None	40 working days	Statistician, Statistician Aide, Data Encoder
5.	Retrieve the instrument after the respondent has completed the evaluation	None	2 days	Statistician, Statistician Aide, Data Encoder, Research Director
6.	Segrated, encode, process, tabulate, and consolidate the results of the evaluation of each faculty member per	None	40 working days	Statistician, Statistician Aide, Data Encoder

	college			
7.	Summarize the results and prepare for approval	None	2-3 days	Statistician, Statistician Aide, Data Encoder
8.	Release the results after verification and approval	None	As scheduled	Statistician, Statistician Aide, Data Encoder
	TOTAL	None	2-3 month approx.	

Human Resources Management Services Unit

Main Campus

Internal Services

147. Issuance of Service Record

Encoding, Printing, and Releasing of Service Records to Personnel

Office or Division	Human Resource Management Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Current and previous employees of ISAT University

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Verbal/Written Request	HRMO I/Assigned Personnel, HR Office, ISAT University, La Paz, Iloilo City

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for Service Record	Acknowledge Request	None	5 mins.	Requestor
2. Prepare Service Record	Service Record Prepared	None	10 mins.	HRMO
	Sign and process for signature of the signing Official.	None	10 mins.	HRMO/Assigned Personnel
3. Release Service Record	Service Record Released	None	10 mins.	HRMO/Assigned Personnel
	TOTAL	None	35 mins.	

148. Issuance of Certification (Leave w/o Pay, Employment, Last Day of Service)

Processing the issuance and releasing of Certification

Office or Division	Human Resource Management Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Employees of ISAT University

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Verbal/Written Request	HRMO I/ Assigned Personnel HRM Office, ISAT University, La Paz, Iloilo City

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for certification	Acknowledged request	None	5 mins.	Requestor
2. Prepare certification	Certification prepared	None	10 mins.	HRMO
3. Sign Printed Certification by the Chief Administrative Officer or Administrative Officer V (HRMO III)	Certification signed	None	10 mins.	HRMO
4. Released Certification	Certification released	None	10 mins.	HRMO
	TOTAL	None	35 ins.	

149. Issuance of Part-time Instructor Appointment

Processing of Part-time Instructors' Appointment

Office or Division	Human Resource Management Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Part-time Instructor

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Approved Schedule of Class 2. Approved Recommendation 3. Request from Dean of College 4. Personal Data Sheet (PDS) 5. Credentials (Diploma, Transcript of Records, and Certificates) 6. Signature of the Appointee to the documents attached and the Appointment	College where respective part-time instructor belong (CAS, CIT, CEA, COE), ISAT University, La Paz, Iloilo City

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of part-time instructor schedule of class and other supporting documents to HRMO	Receive Part-time Instructor's Schedule of Class and other supporting documents	None	5 mins.	Respective college secretary
	Forward Part-time Instructor's Schedule of Classes and other documents to the HRM Office for processing of Appointment.	None	30 mins.	Secretary of Colleges
	Prepare Appointment based on the Individual loads stated in the Faculty Schedule of Classes submitted by their Secretary.	None	10 mins.	HRMO I/ Assigned Personnel
	Process Appointment for Signature of	None	15 mins.	HRMO I/Assigned Personnel

	Accountant.			
	Certify Appointment for Signature of Accountant	None	15 mins.	Accountant III
	Process Appointment for Approval of the Appointing Authority/University President	None	1 day	University President
	Notify Colleges of the Availability of the Appointment for Release	None	1 day	HRMO I/Assigned Personnel
	Release Appointment to Part-time Faculty	None	5 mins.	HRMO I
	TOTAL	None	2 days and 50 mins.	

150. Issuance of Job-Hire Appointment

Processing of Job-Hire Appointment

Office or Division	Human Resource Management Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Job Hire

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Hire Personnel -Complete Employment Requirements (Updated PDS, Transcript of Record, Diploma, Proof of Eligibility/Rating Report for new) 2. Wage Rate issued by the Administrative Officer V/HRMO III(new) 3. Written recommendation for immediate supervisor (for renewal of appointment only) 4. Performance evaluation (for renewal of appointment only)	HRMO c/o Administrative Officer V/HRMO III, 2nd Floor, Administrative Bldg., ISAT U, La Paz, Iloilo City

5. Approved Letter Request from the assigned office (new/ renewal)				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit requirements for Issuance of Appointment.	Receive requirements, evaluate and issue Appointment for renewal or new appointment.	None	2 hours	HRMO/Assigned Personnel
	Process Appointment for approval of the University President	None	1 day	University President
	Notify respective colleges for the availability of appointment	None	1 day	HRMO
2. Receive copy of his/her Appointment.	Release original appointment	None	1 hour	HRMO
	TOTAL	None	2 days and 3 hours	

151. Issuance of Authority to Travel

Office or Division	Human Resource Management Office			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Approved Letter of Travel (Personal or Official) 2. Certification of Travel either Personal or Official 3. Request Letter		National and Internal Affairs Office, 2nd Floor, Administrative Bldg., ISAT U, La Paz, Iloilo City		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit letter request for authority to travel outside of the country.	Receive request to travel abroad of the personnel involved	None	10 mins.	HRMO I/Assigned Personnel
	Prepare Authority to Travel	None	30 mins.	HRMO I/Assigned Personnel
	Forward Authority to Travel to the President's Office	None	1 hour	HRMO I/Assigned Personnel
	Act on the request for authority to travel abroad of the personnel.	None	1 day	University President
	If approved forward the same to the Office of the National and International Affairs of the University.	None	1 day	Secretary, Office of the University President.

	Receive authority to travel abroad and release to personnel who requested it.	None	1 hour	National and International Affairs Office
	TOTAL	None	2 days, 2 hours and 40 mins.	

Records Management Unit

Main Campus

Internal Services

152. **Preparation of Summary of Leave Credits for Terminal Benefits Claim of Permanent Personnel Who are Separated from Service (Retirement/Resignation/Death)**

Office or Division	Records Management Office			
Classification	Complex			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	All Permanent Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Approved Retirement Letter for Retiree 2. Approved Resignation Letter for Resigned Personnel 3. Death Certificate for Deceased Personnel 4. Service Record 5. Leave Cards 6. Special Orders		HRMO/Personnel concerned HRMO/Personnel concerned HRMO/Folks HRMO Records Office Records Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Start	Submit information of separation from service of permanent personnel.	None	7 days	HRMO

	(Retirement/Resignation/Death)			
2. Check documents	Determine the first and last day of service of the personnel concerned based on Service Record. Synchronize Service Record with Leave Cards and Special Orders for Service Credits balance computation.	None		Records Officer
3. Prepare Summary of Leave Credits	Prepare the Summary of Leave Credits of the personnel concerned based on the leave cards and special orders from the first to the last day of service.	None		Records Officer
4. Printing of Summary of Leave Credits	Print Summary of Leave Credits Balance in triplicate for approval.			Records Officer
5. Attach Supporting Documents	Attach photocopies of leave cards from first to the last day of service and Special Orders to the Summary of Leave Credits Balance and Submit to HRMO for processing of Terminal Benefits Pay.			Records Officer/HRMO
	TOTAL	None	7 days	

153. Reporting of Personnel Attendance (Daily Time Records)

Office or Division	Records Management Office
Classification	Highly Technical
Type of Transaction	G2C- Government to Citizen
Who May Avail	All Permanent Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Daily Time Records 2. Approved Application for Leave 3. Certifications on Seminars/Trainings/Travels Completed	Records Office Records Office Personnel concerned

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Start	Determine payroll date of different classes of personnel	None		Records Officer
2. Upload DTR	Upload DTR of personnel every 16th and 1st day of the succeeding month	None	3 hours	MIS Personnel
3. Print DTR	Print specified number of DTR per class of personnel	None	3 hours	Records Office Clerk
4. Distribute Biometric DTR	Distribute Biometric DTR to different departments for signature of personnel and their supervisor	None	5 days	Records Office Clerk/Respective Clerk of Departments or Offices
5. Retrieve DTR and Check attachments	Retrieve Biometric DTR within 5 days after distribution. Attach Form 6 and check if certification of seminars and travels completed are attached if personnel was on official travel.	None	1 day	Records Office Clerk/Respective Clerk of Departments or Offices
6. Compute personnel absences, tardiness, undertime, personal pass	Compute personnel absences/tardiness/undertime, personal pass slips, taking into consideration the approved Flexi	None	4 days	Records Officer

slips	schedule/faculty working hours submitted,			
7. Prepare report	Prepare reports of personnel absences/tardiness/undertime, personal pass slips without pay to be submitted to the University President furnish copies to the Finance Division for appropriate action	None	1 day	Records Officer
8. Post data	Record absences, tardiness/undertime/personal Pass Slips to individual personnel leave cards and deduct from the service credits	None	2 days	Records Officer
9. Segregate Biometric DTR	Segregate Biometric DTR according to category	None	1 day	Records Office Clerk
10. Submit report and file DTR	File DTR in alphabetical/chronological order. Original copy to be retained in the Records Office and duplicates to be submitted to COA Office together with Form 6 and Certifications of Travel Completed.	None	2 days	Records Office Clerk
	TOTAL	None	16 days and 3 hours	

154. Processing for Application for Leave

Processing of Approval of Application for Leave (Form 6) of Faculty and Non-Teaching Personnel

Office or Division	Records Management Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	All Permanent Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Application for Leave duly signed by the personnel applicant and the immediate supervisor	Personnel concerned

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Start	Receive filled-up Application for Leave (Form 6) with recommendation of Immediate Supervisor.	None	3 days	Records Officer
2. Post Leave Credits Balances	Post balances of Leave Credits/Service Credits of personnel concerned on the Leave Form.	None		Records Officer
3. Classify application for Leave	Classify types of leave and post entry on leave card. Assign a number on the Application for leave in the logbook.	None		Records Officer
4. Verify Form 6	Verify the entry on Form 6.	None		HRMO
5. Process for Approval	Forward Form 6 to Head of Office for final approval	None		Records Officer
6. Approval	Approve/Disapprove application for leave	None		University President
7. File Application for Leave	Arrange alphabetically and file original copy of Form 6. Attach duplicate copy to DTR report submitted to COA	None		Records Officer
	TOTAL	None	3 days	

155. **Computation of Service Credits and Compensatory Overtime Credits**

Computation of Service Credits for Faculty and Compensatory Overtime Credits for Non-Teaching Personnel

Office or Division	Records Management Office
Classification	Complex
Type of Transaction	G2C- Government to Citizen
Who May Avail	All Permanent Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Approved request for Service Credits and Compensatory Overtime Credits	Personnel/Office concerned
2. Accomplishment Report	Personnel/Office concerned
3. DTR	Personnel/Office concerned/Records Office
4. Summary of Service rendered	Personnel/Office concerned

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Start	Receive approved request for Service Credits (S.O) and Compensatory Overtime Credits (C.O.C.) for issuance of Special Order.	None	7 days	Records Officer
2. Check Completeness of documents. Compute number of days	Check completeness of documents attached and compute number of days of Service Credits/Compensatory Overtime Credits rendered	None		Records Officer
3. Prepare Special Order and Certificate of Compensatory Overtime Credits	Prepare and submit Special Order for Service Credits and certification of Compensatory Overtime Credits to Chief Administrative Officer, VP for Administration and Finance and Head of Office for approval	None		Records Officer
4. Post in Leave Cards	Post approved Special Orders and	None		Records Officer

	Compensatory Overtime Credits to individual leave cards of personnel concerned			
5. File Service Credits and Compensatory Overtime Credits	File chronologically supporting documents and Special Orders/Compensatory Overtime Credits for future reference.	None		Records Officer
	TOTAL	None	7 days	

156. **Updating 201 File**

Updating of records: 201 files, Biometric DTR, Personnel Information, etc. (e.g. Change of Designation/Job Description; Change in Marital Status, etc.)

Office or Division	Records Management Office			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	All Permanent Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. New records/documents to be filed in 201 File				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Start	Receive new records/supporting documents to update 201 file of Personnel concerned from HRMO.	None	1 day	Records Officer
2. Filing	File new records/ supporting documents in 201 file	None		Records Officer
	TOTAL	None	1 day	

157. Filing of Records/Documents

Filing of Records/Documents

Office or Division	Records Management Office			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	All Permanent Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Records/Documents to be filed 2. Records Classification Scheme		Office/Personnel concerned Records Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Start	Receive approved records/documents for filing from concerned personnel/office.	None	1 day	Records Officer
2. Sort documents	Sort and classify records/documents received according to the Records Classification Scheme adopted.	None		Records Officer
3. File documents	File records/documents in their respective file folders/cabinets.	None		Records Officer
	TOTAL	None	1 day	

158. Retrieval of In-Active Records

Retrieval of In-Active Records

Office or Division	Records Management Office			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	All Permanent Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Approved written request for retrieval of non-current record 2. Records on file		Requesting personnel/office Records Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Start	Receive approved written request for retrieval of In-active records from concerned individual/office	None	3 days	Records Officer
2. Retrieve documents	Check existence of record and retrieve from Non-Active Files or in the Organization's Archive.	None		Records Office
3. Release Documents	Record released record in the Release Log Book and have it acknowledged "Received" by the requesting person for proper documentation.	None		Records Officer
	TOTAL	None	3 days	

159. Records Disposal

Disposal of Records

Office or Division	Records Management Office	
Classification	Simple	
Type of Transaction	G2C- Government to Citizen	
Who May Avail		
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**	
1. NAP Guidelines 2. Records Retention and Disposal Schedule	NAP/Internet Records Office	

3. Inventory List of Records 4. Records on file		Office concerned Records Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Start	Inventory of records	None	20 days	Personnel in Office Concerned / Records Officer
2. Segregate Valueless Records	Determine valueless records and those which are permanent in nature (with archival or Historical value)	None		Personnel in Office Concerned / Records Officer
3. Transfer to Records Center	Transfer in-active records with archival or historical value to Records Centers for storage accompanied by inventory list.	None		Personnel in Office Concerned / Records Officer
4. Determine Retention Period and Disposal steps	Determine retention and disposal period of records. Records not included in the NAP General Guidelines must base their retention period on the Records Disposal Schedule approved by the Agency and Executive Director of NAP			Personnel in Office Concerned / Records Officer
	Disposal procedure must be based on the NAP General Guidelines			
	TOTAL	None	20 days	

160. Certification of Records

Certification as to the Authenticity of Documents

Office or Division		Records Management Office		
Classification		Simple		
Type of Transaction		G2C- Government to Citizen		
Who May Avail		All Personnel		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Original Document		Personnel/Office Concerned		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Start	Present record to be certified and the original copy	None	1 day	Records Officer
2. Checking of documents	Check authenticity of record based on the original copy presented.	None		Records Officer
3. Stamping and Recording	Signify authenticity by stamping "Certified Photocopy" or "Certified Machine Copy" or "Certified True Copy" on the record presented for certification. Record transactions in the logbook	None		Records Officer
	TOTAL	None	1 day	

161. Computation of Proportional Vacation Pay

Computation of Proportional Vacation Pay of Permanent Faculty

Office or Division	Records Management Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	All Personnel
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Memorandum 2. Leave Cards	Records Office (on file) Records Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Start	Check school calendar to determine the first and last day of the School Year. Determine the formula for computation of the Proportional Vacation Pay.	None	7 days	Records Officer
2. Update Records	Check current rank and rate of the permanent faculty. Check current entry in the leave card and determine if there are leaves without pay.	None		Records Officer
3. Compute Proportional Pay	Compute the proportional vacation pay according to the prescribed formula.	None		Records Officer
4. Print Computation	Print in triplicate the Computation of Proportional Vacation Pay for the School Year of every permanent faculty.	None		Records Officer
5. Approve Computation	Submit Computation of Proportional Vacation Pay to the Chief Administative Officer for recommendation of the approval of the University President	None		Records Officer/Chief Administrative Officer/Univ. President

6. Release Computation of Proportional Pay	Submit Computation of Proportional Vacation Pay to Finance Office for appropriate action (Payment). Retain one (1) set for Records Office file and furnish one (1) copy to the personnel concerned.	None		Records Officer
	TOTAL	None	7 days	

Supply Office

Main Campus

Internal Services

162. Issuance/Release of Supply, Materials and Equipment

Office or Division	Supply and Property Management Office			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Faculty Members and Non Teaching Personeel of the University			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Request Issue Slip (RIS) for Ordinary supplies 2. Property Acknowledgement Receipt 3. Inventory Custodian Slip 4. Notice of Availability of Supplies, materials and Equipment		Supply and Property Management Office Supply and Property Management Office Supply and Property Management Office Supply and Property Management Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure RIS Form from SPMO Office	SPMO issue RIS Form	None	15 mins.	SPMO Personnel

2. Fill up and the Department Head sign approved	Stamp Received the RIS Form with date and time	None	15 mins.	
3. Submit Approved RIS to SPMO Office	SPMO Office Stamp Received the RIS Form, indicate date and time	None	15 mins.	SPMO Personnel
	Prepare supplies and materials for release	None	15 mins.	SPMO Personnel
	Prepare and issue a Notice of Availability of Supplies, Materials and Equipment for release to be acknowledgement of the End-user	None	One (1) day Maxium of Three (3) days	SPMO Personnel
	SPMO Prepare Notice of Availability of Supplies, Materials and Equipment for release to be acknowledgement of the End-user	None	30 mins.	SPMO Personnel
4. Sign to Acknowledge receipt of Notice of Availability of Supplies, Materials and Equipment for release	SPMO release supplies and materials to End-user	None	30 mins.	SPMO Personnel
5. Pull out and receive supplies and materials issued by the	Prepare RIS Form , PAR/ICS for receipt and signature of client	None	2-3 hours	SPMO Personnel

SPMO Office				
	TOTAL	None	3 days and 5 hours (max)	

163. **Issuance/Release of Construction Materials to Requesting Officer**

Office or Division	Supply and Property Management Office
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	Faculty Members and Non Teaching Personeel of the University

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Approved Job Request for Repair, Maintenance and Construction Form	
2. Program of works, bill of materials	
3. Requisition Issue Slip	Supply and Property Management Office
4. Property Acknowledgement Receipt/ICS	Supply and Property Management Office
5. Notice of Availability of Supplies, materials and Equipment	Supply and Property Management Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit approved Job Request for Repair, Maintenance and Construction Form to SPMO	SPMO Office Stamp Received the RIS Form, indicate date and time	None	15 mins.	SPMO Personnel

with attached Program of Works and Bill of Materials to Supply and Management Office	Prepare supplies and materials for release		2 days	SPMO Personnel
	Prepare and issue a Notice of Availability of Supplies, Materials and Equipment for release to be acknowledgement of the End-user	None	15 mins.	SPMO Personnel
2. Sign to Acknowledge receipt of Notice of Availability of Supplies, Materials and Equipment for release	SPMO Prepare Notice of Availability of Supplies, Materials and Equipment for release to be acknowledgement of the End-user	None		SPMO Personnel
3. Pull out and receive supplies and materials issued by the	SPMO release supplies and materials to End-user	None	4 hours	SPMO Personnel

SPMO Office	Prepare RIS Form , PAR/ICS for receipt and signature of client	NOne		
	TOTAL	None	6 hours and 30 mins.	

164. Conduct of Physical Inventory of Accountable Officers

Supplies and materials issued to Accountable Officers should be checked as to availability from time to time to avoid wastage of the property of the government and to check on replaceable assets of the University.

Office or Division	Supply and Property Management Office
Classification	Complex
Type of Transaction	G2G- Government to Government
Who May Avail	Faculty Members and Non Teaching Personeel of the University

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Memorandum Order w/ Schedule of Inventory 2. Updated Inventory Schedule 3. Conduct of Physical count 4. Request Form for Reschedule of Inventory	Supply and Property Management Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.	Prepare Schedule of Physival Inventory	None	3 days	SPMO Personnel
	Issuance of Memorandum Order for the conduct of Physical Inventory		1 day	University President
2. Prepare Items stated in PAR	Conduct of Physical count	None	3 days	SPMO Personnel/End-user
3. Fill up Request for Reschedule of date assignment		None	15 mins.	SPMO Personnel

and submit to SPMO for recording	Update Property Acknowledgement Report (PAR)	None	1 hour	SPMO Personnel
4. Fill up Report of Lost, Stolen, damaged Item and submit to SPMO	Receipt and Prepare List of Items reported damaged, stole or lost	None	3 hours	End-User/SPMO Personnel
	Update Property Card	None	1 hour	SPMO Personnel
	Prepare Annual Report of Property, Plant and Equipment Inventory (PPE)	None	1 month	SPMO Personnel
	Submit Annual Report of Inventory to COA Office	None	1 hour	SPMO Personnel
	TOTAL	None	1 month, 7 days, 6 hours, and 15 mins.	

165. Disposal of Unserviceable Materials and Equipment (Section 79 of PD 1445)

Unserviceable assets of the University should be disposed to avoid overcrowding of stock rooms.

Office or Division	Supply and Property Management Office
Classification	Complex
Type of Transaction	G2G- Government to Government
Who May Avail	Faculty Members and Non Teaching Personeel of the University

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Acknowledgement Receipt-Return Equipment and Semi-Expendable materials	Supply and Property Management Office
2. IIIRUP & Report of Waste Materials	Supply and Property Management Office
3. TWG Report	TWG Committee
4. Authroity from the COA to Dispose the unserviceable items	COA Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up - Acknowledgement Receipt-Return Equipment and Semi-Expendable materials		None		
2. Submit - Acknowledgement Receipt-Return Equipment and Semi-Expendable materials together with the items to SPMO	Check return item and sign - Acknowledgement Receipt-Return Equipment and Semi-Expendable materials.	None	1 day	SPMO Personnel/End-user
	Prepare IIIRUP and Report of Waste Materials	None	2 days	SPMO Personnel
	Prepare communication for the TWG to conduct evaluation	None	1 hour	SPMO Personnel
	Conduct salvaging of usable parts	None	2 days	TWG
	Recommmend Disposal	None	3 days	TWG
	Conduct survey of prevailing price of scrap materials	None	3 days	SPMO Personnel
	Secure authority from the COA Regional Office to dispose unserviceable items	None	3 months	SPMO Personnel/COA
	Prepare for Public Auction & Award the Contract to highest Bidder	None	1 month COA Circular 86-264	SPMO Personnel/COA
	Disposal	None	3 days	SPMO Personnel

	TOTAL	None	4 month, 14 days, 1 hour	

Office of Instruction
Main Campus
Internal Services

166. Distribution of Faculty Schedule/Class Program

Office or Division	Office of Instruction			
Classification	Simple			
Type of Transaction	G2G- Government to Government			
Who May Avail	Faculty			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Faculty Load- 1 copy		Office of Instruction, ISAT U, La Paz, Iloilo City		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Preparation faculty loading	Review the individual faculty loading	None	10 mins.	Division Chair
2. Drafting of schedule	Checking of faculty schedule	None	10 mins.	Scheduling Committee
3. Encoding of faculty schedule	Resolving the conflict of schedule	None	5 mins.	Office Staff/MIS Staff
4. Printing of faculty schedule	Preparing for distribution	None	5 mins.	Office of Instruction
	TOTAL	None	30 mins.	

167. Submission of Test Questions and Table of Specification

Office or Division	Office of Instruction
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	Faculty

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Table of Specification-1 copy	Office of Instruction, ISAT U, La Paz, Iloilo City

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Printing of Test Question and fill-up table of specification	Review and signed the test question and table of specification	None	5 mins.	Division Chair
2. Fill-up the Transmittal of test questions and table of specification	Receive and record the test question for reproduction	None	5 mins.	Office Staff
3. Submit the test question and table of specification for signature	Receive and sign the test question and table of specification	None	5 mins.	Head, Office of Instruction
4. Reproduction of test questions	Distribution of test questions to the faculty	None	20 mins.	Office Staff
	TOTAL	None	35 mins.	

168. Signing of Faculty Clearance

Office or Division	Office of Instruction
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	Faculty

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Faculty Clearance- 3 copies 2. Grade Sheets 3. Class Record	Office of Instruction Registrars' Office MIS Office

4. IPCR		Office of Instruction		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present clearance completely signed by the Department Head and other offices concerned	Check the faculty clearance	None	5 mins.	Office Staff
2. Submit for signature	Review and signed faculty clearance	None	5 mins.	Head of Instruction
	TOTAL	None	10 mins.	

Medical Services Department

Main Campus

Internal Services

169. Consultation and Dispensing of the Over the Counter Medications

Office or Division	Medical Services Department			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Employees' Identification Card 2. Medical Logbook 3. Laboratory request		Patient concerned Medical Clinic Medical Clinic		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client present ID	Checks the Identification card	None	2 mins.	Mr. Remy Palomo/Mr. Reich Dexter Famocol (Medical Staff)
2. Fills up Medical Logbook	Checks entry in the logbook and refers clients to the Nurse	None	1 min.	Medical Staff

	Nurse checks-up client	None	8 mins.	Mr. Remy Palomo (Nurse II)
	Dispenses over - the - counter medication	None	2 mins.	Mr. Remy Palomo (Nurse II)
	Nurse requests laboratory and Blood Chemistry Test when needed	None	2 mins.	Mr. Remy Palomo (Nurse II)
	TOTAL	None	15 mins.	

Library

Main Campus

Internal Services

170. Lending of Books to Faculty

Office or Division	Library			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Faculty			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Book Card		Library		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Students enters the book stacks and select book	Checks the status of the book and the library card	None	2 mins.	Library Staff
2. Fills up the book card	Checks the entries on the book card	None	1 min.	Library Staff
3. Waits for the book	Attach the library card	None	1 min.	Library Staff

	and the book card and release the book to the borrower			
4. Receives the book	Enters classification in the statistics for Library Utilization. Files the library Card	None	1 min.	Library Staff
	TOTAL	None	5 mins.	

171. Request for Listening and Viewing Room Utilization by Faculty

Office or Division	Library			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Faculty			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Request for LVR Utilization Form		Library		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for the Reservation of the LVR	Verifies the avialbility of schedule	None	3 mins.	Library Staff
2. Fills up the request for LVR Utilization	Check the entry	None	2 mins.	Library Staff
3. Seek Approval from the Office of Instruction	Approves the booking	None	10 mins.	Office of instruction Staff
4. Returns of the scheduled time	Prepares the LVR	None	As scheduled	Library Staff
	TOTAL	None	10 mins.	

Supply
Main Campus
Internal Services

172. Requisition and Issue Slip

Office or Division	Supply Office			
Classification	Simple			
Type of Transaction	G2G- Government to Government			
Who May Avail				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Requisition Slip		Supply Officer		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for Issuance of Supplies and Materials	Issue 3 copies of Requisition and Issue Slip	None	1 min.	Supply Office Staff
2. Fill up the 3 copies of Requisition and Issue Slip and sign	Check the supplies and materials requested	None	5 mins.	Supply Office Staff
3. Approval by the Head of the Department	Sign, request and Issue the Supplies and Materials needed	None	20 mins.	Supply Officer, Supply Office Staff
	TOTAL	None	26 minutes	

Guidance and Counseling Office

Main Campus

Internal Services

173. Requisition and Issue Slip

Office or Division		Guidance and Counseling Office		
Classification		Simple		
Type of Transaction		G2G- Government to Government		
Who May Avail		Internal (Faculty and Employees)		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
		Supply Officer		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Approaches the Guidance Counselor for counseling session	Welcomes and accommodates the counselee	None	5 mins.	Guidance Counselor
2. Expresses the problem to the Guidance Counselor	Listens to the counselee about his/her personal concerns	None	30 mins.	Guidance Counselor
3. Listens to the response of the Counselor	Synthesizes, clarifies and analyzes the problem of the counselee	None	25 mins.	Guidance Counselor
4. Discerns and decides on the proper course of action to be taken regarding the problem	Affirms, encourages, or prevents the suggested alternatives or options toward the solution to his/her problem	None	25 mins.	Guidance Counselor
5. Asks for the follow-	Gives the	None	5 mins.	Guidance

up schedule of another counseling session	follow-up counseling schedule			Counselor
	TOTAL	None	1 hour and 50 mins.	

Accounting Office

Main Campus

Internal Services

174. **Availment of Cash Advance for Local Travel**

Office or Division	Accounting Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Internal (Faculty and Employees)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly Approved Office Order or Travel Order in accordance with Section 4 of EO 77 - 4 copies	Administration Office
2. Duly Approved Itinerary of Travel - 4 copies	Administration Office
3. Certification from the Accountant that the previous cash advance has been liquidated & accounted for in the books - 4 copies	Accounting Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit approved requirements to Accounting Office	Prepare Obligation Request & Status	None	5 hours	Office Clerk
	Prepare Disbursement Voucher	None	5 hours	Office Clerk
	Budget Officer Signs on box B of ORS	None	5 hours	Budget Officer
	Admin Officer signs on box A	None	5 hours	Admin Officer

	of ORS and box A of Disbursement Voucher			
	Accountant certifies as to availability of cash, check as to completeness of supporting documents , sign box C of the disbursement voucher	None	1 day	Accountant
	Checks, reviews and approve for payment on box D of Disbursement Voucher	None	16 hours	Campus Administrator
	Assigns Obligation number	None	5 hours	Budget Officer
	Assigns Disbursement Voucher	None	5 hours	Accountant
	Transfer documents to Cashier's Office for check issuance	None	2 hours	Cashier
	TOTAL	None	7 days	

175. Availment of Cash Advance for International Travel

Office or Division	Accounting Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Internal (Faculty and Employees)
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Approved Travel Order/Office	Office of the President

Order in accordance with Section 10 of EO 77 dtd March 15, 2019 - 4 copies - supported by the endorsement of the Comission-en-Banc - Section VIII.B No. of CHED Adm. Order No. 04 - Board Resolution approving the travel and specifying the source of fund - Certificate of no pending administrative case - Re-entry Plan (REAP) - certificate on the legitimacy of the meeting/conference/workshop - List of other participants in the delegation, purpose/responsibilities of each participant during the travel - Such purpose/responsibilities should result to clear outputs/outcomes to justify expenses to be incurred - List of travels for the past five years - Certificate on the necessity of foreign travel from the International Relations Vice Presidents or Director	
2. Duly approved Itinerary of Travel	
3. Letter of Invitation of Host/Sponsoring Country/Agency/Organization	Administration Office Administration Office
4. For plane fare, quotations of three agencies or its equivalent	
5. Flight itinerary issued by the airline/ticketing office/travel agency to be claimed	Airline/Ticketing Office Airline/Ticketing Office
6. Document to show the dollar to peso exchange rate at the date of the grant of cash advance	Website
7. In case of seminars/trainings: - Invitation addressed to the agency inviting participants (Issued by the foreign country) - Acceptance of nominees as participants (Issued by the foreign country)	Inviting Agency

- Programme Agenda and Logistics Information 8. Certification from the Accountant that the previous cash advance has been liquidated and accounted for in the books 9. Annex A Evaluation Form		Accounting Office Administration Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit approved requirements to Accounting Office.	Prepare Obligation Request & Status	None	5 hours	Clerk
	Prepare Disbursement Voucher	None	5 hours	Clerk
	Budget Officer Signs on box B of ORS	None	5 hours	Budget Officer
	Admin Officer signs on box A of ORS and box A of Disbursement Voucher	None	5 hours	Admin Officer
	Accountant certifies as to availability of cash, check as to completeness of supporting documents, signs box C of Disbursement Voucher	None	1 day	Accountant
	Checks, reviews and approve for payment on box D of	None	16 hours	Campus Administrator

	Disbursement Voucher			
	Assigns Obligation number	None	5 hours	Budget Officer
	Assigns Disbursement Voucher	None	5 hours	Accountant
	Transfer documents to Cashier's Office for check issuance	None	2 hours	Cashier
	TOTAL	None	7 days	

176. **Request for Reimbursement of Expenses**

Office or Division	Accounting Office			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Internal (Faculty and Employees)			
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**			
1. Request for Reimbursement Form - 3 copies	BAC Office			
2. Approved Request for Reimbursement - 3 copies	Campus Administrator			
3. Official Receipt - original and 2 photo copies	Service Provider			
4. Reimbursement Expense Receipt - 3 copies	Administration Office			
5. Acknowledgement Receipt of Equipment (if applicable) - 3 copies	BAC Office			
6. Inspection and Acceptance Report - 3 copies	BAC Office			
7. Obligation Request - 3 copies	Accounting Office			
8. Disbursement Voucher - 3 copies	Accounting Office			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit approved requirements to Accounting Office	Prepare Obligation Request & Status	None	5 hours	Clerk

	Prepare Disbursement Voucher	None	5 hours	Clerk
	Budget Officer Signs on box B of ORS	None	5 hours	Budget Officer
	Admin Officer signs on box A of ORS and box A of Disbursement Voucher	None	5 hours	Admin Officer
	Accountant certifies as to availability of cash, check as to completeness of supporting documents, signs box C of Disbursement Voucher	None	1 day	Accountant
	Checks, reviews and approve for payment on box D of Disbursement Voucher	None	16 hours	Campus Administrator
	Assigns Obligation number	None	5 hours	Budget Officer
	Assigns Disbursement Voucher	None	5 hours	Accountant
	Transfer documents to Cashier's Office for check issuance	None	2 hours	Cashier
	TOTAL	None	7 days	

177. **Request for Net Pay**

Office or Division	Accounting Office			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Faculty and Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Duly Approved Request Form - 1 copy		Administration Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit approved requirements to Accounting Office	Prepare Net Pay	None	1 day	Clerk
	Sign Requested Net Pay	None	1 day	Accountant
	TOTAL	None	2 days	

178. **Payment of Utilities**

Office or Division	Accounting Office			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Faculty and Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Statement of Account or Billing from Service Provider - 4 copies		Administration Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit approved requirements to Accounting Office	Prepare Obligation Request & Status	None	5 hours	Clerk
	Prepare Disbursement Voucher	None	5 hours	Clerk
	Budget Officer Signs on box B of ORS	None	5 hours	Budget Officer
	Admin Officer signs on box A of ORS and box A of Disbursement Voucher	None	5 hours	Admin Officer
	Accountant certifies as to availability of cash, check as to completeness of supporting documents, signs box C of Disbursement Voucher	None	1 day	Accountant
	Checks, reviews and approve for payment on box D of	None	16 hours	Campus Administrator

	Disbursement Voucher			
	Assigns Obligation number	None	5 hours	Budget Officer
	Assigns Disbursement Voucher	None	5 hours	Accountant
	Transfer documents to Cashier's Office for check issuance	None	2 hours	Cashier
	TOTAL	None	7 days	

179. **Cash Advance for an Activity**

Office or Division	Accounting Office			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Faculty and Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Proposed Budget (If Applicable) - 4 copies 2. Program of Expenditures - 4 copies 3. Approved Resolution (if applicable) - 4 copies 4. Program of Activities - 4 copies		Person in charge of the activity Person in charge of the activity Person in charge of the activity Person in charge of the activity		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit approved requirements to Accounting Office	Prepare Obligation Request & Status	None	5 hours	Clerk
	Prepare Disbursement Voucher	None	5 hours	Clerk
	Budget Officer Signs on box B of ORS	None	5 hours	Budget Officer
	Admin Officer signs on box A	None	5 hours	Admin Officer

	of ORS and box A of Disbursement Voucher			
	Accountant certifies as to availability of cash, check as to completeness of supporting documents, signs box C of Disbursement Voucher	None	1 day	Accountant
	Checks, reviews and approve for payment on box D of Disbursement Voucher	None	16 hours	Campus Administrator
	Assigns Obligation number	None	5 hours	Budget Officer
	Assigns Disbursement Voucher	None	5 hours	Accountant
	Transfer documents to Cashier's Office for check issuance	None	2 hours	Cashier
	TOTAL	None	7 days	

180. Request for Reimbursement of Travelling Expenses

Office or Division	Accounting Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	All Personnel on Travel

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Approve Travel Order - 3 copies	Administration Office
2. Approved Itinerary of Travel - 3 copies	Administration Office
3. Official Receipt (if applicable) - original & 2 photocopies	Service Provider
4. Appendix 47	Administration Office
5. Certificate of Appearance - original and 2 photocopies	Service Provider
6. Obligation Request - 3 copies	Accounting Office
7. Disbursement Voucher - 3 copies	Accounting Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit approved requirements to Accounting Office	Prepare Obligation Request & Status	None	5 hours	Clerk
	Prepare Disbursement Voucher	None	5 hours	Clerk
	Budget Officer Signs on box B of ORS	None	5 hours	Budget Officer
	Admin Officer signs on box A of ORS and box A of Disbursement Voucher	None	5 hours	Admin Officer
	Accountant certifies as to availability of cash, check as to completeness of supporting	None	1 day	Accountant

	documents, signs box C of Disbursement Voucher			
	Checks, reviews and approve for payment on box D of Disbursement Voucher	None	16 hours	Campus Administrator
	Assigns Obligation number	None	5 hours	Budget Officer
	Assigns Disbursement Voucher	None	5 hours	Accountant
	Transfer documents to Cashier's Office for check issuance	None	2 hours	Cashier
	TOTAL	None	7 days	

181. Liquidation of Cash Advance

Office or Division	Accounting Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	All Personnel with Cash Advances

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official Receipt - original and 2 photocopies	Service Provider
2. Reimbursement Expense Receipt (RER)	Administration Office
3. Certificate of Appearance - original and photocopy (for cash advance on travel)	Service Provider
4. Re-entry Plan for Cash Advance for Training - original & photocopy	Employee Concerned
5. Narrative Report for Seminar - original & photocopy	Employee concerned
6. Pictures if applicable	Employee concerned

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved requirements to Accounting Office	Check the completeness of documents submitted	None	2 hours	Clerk
	Prepare Liquidation Report	None	1 day	Clerk
	TOTAL	None	3 days	

Finance Office

Main Campus

Internal Services

182. Human Resource Development and Training Program

Human resource development and training programs is the response to the organizational needs and manpower requirements of agencies and the need to train personnel in appropriate skills and attitudes.

Office or Division	Finance Management Services
Classification	Complex
Type of Transaction	G2C- Government to Citizen; G2B-Government to Business; G2G-Government to Government
Who May Avail	All Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Budget estimates approved by the Head of Agency	HRMO
2. Schedule of training approved by the Head of Agency	HRMO
3. Same requirements under procurement depending on the nature of expense and the mode of procurement adopted	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to	Budget staff receives, log in and check the	None	30 mins.	Budget Staff

budget staff for checking the completeness of required documents.	ORS and DV with complete supporting documents			
	Budget Officer signs the ORS	None	2 hours	Budget Officer
	Budget staff obligates the ORS	None	3 hours	Budget Staff
	Budget staff forward the documents to Accounting Clerk	None	1 hour	Budget Staff
	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk
	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	None	30 mins.	Accounting Clerk
	Accountants signs the DV in Box C	None	15 mins.	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO initial the DV in BOX d	None	30 mins.	CAO
	CAO forward the documents to VP for Finance or President	None	15 mins.	CAO
	VP for Finance for President sign the DV in Box D for approval	None	5 hours	VP For Finance/ President
	VP for Finance for President forward the approved	None	1 hour	VP For Finance/ President

	documents to Accounting Office			
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting Clerk forward the documents to Cashiers Office	None	1 hour	Accounting Clerk
	Cashier prepare cheque/LDDAD-ADA	None	3 hours	Cashier
	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 mins.	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for Finance/President signs the check	None	1 hour	VP For Finance/ President
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
2. The payee receives the cheque and signs the DV.	Contact the payee for releasing of cheque, signing of DV	None	4 hours	Cashier
	TOTAL	None	5 days and 10 mins.	

183. Shopping

Shopping is a method of procurement of goods whereby the procuring entity simply requests for the submission of price quotations for readily available off-the-shelf goods.

Office or Division	Finance Management Services
Classification	Complex
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business; G2G-Government to Government
Who May Avail	All Personnel

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Additional documentary requirements: 1. Price Quotations from at least three bonafide and reputable manufacturers/ suppliers/distributors 2. Abstract of canvass	BAC Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Supply office submit the DV with complete documents to accounting clerk	Accounting clerk receives and log in the DV	None	30 mins.	Accounting Clerk
	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk
	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	None	30 mins.	Accounting Clerk
	Accountant signs the DV in Box C	None	1 day	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies	None	30 mins.	CAO

	legality and necessity of transaction and initial the DV in BOX d			
	CAO forward the documents to VP for Finance or President	None	15 mins.	CAO
	VP for Finance for President sign the DV in Box D for approval	None	6 hours	VP For Finance/ President
	VP for Finance for President forward the approved documents to Accounting Office	None	1 hour	VP For Finance/ President
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting Clerk forward the documents to Cashiers Office	None	1 hour	Accounting Clerk
	Cashier prepare cheque/LDDAD-ADA	None	3 hours	Cashier
	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 minutes	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for Finance/President signs the check	None	1 hour	VP For Finance/ President

	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
2. The payee receives the cheque and signs the DV	Contact the payee for releasing of cheque/ signing of DV/ Issuance of Official Receipts	None	4 hours	Cashier
	TOTAL	None	29 hours and 30 mins.	

184. Repeat Order

This is a method of procurement of goods from the previous winning bidder, whenever there is a need to replenish goods procured under a contract previously awarded through Competitive Bidding.

Office or Division	Finance Management Services			
Classification	Complex			
Type of Transaction	G2C- Government to Citizen; G2B-Government to Business; G2G-Government to Government			
Who May Avail	All Personnel			
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**			
Additional documentary requirements: 1. Copy of the original contract used as basis for repeat order indicating that the original contract was awarded through public bidding 2. Certification from the Purchasing Department /Office that the supplier has complied with all the requirements under the original contract	BAC Office			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Supply office submit the DV with complete documents to accounting clerk	Accounting clerk receives and log in the DV	None	30 mins.	Accounting Clerk
	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk

	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	None	30 mins.	Accounting Clerk
	Accountant signs the DV in Box C	None	1 day	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	CAO forward the documents to VP for Finance or President	None	15 mins.	CAO
	VP for Finance for President sign the DV in Box D for approval	None	6 hours	VP For Finance/ President
	VP for Finance for President forward the approved documents to Accounting Office	None	1 hour	VP For Finance/ President
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting Clerk forward the documents to Cashiers' Office	None	1 hour	Accounting Clerk
	Cashier prepare	None	3 hours	Cashier

	cheque/LDDAD-ADA			
	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 minutes	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for Finance/President signs the check	None	1 hour	VP For Finance/ President
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
3. The payee receives the cheque and signs the DV	Contact the payee for releasing of cheque/ signing of DV/ Issuance of Official Receipts	None	4 hours	Cashier
	TOTAL	None	29 hours and 30 mins.	

185. Direct Contracting

This is a method of procurement of goods whereby the supplier is simply asked to submit a price quotation or a pro-forma invoice together with the conditions of sale.

Office or Division	Finance Management Services
Classification	Complex
Type of Transaction	G2C- Government to Citizen; G2B-Government to Business; G2G-Government to Government
Who May Avail	All Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Additional documentary requirements: 1. Copy of letter to selected manufacturer/supplier/distributor to submit a price quotation and conditions of sale 2. Certificate of Exclusive Distributorship 3. Certificate from the agency authorized official that there are no sub-dealers selling at lower prices 4. Certification of the BAC in case of procurement of critical plant components and/or to maintain certain standards 5. Study/survey done to determine that there are no sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to the government 6. Such other documents to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	BAC Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Supply office submit the DV with complete documents to accounting clerk	Accounting clerk receives and log in the DV	None	30 mins.	Accounting Clerk
	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk
	Accounting Clerk forward the documents to Accountant I	None	30 mins.	Accounting Clerk

	if 50, 000 or less and Accountant III if more than 50, 000			
	Accountant signs the DV in Box C	None	1 day	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	CAO forward the documents to VP for Finance or President	None	15 mins.	CAO
	VP for Finance for President sign the DV in Box D for approval	None	6 hours	VP For Finance/ President
	VP for Finance for President forward the approved documents to Accounting Office	None	1 hour	VP For Finance/ President
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting Clerk forward the documents to Cashiers' Office	None	1 hour	Accounting Clerk
	Cashier	None	3 hours	Cashier

	prepare cheque/LDDAD -ADA			
	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 minutes	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for Finance/President signs the check	None	1 hour	VP For Finance/ President
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
2.The payee receives the cheque and signs the DV	Contact the payee for releasing of cheque/ signing of DV/ Issuance of Official Receipts	None	4 hours	Cashier
	TOTAL	None	29 hours and 30 mins.	

186. Limited Source Bidding

This is a method of procurement of goods and consulting services that involves direct invitation to bid from the list of pre-selected suppliers or consultants.

Office or Division	Finance Management Services
Classification	Complex
Type of Transaction	G2C- Government to Citizen; G2B-Government to Business; G2G-Government to Government
Who May Avail	All Personnel

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Additional documentary requirements: 1. Copy of direct invitation 2. Winning bidder's offer or proposal 3. Abstract of bids 4. Documentary requirements under Sections 23.1 and 25.2(a) for goods, 23.1 and 25.2(b) for infrastructure, 25.1 and 25.2(2) for consultancy services, of the Revised IRR of RA No. 9184 5. Bid Security 6. Such other documents to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	BAC Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Supply office submit the DV with complete documents to accounting clerk	Accounting clerk receives and log in the DV	None	30 mins.	Accounting Clerk
	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk
	Accounting Clerk forward the documents to Accountant I if 50, 000 or	None	30 mins.	Accounting Clerk

	less and Accountant III if more than 50, 000			
	Accountant signs the DV in Box C	None	1 day	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	CAO forward the documents to VP for Finance or President	None	15 mins.	CAO
	VP for Finance for President sign the DV in Box D for approval	None	6 hours	VP For Finance/ President
	VP for Finance for President forward the approved documents to Accounting Office	None	1 hour	VP For Finance/ President
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting Clerk forward the documents to Cashiers' Office	None	1 hour	Accounting Clerk
	Cashier prepare	None	3 hours	Cashier

	cheque/LDDAD -ADA			
	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 minutes	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for Finance/President signs the check	None	1 hour	VP For Finance/ President
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
2. The payee receives the cheque and signs the DV	Contact the payee for releasing of cheque/ signing of DV/ Issuance of Official Receipts	None	4 hours	Cashier
	TOTAL	None	29 hours and 30 mins.	

187. Procurement through Alternative Modes

Procurement of any branch, agency, department, bureau, office or instrumentality of the government shall be governed by RA No. 9184 and its Revised Implementing Rules and Regulations (IRR) and other issuances of the General Procurement Policy Board (GPPB).

Office or Division	Finance Management Services
Classification	Complex
Type of Transaction	G2C- Government to Citizen; G2B-Government to Business; G2G-Government to Government
Who May Avail	All Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Documents to be submitted within five working days from the execution of the contract as required under COA Circular No. 2009-001 date February 12, 2009:	
1. Purchase Order/Letter Order/Contract	BAC Office
2. Proof of posting of invitation in PhilGEPS	BAC Office
3. Performance & warranty securities	BAC Office
4. BAC Resolution	BAC Office
5. Proof of posting of Notice of Award in PhilGEPS	BAC Office
6. Approved procurement plan	BAC Office
7. Purchase Request	Requesting Unit
8. Original copy of delivery invoice	Supply Office
9. Inspection & Acceptance Report	Supply Office
10. Approval by the HOPE or his duly authorized representative on the use of the alternative method of procurement, as recommended by the BAC	BAC Office
11. Statement of the prospective bidder that it is not blacklisted or barred	BAC Office
12. Sworn affidavit of the bidder that it is not related to HOPE	BAC Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Supply office submit the DV with complete documents to accounting clerk	Accounting clerk receives and log in the DV	None	30 mins.	Accounting Clerk
	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk
	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	None	30 mins.	Accounting Clerk
	Accountant signs the DV in Box C	None	1 day	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	CAO forward the documents to VP for Finance or President	None	15 mins.	CAO
	VP for Finance for President sign the DV in Box D for approval	None	6 hours	VP For Finance/ President

	VP for Finance for President forward the approved documents to Accounting Office	None	1 hour	VP For Finance/ President
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting Clerk forward the documents to Cashiers' Office	None	1 hour	Accounting Clerk
	Cashier prepare cheque/LDDAD -ADA	None	3 hours	Cashier
	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 minutes	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/Presid ent for signature	None	30 mins.	Accounting Clerk
	VP for Finance/Presid ent signs the check	None	1 hour	VP For Finance/ President
	VP for Finance/Presid ent forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President

2. The payee receives the cheque and signs the DV	Contact the payee for releasing of cheque/ signing of DV/ Issuance of Official Receipts	None	4 hours	Cashier
	TOTAL	None	29 hours and 30 mins.	

188. Repair and Maintenance, Equipment, and Motor Vehicles

The inventory of supplies, materials and equipment spare parts to be procured out of available funds shall at no time exceed the nromal three-month requirement, subject to pertinent rules and regulations issued by competent authority.

Office or Division		Finance Management Services		
Classification		Complex		
Type of Transaction		G2C- Government to Citizen; G2B-Government to Business; G2G-Government to Government		
Who May Avail		All P		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Additional documentary requirements 1. Additional documents under Annexes L, N and O of COA Memorandum No. 2005-027 dated February 28, 2005. 2. Post-inspection reports 3. Warranty Certificate 4. Request for payment 5. Bill/Invoices 6. Certificate of Acceptance 7. Pre-repair inspection reports 8. Such other documents to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof		 Supply Office Contractor/Supplier Contractor/Supplier Requesting Unit Supply Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Supply office submit the DV	Accounting clerk receives	None	30 mins.	Accounting Clerk

with complete documents to accounting clerk	and log in the DV			
	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk
	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	None	30 mins.	Accounting Clerk
	Accountant signs the DV in Box C	None	1 day	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	CAO forward the documents to VP for Finance or President	None	15 mins.	CAO
	VP for Finance for President sign the DV in Box D for approval	None	6 hours	VP For Finance/ President
	VP for Finance for President forward the approved documents to	None	1 hour	VP For Finance/ President

	Accounting Office			
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting Clerk forward the documents to Cashiers' Office	None	1 hour	Accounting Clerk
	Cashier prepare cheque/LDDAD -ADA	None	3 hours	Cashier
	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 minutes	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for Finance/President signs the check	None	1 hour	VP For Finance/ President
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
	TOTAL	None	3 days and 55 mins.	

189. Other Expenditures (Utility/Telephone/Communication)

The amounts programmed, particularly for, but not limited to, petroleum, oil and lubricants as well as for water, illumination and power services, telephone and other communication services and rent requirements shall be disbursed solely for such items of expenditures.

Office or Division	Finance Management Services
Classification	Simple
Type of Transaction	G2B-Government to Business
Who May Avail	Authorized Officers, Drivers through Motor Pool Designated Staff

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Utility Expenses: 1. Approved Statement of Account/Bill (for pre-audit purposes) 2. Invoice/Official Receipt or machine validated statement of account/bill (for post-audit purposes/reimbursement) 3. Certification that Account Number/ Mobile Number is use for official transactions. 4. Request for Reimbursement, if applicable	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the required documents to budget staff for checking the completeness of required documents	Budget staff receives, log in and check the ORS and DV with complete supporting documents	None	30 mins.	Budget Staff
	Budget Officer signs the ORS	None	2 hours	Budget Officer
	Budget staff obligates the ORS	None	3 hours	Budget Staff
	Budget staff forward the documents to Accounting Clerk	None	1 hour	Budget Staff

	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk
	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	None	30 mins.	Accounting Clerk
	Accountants signs the DV in Box C	None	15 mins.	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	Documents forwarded to VP for Finance or President	None	15 mins.	CLERK (Admin. Services)
	VP for Finance for President sign the DV in Box D for approval	None	5 hours	VP For Finance/ President
	VP for Finance for President forward the approved documents to Accounting Office	None	1 hour	VP For Finance/ President
	Accounting	None	1 hour	Accounting Clerk

	Clerk assigns DV No.			
	Accounting Clerk forward the documents to Cashiers Office	None	1 hour	Accounting Clerk
	Cashier prepare cheque/LDDAD-ADA	None	3 hours	Cashier
	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 mins.	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for Finance/President signs the check	None	1 hour	VP For Finance/ President
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
2. The payee receives the cheque and signs the DV	Contact the payee for releasing of cheque, signing of DV	None	4 hours	Cashier
	TOTAL	None	27 hours and 45 mins.	

190. Collective Negotiation Agreement (CNA)

The guidelines on the grant of C N A incentives including the allocation of savings generated from cost-cutting measures as a result of the joint efforts of labor and management and the conditions for payment thereof are prescribed under DBM Budget Circular No. 2006-1 dated February 1, 2006.

Office or Division	Finance Management Services
Classification	Complex
Type of Transaction	G2G-Government to Government
Who May Avail	All Permanent Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. C N A Guidelines	DBM
2. Cost-Cutting Measures	Head of Agency
3. CSC Certificate of Accreditation	CSC
4. Copy of C N A	
5. Committee on Resolution Recommending the Grant of the C N A Incentive	FACULTY AND EMPLOYEES FERATION INC. (FEFI)
6. Internal Guidelines on the Granting of C N A Incentive	FACULTY AND EMPLOYEES FERATION INC. (FEFI)
7. BOR Resolution/Referendum	FACULTY AND EMPLOYEES FERATION INC. (FEFI) BOR Resolution/Referendum
8. Certification that all BFARs from have been submitted through URS	Financial Management Services
9. BAR 1 for the first three quarters	Planning Office
10. BED No. 2	
11. Hard copy of URS-generated BFARs	Planning Office Budget Office
12. Certification on the number of employees entitled to the C N A Incentive	HRMO
13. Summary of savings and number of personnel entitled	Budget Office
14. Computation of C N A Requirements per PPA	Budget Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the	Budget staff	None	30 mins.	Budget Staff

required documents to budget staff for checking the completeness of required documents	receives, log in and check the ORS and DV with complete supporting documents			
	Budget Officer signs the ORS	None	2 hours	Budget Officer
	Budget staff obligates the ORS	None	3 hours	Budget Staff
	Budget staff forward the documents to Accounting Clerk	None	1 hour	Budget Staff
	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk
	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	None	30 mins.	Accounting Clerk
	Accountants signs the DV in Box C	None	15 mins.	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	Documents	None	15 mins.	CLERK (Admin.

	forwarded to VP for Finance or President			Services)
	VP for Finance for President sign the DV in Box D for approval	None	5 hours	VP For Finance/ President
	VP for Finance for President forward the approved documents to Accounting Office	None	1 hour	VP For Finance/ President
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting Clerk forward the documents to Cashiers Office	None	1 hour	Accounting Clerk
	Cashier prepare cheque/LDDAD -ADA	None	3 hours	Cashier
	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 mins.	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for	None	1 hour	VP For Finance/

	Finance/President signs the check			President
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
	Cashier forwards the approved ACIC to Land Bank of the Philippines	None	2 hours	Cashier
	LBP verifies the ACIC	None	1 day	LBP
	Encashment by the Cashier to LBP	None	3 hours	Cashier
2.The payee receives the cheque and signs the DV	Contact the payee for releasing of cheque, signing of DV	None	1 day	Cashier
	TOTAL	None	44 hours and 45 mins.	

191. Loyalty Cash Award/Incentive

A loyalty award is granted to all officials and employees, in the national and local governments, including those in the SUCs and GOCCs with original charter, who rendered ten years of continuous and satisfactory service in the government. The guidelines are provided under COA Resolution No. 2002-010 dated November 29, 2002 and of Loyalty Award under CSC Memorandum Circular No. 6, s. 2002 dated March 1, 2002.

Office or Division	Finance Management Services
Classification	Simple
Type of Transaction	G2G-Government to Government; G2C-Government to Citizen
Who May Avail	All Qualified Personnel
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. For Individual Claims	

- Service Record - Certificate of non-payment from previous office (for transferee) - Certification from the HRO that the claimant has not incurred more than 50 days authorized vacation leave without pay within the 5-year period, as the case may be 2. For General Claim - Loyalty Cash Award/Incentive Payroll - Payroll Prooflist (hard and soft copy) - Letter to the Bank to credit employees' account their salaries or other claims (LDDADP-ADA)	HRMO Previous Employer HRMO Payroll Clerk Payroll Clerk Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to budget staff for checking the completeness of required documents	Budget staff receives, log in and check the ORS and DV with complete supporting documents	None	30 mins.	Budget Staff
	Budget Officer signs the ORS	None	2 hours	Budget Officer
	Budget staff obligates the ORS	None	3 hours	Budget Staff
	Budget staff forward the documents to Accounting Clerk	None	1 hour	Budget Staff
	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk

	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	None	30 mins.	Accounting Clerk
	Accountants signs the DV in Box C	None	30 mins.	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	Documents forwarded to VP for Finance or President	None	15 mins.	CLERK (Admin. Services)
	VP for Finance for President sign the DV in Box D for approval	None	5 hours	VP For Finance/ President
	VP for Finance for President forward the approved documents to Accounting Office	None	1 hour	VP For Finance/ President
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting Clerk forward the documents	None	1 hour	Accounting Clerk

	to Cashiers Office			
	Cashier prepare cheque/LDDAD-ADA	None	3 hours	Cashier
	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 mins.	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for Finance/President signs the check	None	1 hour	VP For Finance/ President
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
2.The payee receives the cheque and signs the DV	Contact the payee for releasing of cheque, signing of DV	None	4 hours	Cashier
	TOTAL	None	28 hours	

192. Monetization

Officials and employees in the career and non-career service, whether permanent, temporary, casual or coterminous, who have accumulated 15 days of vacation leave credits shall be allowed to monetize a minimum of 10 days.

Office or Division	Finance Management Services
Classification	Simple
Type of Transaction	G2G-Government to Government; G2C-Government to Citizen
Who May Avail	All Qualified Personnel

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Approved leave application (ten days) with leave credit balance certified by the Human Resource Office	HRMO
2. Request for leave covering more than ten days duly approved by the Head of Agency	HRMO
3. For monetization of 50 percent or more: - Clinical abstract/medical procedures to be undertaken in case of health, medical and hospital needs - Barangay Certification in case of need for financial assistance brought about by calamaities, typhoons, fire, etc.	Requesting Officer

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the required documents to budget staff for checking the completeness of required documents	Budget staff receives, log in and check the ORS and DV with complete supporting documents	None	30 mins.	Budget Staff
	Budget Officer signs the ORS	None	2 hours	Budget Officer
	Budget staff obligates the ORS	None	3 hours	Budget Staff

	Budget staff forward the documents to Accounting Clerk	None	1 hour	Budget Staff
	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk
	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	None	30 mins.	Accounting Clerk
	Accountants signs the DV in Box C	None	30 mins.	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	Documents forwarded to VP for Finance or President	None	15 mins.	CLERK (Admin. Services)
	VP for Finance for President sign the DV in Box D for approval	None	5 hours	VP For Finance/ President
	VP for Finance for President forward the	None	1 hour	VP For Finance/ President

	approved documents to Accounting Office			
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting Clerk forward the documents to Cashiers Office	None	1 hour	Accounting Clerk
	Cashier prepare cheque/LDDAD-ADA	None	3 hours	Cashier
	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 mins.	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for Finance/President signs the check	None	1 hour	VP For Finance/ President
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
2.The payee receives	Contact the	None	4 hours	Cashier

the cheque and signs the DV	payee for releasing of cheque, signing of DV			
	TOTAL	None	28 hours	

193. Terminal Leave Benefits

The guidelines on terminal leave are provided under Rule XVI of the Omnibus Rules Implementing Book V of EO No. 292, as amended by CSC MC Nos. 41 s. 1998, 6 and 14 s. 1999.

Office or Division	Finance Management Services
Classification	Simple
Type of Transaction	G2G-Government to Government; G2C-Government to Citizen
Who May Avail	All Qualified Retiring Personnel and those to be terminated from the Service

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Clearance from money, property and legal accountability from the Central Office and from Regional Office of last assignment	HRMO
2. Certified photocopy of employees leave card as at last date of service duly audited by the Personnel Division and COA/Certificate of leave credits issued by the Admin/Human Resource Management Office (HRMO)	HRMO
3. Approved leave application	HRMO
4. Complete service record	HRMO
5. Statement of Assets, Liabilities and Net Worth (SALN)	Requesting Officer
6. Certified photocopy of appointment/Notice of Salary Adjustment (NOSA) showing the highest salary received if the salary under the last appointment is not the highest	HRMO
7. Computation of terminal leave benefits duly signed/certified by the accountant	

8. Applicant's authorization (in affidavit form) to deduct all financial obligations with the employer/agency	Accounting Office
9. Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her (RA No.3019)	Requesting Officer
10. In case of resignation, employee's letter of resignation duly accepted by the Head of Agency	
Additional Requirements:	
11. Death certificate authenticated by NSO	Requesting Officer
12. Marriage contract authenticated by NSO	
13. Birth certificate of all surviving legal heirs authenticated by NSO	Requesting Survival Legal Heirs
14. Designation of next-of-kin	Requesting Survival Legal Heirs
15. Waiver of rights of children 18 years old and above	Requesting Survival Legal Heirs
	Requesting Survival Legal Heirs
	Requesting Survival Legal Heirs

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to budget staff for checking the completeness of required documents	Budget staff receives, log in and check the ORS and DV with complete supporting documents	None	30 mins.	Budget Staff
	Budget Officer signs the ORS	None	2 hours	Budget Officer
	Budget staff obligates the ORS	None	3 hours	Budget Staff
	Budget staff forward the documents to	None	1 hour	Budget Staff

	Accounting Clerk			
	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk
	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	None	30 mins.	Accounting Clerk
	Accountants signs the DV in Box C	None	30 mins.	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	Documents forwarded to VP for Finance or President	None	15 mins.	CLERK (Admin. Services)
	VP for Finance for President sign the DV in Box D for approval	None	5 hours	VP For Finance/ President
	VP for Finance for President forward the approved documents to Accounting	None	1 hour	VP For Finance/ President

	Office			
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting Clerk forward the documents to Cashiers Office	None	1 hour	Accounting Clerk
	Cashier prepare cheque/LDDAD-ADA	None	3 hours	Cashier
	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 mins.	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for Finance/President signs the check	None	1 hour	VP For Finance/ President
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
2.The payee receives the cheque and signs the DV	Contact the payee for releasing of cheque,	None	4 hours	Cashier

	signing of DV			
	TOTAL	None	28 hours	

194. Retirement Benefits

Appropriations authorized in the GAA to cover retirement gratuity benefit claims shall be released directly to the office and agencies concerned computed based on the provisions of applicable retirement laws, rules and regulations (Section 52 of FY 2012 GAA or pertinent provisions of the GAA for the year).

Office or Division	Finance Management Services
Classification	Simple
Type of Transaction	G2G-Government to Government; G2C-Government to Citizen
Who May Avail	All Personnel Retiring under RA 1616 or take all retirement benefits
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Updated Service record indicating the number of days on leave without pay and/or certification issued by the Human Resource Office (HRO) that the retiree did not incur any leave of absence without pay	HRMO
2. Retirement application	REQUESTING OFFICER
3. Office clearance from money/property accountability & administrative criminal liability	HRMO
4. Statement of assets and liabilities	
5. Retirement Gratuity Computation	REQUESTING OFFICER
6. Affidavit of Undertaking for authority to deduct accountabilities	REQUESTING OFFICER
7. Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her (Anti-Graft RA No. 3019)	
Additional documentary requirements in case of resignation:	
8. Employee's letter of resignation	

duly accepted by the Agency Head	REQUESTING OFFICER
Additional requirements in case of death of claimant:	
9. Death certificate authenticated by the National Statistics Office (NSO)	REQUESTING SURVIVAL LEGAL HEIRS
10. Marriage contract authenticated by NSO	REQUESTING SURVIVAL LEGAL HEIRS
11. Birth certificates of all surviving legal heirs authenticated by NSO	REQUESTING SURVIVAL LEGAL HEIRS
12. Designation of next-of-kin	REQUESTING SURVIVAL LEGAL HEIRS
13. Waiver of rights of children 18 years old and above	REQUESTING SURVIVAL LEGAL HEIRS
14. Affidavit of two disinterested parties that the deceased is survived by legitimate and illegitimate children (if any), natural, adopted or children of prior marriage	REQUESTING SURVIVAL LEGAL HEIRS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to budget staff for checking the completeness of required documents	Budget staff receives, log in and check the ORS and DV with complete supporting documents	None	30 mins.	Budget Staff
	Budget Officer signs the ORS	None	2 hours	Budget Officer
	Budget staff obligates the ORS	None	3 hours	Budget Staff
	Budget staff forward the documents to Accounting Clerk	None	1 hour	Budget Staff
	Accounting Clerk journalize the accounting entries in Box	None	30 mins.	Accounting Clerk

	B			
	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	None	30 mins.	Accounting Clerk
	Accountants signs the DV in Box C	None	30 mins.	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	Documents forwarded to VP for Finance or President	None	15 mins.	CLERK (Admin. Services)
	VP for Finance for President sign the DV in Box D for approval	None	5 hours	VP For Finance/ President
	VP for Finance for President forward the approved documents to Accounting Office	None	1 hour	VP For Finance/ President
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting	None	1 hour	Accounting Clerk

	Clerk forward the documents to Cashiers Office			
	Cashier prepare cheque/LDDAD-ADA	None	3 hours	Cashier
	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 mins.	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for Finance/President signs the check	None	1 hour	VP For Finance/ President
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
2.The payee receives the cheque and signs the DV	Contact the payee for releasing of cheque, signing of DV	None	4 hours	Cashier
	TOTAL	None	28 hours	

195. Year End Bonus (YEB) and Cash Gift (CG)

The guidelines on the grant of YEB and CG are provided under Section 6 DBM Budget Circular No. 2016-4

Office or Division	Finance Management Services
Classification	Simple
Type of Transaction	G2G-Government to Government; G2C-Government to Citizen
Who May Avail	All Qualified Personnel

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
For Individual Claims 1. Certification from head of Office that the employee is qualified to receive the YEB and CG benefits pursuant to DBM Budget Circular No. 2003-2 dated May 9, 2003	HRMO
General Claims: 1. YEB and CG Payroll 2. Payroll Register (hard and soft copy) 3. Letter to Bank to credit employees account of their YEB and CG claims (LDDAP-ADA) 4. Deposit slips (Payroll Prooflist)	Payroll Clerk Payroll Clerk Cashier

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the required documents to budget staff for checking the completeness of required documents	Budget staff receives, log in and check the ORS and DV with complete supporting documents	None	30 mins.	Budget Staff
	Budget Officer signs the ORS	None	2 hours	Budget Officer
	Budget staff obligates the ORS	None	3 hours	Budget Staff
	Budget staff forward the documents to Accounting	None	1 hour	Budget Staff

	Clerk			
	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk
	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	None	30 mins.	Accounting Clerk
	Accountants signs the DV in Box C	None	30 mins.	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	Documents forwarded to VP for Finance or President	None	15 mins.	CLERK (Admin. Services)
	VP for Finance for President sign the DV in Box D for approval	None	5 hours	VP For Finance/ President
	VP for Finance for President forward the approved documents to Accounting Office	None	1 hour	VP For Finance/ President

	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting Clerk forward the documents to Cashiers Office	None	1 hour	Accounting Clerk
	Cashier prepare cheque/LDDAD-ADA	None	3 hours	Cashier
	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 mins.	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for Finance/President signs the check	None	1 hour	VP For Finance/ President
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
2.The payee receives the cheque and signs the DV	Contact the payee for releasing of cheque, signing of DV	None	4 hours	Cashier

	TOTAL	None	28 hours	

196. Overtime Pay

Overtime work should be avoided by adequate planning of work activities. The updated guidelines and procedures on the rendition of overtime services are prescribed under the CSC and DBM Joint Circular No. 1 s. 2015 dated November 25, 2015.

Office or Division		Finance Management Services		
Classification		Simple		
Type of Transaction		G2G-Government to Government; G2C-Government to Citizen		
Who May Avail		ALL AUTHORIZED PERSONNEL WHO RENDERED OVERTIME SERVICE.		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Overtime authority stating the necessity and urgency of the work to be done, and the duration of overtime work 2. Overtime work program 3. Quantified Overtime accomplishment duly signed by the employee and supervisor 4. Certificate of service or duly approved DTR		Requesting Unit Requesting Unit Requesting Unit Requesting Unit		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the required documents to budget staff for checking the completeness of required documents	Budget staff receives, log in and check the ORS and DV with complete supporting documents	None	30 mins.	Budget Staff
	Budget Officer signs the ORS	None	2 hours	Budget Officer
	Budget staff obligates the ORS	None	3 hours	Budget Staff
	Budget staff forward the documents to	None	1 hour	Budget Staff

	Accounting Clerk			
	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk
	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	None	30 mins.	Accounting Clerk
	Accountants signs the DV in Box C	None	30 mins.	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	Documents forwarded to VP for Finance or President	None	15 mins.	CLERK (Admin. Services)
	VP for Finance for President sign the DV in Box D for approval	None	5 hours	VP For Finance/ President
	VP for Finance for President forward the approved documents to Accounting	None	1 hour	VP For Finance/ President

	Office			
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting Clerk forward the documents to Cashiers Office	None	1 hour	Accounting Clerk
	Cashier prepare cheque/LDDAD-ADA	None	3 hours	Cashier
	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 mins.	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for Finance/President signs the check	None	1 hour	VP For Finance/ President
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
2.The payee receives the cheque and signs the DV	Contact the payee for releasing of cheque,	None	4 hours	Cashier

	signing of DV			
	TOTAL	None	28 hours	

197. Longevity Pay

Longevity Pay shall be given to an employee who has rendered at least three years of continuous satisfactory service to a particular position and which shall consist of step increments in accordance with the provisions of Joint CSC DBM Circular No. 1, s. 1990, dated March 29, 1990

Office or Division		Finance Management Services		
Classification		Simple		
Type of Transaction		G2G-Government to Government; G2C-Government to Citizen		
Who May Avail		All Qualified Medical/Dental Personnel		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Service Record 2. Certification issued by the Human Res. Mgt. Officer that the claimant has not incurred more than 15 days of vacation leave without pay		HRMO HRMO		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the required documents to budget staff for checking the completeness of required documents	Budget staff receives, log in and check the ORS and DV with complete supporting documents	None	30 mins.	Budget Staff
	Budget Officer signs the ORS	None	2 hours	Budget Officer
	Budget staff obligates the ORS	None	3 hours	Budget Staff
	Budget staff forward the documents to Accounting Clerk	None	1 hour	Budget Staff
	Accounting Clerk journalize the accounting	None	30 mins.	Accounting Clerk

	entries in Box B			
	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	None	30 mins.	Accounting Clerk
	Accountants signs the DV in Box C	None	30 mins.	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	Documents forwarded to VP for Finance or President	None	15 mins.	CLERK (Admin. Services)
	VP for Finance for President sign the DV in Box D for approval	None	5 hours	VP For Finance/ President
	VP for Finance for President forward the approved documents to Accounting Office	None	1 hour	VP For Finance/ President
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting	None	1 hour	Accounting Clerk

	Clerk forward the documents to Cashiers Office			
	Cashier prepare cheque/LDDAD-ADA	None	3 hours	Cashier
	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 mins.	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for Finance/President signs the check	None	1 hour	VP For Finance/ President
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
2.The payee receives the cheque and signs the DV	Contact the payee for releasing of cheque, signing of DV	None	4 hours	Cashier
	TOTAL	None	28 hours	

198. Hazard Duty Pay

National government agencies which are not specifically authorized by law to grant Hazard Pay are allowed to use savings under Personal Services for payment thereof to officials and employees who are actually assigned to, and performing their duties in, strife-torn or embattled areas.

Office or Division	Finance Management Services
Classification	Simple
Type of Transaction	G2G-Government to Government; G2C-Government to Citizen
Who May Avail	All Qualified Medical/Dental Personnel

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Approved DTR	Medical/Dental Office
2. No. of days expose to communicable or infectious disease	Medical/Dental Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the required documents to budget staff for checking the completeness of required documents	Budget staff receives, log in and check the ORS and DV with complete supporting documents	None	30 mins.	Budget Staff
	Budget Officer signs the ORS	None	2 hours	Budget Officer
	Budget staff obligates the ORS	None	3 hours	Budget Staff
	Budget staff forward the documents to Accounting Clerk	None	1 hour	Budget Staff
	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk
	Accounting Clerk forward	None	30 mins.	Accounting Clerk

	the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000			
	Accountants signs the DV in Box C	None	30 mins.	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	Documents forwarded to VP for Finance or President	None	15 mins.	CLERK (Admin. Services)
	VP for Finance for President sign the DV in Box D for approval	None	5 hours	VP For Finance/ President
	VP for Finance for President forward the approved documents to Accounting Office	None	1 hour	VP For Finance/ President
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting Clerk forward the documents to Cashiers Office	None	1 hour	Accounting Clerk

	Cashier prepare cheque/LDDAD -ADA	None	3 hours	Cashier
	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 mins.	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for Finance/President signs the check	None	1 hour	VP For Finance/ President
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
2.The payee receives the cheque and signs the DV	Contact the payee for releasing of cheque, signing of DV	None	4 hours	Cashier
	TOTAL	None	28 hours	

199. Honoraria for Special Projects

Payment of honoraria to officials and employees assigned to special projects

Office or Division	Finance Management Services
Classification	Simple
Type of Transaction	G2G-Government to Government

Who May Avail		ALL QUALIFIED PERSONNEL INVOLVED IN THE SPECIAL PROJECT.		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Appointment designating members of the special project 2. Approved request for payment 3. Approved DTR 4. Accomplishment Report		Requesting Project Leader Presidents' Office Project Leader Project Leader		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the required documents to budget staff for checking the completeness of required documents	Budget staff receives, log in and check the ORS and DV with complete supporting documents	None	30 mins.	Budget Staff
	Budget Officer signs the ORS	None	2 hours	Budget Officer
	Budget staff obligates the ORS	None	3 hours	Budget Staff
	Budget staff forward the documents to Accounting Clerk	None	1 hour	Budget Staff
	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk
	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	None	30 mins.	Accounting Clerk

	Accountants signs the DV in Box C	None	30 mins.	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	Documents forwarded to VP for Finance or President	None	15 mins.	CLERK (Admin. Services)
	VP for Finance for President sign the DV in Box D for approval	None	5 hours	VP For Finance/ President
	VP for Finance for President forward the approved documents to Accounting Office	None	1 hour	VP For Finance/ President
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting Clerk forward the documents to Cashiers Office	None	1 hour	Accounting Clerk
	Cashier prepare cheque/LDDAD -ADA	None	3 hours	Cashier
	Cashier forward the documents to	None	1 hour and 30 mins.	Cashier

	accounting for recording of cheque no.			
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for Finance/President signs the check	None	1 hour	VP For Finance/ President
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
2.The payee receives the cheque and signs the DV	Contact the payee for releasing of cheque, signing of DV	None	4 hours	Cashier
	TOTAL	None	28 hours	

200. Honoraria of Teaching Personnel (DepEd, TESDA, SUCS, and other educational Institutions)

The payment of honoraria to teaching personnel engaged in actual classroom teaching whose teaching load is outside of the regular office hours or in excess of the required load is prescribed under Section 3 of Administrative Order No. 103 dated August 31, 2004

Office or Division	Finance Management Services
Classification	Simple
Type of Transaction	G2G-Government to Government
Who May Avail	ALL FACULTY/TEACHING PERSONNEL WITH OVERLOAD OR TEACHING OUTSIDE OFFICIAL

		TIME		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Schedule of classes that the load is in excess of the regular load or outside the regular office hours 2. Appointment 3. Approved DTR		MIS HRMO Requesting Teaching Personnel		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the required documents to budget staff for checking the completeness of required documents	Budget staff receives, log in and check the ORS and DV with complete supporting documents	None	30 mins.	Budget Staff
	Budget Officer signs the ORS	None	2 hours	Budget Officer
	Budget staff obligates the ORS	None	3 hours	Budget Staff
	Budget staff forward the documents to Accounting Clerk	None	1 hour	Budget Staff
	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk
	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	None	30 mins.	Accounting Clerk
	Accountants signs the DV in	None	30 mins.	Accountant I or Accountant III

	Box C			
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	Documents forwarded to VP for Finance or President	None	15 mins.	CLERK (Admin. Services)
	VP for Finance for President sign the DV in Box D for approval	None	5 hours	VP For Finance/ President
	VP for Finance for President forward the approved documents to Accounting Office	None	1 hour	VP For Finance/ President
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting Clerk forward the documents to Cashiers Office	None	1 hour	Accounting Clerk
	Cashier prepare cheque/LDDAD -ADA	None	3 hours	Cashier
	Cashier forward the documents to accounting for recording of	None	1 hour and 30 mins.	Cashier

	cheque no.			
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for Finance/President signs the check	None	1 hour	VP For Finance/ President
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
2.The payee receives the cheque and signs the DV	Contact the payee for releasing of cheque, signing of DV	None	4 hours	Cashier
	TOTAL	None	28 hours	

201. Honoraria of Government Personnel involved in Government Procurement

Government personnel performing activities or discharging duties in addition to, or over and above their regular functions may be granted honoraria. The guidelines in the grant of honoraria to government personnel involved in government procurement are prescribed under DBM Budget Circular No. 2004-5A dated March 23, 2004 as amended by DBM Budget Circular No. 2007-3 dated November 29, 2007.

Office or Division	Finance Management Services
Classification	Simple
Type of Transaction	G2G-Government to Government
Who May Avail	ALL MEMBERS OF BAC PRESENT DURING DELIBERATIONS, TWG AND BAC SECRETARIAT NOT ASSIGNED IN PROCUREMENT OFFICE

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Office Order creating and designating the BAC composition and authorizing the members to collect honoraria	Office of the University President
2. Minutes of BAC Meeting	BAC Office
3. Notice of award to the winning bidder of procurement activity being claimed	BAC Office
4. Certification that the procurement involves competitive bidding	BAC Office
5. Attendance Sheet listing names of attendees to the BAC meeting	BAC Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to budget staff for checking the completeness of required documents	Budget staff receives, log in and check the ORS and DV with complete supporting documents	None	30 mins.	Budget Staff
	Budget Officer signs the ORS	None	2 hours	Budget Officer
	Budget staff obligates the ORS	None	3 hours	Budget Staff
	Budget staff forward the documents to Accounting Clerk	None	1 hour	Budget Staff
	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk
	Accounting Clerk forward the documents	None	30 mins.	Accounting Clerk

	to Accountant I if 50, 000 or less and Accountant III if more than 50, 000			
	Accountants signs the DV in Box C	None	30 mins.	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	Documents forwarded to VP for Finance or President	None	15 mins.	CLERK (Admin. Services)
	VP for Finance for President sign the DV in Box D for approval	None	5 hours	VP For Finance/ President
	VP for Finance for President forward the approved documents to Accounting Office	None	1 hour	VP For Finance/ President
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting Clerk forward the documents to Cashiers Office	None	1 hour	Accounting Clerk
	Cashier	None	3 hours	Cashier

	prepare cheque/LDDAD -ADA			
	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 mins.	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for Finance/President signs the check	None	1 hour	VP For Finance/ President
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
2.The payee receives the cheque and signs the DV	Contact the payee for releasing of cheque, signing of DV	None	4 hours	Cashier
	TOTAL	None	28 hours	

202. Special Counsel Allowance

Lawyer personnel, including those designated to assume the duties of a legal officer and those in the legal staff of departments, bureas, offices or agencies of the national government deputized by the Officer of the Solicitor General (OSG).

Office or Division	Finance Management Services
Classification	Simple

Type of Transaction	G2G-Government to Government
Who May Avail	Special Counsel

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Office Order/Designation/Letter of the OSG deputizing the claimant to appear in court as special counsel	Office of the University President
2. Certificate of Appearance issued by the Office of the Clerk of Court, if applicable	Office of the University President
3. Certification that the cases to be attended by the lawyer personnel are directly related to the nature/function of the particular office represented	Office of the University President

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the required documents to budget staff for checking the completeness of required documents	Budget staff receives, log in and check the ORS and DV with complete supporting documents	None	30 mins.	Budget Staff
	Budget Officer signs the ORS	None	2 hours	Budget Officer
	Budget staff obligates the ORS	None	3 hours	Budget Staff
	Budget staff forward the documents to Accounting Clerk	None	1 hour	Budget Staff
	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk
	Accounting Clerk forward the documents	None	30 mins.	Accounting Clerk

	to Accountant I if 50, 000 or less and Accountant III if more than 50, 000			
	Accountants signs the DV in Box C	None	30 mins.	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	Documents forwarded to VP for Finance or President	None	15 mins.	CLERK (Admin. Services)
	VP for Finance for President sign the DV in Box D for approval	None	5 hours	VP For Finance/ President
	VP for Finance for President forward the approved documents to Accounting Office	None	1 hour	VP For Finance/ President
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting Clerk forward the documents to Cashiers Office	None	1 hour	Accounting Clerk
	Cashier	None	3 hours	Cashier

	prepare cheque/LDDAD -ADA			
	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 mins.	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for Finance/President signs the check	None	1 hour	VP For Finance/ President
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
2.The payee receives the cheque and signs the DV	Contact the payee for releasing of cheque, signing of DV	None	4 hours	Cashier
	TOTAL	None	28 hours	

203. Productivity Enhancement Incentive Allowance (PEI)

The PEI is given to government personnel in recognition of the government employees' productivity and performance.

Office or Division	Finance Management Services
Classification	Simple
Type of Transaction	G2G-Government to Government

Who May Avail	
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
For Individual Claims: 1. Certification that the performance ratings for the two semesters given to the personnel of the concerned division/office is at least satisfactory	 HRMO
General Claims 1. PIB Payroll 2. List of personnel who were suspended either preventively or as a penalty as a result of an administrative charge within the year for which PIB is paid, regardless of the duration (except if the penalty meted out is only a reprimand) 3. List of personnel dismissed within the year 4. List of personnel Absent Without Official Leave (AWOL) 5. Certification that the performance ratings for the two semesters given to the personnel of the concerned division/office is at least satisfactory 6. Payroll Register (hard and soft copy) 7. Letter to the Bank to credit emplyees' account of their PIB claims 8. Validated deposit slips	 Payroll Clerk HRMO HRMO HRMO Payroll Clerk Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to budget staff for	Budget staff receives, log in and check the ORS and DV	None	30 mins.	Budget Staff

checking the completeness of required documents	with complete supporting documents			
	Budget Officer signs the ORS	None	2 hours	Budget Officer
	Budget staff obligates the ORS	None	3 hours	Budget Staff
	Budget staff forward the documents to Accounting Clerk	None	1 hour	Budget Staff
	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk
	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	None	30 mins.	Accounting Clerk
	Accountants signs the DV in Box C	None	30 mins.	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	Documents forwarded to VP for Finance or President	None	15 mins.	CLERK (Admin. Services)

	VP for Finance for President sign the DV in Box D for approval	None	5 hours	VP For Finance/ President
	VP for Finance for President forward the approved documents to Accounting Office	None	1 hour	VP For Finance/ President
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting Clerk forward the documents to Cashiers Office	None	1 hour	Accounting Clerk
	Cashier prepare cheque/LDDAD -ADA	None	3 hours	Cashier
	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 mins.	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for Finance/President signs the check	None	1 hour	VP For Finance/ President

	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
2.The payee receives the cheque and signs the DV	Contact the payee for releasing of cheque, signing of DV	None	4 hours	Cashier
	TOTAL	None	28 hours	

204. Subsistence, Laundry, and Quarters Allowances

Public health workers (PHWs) and selected other sectors are allowed under existing laws and regulations to receive laundry and subsistence allowances. Officials and employees who, by virtue of their positions, are entitled to quarters privileges as authorized by law shall be provided free quarters within their office premises.

Office or Division		Finance Management Services		
Classification		Simple		
Type of Transaction		G2G-Government to Government; G2C-Government to Citizen		
Who May Avail		Medical and Dental Personnel		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Payroll of personnel entitled to claim subsistence, laundry and quarters allowance 2. Approved DTR 3. Authority to collect (for initial claim)		Payroll Clerk Requesting Officer HRMO		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the required documents to budget staff for checking the completeness of required documents	Budget staff receives, log in and check the ORS and DV with complete supporting documents	None	30 mins.	Budget Staff
	Budget Officer signs the ORS	None	2 hours	Budget Officer

	Budget staff obligates the ORS	None	3 hours	Budget Staff
	Budget staff forward the documents to Accounting Clerk	None	1 hour	Budget Staff
	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk
	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	None	30 mins.	Accounting Clerk
	Accountants signs the DV in Box C	None	30 mins.	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	Documents forwarded to VP for Finance or President	None	15 mins.	CLERK (Admin. Services)
	VP for Finance for President sign the DV in Box D for approval	None	5 hours	VP For Finance/ President

	VP for Finance for President forward the approved documents to Accounting Office	None	1 hour	VP For Finance/ President
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting Clerk forward the documents to Cashiers Office	None	1 hour	Accounting Clerk
	Cashier prepare cheque/LDDAD -ADA	None	3 hours	Cashier
	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 mins.	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/Presid ent for signature	None	30 mins.	Accounting Clerk
	VP for Finance/Presid ent signs the check	None	1 hour	VP For Finance/ President

	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
2.The payee receives the cheque and signs the DV	Contact the payee for releasing of cheque, signing of DV	None	4 hours	Cashier
	TOTAL	None	28 hours	

205. Clothing/Uniform Allowance

Government personnel who are expected to render at least six months of service in a particular year including leaves of absence with pay.

Office or Division		Finance Management Services		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		All Qualified Personnel		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Certified true copy of approved appointment of new employees 2. Certificate of Assumption of new employees 3. Certificate of non-payment from previous agency, for transferees 4. Certification of entitlement 5. Clothing/Uniform Allowance Payroll		HRMO, 2nd Flr., Administration Bldg. Payroll Clerk		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the required documents to budget staff for checking the completeness of required documents	Budget staff receives, log in and check the ORS and DV with complete supporting documents	None	30 mins.	Budget Staff
	Budget Officer signs the ORS	None	2 hours	Budget Officer
	Budget staff	None	3 hours	Budget Staff

	obligates the ORS			
	Budget staff forward the documents to Accounting Clerk	None	1 hour	Budget Staff
	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk
	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	None	30 mins.	Accounting Clerk
	Accountants signs the DV in Box C	None	30 mins.	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	Documents forwarded to VP for Finance or President	None	15 mins.	CLERK (Admin. Services)
	VP for Finance for President sign the DV in Box D for approval	None	5 hours	VP For Finance/ President
	VP for Finance	None	1 hour	VP For Finance/

	for President forward the approved documents to Accounting Office			President
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting Clerk forward the documents to Cashiers Office	None	1 hour	Accounting Clerk
	Cashier prepare cheque/LDDAD -ADA	None	3 hours	Cashier
	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 mins.	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for Finance/President signs the check	None	1 hour	VP For Finance/ President

	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
2.The payee receives the cheque and signs the DV	Contact the payee for releasing of cheque, signing of DV	None	4 hours	Cashier
	TOTAL	None	28 hours	

206. Representation and Transportation Allowance (RATA)

The officials/employees who, in the actual performance of their respective functions, are entitled to RATA are defined under Section 45 of FY 2012 GAA. Transportation allowances shall not be granted to officials who are presently using government vehicles.

Office or Division	Finance Management Services
Classification	Simple
Type of Transaction	G2G-Government to Government
Who May Avail	All Officers with RATA
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
For Individual Claims: 1. Copy of Office Order/Appointment (1st payment) 2. Certificate of Assumption (1st payment) 3. Certification that the official/employee did not use government vehicle and is not assigned any government vehicle 4. Properly filled-up approved DTR (if on travel attach the travel order and certificate of appearance; if on-leave attach the approved application for leave)	 HRMO HRMO HRMO Requesting Officer

For General Claims: 1. RATA Payroll 2. Payroll Register (hard and soft copy) 3. Letter to the Bank to credit employees' account of their RATA claims, if applicable (LDDAP-ADA) 4. Validated deposit slips, if applicable		Payroll Clerk Payroll Clerk Cashier		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the required documents to budget staff for checking the completeness of required documents	Budget staff receives, log in and check the ORS and DV with complete supporting documents	N/A	30 mins.	Budget Staff
	Budget Officer signs the ORS	N/A	2 hours	Budget Officer
	Budget staff obligates the ORS	N/A	3 hours	Budget Staff
	Budget staff forward the documents to Accounting Clerk	N/A	1 hour	Budget Staff
	Accounting Clerk journalize the accounting entries in Box B	N/A	30 mins.	Accounting Clerk
	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	N/A	30 mins.	Accounting Clerk
	Accountants signs the DV in	N/A	30 mins.	Accountant I or Accountant III

	Box C			
	Accountants forward the documents to CAO for initial in DV	N/A	15 mins.	Accountant I or Accountant III
	CAO initial the DV in BOX d	N/A	30 mins.	CAO
	Documents forwarded to VP for Finance or President	N/A	15 mins.	CLERK (Admin. Services)
	VP for Finance for President sign the DV in Box D for approval	N/A	5 hours	VP For Finance/ President
	VP for Finance for President forward the approved documents to Accounting Office	N/A	1 hour	VP For Finance/ President
	Accounting Clerk assigns DV No.	N/A	1 hour	Accounting Clerk
	Accounting Clerk forward the documents to Cashiers Office	N/A	1 hour	Accounting Clerk
	Cashier prepare cheque/LDDAP -ADA	N/A	3 hours	Cashier
	Cashier forward the documents to accounting for recording of cheque no.	N/A	1 hour and 30 mins.	Cashier
	Accounting Clerk receives	N/A	30 mins.	Accounting Clerk

	and record the cheque no./LDDAP			
	Accounting clerk forward the cheque to VP for Finance/President for signature	N/A	30 mins.	Accounting Clerk
	VP for Finance/President signs the check/LDDAP-ADA	N/A	1 hour	VP For Finance/ President
	VP for Finance/President forward the cheque/LDDAP-ADA to Cashiers Office	N/A	30 mins.	VP For Finance/ President
2.The payee receives the cheque and signs the DV	Contact the payee for releasing of cheque, signing of DV	N/A	4 hours	Cashier
	TOTAL	None	28 hours	

207. Maternity Leave

Female and regular employees in the government service who have rendered an aggregate of 2 or more years service shall, in addition to the vacation and sick leave granted them, be entitled to maternity leave of 105 days with full pay with an option to extend for additional 30 days without pay and granting an additional 15 days for solo mothers.

Office or Division	Finance Management Services
Classification	Simple
Type of Transaction	G2G-Government to Government
Who May Avail	All Female Employees on Maternity Leave
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Certified true copy of approved application for leave	HRMO

2. Certified true copy of Maternity leave clearance 3. Medical certificate for maternity leave Additional Requirements: 4. Medical certificate that the employee is physically fit to work 5. Certificate of assumption 6. Approved DTR		HRMO Physician Physician HRMO Requesting Officer		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the required documents to budget staff for checking the completeness of required documents	Budget staff receives, log in and check the ORS and DV with complete supporting documents	None	30 mins.	Budget Staff
	Budget Officer signs the ORS	None	2 hours	Budget Officer
	Budget staff obligates the ORS	None	3 hours	Budget Staff
	Budget staff forward the documents to Accounting Clerk	None	1 hour	Budget Staff
	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk
	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	None	30 mins.	Accounting Clerk
	Accountants	None	30 mins.	Accountant I or

	signs the DV in Box C			Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	Documents forwarded to VP for Finance or President	None	15 mins.	CLERK (Admin. Services)
	VP for Finance for President sign the DV in Box D for approval	None	5 hours	VP For Finance/ President
	VP for Finance for President forward the approved documents to Accounting Office	None	1 hour	VP For Finance/ President
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting Clerk forward the documents to Cashiers Office	None	1 hour	Accounting Clerk
	Cashier prepare cheque/LDDAD -ADA	None	3 hours	Cashier
	Cashier forward the documents to accounting for	None	1 hour and 30 mins.	Cashier

	recording of cheque no.			
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for Finance/President signs the check	None	1 hour	VP For Finance/ President
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
2.The payee receives the cheque and signs the DV	Contact the payee for releasing of cheque, signing of DV	None	4 hours	Cashier
	TOTAL	None	28 hours	

208. Salary of Casual/Contractual Personnel

When authorized to, and within limits of their respective appropriations, agencies may hire casual and contractual personnel as part of the agency.

Office or Division	Finance Management Services
Classification	Simple
Type of Transaction	G2G-Government to Government; G2C-Government to Citizen
Who May Avail	All Casual and Contractual Personnel
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. For accredited agencies by the CSC (for first claim) - Certified true copy of the pertinent	HRMO

contract/appointment/job order 2. For other agencies (for first claim) - Certified copy of the pertinent contrct/appointment/job order marked received by the CSC 3. Approved DTR		HRMO Requesting Officer		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the required documents to budget staff for checking the completeness of required documents	Budget staff receives, log in and check the ORS and DV with complete supporting documents	None	30 mins.	Budget Staff
	Budget Officer signs the ORS	None	2 hours	Budget Officer
	Budget staff obligates the ORS	None	3 hours	Budget Staff
	Budget staff forward the documents to Accounting Clerk	None	1 hour	Budget Staff
	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk
	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	None	30 mins.	Accounting Clerk
	Accountants signs the DV in	None	30 mins.	Accountant I or Accountant III

	Box C			
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	Documents forwarded to VP for Finance or President	None	15 mins.	CLERK (Admin. Services)
	VP for Finance for President sign the DV in Box D for approval	None	5 hours	VP For Finance/ President
	VP for Finance for President forward the approved documents to Accounting Office	None	1 hour	VP For Finance/ President
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting Clerk forward the documents to Cashiers Office	None	1 hour	Accounting Clerk
	Cashier prepare cheque/LDDAD -ADA	None	3 hours	Cashier
	Cashier forward the documents to accounting for recording of	None	1 hour and 30 mins.	Cashier

	cheque no.			
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for Finance/President signs the check	None	1 hour	VP For Finance/ President
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
2.The payee receives the cheque and signs the DV	Contact the payee for releasing of cheque, signing of DV	None	4 hours	Cashier
	TOTAL	None	28 hours	

209. First Salary, Salary (if deleted from payroll), Salary Differentials due to Promotion and/or Step Increment, Last Salary, Salary due to heirs of Deceased Employee, General Claims through the Automated Teller Machine (ATM)

The personnel benefits costs of government officials and employees shall be charged against the funds from which their salaries are paid. All authorized supplemental or additional compensation, fringe benefits and other personal services costs of officials and employees whose salaries are drawn from special accounts or special funds shall similarly be charged against the corresponding fund from which their basic salaries are drawn.

Office or Division	Finance Management Services
Classification	Simple

Type of Transaction	G2G-Government to Government
Who May Avail	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First Salary:	
1. Certified true copy of duly approved Appointment, Assignment Order, if applicable	HRMO
2. Certified true copy of Oath of Office	HRMO
3. Certificate of Assumption	HRMO
4. Statement of Assets, Liabilities and Net Worth	REQUESTING OFFICER
5. Approved DTR	REQUESTING OFFICER
6. Bureau of Internal Revenue (BIR) withholding certificates (Forms 1902 and 2305)	REQUESTING OFFICER
7. Payroll Information on New Employee (PINE) (for agencies with computerized payroll systems)	REQUESTING OFFICER
8. Authority from the claimant and identification documents, if claimed by person other than the payee	REQUESTING OFFICER
Additional Requirements for transferees (from one government office to another)	
9. Clearance from money, property and legal accountabilities from the previous office	PREVIOUS EMPLOYER
10. Certified true copy of pre-audited disbursement voucher of last salary from previous agency and/or Certification by the Chief Accountant of last salary received from previous office duty verify by the assigned auditor thereat	PREVIOUS EMPLOYER
11. BIR Form 2316 (Certificate of Compensation Payment/Tax Withheld)	PREVIOUS EMPLOYER
12. Certificate of Available Leave Credits	
13. Service Record	PREVIOUS EMPLOYER

Salary (if deleted in payroll) 1. Approved DTR 2. Notice of Assumption 3. Approved Application for Leave, Clearances, and Medical Certificate, if on sick leave for five days or more	 PREVIOUS EMPLOYER Requesting Officer HRMO HRMO
Salary Differentials due to promotion and/or Step Increment 1. Certified true copy of approved appointment in case of promotion or Notice of Salary Adjustment in case of step increment/salary increase 2. Certification of Assumption 3. Approved DTR or certification that the employee has not incurred leave without pay	 HRMO HRMO
Last Salary 1. Clearance from money, property and legal accountabilities 2. Approved DTR	HRMO
Salary due to Heirs of Deceased Employees 1. Same requirements as those for last salary 2. Additional requirements: - Death Certificate authenticated by National Statistics Office (NSO) - Marriage Contract authenticated by NSO, if applicable - Birth Certificates of surviving legal heirs authenticated by NSO - Designation of next-of-kin - Waiver of right children 18 years old and above	Requesting Officer Requesting Officer REQUESTING SURVIVAL LEGAL HEIRS REQUESTING SURVIVAL LEGAL HEIRS
General Claims through the Automated Teller Machine (ATM) 1. Salary Payroll 2. Payroll Register (hard and soft copy)	

3. Letter to the Bank to credit employees' account of their salaries or other claims 4. Validated deposit slips				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the required documents to budget staff for checking the completeness of required documents	Budget staff receives, log in and check the ORS and DV with complete supporting documents	None	30 mins.	Budget Staff
	Budget Officer signs the ORS	None	2 hours	Budget Officer
	Budget staff obligates the ORS	None	3 hours	Budget Staff
	Budget staff forward the documents to Accounting Clerk	None	1 hour	Budget Staff
	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk
	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	None	30 mins.	Accounting Clerk
	Accountants signs the DV in Box C	None	30 mins.	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III

	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	Documents forwarded to VP for Finance or President	None	15 mins.	CLERK (Admin. Services)
	VP for Finance for President sign the DV in Box D for approval	None	5 hours	VP For Finance/ President
	VP for Finance for President forward the approved documents to Accounting Office	None	1 hour	VP For Finance/ President
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting Clerk forward the documents to Cashiers Office	None	1 hour	Accounting Clerk
	Cashier prepare cheque/LDDAD -ADA	None	3 hours	Cashier
	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 mins.	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting	None	30 mins.	Accounting Clerk

	clerk forward the cheque to VP for Finance/President for signature			
	VP for Finance/President signs the check	None	1 hour	VP For Finance/ President
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
2.The payee receives the cheque and signs the DV	Contact the payee for releasing of cheque, signing of DV	None	4 hours	Cashier
	TOTAL	None	28 hours	

210. Liquidation of Travelling Allowances-Foreign

The accountable officer shall liquidate cash advances within the regulamentary period.

Office or Division	Finance Management Services
Classification	Simple
Type of Transaction	G2G-Government to Government; G2C-Government to Citizen
Who May Avail	All Personnel who travelled outside of the Philippines
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Liquidation Report wth duly signed (box A,B & C)	Requesting Unit
2. Revised Itinerary of Travel/Itinerary of Travel	Requesting Unit
3. Paper/electronic plane tickets, boarding pass, boat or bus tickets	
4. Certificate of appearance/attendance for training/ seminar/ participation	Host Agency
5. Reimbursement of	

representation expenses: (Section XIV): a.) Approval of the CHED Chairperson; b.) Justifications; c.)Presentation of bills and receipt subject to threshold 6. For reimbursement of actual accommodation expenses in excess of the accommodation component of the DSA (Section XII.e.):a.) certification by the CHED Chairperson/SUC President as absolutely necessary in the performance of an assignment;b.) presentation of bills and receipts (not to exceed 30% of the lodging component) 7. Narrative report on trip undertake/Report on Participation 8. OR in case of refund of excess cash advance computed at the prevailing bank rate at the day of the refund 9. Certificate of Travel Completed		Requesting Unit Cashier Requesting Unit		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the required documents to accounting staff for checking the completeness of required documents	Accounting Clerk receives and check the supporting documents	None	30 mins.	Accounting Clerk
	Accoutning Clerk forwarded to Accountant III for signature at Box C.	None	1 hour	Accountant III
	Accountant III forwarded to COA	None	1 hour	Accountant III
	TOTAL	None	2 hours and 30 mins.	

211. Travelling Allowances-Foreign

Traveling allowances granted shall be treated and accounted for as cash advances.

Office or Division	Finance Management Services
Classification	Complex
Type of Transaction	G2G-Government to Government; G2C-Government to Citizen
Who May Avail	All Personnel who travelled outside of the Philippines

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved travel Order/Office Order in accordance with Section 10 of EO 77 dtd March 15, 2019	HRMO
- supported by the edorsement of the Commission-en-Banc, Section VIII.B.No.6 of CHED dm. Order No. 04	
- Board Resolution approving the travel and specifying the source of fund	Board Secretary
- certificate of no pending administrative case	
- re-entry action plan (REAP)	
- certificate on the legitimacy of the meeting/ conference/ workshop	Requesting Unit
- list of other participants in the delegation, purpose/responsibilities of each participant during the travel. Such purpose/responsibilities should result to clear outputs/outcomes to justify expenses to be incurred	Requesting Unit
- List of travels for the past 5 years	
- Certificate on the necessity of foreign travel from the International Relations Vice President or Director	Requesting Unit
2. Duly approved Itineray of Travel	Requesting Unit

3. Letter of Invitation of Host/Sponsoring Country/Agency/Organization	Requesting Unit
4. For plane fare, quotations of three travel agencies or its equivalent	Host Agency
5. Flight itinerary Issued by the airline/ticketing office/travel agency	Requesting Unit
6. Copy of the UNDP rate for the DSA for the country of destination for the computation of the DSA to be claimed	Requesting Unit
7. Document to show the dollar to peso exchange rate at the date of grant of cash advance	
8. In case of seminars/trainings: a) Invitation addressed to the agency inviting participants (Issued by the foreign country); b)Acceptance of nominees as participants (Issued by the foreign country); c)Programme Agenda and Logistics Information	Bank Host Agency
9. Certificate from the accountant that the previous cash advance has been liquidated and accounted for in the books	
10. Annex A Evaluation Form	See travel order below

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to budget staff for checking the completeness of required documents	Budget staff receives, log in and check the ORS and DV with complete supporting documents	None	30 mins.	Budget Staff
	Budget Officer signs the ORS	None	2 hours	Budget Officer
	Budget staff obligates the	None	3 hours	Budget Staff

	ORS			
	Budget staff forward the documents to Accounting Clerk	None	1 hour	Budget Staff
	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk
	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	None	30 mins.	Accounting Clerk
	Accountants signs the DV in Box C	None	3 hours	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	Documents forwarded to VP for Finance or President	None	15 mins.	CLERK (Admin. Services)
	VP for Finance/President sign the DV in Box D for approval	None	5 hours	VP For Finance/ President
	VP for Finance	None	1 hour	VP For Finance/

	/President forward the approved documents to Accounting Office			President
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting Clerk forward the documents to Cashiers Office	None	1 hour	Accounting Clerk
	Cashier prepare cheque/LDDAD -ADA	None	3 hours	Cashier
	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 mins.	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for Finance/President signs the check	None	2 hours	VP For Finance/ President
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
2. The payee	Contact the	None	4 hours	Cashier

receives the cheque and signs the DV.	payee for releasing of cheque, signing of DV.			
	TOTAL	None	31 hours and 30 mins.	

212. Liquidation of Travel Expenses-Local

The accountable officer shall liquidate cash advances within the regulamentary period.

Office or Division	Finance Management Services
Classification	Simple
Type of Transaction	G2G-Government to Government
Who May Avail	All Personnel who travelled within the Philippines
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Liquidation Report wth duly signed (box A,B & C)	Requesting Unit
2. Revised Itinerary of Travel/Itinerary of Travel	Requesting Unit
3. Copy of previously approval Itinerary of Travel (Cash Advance)	Cashier (Mrs. Mylene A. Cababasay)
4. Copy of DV upon Cash Advance	Cashier (Mrs. Mylene A. Cababasay)
5. Supporting Document such as Official Receipts, Boarding Pass, Transportation Tickets, Terminal Fees, Taxi Fare, etc…	Requesting Unit
6. Copy of Plane Tickets with breakdown of airfare (base fare, taxes, service charge, etc.)	
7. Certificate of Expenses Not Requiring Receipts for expenses P300.00 or less-COA Circular 2017-001 *Taxi fare not included	Requesting Unit Requesting Unit
8. Duly approve Certificate of Appearance/Attendance	
9. Certificate of Participation/Completion	
10. Duly approved certificate of Travel Completed	Host Agency
11. Certificate by the Head of Agency as to the absolute	Host Agency

necessity of the expenses together with the corresponding bills/receipts for travel expenses in excess of authorized travel rates per Section 5.d of EO 77. 12. Travel Narrative Report - within one (1) calendar month after return to permanent official station in accordance with Sec. 23.a of EO 77 13. Official Rreceipt - in case of refund of excess cash advance	Requesting Unit Presidents' Office Requesting Unit Cashier (Mrs. Mylene A. Cababasay

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to accounting staff for checking the completeness of required documents	Accounting Clerk receives and check the supporting documents	None	30 mins.	Accounting Clerk
	Accounting Clerk forwarded to Accountant III for signature at Box C.	None	1 hour	Accountant III
	Accountant III forwarded to COA	None	1 hour	Accountant III
	TOTAL	None	2 hours and 30 mins.	

213. Liquidation of Travelling Expenses-Local (reimbursement if applicable)

Reimbursement of excess expenses of the travel allowance.

Office or Division	Finance Management Services
Classification	Simple
Type of Transaction	G2G-Government to Government
Who May Avail	All Personnel who travelled within the Philippines
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Liquidation Report wth duly signed (box A,B & C) 2. Revised Itinerary of	Requesting Unit Requesting Unit

Travel/Itinerary of Travel 3. Copy of previously approval Itinerary of Travel (Cash Advance) 4. Copy of DV upon Cash Advance 5. Supporting Document such as Official Receipts, Boarding Pass, Transportation Tickets, Terminal Fees, Taxi Fare, etc… 6. Copy of Plane Tickets with breakdown of airfare (base fare, taxes, service charge, etc.) 7. Certificate of Expenses Not Requiring Receipts for expenses P300.00 or less-COA Circular 2017-001 *Taxi fare not included 8. Duly approve Certificate of Appearance/Attendance 9. Certificate of Participation/Completion 10. Duly approved certificate of Travel Completed 11. Certificate by the Head of Agency as to the absolute necessity of the expenses together with the corresponding bills/receipts for travel expenses in excess of authorized travel rates per Section 5.d of EO 77. 12. Travel Narrative Report - within one (1) calendar month after return to permanent official station in accordance with Sec. 23.a of EO 77	Cashier Cashier Requesting Unit Requesting Unit Requesting Unit Host Agency Host Agency Requesting Unit Presidents' Office Requesting Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to accounting staff for	Accounting Clerk receives and check the supporting documents	None	30 mins.	Accountant Clerk

checking the completeness of required documents	Return to Requesting Unit for OBRS and DV for Reimbursement	None		Requesting Unit
	TOTAL	None	30 mins.	

214. Travelling Allowances-Local

Traveling allowances granted shall be treated and accounted for as cash advances.

Office or Division	Finance Management Services
Classification	Simple
Type of Transaction	G2G-Government to Government
Who May Avail	All Personnel who travelled outside of the Philippines

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Approved travel Order/Office Order in accordance with Section 10 of EO 77 dtd March 15, 2019	HRMO
2. Duly approved Itineray of Travel	Requesting Unit
3. Certificate from the accountant that the previous cash advance has been liquidated and accounted for in the books	See below Travel Order
4. Invitation from Host Oragnization or Agency	Host Agency

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the required documents to budget staff for checking the completeness of required documents	Budget staff receives, log in and check the ORS and DV with complete supporting documents	None	30 mins.	Budget Staff
	Budget Officer signs the ORS	None	2 hours	Budget Officer
	Budget staff obligates the ORS	None	3 hours	Budget Staff

	Budget staff forward the documents to Accounting Clerk	None	1 hour	Budget Staff
	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk
	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	None	30 mins.	Accounting Clerk
	Accountants signs the DV in Box C	None	15 mins.	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	Documents forwarded to VP for Finance or President	None	15 mins.	CLERK (Admin. Services)
	VP for Finance/President sign the DV in Box D for approval	None	5 hours	VP For Finance/ President
	VP for Finance /President forward the	None	1 hour	VP For Finance/ President

	approved documents to Accounting Office			
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting Clerk forward the documents to Cashiers Office	None	1 hour	Accounting Clerk
	Cashier prepare cheque/LDDAD-ADA	None	3 hours	Cashier
	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 mins.	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for Finance/President signs the check	None	1 hours	VP For Finance/ President
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
3. The payee receives the cheque and signs	Contact the payee for releasing of	None	4 hours	Cashier

the DV.	cheque, signing of DV.			
	TOTAL	None	27 hours and 45 mins.	

215. Petty Cash Fund, Field/Activity Current Operating Expenses

The PCF to be set up shall be sufficient for the recurring petty operating expenses of the agency.

Office or Division	Finance Management Services
Classification	Simple
Type of Transaction	G2G-Government to Government
Who May Avail	Petty Cash Custodian

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Authority of the accountable officer issued by the Head of Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance)	Presidents' Office
2. Approved application for bond and/or Fidelity Bond for the year for cash accountability of P2,000.00 or more	Cash Office
3. Approved estimates of petty expenses.	
4. Report on Paid Petty Cash Vouchers (Appendix 49)	Requesting Officer
5. Petty Cash Fund Record (Appendix 50)	Requesting Officer
6. Petty Cash Fund Register (Appendix 51)	Requesting Officer
7. Approved request for replenishment	Requesting Officer
	Requesting Officer

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the required documents to budget staff for checking the completeness of	Budget staff receives, log in and check the ORS and DV with complete supporting	None	30 mins.	Budget Staff

required documents	documents			
	Budget Officer signs the ORS	None	2 hours	Budget Officer
	Budget staff obligates the ORS	None	3 hours	Budget Staff
	Budget staff forward the documents to Accounting Clerk	None	1 hour	Budget Staff
	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk
	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	None	30 mins.	Accounting Clerk
	Accountants signs the DV in Box C	None	15 mins.	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	Documents forwarded to VP for Finance	None	15 mins.	CLERK (Admin. Services)

	or President			
	VP for Finance/President sign the DV in Box D for approval	None	5 hours	VP For Finance/ President
	VP for Finance /President forward the approved documents to Accounting Office	None	1 hour	VP For Finance/ President
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting Clerk forward the documents to Cashiers Office	None	1 hour	Accounting Clerk
	Cashier prepare cheque/LDDAD -ADA	None	3 hours	Cashier
	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 mins.	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for Finance/President signs the	None	1 hours	VP For Finance/ President

	check			
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
4. The payee receives the cheque and signs the DV.	Contact the payee for releasing of cheque, signing of DV.	None	4 hours	Cashier
	TOTAL	None	27 hours and 45 mins.	

216. Payroll Funds for Salaries, Wages, Allowances, Honoraria, and other Similar Expenses

The cash advance for payroll fund shall be equal to the net amount of the payroll for the pay period

Office or Division		Finance Management Services		
Classification		Complex		
Type of Transaction		G2G-Government to Government; G2B-Government to Business; G2C-Government to Citizen		
Who May Avail		All Personnel of ISAT U		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Approved contracts (initial payment) 2. Approved payroll or list of payees indicating their net payments 3. Approval/authority or legal basis to pay any allowance/salaries/wages/ fringe benefits 4. Daily time record (DTR) approved by the supervisor		Requesting Unit Requesting Unit Presidents' Office Requesting Unit		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the required documents to budget staff for checking the	Budget staff receives, log in and check the ORS and DV with complete	None	30 mins.	Budget Staff

completeness of required documents	supporting documents			
	Budget Officer signs the ORS	None	2 hours	Budget Officer
	Budget staff obligates the ORS	None	3 hours	Budget Staff
	Budget staff forward the documents to Accounting Clerk	None	1 hour	Budget Staff
	Accounting Clerk journalize the accounting entries in Box B	None	30 mins.	Accounting Clerk
	Accounting Clerk forward the documents to Accountant I if 50, 000 or less and Accountant III if more than 50, 000	None	30 mins.	Accounting Clerk
	Accountants signs the DV in Box C	None	15 mins.	Accountant I or Accountant III
	Accountants forward the documents to CAO for initial in DV	None	15 mins.	Accountant I or Accountant III
	CAO verifies legality and necessity of transaction and initial the DV in BOX d	None	30 mins.	CAO
	Documents forwarded to VP for Finance	None	15 mins.	CLERK (Admin. Services)

	or President			
	VP for Finance/President sign the DV in Box D for approval	None	5 hours	VP For Finance/ President
	VP for Finance /President forward the approved documents to Accounting Office	None	1 hour	VP For Finance/ President
	Accounting Clerk assigns DV No.	None	1 hour	Accounting Clerk
	Accounting Clerk forward the documents to Cashiers Office	None	1 hour	Accounting Clerk
	Cashier prepare cheque/LDDAD -ADA	None	3 hours	Cashier
	Cashier forward the documents to accounting for recording of cheque no.	None	1 hour and 30 mins.	Cashier
	Accounting Clerk receives and record the cheque no.	None	30 mins.	Accounting Clerk
	Accounting clerk forward the cheque to VP for Finance/President for signature	None	30 mins.	Accounting Clerk
	VP for Finance/President signs the	None	1 hours	VP For Finance/ President

	check			
	VP for Finance/President forward the cheque to Cashiers Office	None	30 mins.	VP For Finance/ President
	Encashment of cashier to the bank	None	1 day	Cashier
2.The payee receives the cheque and signs the DV.	Contact the payee for releasing of cheque, signing of DV.	None	1 day	Cashier
	TOTAL	None	31 hours and 45 mins.	

Office of the University Registrar

Main Campus

Internal Services

217. Submission of Faculty Grade Sheets

Faculty Grade Sheet Is submitted to OURA 10 days after final examination of every semester. Registrar encoded the grades to the Registration System upon received.

Office or Division	Office of the University Registrar
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2B-Government to Business
Who May Avail	Faculty Members (Permanent/Part time/Substitute)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Accomplished Official Grade Sheets	OURA, Ground Floor Administration Building, ISATU

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Requests print out of official gradesheets at the Dean's Office and reflects students' grades.	Print outs the requested official grade sheets of the faculty concerned	None	within 10 days after the final examination	College Dean/Assigned Staff
2. Submits accomplished official grade sheets	Reviews, receives and records official grade sheets of the faculty concerned	None	5 mins.	Registrar/Assigned Staff
	Retains the original copy of grade sheets and returns to	None	2 mins.	Registrar/Assigned Staff

	faculty the duplicate copies for file.			
3. Submits a copy of received and reviewed gradesheets to the Dean's Office	Encodes faculty grade sheets in the University Registration System	None	10 minutes (per Grade Sheet)	Registrar's Staff
	Verifies the encoded grades in the Registration System versus the submitted hard copy of the faculty grade sheets	None	3 minutes (per Grade Sheet)	University Registrar
	TOTAL	None	20 mins.	

Office of the Planning Development and Auxiliary Services

Main Campus

Internal Services

218. **Certify that expense is necessary, lawful and incurred under the direct supervision of the certifying official.**

The transaction is certified for its necessity and legality.

Office or Division	Office of the Planning Development and Auxiliary Services
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2B-Government to Business
Who May Avail	All Employees of ISAT University
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

Requirements to be attached for Request for Repair/Rehabilitation of Buildings and Other Facilities:: 1. Accomplished Job Request Form (for Simple Repair QF-PD-01) 2. Accomplished Work Order Form (for Simple Repair QF-PD-12) 3. Approved Requisition and Issue Slip (For Simple Repair - Appendix 63) 4. Approved Job Request(for Major Repair QF BAC-08) 5. Approved Plans and Specifications (if applicable) 6. Approved Bill of Quantities (if applicable) 7. Approved Program of Works (if applicable) 8. Approved Correcttive Maintenance Report (for Simple Repair QF-PD-09) 9. Certificate of Completion (For Major Repairs)		Planning Development and Auxiliary Services		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill Out Job Request Form Duly signed by the Requesting Client and his/her Direct Supervisor.	Evaluate Job Request	None	.01	Supervising Engineer
	Approve/Disapprove Job Request	None	.05	Director, PDAS
	Issue Work Order to the Head of Maintenance for Approved Job Request (For Simple Repair); Prepares Plans, Program of Works and Bill of Quantities (For Major Repairs)	None	.01	Supervising Engineer
	Request for the issuance of supplies and materials (for	None	.05	Head, Maintenance Personnel

	Simple Repair)			
	Perform repair/corrective maintenance	None	2	Maintenance Personnel
	Evaluate Work Performance	None	.01	Maintenance Personnel/Requesting Client
	TOTAL	None	2.85	

College of Arts and Sciences

Main Campus

Internal Services

219. Processing Payments for Overload

Office or Division	Office of the Dean			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Faculty			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
4. Schedule of Classes, ETU from MIS- 1 copy		MIS/EDP		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present ETU and schedule of classes.	Check the documents presented.	None	1 min.	Office Staff (Barbie Saluba)
2. Wait for the advice of the staff.	Check the veracity of documents presented.	None	2 mins.	Office Staff (Barbie Saluba)
3. Sign logbook.	Submit documents to HR for issuance of appointment.	None	2 mins.	Office Staff (Barbie Saluba
	TOTAL	None	5 mins.	

College of Industrial Technology
Main Campus
Internal Services

220. Processing Payments for Overload

Office or Division	Office of the Dean			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Faculty			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
5. Schedule of Classes, ETU from MIS- 1 copy		MIS/EDP		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present ETU and schedule of classes.	Check the documents presented.	None	1 min.	Office Staff (April Rose Tibudan)
2. Wait for the advice of the staff.	Check the veracity of documents presented.	None	2 mins.	Office Staff (April Rose Tibudan)
3. Sign logbook.	Submit documents to HR for issuance of appointment.	None	2 mins.	Office Staff (April Rose Tibudan)
	TOTAL	None	5 mins.	

Administration
Miag-ao Campus
External Services

1. Approval of Resolutions/Activities/Requests/Other Communications

To facilitate efficient and fast response and release of requests through provision of needed documents and processes.

Office or Division	Administration Office
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	Students and Student Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Resolutions (5 copies) 2. Requests (5 copies) 3. Budget Proposals (5 copies) 4. Communications needing approval/to be noted of the Campus Administrator (5 copies)	Respective organizations/agencies

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits resolutions/activities/ other communications	Checks documents if properly endorsed including the completeness of supporting documents.	None	2 mins.	Frontline Personnel/ Admin Staff
2. Waits for the approved documents	Have documents signed/initialled by Administrative Officer IV if it concerns budget proposal, submits documents to the Campus Administrator for Approval	None	16 mins.	Frontline Personnel/Admin. Staff, Administrative Officer IV, Campus Administrator
3. Receives approved	Gets file copy of	None	2 mins.	Frontline

documents	the communication, records on log book and release approved documents			Personnel/ Admin Staff
In case of non-approval Takes note of the deficiency or gets list of dificiencies	Informs client of the deficiency of the document/s or the reason for non-approval; advises to come back upon compliance	None	5 mins.	Frontline Personnel/Admin Staff
	TOTAL	None	20 mins.	

2. Permit to Use Facilities

To facilitate smooth and fast approval of permit to use facilities and assure safety of facilities.

Office or Division	Administration Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2G- Government to Government; G2B-Government to Business
Who May Avail	Students, Student Organizations, Other Stakeholders, NGOs, CSOs, LGUs

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request to Use Facilities Form (3 copies) 2. Communication of approved activities (2 copies) 3. Communication of approved requests for Use of Facilities (2 copies)	Administration Office, Miag-ao Campus

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Consults with the frontline personnel/Admin. Staff the	Checks availability of facility to be used and	None	3 mins.	Frontline Personnel/ Admin Staff

availability of facilities intended to use	block date and time in the logbook			
2. Accomplishes required documents needed to support issuance of permit if necessary	Checks supporting documents and issues Permit to Use Facility	None	5 mins.	Frontline Personnel/ Admin Staff
3. Fills up permit to use facilities	Checks entry of permit and make sure that it is signed by a faculty-in-charge of the ativity and have it signed by the Administrative Officer and approved by the Campus Administrator	None	15 mins.	Frontline Personnel/Admin. Staff, Administrative Officer IV, Campus Administrator
4. Gets 2 copies of the approved permit and gives 1 copy to the security guard on duty.	Enters transaction in the logbook and release permit	None	2 mins.	Frontline Personnel/ Admin Staff
	TOTAL	None	25 ins.	

3. Reproduction (Photocopy/Rissograph) Services

To deliver accurate request of copies requested for reproduction on needed time.

Office or Division	Administration Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students, Student Organizations

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Job Order Form (1 copy) 2. Copy of the material to be	Administration Office, Miag-ao Campus

reproduced (1 copy)				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents material/s for reproduction	Evaluates materials and checks availability of supplies	None	3 mins.	Frontline Personnel/Admin Staff
2. Accomplished Job Order form for reproduction	Have Job Order form approved by the Administrative Officer IV and forwards to personnel in charge of reproduction	None	15 mins.	Frontline Personnel/Admin Staff
	For bulk transactions, informs client to return for the materials or schedules reproduction of material in cases of examination period	None	3 days	Frontline Personnel/Admin Staff
3. Receives reproduced materials	Logs completed transaction in logbook and released reproduced materials	None	2 mins.	Frontline Personnel/Admin Staff
	TOTAL	None	20 ins.	

4. Request for Use of Vehicle and Preparation of Trip Ticket

To properly follow process of transaction and monitor actual usage of vehicle.

Office or Division	Administration Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2G-Government to Government
Who May Avail	Students, Student Organizations

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request for use of Vehicle (3 copies) 2. Approved invitation/communication/Authority to Travel of activity if necessary (2 copies) 3. Trip Ticket (3 copies)	Administration Office, Miag-ao Campus Requesting agency/organizations/party Administration Office, Miag-ao Campus

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Consults with frontline personnel/Admin. Staff the availability of vehicle	Checks availability of vehicle and driver on date requested and inform client of its availability	None	3 mins.	Frontline Personnel/Admin Staff
2. Presents approved invitation/communication/Authority to Travel if necessary	Checks supporting documents and issues Request for Use of Vehicle form	None	2 mins.	Frontline Personnel/Admin Staff
3. Accomplishes required form	Have request signed by the campus Administrator or the authorized representative	None	10 mins.	Frontline Personnel/Admin. Staff, Administrative Officer IV, Campus Administrator
	nce approved,	None	10 mins.	Frontline Personnel/Admin.

	prepares Trip Ticket and have it approved by the Campus Administrator or the authorized representative			Staff, Administrative Officer IV, Campus Administrator
	Once approved, stamps control number and records on logbook	None	3 mins.	Frontline Personnel/Admin Staff
4. Driver receives Permit to Use vehicle and Trip Ticket and submits 1 copy of each to the security guard on duty	Releases Permit to Use Vehicle and Trip Tikcet to the driver - 2 copies (1 for the driver, 1 for the security guard on duty)	None	2 mins.	Frontline Personnel/Admin Staff
	TOTAL	None	30 mins.	

5. Request for Service Records and Certification (COE, LWOP, etc)

To provide up-to-date service record as per requested by client.

Office or Division	Administration Office			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Graduates, Retirees, Parents, Relatives, Authorized Representatives/Atty. In Fact			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Request Form (1 copy) 2. Letter of Request if necessary (1 copy) 3. Special Power of Atty. If necessary (1 copy)		Administration Office, Miag-ao Campus		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO**	**PROCESSING**	**PERSON**

		BE PAID	TIME	RESPONSIBLE
1. Fills-up request form stating the purpose of the request	Checks request form and have it approved by the Administrative Officer IV	None	2 mins.	Frontline Personnel/Admin Staff
	Prepares and prints requested document/s and have it approved by the Administrative Officer IV or Campus administrator	None	10 mins.	Frontline Personnel/Admin. Staff, Administrative Officer IV, Campus Administrator
2. Receives requested documents	Have documents received by the personnel and releases said document	None	3 mins.	Frontline Personnel/Admin Staff
	TOTAL	None	15 ins.	

6. Rental of Facilities

To inform clients of the processes, documents needed and fees required in order to transact for use of facilities.

Office or Division	IIRGP-Administration Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2G-Government to Government; G2B-Government to Business
Who May Avail	Community, LGUs, NGOs, CSOs, other Agencies/Organizations and Private Individuals

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request to Use Facilities Form (3 copies) 2. Communications of approved activities (2 copies) 3. Communication of approved Request for Use of facilities	Administration Office, Miag-ao Campus Respective requesting party

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Consults with the frontline personnel/Admin. Staff the availability of faculties intended to use	Checks availability of facility to be used and block date and time in the logbook	P3,000.00 /day Covered court P3,000.00 /day Conference Room P3.00/ monoblock chair (faculty only) P100.00/ long table P50.00/round table	3 mins.	Frontline Personnel/ Admin Staff
2. Accomplishes required documents	Checks supporting documents	None	5 mins.	Frontline Personnel/Admin Staff

needed to support issuance of permit if necessary	and issues Permit to Use Facility			
3. Fills up permit to use facilities	Checks entry of permit and make sure that it is signed by a faculty-in-charge of the ativity and have it signed by the Administrative Officer and approved by the Campus Administrator	None	15 mins.	Frontline Personnel/Admin. Staff, Administrative Officer IV, Campus Administrator
4. Gets 2 copies of the approved permit and gives 1 copy to the security guard on duty.	Enters transaction in the logbook and release permit	None	2 mins.	Frontline Personnel/Admin Staff
	TOTAL		25 ins.	

7. Reproduction (Photocopy/Rissograph) Services

To deliver accurate request of copies requested and fees required for reproduction on needed time.

Office or Division	IIRGP-Administration Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2G-Government to Government
Who May Avail	Students, Student Organizations (personal use; activities with budget), Community, LGUs, NGOs, other Agencies/Organizations

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Job Order Form (1 copy) 2. Original material to be reproduced (1 copy)	Administration Office, Miag-ao Campus

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents material/s for reproduction	Evaluates/Asses materials for reproduction and informs client of total amount to be paid and checks availability of supplies	None	3 mins.	Frontline Personnel/Admin Staff
2. Accomplished Job Order form for reproduction	Require client to pay amount to the Cashier's Office	Photocopy - P1.00/ piece rissograph - P160.00/ page/ ream		
	Check OR and have Job Order form approved by the Administrative Officer IV and forwards to personnel in charge of reproduction		15 mins.	Frontline Personnel/Admin Staff
	For bulk		3 days	Frontline

	transactions, informs client to return for the materials			Personnel/Admin Staff
3. Receives reproduced materials	Logs completed transaction in logbook and released reproduced materials		2 mins.	Frontline Personnel/Admin Staff
	TOTAL		20 mins.	

Office of Instruction

Miag-ao Campus

External Services

8. Approval of Changing, Adding, and Dropping of Subjects

To provide clients process for changing, adding, and dropping of subjects and the fees required.

Office or Division	Office of Instruction
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Registration Form (1 copy) 2. Changing, Adding, and Dropping Form (4 copies)	Registrars' Office, Miag-ao Campus

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Pays amount for changing, adding, and dropping form	Receives payment and issues receipt	Php. 10.00	5 mins.	Office Staff
2. Presents Official receipt to the Registrar Staff	Issues changing, adding, and dropping form	None	5 mins.	Registrar Staff
3. Presents proof	Checks and	None	3 mins.	Head of

of changing, adding, and dropping of subjects	verify entry			Instruction
4. Gets approved changing, adding, and dropping form	Signs changing, adding, and dropping form, retains a copy for College file and inform to student to submit copy to the Registrar	None	5 mins.	Head of Instruction
5. Submits copy of changing, adding, and dropping form	Receives copy and updates student records	None	2 mins.	Accounting Staff
	TOTAL	Php. 10.00	20 mins.	

9. Signing of Students' Clearance

To monitor accountability of students.

Office or Division	Office of Instruction			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Registration Form (1 copy) 2. Student Clearance (1 copy)		Office of Instruction, Miag-ao Campus		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present clearance completely signed by the Department Head and other offices concerned together with the other	Checks completeness of signatures and other requirements	None	5 mins.	Office Staff

requirements by checking students record.				
2. Receives signed clearance.	Signs clearance and returns it to the student	None	2 mins.	Head of Instruction
	TOTAL	None	7 mins.	

10.Approval of Completion Form

Office or Division	Office of Instruction			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Completion Form (3 copies)		Registrars' Office, Miag-ao Campus		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents proof of completion	Checks and verify entry	None	3 mins.	Office Staff
2. Submits completion form to the Head of Instruction	Head of Instruction signs the set of completion form	None	3 mins.	Office Staff
3. Submit the completion grade to the Registrars' Office	Registrar gets the copy of completion grade	None	3 mins.	Office Staff
4. Release student copy of Completion	Student will receive their completion grade from the Head of Instruction	None	2 mins.	Office of Instruction
	TOTAL	None	11 mins.	

Medical Services

Miag-ao Campus
External Services

11.Issues Referral Slip to Rural Health Physician and Specialist

Office or Division	Medical Services Department
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2G- Government to Government; G2B- Government to Business
Who May Avail	Students, Non-Teaching and Teaching Personnel

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Employees/Students' Identification Card	Concerned Individual
2. Laboratory and Blood Chemistry	Concerned Individual
3. Medical Logbook	Medical Clinic
4. Referral Slip	Medical Clinic

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Patient fills-up in the logbook	Checks entry in the logbook and refers patient to the Nurse	None	2 mins.	Medical Staff
2. Patient presents Laboratory or Blood Chemistry result	Nurse evaluates the laboratory results	None	5 mins.	Nurse II
	Nurse issues referral slip to Rural Health Physician or Specialist	None	3 mins.	Nurse II
	TOTAL	None	10 mins.	

12.Issues Referral Slip for Enrolment, OJT, and ROTC Training

Office or Division	Medical Services Department
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2G- Government to Government; G2B- Government to Business

Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Registration Form 2. Student Identification Card 3. Medical Logbook 4. Referral Slip		Registrars' Office Students Medical Clinic Medical Clinic		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Student presents Identification card or Registration form	Checks ID and Registration Form	None	2 mins.	Nurse II/Medical Staff
2. Fills up the Logbook	Checks entry in the Logbook	None	1 min.	Medical Staff
	Refers client to the Nurse	None	2 min.	Medical Staff
	Releases referral slip for Laboratory testing	None	10 mins.	Nurse II/Medical Staff
	TOTAL	None	15 mins.	

Guidance Office

Miag-ao Campus

External Services

13.Testing

Office or Division	Guidance and Counseling Office
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Senior High School Report Card (1 copy)	Senior HighSchool Graduated from Guidance Office

2. Examination Schedule Record (1 copy)				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the required documents	Welcomes and accomodates	None	3 mins.	Guidance Counselor/Psychometrician
2. Wait for the schedule	Sets the date, time and place of testing	None	2 mins.	Guidance Counselor/ Psychometrician
3. Takes the test	Listens to the counselee about his/her personal concerns	None	30- minutes to 2 hours depending on the kind of Test taken	Guidance Counselor/ Psychometrician
4. Submits the answer sheets	Receives and secure the materials	None	25 mins.	Guidance Counselor/ Psychometrician
5. Wait for the result	Checks and determines the score	None	25 mins.	Guidance Counselor/ Psychometrician
6. Asks for final result and interpretation	Gives the final result	None	5 mins.	Guidance Counselor
	TOTAL	None	1hour and 50 min and above depending on the kind of test taken	

14.Request for Excuse Slip

Office or Division	Guidance and Counseling Office			
Classification	Simple			
Type of Transaction	G2G- Government to Government			
Who May Avail				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Absent Data Form (1 copy) 2. Medical Certificate/or certifications (1 copy)		Guidance Office, Medical Doctor, Lawyer		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Applicants	Welcomes	None	3 mins.	Alumni

approaches the Guidance Center Personnel for signature	and Accommodates the client			
2. Log in visitors logbook	Assist the client for signature	None	1 mins.	Guidance Office Personnel
3. Applicants was given Tracking and Exit Interview Form	Gives Tracking and Exit Interview Form to the client	None	1 min.	Guidance Office Personnel
4. Applicants fills up the form and Submit to the Guidance Center Personnel	Verifies and checks the completeness of the document	None	5 mins.	Alumni
5. Guidance Center Personnel signs the Exit Clearance	Signs and release clearance	None	2 mins.	Guidance Office Personnel
	TOTAL	None	12 mins.	

15.Personal Data Inventory Profile

Office or Division	Guidance and Counseling Office			
Classification	Simple			
Type of Transaction	G2G- Government to Government			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Personal Data Inventory Form (1 copy) 2. 2x2 ID Picture (1copy) 3. White Long Folder (1 copy)		Guidance Office Student Student		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Students get Personal Data Inventory form from Guidance Center Personnel	Accommodates and provides the Personal Data Inventory Form	None	2 mins.	Guidance Office Personnel
2. Student fills up	Verifies and	None	5 mins.	Student

Personal Data Inventory Form and attached ID Picture	Checks the form			
3. Submit the complete document	Files the document	None	1 min.	Student
	TOTAL	None	8 mins.	

16. Request for Clearance (Graduates)

Office or Division	Guidance and Counseling Office			
Classification	Simple			
Type of Transaction	G2G- Government to Government			
Who May Avail	Alumni			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Tracking of Graduates Form (1 copy) 2. Exit Interview Form (1 copy)		Guidance Office Guidance Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Applicants approaches the Guidance Center Personnel for signature	Welcomes and accommodates the client	None	3 mins.	Alumni
2. Log in visitors logbook	Assist the client for signature	None	1 min.	Guidance Office Personnel
3. Applicants was given Tracking and Exit Interview Form	Gives Tracking and Exit Interview Form to the client	None	1 min.	Guidance Office Personnel
4. Applicants fills up the form and Submit to the Guidance Center Personnel	Verifies and checks the completeness of the document	None	5 mins.	Alumni
5. Guidance Center Personnel signs the Exit Clearance	Signs and releases clearance	None	2 mins.	Guidance Office Personnel
	TOTAL	None	12 mins.	

17. Request for Semestral Clearance (Students)

Office or Division	Guidance and Counseling Office
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Tracking Graduates Form (1 copy)	Guidance Office
2. Exit Interview Form (1 copy)	Guidance Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants approaches the Guidance Center Personnel for signature	Welcomes and Accommodates the client	None	3 mins.	Students
2. Log in visitors logbook	Assist the client for signature	None	1 min.	Guidance Office Personnel
3. Applicants was given Tracking and Exit Interview Form	Gives Tracking and Exit Interview Form to the client	None	1 min.	Guidance Office Personnel
4. Applicants fills up the form and Submit to the Guidance Center Personnel	Verifies and checks the completeness of the document	None	5 mins.	Students
5. Guidance Center Personnel signs the Exit Clearance	Signs and releases clearance	None	2 mins.	Guidance Office Personnel
	TOTAL	None	12 mins.	

Student Internship Program

Miag-ao Campus

External Services

18. Request for Endorsement Letter

Office or Division	Student Internship Program
Classification	Simple
Type of Transaction	G2G- Government to Government; G2C-Government to Citizen
Who May Avail	Students

CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Registration Form		Students		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Approaches SIP Secretary and ask for Request Form	Gives request form	None	1 mins.	SIP Secretary; SIP Coordinator
2. Fill up the request and submit it to the SIP Secretary	Receives request form, check and verify and make endoreseme nt letter.	None	5 mins.	
3. Waits for the issuance of endorsement letter duly signed by the OJT Coordinator	SIP Secretary presents endorsement letter to the SIP Coordinator for signing	None	5 mins.	
4. Receives endorsement letter	Orients the trainees the procedure in endorsing letter to the company	None	1 min.	
5. Sign the Document	Gives the document	None	1 min.	
6. Distribution List	Distribution List	None		
	TOTAL	None	13 mins.	

19. Request for SIP Document

Office or Division		Guidance and Counseling Office		
Classification		Simple		
Type of Transaction		G2G- Government to Government		
Who May Avail		Students		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		Not applicable		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Approaches SIP Secretary and ask for SIP documents, presents registration form officially enrolled	Verify and check attendance sheet in the Orientation seminar. Gives the SIP documents	None	3 mins.	SIP Secretary/ SIP Coordinator
2. Receive SIP documents	Orients the trainees the procedure in the signing of documents	None	2 mins.	
3. Sign the document Distribution List	Gives the document	None	2 mins.	
	TOTAL	None	7 mins.	

20. Request for SIP Logbook

Office or Division		Student Internship Program		
Classification		Simple		
Type of Transaction		G2G- Government to Government		
Who May Avail		Students		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. SIP Registration Form 2. SIP Agreement 3. SIP Center Data Sheet 4. Degree Plan 5. Medical Certificate 6. Police Clearance		Students		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Approaches SIP Secretary and ask for SIP Logbook, presents SIP documents	Verify and check the SIP documents	None	3 mins.	SIP Secretary/SIP Coordinator
2. Receives SIP document	Gives SIP Logbook	None	1 mins	
3. Signed to the document ; distribution list	Gives the document ; distribution list	None	2 mins.	
	TOTAL	None	6 mins.	

Library Services

Miag-ao Campus

External Services

21. Lending of Books to Students

Office or Division		Library		
Classification		Simple		
Type of Transaction		G2C- Government to Citizen		
Who May Avail		Students		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Library Card 2. Book Card 3. Due Slip		MIS Library Library		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Students enters the book stacks and select book	Checks the status of the book and the library card	None	2 mins.	Library Staff
2. Fills up the book card	Checks the entries on the book	None	1 min.	Library Staff
3. Waits for the book	Attach the library card and the book card. Stamps on the due slip and	None	1 min.	Library Staff

	release the book to the borrower			
4. Receives the book	Enters classification in the statistics for Library Utilization. Files the library Card	None	1 min.	Library Staff
	TOTAL	None	5 mins.	

22. Returning of Books by Students

Office or Division		Library		
Classification		Simple		
Type of Transaction		G2C- Government to Citizen		
Who May Avail		Students		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Borrowed Books 2. Due Slip		Students		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the borrowed books	Receives book and examine the due slip	None	1 mins.	Library Staff
2. Waits the advise of the srevice provider	Retrieves for the record of students and checks on the entry on the book card with the book returned	None	2 mins.	Library Staff
3. Pays in case of penalty	Receives overdue payment	Php. 1/hour	1 min.	Library Staff
4. Waits for the	Returns the	None	1 min.	Library Staff

library card. Signs on the log book for overdue fines	library card			
	TOTAL	None	5 mins.	

23. Validation and Release of the Library Card

Office or Division	Library			
Classification	Simple			
Type of Transaction	G2G- Government to Government			
Who May Avail				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Library Card 2. Registration Form		MIS Registrars' Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents registration form and library card	Verifies the library card and the registration form	None	1 mins.	Library Staff
2. Waits for the library card	Provide validation sticker. Returns/release the library card	None	1 min.	Library Staff
3. Receives the library card	Stamps and initials' registration form	None	1 min.	Library Staff
4. Waits for the registration form	Returns the registration form	None	1 min.	Library Staff
	TOTAL	None	4 mins.	

24. Issuance of Permit To Research in Other Libraries

Office or Division	Library			
Classification	Simple			
Type of Transaction	G2G- Government to Government			
Who May Avail				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		

1. Library Card 2. Research Permit Form		MIS Library		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents library card	Checks on library card if properly validated	None	1 mins.	Library Staff
2. Provide information of research	Enters the name and needed information on the research permit form	None	5 mins.	Library Staff
3. Waits for the permit	Records on the log-bog of communicati on. Issue the re3saerch permit	None	3 mins.	Library Staff
4. Receives the research permit and signs on the log book of communication	File a copy of research permit	None	1 min.	Library Staff
	TOTAL	None	10 mins.	

Cashier's Office Services

Miag-ao Campus

External Services

25. Receiving Payments for Tuition and Other Fees

Office or Division	Cashiers' Office
Classification	Complex
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Registration Form	Cashiers' Office

2. Request Form				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present assessed RF or Request Form for payment	Verify assessment entry of Fees due and inform student of the amount to be paid	None	7 mins.	Cashier Staff
2. Pay required amount	Receive payment and count the money; Enter amount in the O.R	Per request	7 mins.	Cashier Staff
3. Received RF or Request Form and OR	Return Registration Form/ Request Form and Release O.R	None	4 mins.	Cashier Staff
	TOTAL		18 mins.	

26. Receiving Payments for the Other Income/IGPs

Office or Division		Cashier's Office		
Classification		Complex		
Type of Transaction		G2C- Government to Citizen		
Who May Avail		Students		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Job Order Form/IGP Form		Cahiers' Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present Job Order Form/ IGP Form indicating amount to be paid	Check Job Order Form/ IGP Form as to the amount to be paid	None	7 mins.	Cashier Staff
2. Pay required amount	Receive payment and count the money; Enter amount in the O.R	Per request	7 mins.	Cashier Staff
3. Receive Job Order/ IGP Form and OR	Return Job Order Form/ IGP Form and release O.R	None	4 mins.	Cashier Staff
	TOTAL	None	18 mins.	

27. Receiving Payments for Check Receipts (Donation, Scholarship Grants)

Office or Division		Cahiers' Office		
Classification		Complex		
Type of Transaction		G2G- Government to Government' G2B- Government to Business		
Who May Avail				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Check		Cashiers' Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present check indicating amount to be donated or to be granted	Check as to legibility of the check and the amount to be	None	7 mins.	Cashier Staff

	given			
2. Give the check	Issue O.R indicating the donor's name and the amount donated	None	7 mins.	Cashier Staff
3. Receive OR	Release OR	None	4 mins.	Cashier Staff
	TOTAL	None	18 mins.	

28. Releasing of Checks to Client/Supplier

Office or Division	Cashiers' Office			
Classification	Complex			
Type of Transaction	G2G- Government to Government; G2C- Government to Citizen; G2B-Government to Business			
Who May Avail				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Check 2. Charge Invoice		Cashiers' Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Supplier presents charge invoice	Check if cheque is ready for payment	None	5 mins.	Cashier
2. Issue Official Receipt	Receive and Review O.R., then release the check	None	5 mins.	Cashier
3. Receive cheque; sign Disbursement Voucher and Check Issued Logbook	Check if Disbursement Voucher and logbook were signed	None	5 mins.	Cashier
	TOTAL	None	15 mins.	

Office of the Student Affairs and Services
Miag-ao Campus
External Services

29. Scholarship/Financial Assistance Program

Office or Division	Office of the Student Affairs and Services
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Merit Scholars: 1. Registration Form 2. Accomplished Personal Data Form 3. Class Schedule 4. Memorandum of Agreement on the Scholarship Educational Benefits 5. Certificate of Indigency 6. Copy of Grades For those availing of the Grant 1. Letter from the Sponsoring Agency/Foundation/Organization/Notice of Award 2. Registration Form 3. Print out of Grades from the Office of the University Registrar/High School Report Card 4. Class Schedule 5. Accomplished Personal Data Form 6. Memorandum of Agreement on the Scholarship Benefits 7. Certificate of Enrolment and Grades certified correct by the Office of the University Registrar 8. Certificate of Enrolment and Billings certified correct by	Scholarships and Grants Office

the Cashiers' Office 9. Certificate of Indigency 10. Copy of Grades				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Inquires probable slots on scholarships financial assistance	Orients available scholarship slots/financial assistance and provide list of requirement	None	10 mins.	Scholarship Coordinator/OSAS Staff
2. Submits all required documents to the Scholarship Coordinator	Verifies the authenticity and completeness of documents	None	5 mins.	Scholarship Coordinator/OSAS Staff
3. Proceeds to the Scholarship Office for interview/assessment/ consultation	Encodes the names of the applicants and posts in the bulletin board of information the qualified applicants for the scholarship and grants	None	15 mins.	Scholarship Coordinator/OSAS Staff
4. Request the qualified applicants to report to the Scholarship Office for confirmation	Informs and orient the applicant on his/her roles and responsibilities as grantee/scholar	None	5 mins.	Scholarship Coordinator/OSAS Staff
	TOTAL	None	35 mins.	

30. Issuance and Validation of School ID

Office or Division	Office of the Student Affairs and Services
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
New Students: 1. Registration Form Continuing Students: 1. Registration Form 2. In Case of ID loss, Affidavit of Loss should be secured and presented 3. Receipt from the Cashier's Office	MIS Office Office of the Student Affairs and Services

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents Registration Form	Checks the registration form, validates and releases the school ID	None	10 mins.	Scholarship Coordinator/OSAS Staff
2. For Student ID replacement , present notarized affidavit of loss	Verify affidavit of Loss and RF and instructs students for payment at the cashier	None	10 mins.	Scholarship Coordinator/OSAS Staff
3. Present Affidavit of Loss at the OSAS/MIS Office with Registration Form and Receipt	OSAS/MIS verifies the receipts and replaces the school ID	None	15 mins.	OSAS Staff/MIS Staff
4. Request for ID Validation, upon presenting the Registration Form at the Office of Student Affairs and Services	OSAS facilitates the ID validation and request student to log for updates/records	None	7 mins.	OSAS Staff

5. Request for ID protector and lace at the Office of Student Affairs and Services	Requests the student to log in the recording book releases the ID lace and protector	None	10 mins.	OSAS Staff
	TOTAL	None	52 mins.	

31. Issuance of Exit Clearance

Office or Division	Office of Student Affairs and Services			
Classification	Simple			
Type of Transaction	G2G- Government to Government; G2C- Government to Citizen			
Who May Avail				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. School ID, Clearance and other requirements that the Director of Student Affairs and Services may necessitate		Guidance and Counseling Center		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents clearance completely signed by the Cashier, Department Head and the Guidance and Counseling Center	Checks the exit clearance signed by the different offices especially by the Guidance Counselor by which the requirements are completely submitted	None	3 mins.	OSAS Head & Staff
2. Presents the exit clearance to OSAS for signature	Verifies and signs the exit clearance	None	2 mins.	OSAS Head & Staff
	TOTAL	None	5 mins.	

32. Student Disciplinary Complaint Flowchart

Office or Division		Office of Student Affairs and Services		
Classification		Simple		
Type of Transaction		G2C- Government to Citizen		
Who May Avail		Students		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. School ID/Letter/Form of Complaint		Office of the Committee on Discipline		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Files a complaint	Provides the "Complaint Form"	None	10 mins.	Chairman/Secretary of the Committee on Discipline
2. Accomplishes the Complaint Form	Checks the complaints raised by the student. Recommends the case to the proper body	None	10 mins.	Chairman/Secretary of the Committee on Discipline
3. Complaint is heard and processed	Convenes the board	None	1 hour/case	Chairman/Secretary of the Committee on Discipline
	Hear, analyze, and process the case	None		
	Resolve the Case	None		
	Appeal	None		
4. Comply with the disciplinary measure and commitment form/Agreement Form to be accomplished	Checks the appropriate sanction for strict compliance	None	30 mins./client	SR President Chairman/Secretary of the Committee on Discipline
	TOTAL	None	1 hour and 50 mins.	

33. Accreditation of Student Organizations/Clubs

Office or Division	Office of Student Affairs and Services			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Application for Accreditation of School Organizations 2. Profile of the Organization 3. Lists of Officers, Members and Advisers 4. Accomplishment Reports 5. Calendar of Activities 6. Constitution and By Laws		Cashiers' Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Signifies intentions to form an Organization or a Club	Informs and orient the applicant of the requirements for accreditation	None	10 mins.	Coordinator of Students Clubs and Organizations
2. Submits requirements for approval	Checks the requirements as to their validity and acceptability	None	15 mins.	Coordinator of Students Clubs and Organizations
3. Request for the certification for accreditation of the Organization/Club	Issues the certification of accreditation	None	5 mins.	Coordinator of Students Clubs and Organizations
	TOTAL	None	30 mins.	

34. Retention of Student Organizations/Clubs

Office or Division	Office of Student Affairs and Services
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Student Organizations Officers who were accredited

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Accreditation of School Organizations 2. Organizations' Profile 3. List of Officers, Members, and Advisers 4. Accomplishment Reports 5. Calendar of Activities 6. Constitution and By Laws		ASCOs Coordinator Room		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents requirements for retention, accomplishment reports, financial report and assessment/evaluation	Checks documents submitted by the clubs/organizations	None	10 mins.	Coordinator of Students Clubs and Organizations
2. Request for certification of Retention	Issues certificate of retention	None	10 mins.	Coordinator of Students Clubs and Organizations
	TOTAL	None	20 mins.	

Administration

Miag-ao Campus

Internal Services

35. Approval of Resolutions/Activities/Requests/Other Communications

To facilitate efficient and fast response and release of request through provision of needed documents and processes.

Office or Division	Administration Office
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	All Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Resolutions (5 copies) 2. Requests (5 copies) 3. Budget Proposals (5 copies) 4. Communications needing approval/to be noted of the	Faculty

Campus Administrator (5 copies)				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits resolutions/activities/ other communications	Checks documents if properly endorsed including the completeness of supporting documents.	None	2 mins.	Frontline Personnel/Admin. Staff
2. Waits for the approved documents	Have documents signed/initialed by Administrative Officer IV if it concerns budget proposal, submits documents to the Campus Administrator for Approval	None	16 mins.	Frontline Personnel/Admin. Staff, Administrative Officer IV, Campus Administrator
3. Receives approved documents	Gets file copy of the communication, records on log book and release approved documents	None	2 mins.	Frontline Personnel/Admin. Staff
In case of non-approval Takes note of the deficiency or gets list of deficiencies	Informs client of the deficiency of the document/s or the reason for non-approval;	None	5 mins.	Frontline Personnel/Admin. Staff

	advises to come back upon compliance			
	TOTAL	None	25 mins.	

36. Permit to Use Facilities

To facilitate smooth and fast approval of permit to use facilities and assure safety of facilities.

Office or Division	Administration Office			
Classification	Simple			
Type of Transaction	G2G- Government to Government			
Who May Avail	All Stakeholders, Personnel and Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Request to Use Facilities Form 2. Communication of Approved activities 3. Communication of Approved Request for Use of Facilities		Administration Office Requesting Party Requesting Party		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Consults with the frontline personnel/Admin. Staff the availability of facilties intended to use	Checks availability of facilily to be used and block date and time in the logbook	None	3 mins.	Frontline Personnel/Admin. Staff
2. Accomplishes required documents needed to support issuance of permit if necessary	Checks supporting documents and issues Permit to Use Facility	None	5 mins.	Frontline Personnel/Admin Staff
3. Fills up permit to use facilities	Checks entry of permit and make sure that it is signed by a faculty-in-charge of the ativity and	None	15 mins.	Frontline Personnel/Admin. Staff, Administrative Officer IV, Campus Administrator

	have it signed by the Administrative Officer and approved by the Campus Administrator			
4. Gets 2 copies of the approved permit and gives 1 copy to the security guard on duty.	Enters transaction in the logbook and release permit	None	2 mins.	Frontline Personnel
	TOTAL	None	25 mins.	

37. Reproduction (Photocopy/Rissograph) Services

To deliver accurate request of copies requested for reproduction on needed time.

Office or Division	Administration Office			
Classification	Simple			
Type of Transaction	G2G- Government to Government			
Who May Avail	All Personnel			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Job Order Form (1 copy) 2. Copy of materials to be reproduced (1 copy)		Administration Office Faculty, Employees		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents material/s for reproduction	Evaluates materials and checks availability of supplies	None	3 mins.	Frontline Personnel/Admin Staff
2. Accomplished Job Order form for reproduction	Have Job Order form approved by the Administrative Officer IV and forwards to personnel in charge of reproduction	None	15 mins.	Frontline Personnel/Admin Staff

	For bulk transactions, informs client to return for the materials or schedules reproduction of material in cases of examination period	None	3 days	Frontline Personnel/Admin Staff
3. Receives reproduced materials	Logs completed transaction in logbook and released reproduced materials	None	2 mins.	Frontline Personnel/Admin. Staff, Administrative Officer IV, Campus Administrator
	TOTAL	None	23 mins.	

38. Request for Service Record and Certification (e.g. COE, LWOP, others)

To provide up to date service record as per requested by client.

Office or Division	Administration Office			
Classification	Simple			
Type of Transaction	G2G- Government to Government			
Who May Avail	All Personnel			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Letter of Request (3 copies) 2. Request Form (3 copies)		Faculty, Employees Administration Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fills-up request form stating the purpose of the request	Checks request form and have it approved by the Administrative Officer IV	None	2 mins.	Frontline Personnel/Admin Staff
	Prepares and prints requested	None	10 mins.	Frontline Personnel/Admin. Staff,

	document/s and have it approved by the Administrative Officer IV or Campus administrator			Administrative Officer IV, Campus Administrator
2. Receives requested documents	Have documents received by the personnel and releases said document	None	3 mins.	Frontline Personnel/Admin Staff
	TOTAL	None	15 mins.	

39. Request for Use of Vehicle and Preparation of Trip Ticket

To properly follow process of transaction and monitor actual usage of vehicle.

Office or Division	Administration Office			
Classification	Simple			
Type of Transaction	G2G- Government to Government			
Who May Avail	Faculty, Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Request for Use of Vehicle (3 copies) 2. Approved invitation/communication/authority to travel of activity if necessary 3. Trip Ticket		Administration Office Faculty, Employees Administration Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Consults with frontline personnel/Admin. Staff the availability of vehicle	Checks availability of vehicle and driver on date requested and inform client of its availability	None	3 mins.	Frontline Personnel/Admin Staff
2. Presents	Checks	None	2 mins.	Frontline

approved invitation/communication/Authority to Travel if necessary	supporting documents and issues Request for Use of Vehicle form			Personnel/Admin Staff
3. Accomplishes required form	Have request signed by the campus Administrator or the authorized representative	None	10 mins.	Frontline Personnel/Admin. Staff, Administrative Officer IV, Campus Administrator
	Once approved, prepares Trip Ticket and have it approved by the Campus Administrator or the authorized representative	None	10 mins.	Frontline Personnel/Admin. Staff, Administrative Officer IV, Campus Administrator
	Once approved, stamps control number and records on logbook	None	3 mins.	Frontline Personnel/Admin Staff
4. Driver receives Permit to Use vehicle and Trip Ticket and submits 1 copy of each to the security guard on duty.	Releases Permit to Use Vehicle and Trip Tikcet to the driver - 2 copies (1 for the driver, 1 for the security guard on duty)	None	2 mins.	Frontline Personnel/Admin Staff
	TOTAL	None	30 minutes	

40. Reproduction (Photocopy/Rissograph) Services

To facilitate efficient and fast response and release of request through provision of needed documents and processes

Office or Division		IIRGP-Administration Office		
Classification		Simple		
Type of Transaction		G2G- Government to Government		
Who May Avail		All Personnel		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Job Order Form (1 copy) 2. Copy of material to be reproduced (1 copy)		Administration Office Faculty, Employees (personal use; activities with budget)		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents material/s for reproduction	Evaluates/Asses materials for reproduction and informs client of total amount to be paidand checks availability of supplies	Photocopy - P1.00/piece rissograph - P160.00/page/ream	3 mins.	Frontline Personnel/Admin Staff
2. Accomplished Job Order form for reproduction	Require client to pay amount to the Cashier's Office	None		
	Check OR and have Job Order form approved by the Administrative Officer IV and forwards to personnel in charge of reproduction	None	15 mins.	Frontline Personnel/Admin Staff
	For bulk transactions, informs client	None	3 days	Frontline Personnel/Admin. Staff,

	to return for the materials			Administrative Officer IV
3. Receives reproduced materials	Logs completed tansaction in logbook and released reproduced materials	None	2 mins.	Frontline Personnel/Admin. Staff, Administrative Officer IV, Campus Administrator
	TOTAL	None	23 minutes	

Dental Clinic

Miag-ao Campus

Internal Services

41. Oral Examination/Consultation

Office or Division	Dental Clinic
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	Students, Non-Teaching and Teaching Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. School/Employee ID	MIS Office
2. Dental Examination Chart (1 copy)	Dental Clinic, Miag-ao Campus
3. Dental Health Record Form (2 copies)	Dental Clinic, Miag-ao Campus
4. Prescription Form (2 copies)	Dental Clinic, Miag-ao Campus

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present School ID / Request slip (for dental Certificate)	Check proper identification	None	2 mins.	Dentist
2. Fill-up Patients' Dental Health Record/Dental Examination Chart	Provide patients Dental Health Record/Examination Chart	None	5 mins.	Dentist
3. Consultation/Oral Examination	Perform oral examination	None	15 mins.	Dentist

	Diagnose and treatment plan Prescribe & dispense medicines			
4. Sign at the logbook and dental treatment record	Check the logbook and keep records	None	3 mins.	Dentist
	TOTAL	None	25 minutes	

42. Tooth Extraction

Office or Division	Dental Clinic
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	Students, Non-Teaching and Teaching Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. School/Employee ID	MIS Office
2. Dental Examination Chart (2 copies)	Dental Clinic, Miag-ao Campus
3. Parent/Guardian Consent Form (2 copies)	Dental Clinic, Miag-ao Campus
4. Prescription Form (2 copies)	Dental Clinic, Miag-ao Campus

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present School ID	Check proper identification Check Schedule date & time Present parent consent form	None	6 mins.	Dentist
2. Fill-up Patients' Dental Health Record	Provide patients Dental Health Record	None	5 mins.	Dentist
3. Oral Examination, Patients' Assesment & Treatment	Diagnose and treatment plan Perform tooth extraction Prescribe &	None	1 hour and 15 mins.	Dentist

	dispense medicines Post-Operative Instructions			
4. Sign at the logbook and dental treatment record	Check the logbook and keep records	None	3 mins.	
	TOTAL	None	1 hour and 27 minutes	

43. Oral Prophylaxis

Office or Division	Dental Clinic
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	Students, Non-Teaching and Teaching Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. School ID 2. Dental Health Form Record (2 copies) 3. Prescription Form (2 copies)	MIS Office Dental Clinic, Miag-ao Campus Dental Clinic, Miag-ao Campus

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present School ID	Check proper identification , Check Schedule and Date	None	4 mins.	Dentist
2. Fill-up Patients' Dental Health Record	Provide patients Dental Health Record	None	5 mins.	Dentist
3. Oral Examination, Patients' Assesment & Treatment	Diagnose and treatment plan Perform oral prophylaxis Prescribe & dispense medicines	None	40 mins.	Dentist
4. Sign at the logbook and	Check the logbook and	None	3 mins.	Dentist

dental treatment record	keep records			
	TOTAL	None	52 mins.	

44. Prescribing and Dispensing of Medicines

Office or Division	Dental Clinic
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	Students, Non-Teaching and Teaching Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. School/Employee ID 2. Dental Examination Chart (2 copies) 3. Prescription Form (2 copies)	MIS Office Dental Clinic, Miag-ao Campus Dental Clinic, Miag-ao Campus

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present School ID	Check proper identification	None	2 mins.	Dentist
2. Fill-up Patients' Dental Health Record	Provide patients Dental Health Record	None	5 mins.	Dentist
3. Oral Examination	Perform oral examination Diagnose and treatment plan Prescribe & dispense medicines	None	13 mins.	Dentist
4. Signs at the logbook and dental treatment record	Check the logbook and keep records	None	3 mins.	Dentist
	TOTAL	None	23 mins.	

45. Issuance of Dental Certificate and Referral Slip

Office or Division	Dental Clinic
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. School ID 2. Dental Examination Chart (1 copy) 3. Dental Certificate (2 copies) 4. Referral Slip (2 copies)		MIS Office Dental Clinic, Miag-ao Campus Dental Clinic, Miag-ao Campus Dental Clinic, Miag-ao Campus		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present School ID	Check proper identification Check Request Slip (for oral examination)	None	4 mins.	Dentist
2. Fill-up Patients' Dental Health Record	Provide patients Dental Examination Chart	None	5 mins.	Dentist
3. Oral Examination	Perform oral examination Issuance of dental certificate/referral slip	None	10 mins.	Dentist
4. Sign at the logbook and dental treatment record	Check the logbook and keep the records	None	3 mins.	Dentist
	TOTAL	None	22 mins.	

Medical Services

Miag-ao Campus

Internal Services

46. Consultation and Dispensing of the Over-the-Counter Medications

Office or Division	Medical Services Department
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Non-Teaching and Teaching Personnel
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

1. Employees' Identification Card 2. Medical Logbook 3. Laboratory request		Non-Teaching and Teaching Personnel Medical Clinic Medical Clinic		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client presents ID	Checks the Identification Card	None	2 mins.	Medical Staff
2. Fill-up Medical Logbook	Checks entry in the logbook and refers clients to the Nurse	None	1 min.	Medical Staff
	Nurse checks-up client	None	8 mins.	Nurse II
	Dispenses over-the-counter medications	None	2 mins.	Nurse II
	Nurse requests laboratory and blood chemistry test when needed	None	2 mins.	Nurse II
	TOTAL	None	15 minutes	

Office of Instruction

Miag-ao Campus

Internal Services

47. Distribution of Faculty Schedule/Class Program

Office or Division	Office of Instruction			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Faculty			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Faculty Load (1 copy)		Office of Instruction, Miag-ao Campus		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Preparation faculty loading	Review the individual faculty loading	None	10 mins.	Division Chair
2. Drafting of Schedule	Checking of Faculty schedule	None	10 mins.	Scheduling Committee
3. Encoding of faculty schedule	Resolving the conflict of schedule	None	5 mins.	Office Staff/MIS
4. Printing of Faculty Schedule	Preparing for distribution	None	5 mins.	Office of Instruction
	TOTAL	None	30 mins	

48. Submission of Test Questions and Table of Specification

Office or Division	Office of Instruction			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Faculty			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Table of Specification (1 copy)		Office of Instruction, Miag-ao Campus		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Printing of Test Questions and fill-up Table of Specifications	Review and signed the test question and table of specification	None	5 mins.	Division Chair
2. Fill-up the Transmittal of Test Questions and Table of Specifications	Receive and record the test question for reproduction	None	5 mins.	Office Staff
3. Submit the test questions and table of specification for signature	Receive and sign the test questions and table of specification	None	5 mins.	Head, Office of Instruction
4. Reproduction of test questions	Distribution of test questions to the faculty	None	20 mins.	Office Staff
	TOTAL	None	35 mins.	

49. Signing of Faculty Clearance

Office or Division	Office of Instruction			
Classification	Simple			
Type of Transaction	G2G- Government to Government			
Who May Avail	Faculty			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Faculty Clearance (3 copies 2. Grade Sheets (3 copies) 3. Class Record (3 copies) 4. IPCR (1 copy)		Office of Instruction Registrars' Office MIS Office Office of Instruction		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Present clearance completely signed by the Department Head and other offices concerned	Check the Faculty Clearance	None	5 mins.	Office Staff
2. Submit for signature	Review and signed faculty clearance	None	5 mins.	Head of Instruction
	TOTAL	None	10 mins.	

Guidance Office

Miag-ao Campus

Internal Services

50. Counseling Service (Individual-Walk-In)

Office or Division		Guidance and Counseling Office		
Classification		Simple		
Type of Transaction		G2G- Government to Government		
Who May Avail		Students		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		Not applicable		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Approaches the Guidance Counselor for counseling session	Welcomes and accommodates the counselee	None	5 mins.	Guidance Counselor
2. Expresses the problem to the Guidance Counselor	Listens to the counselee about his/her personal concerns	None	30 mins.	Guidance Counselor
3. Listens to the counselee about his/her personal concerns	Synthesizes, clarifies and analyzes the problem of the	None	25 mins.	Guidance Counselor

	counselee			
4. Discerns and decides on the proper course of action to be taken regarding the problem	Affirms, encourages, or prevents the suggested alternatives or options toward the solution to his/her problem	None	25 mins.	Guidance Counselor
5. Asks for the follow-up schedule of another counseling session	Gives the follow-up counseling schedule	None	5 mins.	Guidance Counselor
	TOTAL	None	1 hour and 30 mins.	

51. Counseling Service (Referred)

Office or Division	Guidance and Counselling Office			
Classification	Simple			
Type of Transaction	G2G- Government to Government			
Who May Avail	Non-Teaching and Teaching Personnel, Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Approaches the Guidance Counsellor for counselling session	Welcomes the counselee	None	3 mins.	Guidance Counsellor
2. Presents the call slip Where the time and date of sessions are indicated	Accommodates the counselee	None	2 mins.	Guidance Counsellor
3. Expresses the problem to the Guidance Counsellor	Listens to the counselee about his/her personal	None	30 mins.	Guidance Counsellor

	concerns			
4. Listens to the response of the Counsellor	Synthesizes, clarifies and analyzes the problem of the counselee	None	25 mins.	Guidance Counsellor
5. Discerns and decides on the proper course of action to be taken regarding the problem	Affirms, encourages, or prevents the suggested alternatives or options toward the solution to his/her problem	None	25 mins.	Guidance Counsellor
6. Asks for the follow-up schedule of another counselling session if applicable	Gives the follow-up counselling schedule	None	5 mins.	Guidance Counsellor
	TOTAL	None	1 hour and 30 mins.	

Library Services
Miag-ao Campus
Internal Services

52.Lending of Books to Faculty

Office or Division		Library Service		
Classification		Simple		
Type of Transaction		G2G- Government to Government		
Who May Avail		Faculty		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Book Card		Library		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Faculty enters the book stacks and select book	Checks the status of the book and the library card	None	2 mins.	Library Staff
2. Fills up the book card	Checks the entries on the book card	None	1 min.	Library Staff
3. Waits for the books	Attach the library card and the book card and release the book to the borrower	None	1 min.	Library Staff
4. Receives the book	Enters classification in the statistics for Library Utilization. Files the library Card	None	1 min.	Library Staff
	TOTAL	None	5 minutes	

53. Request for Listening and Viewing Room Utilization by Faculty

Office or Division		Library		
Classification		Simple		
Type of Transaction		G2G- Government to Government		
Who May Avail				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Request for LVR Utilization Form		Library		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for the Reservation of the LVR	Verifies the availability of schedule	None	3 min.	Library Staff
2. Fills up the request for LVR Utilization	Check the entry	None	2 mins.	Library Staff
3. Seek approval from the Office of Instruction	Approves the booking	None	10 mins.	Office of Instruction Staff
4. Return of the scheduled time	Prepares the LVR	None	As scheduled	Library Staff
	TOTAL	None	10 minutes	

Supply Office
Miag-ao Campus
Internal Services

54. Requisition and Issue Slip

Office or Division		Supply Office		
Classification		Simple		
Type of Transaction		G2G- Government to Government		
Who May Avail				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Requisition Slip		Supply Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for Issuance of Supplies and Materials	Issue 3 copies of Requisition and Issue Slip	None	1 min.	Supply Office Staff
2. Fill up the 3	Check the	None	5 mins.	Supply Office

copies of Requisition and Issue Slip and sign	supplies and materials requested			Staff
3. Approval by the Head of the Department	Sign, request and Issue the Supplies and Materials needed	None	20 mins.	Supply Officer, Supply Office Staff
	TOTAL	None	26 minutes	

Accounting Office
Miag-ao Campus
Internal Services

55. Availment of Cash Advance for Local Travel

Office or Division	Accounting Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly approved office order or Travel Order in accordance with Section 4 of EO 77 (4 copies)	Administration Office
2. Duly approved Itinerary of Travel (4 copies)	Administration Office
3. Certification from the Accountant that the previous cash advance has been liquidated and accounted for in the books (4 copies)	Accounting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved requirements to Accounting Office	Prepare Obligation Request & Status	None	5 hours	Clerk

	Prepare disbursement voucher	None	5 hours	Clerk
	Budget Officer Signs on box B of ORS	None	5 hours	Budget Officer
	Admin Officer signs on box A of ORS and box A of Disbursement Voucher	None	5 hours	Admin Officer
	Accountant certifies as to availability of cash, check as to completeness of supporting documents , sign box C of the disbursement voucher	None	1 day	Accountant
	Checks, reviews and approve for payment on box D of Disbursement Voucher	None	16 hours	Campus Administrator
	Assigns Obligation number	None	5 hours	Budget Officer
	Assigns Disbursement Voucher	None	5 hours	Accountant
	Transfer documents to Cashier's Office for check	None	2 hours	Accountant

	issuance			
	TOTAL	None	6 days	

56. Availment of Cash Advance for International Travel

Office or Division	Accounting Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Travel Order/Office Order in accordance with Section 10 of EO 77 dated March 15, 2019 (4 copies - Supported by the endorsement of the Commission-en-banc - Section VIII B CHED Admin Order No. 4 - Board Resolution approving the travel and specifying the source of fund - Certificate of no pending administrative case - Re-entry Plan (REAP) - Certificate of legitimacy of the meeting/conference/workshop - List of other participants in the delegation, purpose/responsibilities of each participant during the travel - Such purpose/responsibilities should result to clear outputs/outcomes to justify expenses to be incurred - List of travels for the past	

five years - Certificate on the necessity of foreign travel from the International Relations Vice Presidents or Director 2. Duly approved Itinerary of Travel 3. Letter of Invitation of Host/Sponsoring Country/Agency/Organization 4. For plane fare, quotations of three travel agencies or its equivalent 5. Flight itinerary issued by the airline/ticketing office/ travel agency to be claimed 6. Document to show the dollar to peso exchange rate at the date of the grant of cash advance 7. In case of trainings/seminars: - Invitation addressed to the Agency inviting the participants (issued by the foreign country) - Acceptance of nominees as participants (issued by the foreign country) - Program agenda and logistics information 8. Certification from the Accountant that the previous cash advance has been liquidated and accounted for in the books 9. Annex A Evaluation Form				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit approved requirements to Accounting Office	Prepare Obligation Request and	None	5 hours	Clerk

	Status			
	Prepare Disbursement Voucher	None	5 hours	Clerk
	Budget Officer Signs on box B of ORS	None	5 hours	Budget Officer
	Admin Officer signs on box A of ORS and box A of Disbursement Voucher	None	5 hours	Admin Officer
	Accountant certifies as to availability of cash, check as to completeness of supporting documents, signs box C of Disbursement Voucher	None	1 day	Accountant
	Checks, reviews and approve for payment on box D of Disbursement Voucher	None	16 hours	Campus Administrator
	Assigns Obligation number	None	5 hours	Budget Officer
	Assigns Disbursement Voucher	None	5 hours	Accountant

	Transfer documents to cashier's office for check issuance	None	2 hours	Cashier
	TOTAL	None	7 days or 56 hours	

57. Request for Reimbursement

Office or Division	Accounting Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for Reimbursement For (3 copies)	BAC Office
2. Approved Request for Reimbursement (3 copies)	Campus Administrator
3. Official Receipts (original and 2 copies)	Service Provider
4. Reimbursement Expense Receipt (3 copies)	Administration Office
5. Acknowledgement Receipt of Equipment (if applicable- 3 copies)	BAC Office
6. Inspection and Acceptance Report (3 copies)	BAC Office
7. Obligation Request (3 copies)	
8. Disbursement Voucher (3 copies)	Accounting Office
	Accounting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved requirements to Accounting Office	Prepare Obligation Requests and Status	None	5 hours	Clerk
	Prepare Disbursement	None	5 hours	Clerk
	Budget Officer Signs	None	5 hours	Budget Officer

	on box B of ORS			
	Admin Officer signs on box A of ORS and box A of Disbursement Voucher	None	5 hours	Admin Officer
	Accountant certifies as to availability of cash, check as to completeness of supporting documents, signs box C of Disbursement Voucher	None	1 day	Accountant
	Checks, reviews and approve for payment on box D of Disbursement Voucher	None	16 hours	Campus Administrator
	Assigns Obligation Number	None	5 hours	Budget Officer
	Assigns Disbursement Voucher	None	5 hours	Accountant
	Transfer documents to Cashier's Office for check issuance	None	2 hours	Cashier
	TOTAL	None	7 days or 56 hours	

58. Request for Net Pay

Office or Division	Accounting Office			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Duly approved request form (1 copy)		Admin Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit approved requirements to Accounting Office	Prepare Net Pay	None	1 day	Clerk
	Sign requested Net Pay	None	1 day	Accountant
	TOTAL	None	2 days or 16 hours	

59. Payment of Utilities

Office or Division	Accounting Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Statement of Account or Billing from Service Provider - 4 copies	Admin Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved requirements to Accounting Office	Prepare Obligation Request & Status	None	5 hours	Clerk
	Prepare Disbursement Voucher	None	5 hours	Clerk
	Budget Officer Signs on box B of ORS	None	5 hours	Budget Officer
	Admin Officer signs on box A of ORS and box A of Disbursement Voucher	None	5 hours	Admin Officer
	Accountant certifies as to availability of cash, check as to completeness of supporting documents, signs box C of Disbursement Voucher	None	1 day	Accountant
	Checks, reviews and approve for	None	16 hours	Campus Administrator

	payment on box D of Disbursement Voucher			
	Assigns Obligation number	None	5 hours	Budget Officer
	Assigns Disbursement Voucher	None	5 hours	Accountant
	Transfer documents to Cashier's Office for check issuance	None	2 hours	Cashier
	TOTAL	None	7 days or 56 hours	

60. Payment of RATA

Office or Division	Accounting Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	All Qualified To Receive RATA

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate or evidence of service rendered or approved Daily Time Record (3 copies)	Admin Office
2. Certification that the official/employee did not use government vehicle and is not assigned any government vehicle (3 copies)	Admin Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved requirements to Accounting Office	Prepare Obligation Request & Status	None	5 hours	Clerk

	Prepare Disbursement Voucher	None	5 hours	Clerk
	Budget Officer Signs on box B of ORS	None	5 hours	Budget Officer
	Admin Officer signs on box A of ORS and box A of Disbursement Voucher	None	5 hours	Admin Officer
	Accountant certifies as to availability of cash, check as to completeness of supporting documents, signs box C of Disbursement Voucher	None	1 day	Accountant
	Checks, reviews and approve for payment on box D of Disbursement Voucher	None	16 hours	Campus Administrator
	Assigns Obligation number	None	5 hours	Budget Officer
	Assigns Disbursement Voucher	None	5 hours	Accountant
	Transfer documents to Cashier's Office for check issuance	None	2 hours	Cashier

	TOTAL	None	7 days or 56 hours	

61. Cash Advance for An Activity

Office or Division	Accounting Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Proposed Budget (if applicable-4 copies)	Person in charge of the activity
2. Program of Expenditures (4 copies)	Person in charge of the activity
3. Approved Resolution (if applicable-4 copies)	Person in charge of the activity
4. Program of Activities (4 copies)	Person in charge of the activity

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit approved requirements to Accounting Office	Prepare Obligation Request & Status	None	5 hours	Clerk
	Prepare Disbursement Voucher	None	5 hours	Clerk
	Budget Officer Signs on box B of ORS	None	5 hours	Budget Officer
	Admin Officer signs on box A of ORS and box A of Disbursement Voucher	None	5 hours	Admin Officer
	Accountant certifies as to availability of cash, check as to completeness of	None	1 day	Accountant

	supporting documents, signs box C of Disbursement Voucher			
	Checks, reviews and approve for payment on box D of Disbursement Voucher	None	16 hours	Campus Administrator
	Assigns Obligation number	None	5 hours	Budget Officer
	Assigns Disbursement Voucher	None	5 hours	Accountant
	Transfer documents to Cashier's Office for check issuance	None	2 hours	Cashier
	TOTAL	None	7 days or 56 hours	

62. Request for Reimbursement of Travelling Expenses

Office or Division	Accounting Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	All Personnel on Travel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Travel Order (3 copies)	Administration Office
2. Approved Itinerary of Travel (3 copies)	Administration Office
3. Official Receipt (if applicable)-original and 2 photocopies	Service Provider
4. Appendix 47	Administration Office
5. Certificate of Appearance (original and 2 photocopies)	Service Provider
6. Obligation Request (3 copies)	Accounting Office
7. Disbursement Voucher (3 copies)	Accounting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved requirements to Accounting Office	Prepare Obligation Request & Status	None	5 hours	Clerk
	Prepare Disbursement Voucher	None	5 hours	Clerk
	Budget Officer Signs on box B of ORS	None	5 hours	Budget Officer
	Admin Officer signs on box A of ORS and box A of Disbursement Voucher	None	5 hours	Admin Officer
	Accountant certifies as to availability of cash, check as to	None	1 day	Accountant

	completeness of supporting documents, signs box C of Disbursement Voucher			
	Checks, reviews and approve for payment on box D of Disbursement Voucher	None	16 hours	Campus Administrator
	Assigns Obligation number	None	5 hours	Budget Officer
	Assigns Disbursement Voucher	None	5 hours	Accountant
	Transfer documents to Cashier's Office for check issuance	None	2 hours	Cashier
	TOTAL	None	7 days or 56 hours	

63.Liquidation of Cash Advances

Office or Division	Accounting Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official Receipt (original and 2 photocopies)	Service Provider
2. Reimbursement Expense Receipt (RER	Administration Office
3. Certificate of Appearance (original and 2 photocopies)	Service Provider
4. Re-entry Plan for Cash Advance for Training (original and photocopy)	Employee Concerned

5. Narrative Report for Seminar (original and photocopy) 6. Pictures if applicable		Employee Concerned Employee Concerned		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit approved requirements to Accounting Office	Check the completeness of documents submitted	None	2 days	Clerk
	Prepare Liquidation Report	None	1 day	Clerk
	TOTAL	None	3 days	

Campus Administrator Office

Barotac Nuevo Campus

External Services

1. Approval of Requests for Activities, Programs, Projects

This service covers the approval of request for activities, programs, and other communications.

Office or Division	Office of the Campus Administrator			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business; G2G-Government to Government			
Who May Avail				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Communication duly signed by the concerned personnel (3 copies)				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits request duly signed by the one who requested, and other heads of offices. Log-in at the transaction logbook.	Receives and forward the documents to the Campus Administrator.	None	5 mins.	Campus Administrator's Secretary

2. Wait for approval of request.	Review all entries on the request and sign the request.	None	10 mins.	Campus Administrator's Secretary Campus Administrator
3. Receives approved requests and signs at the transaction logbook.	Gets file copy of the communications, records on log book and releases approved documents.	None	5 mins.	Campus Administrator's Secretary Campus Administrator
In case of non-approval Takes note of the deficiency or get list of deficiency.	Informs client of the deficiency of the documents for compliance or the reason for non-approval. Gives advice to come back upon compliance.	None	5 minutes	Campus Administrator's Secretary
	TOTAL	None	25 minutes	

Cashiers' Office

Barotac Nuevo Campus

External Services

2. Receive Payment/Remittance (Collection)

This service covers the receipt of payment for school and other miscellaneous fees of students, requests for academic records, purchase of bid documents remittances from income generating projects and return of excess cash advance.

Office or Division	Cashiers' Office
Classification	Simple, Complex
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business; G2G-Government to Government

Who May Avail	Students, Parents, Guardians, Benefactors, IGP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Counter Request Form 2. Request for Payment Form 3. Daily Cash Sales 4. IIRGP Billing Form 5. Sales Report 6. Billing Form 7. Liquidation Report	Registrar's Office Cashiers' Office Canteen Staff IIRGP Coordinator IGP Manager BAC Office Accounting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number at the counter and wait for the number to be called.	Provide priority number	None	1 min.	Collecting Officer/Cashier
2. Present the priority number	Before informing the student/client, IGP			
Student Academic Records	Check counter request form	As per amount indicated by the registrar in the Counter Request Form	30 minutes - 1 hour	Cashier/Collecting Officer
Payment of School and Other Fees	Get the priority number and check the filled out form. Search thru: MIS for the students detailed account balances (for SY 2016-2017	Fees/ payment according to balances reflected in the system (for new students) or ledger (for old students)		

	onward) Old System for the students detailed account balances (for SY 2011-2015) Ledgers for old students (SY 2009-2010 and beyond)			
IIRGP	Scan and check accomplished reports/billing	As per presented report or approved billing from IIRGP		
BID Documents	Check signed BAC billing form	As per billing form from BAC Office		
Excess Cash Advance	Make sure liquidation report is signed by corresponding signatories	As per approved liquidation report from Accounting Office		
3. Hand over payment to the cashier/ collecting clerk.	Check and count the received cash.	None	3 mins.	Cashier/Collecting Officer
4. Wait for the Official Receipt/s.	Issue Official Receipt/s Give back the counter request form if requesting	None	15 mins.	Cashier/Collecting Officer

	for academic records.			
	TOTAL	None	1 hour	

3. Request for Student Account Balance

This service covers the issuance of account balances or statement of account of requesting student or parents.

Office or Division	Cashiers' Office
Classification	Simple, Complex
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students, Parents, Guardians, Benefactors

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
For Student: Student ID or RF For Guardian/Parent: any valid ID	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Get priority number at the counter and wait for the number to be called.	Provide priority number	None	1 min.	Collecting Clerk/Cashier
2. Present priority number and fill out the form properly.	Get the priority number and check /assist the client in filling out the form.	None	5 mins.	Cashier/Collecting Clerk
3. Wait for the filled out form with corresponding amount of student's account balance or date of release for Statement of	A. In inquiring Balance: Search MIS for the students detailed account balances (for SY 2016-2017 to present) Search Old System	None	8 minutes	Cashier/Collecting Clerk

Account.	for the students detailed account balances (SY 2011-2016) Search ledgers for the students detailed account balances (SY 2010 and beyond) Filled out the form with corresponding amount. B. If requested for a Statement of Account (SOA) Filled out the form with corresponding amount and write the date to claim the SOA. Give the form back to client and advise to claim the requested SOA on date specified on the form. Prepare the Statement of Account.			
4. Return on scheduled date of release and present the form	Release requested Statement of Account.	None	3 mins.	Cashier/Collecting Clerk
	TOTAL	None	15 mins.	

4. Cash Disbursement

This service covers cash disbursement of scholarship grant, salaries of student labours or job hires, allowances and other cash disbursements under the name of University's Cashier.

Office or Division	Cashiers' Office
Classification	Simple, Complex
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students/Parents/Guardian, Faculty & Staff, Job Hires

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Valid ID with picture 2. Authorization Letter (for parent/guardian)	Provided by Students

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Get priority number at the counter and wait for the number to be called.	Provide priority number.	None	1 min.	Cashier
2. Present priority number, ID and authorization letter (if authorized person to claim).	Get priority number; check the ID and authorization letter. Check the name in the payroll.	None	2 mins.	Cashier
3. Sign the payroll.	Verify signature in the payroll and ID represented, count the cash and disburse.	None	5 mins.	Cashier
4. Count the received cash received and get the ID.	Return ID presented.	None	3 mins.	Cashier
	TOTAL	None	11 minutes	

5. Releasing of Checks

This service covers cash disbursement of scholarship grants, salaries of student labours and job-hires, allowances and other cash disbursements under the name of University's Cashier.

Office or Division	Cashiers' Office

Classification	Simple, Complex			
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business			
Who May Avail	Suppliers/ Service Provider, Faculty & Staff, Student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Valid ID with picture		Provided by Students		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Get priority number at the counter and wait for the number to be called.	Provide priority number.	None	1 min.	Cashier/Clerk
2. Present priority number and company or any valid ID.	Check the ID. Check logbook for checks ready for release.	None	5 mins.	Cashier/Clerk
3. *For supplier/ service provider* Issue official receipt	Receive and review official receipt. Release check to supplier/ service provider.	None	15 mins.	Cashier/Clerk
4. Receive check and sign the disbursement voucher and logbook.	Make sure logbook and DV are properly signed.	None	5 mins.	Cashier/Clerk
	TOTAL	None	26 minutes	

Registrars' Office

Barotac Nuevo Campus

External Services

6. Application for Admission

Office or Division	Registrars' Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	SHS Graduating Students, Transfer Students from Other Schools
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. High School Card (Form 138-	Previous High School Institution

A) 2. Certification of Good Moral Character 3. Transcript of Records for Evaluation (for Transferees) 4. Certificate of Transfer Credentials (for Transferees) 5. Photocopy of NSO/PSA Authenticated Live Birth		Previous High School Institution Previous High School Institution Previous High School Institution Philippine Statistics Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Admission/Credentials	Evaluate Admission Credentials	None	10 mins.	Campus Registrar/ Admission Officer
2. Presents Application for Admission Form	Encodes data of student, takes picture and issues admission number	None	10 mins.	MIS Staff
3. Presents completed Application for Admission Form.	Issues Test Permit to the Applicant	None	5 mins.	OSAS Staff
4. Returns on scheduled date of examination.	Enters applicants name on the official list of examinees for entrance examination.	None	5 mins.	OSAS Staff
	TOTAL	None	30 minutes	

7. Enrolment

Office or Division	Registrars' Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Old and New Students (High School Graduate, Transferees and Graduate Students)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Incoming New Students: 1. High School Card (Form 138-A) 2. Certification of Good Moral	Previous High School Institution Previous High School Institution

Character 3. Transcript of Records for Evaluation (for Transferees) 4. Certificate of Transfer Credentials (for Transferees) 5. Photocopy of NSO/PSA Authenticated Live Birth Old Students: 1. Clearance	Previous High School Institution Previous High School Institution Philippine Statistics Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the required credentials to the Program Chair/ Enrolment Committee.	Accommodates the enrolees, verifies required credentials and issue Pre-Registration Form.	None	15 mins.	Program Chair/Enrolment Committee
2. Fills up the Pre-Registration Form and presents it to the Program Chair/ Enrolment Committee.	Verifies the accomplished Pre-Registration Form and affixes signature on it.	None	20 mins.	Program Chair/Enrolment Committee
3. Proceeds to OSAS for certification as to scholarship	Verifies the scholarship of enrolee and affix type of scholarship.	None	15 mins.	OSAS Staff
4. Proceeds to NSTP Office for NSTP Registration (For Freshmen)	Registers the enrollee to chosen NSTP Component (CWTS/LTS/ROTC)	None	15 mins.	NSTP Coordinator
5. Presents the Pre-Registration Form to the	Prints the Registration Form of the	None	10 mins.	Enrolment Committee

Enrolment Committee for printing of Registration Form	enrollee and affix signature on it.			
6. Proceeds to OSAS for ID Validation.	Accommodates the enrollees and validates school ID.	None	10 mins.	OSAS Staff
7. Proceeds to Library for library card validation.	Accommodates the enrollees and validates Library Card.	None	10 mins.	Librarian/Library Assistant
8. Proceeds to Medical/Dental Clinic.	Accommodates the enrollees and issues medical/dental slip.	None	15 mins.	PHN/Dentist
9. Proceeds to the Office of Campus Administrator for signature of the Registration Form.	Affixes signature to the Registration Form.	None	15 mins.	Campus Administrator/Secretary
10. Proceeds to Registrar's Office for confirmation of enrolment.	Accommodates the enrolees and confirms enrolment by affixing "ENROLLED" to the RF.	None	10 mins.	Campus Registrar/Registrars' Staff
	Issues to the student the "Student's Copy"			
	Retains the Registrar's Copy for file.			
11. Furnishes the Office of the Program Chair of	Informs student to furnish	None	5 mins.	Campus Registrar/Registrars' Staff

the confirmed student Registration Form.	Dean's office of the official Student Registration Form.			
	TOTAL	None	2 hours and 30 mins.	

8. Request for Student Academic Records (TOR, Form 137-A, Diploma, Certifications, and Certificates)

Office or Division	Registrars' Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Active Students, Alumni, Other Authorized Parties, General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Evaluation and Scholarship:	
1. Semestral Clearance	Office of Instruction
2. Validated School ID or Registration Form	OSAS
For Employment, Board Examination, Dismissal	
1. Exit Clearance	Office of Instruction
2. School ID	Student/Graduate
3. 2x2 ID picture	Student/Graduate
4. Form 137-A	Previous High School Institution
5. OTR with remarks "Copy for ISAT U" for transferees	
6. Certificate of Transfer Credentials	
7. Photocopy of NSO/PSA Authenticated Live Birth/Marriage Contract	Philippine Statistics Authority
8. Affidavit of Loss/Damage for 2nd Issuance of Certification of Good Moral Character, Diploma, Certificate, and CTC)	Lawyer/Hall of Justice
9. Authorization Letter (for authorized person)	Student/Graduate
10. SPA or Notarized Authorization Letter (for authorized representative)	Lawyer

11. Photocopy of any valid ID		Authorized Person/Representative		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fills up counter request form and submit the same at the request section.	Provides Counter Request Form	None	5 mins.	Registrars' Staff
2. Submit Counter Request Form	Receives counter request form and retrieve hard file of client.	None	10 mins.	Registrars' Staff
	Checks requirements for the request of academic records. Requests other requirements as necessitates.	None	10 mins.	Registrars' Staff
3. Pay required fees	Accepts payment and issues official receipt	TOR- Php. 30.00/page	10 mins.	Cashier
		Certification-Php. 30.00/cert.		
		Diploma- Php. 100.00		
		Re-issuance of Diploma/Cert.-Php. 100.00		
		Form 137-A- Php.		

		30.00/page Authentication-Php. 30.00/set Report Card-Php. 10.00/sem New RF-Php. 30.00/sem CAV-Php.30.00 CTC-Php. 25.00 TOR fee-Php. 30.00		
4. Presents official receipt of fees	Accepts official receipt and schedules request.	None	5 mins.	Registrars' Staff
5. Secures claim stub for request and claims request on scheduled date of release.	Forwards request for academic records to encoders for preparation/ processing.	None	5 working days	Campus Registrar/Registrar's Staff
6. Presents Claim Stub	Release requested records	None	5 mins.	Registrars' Staff
	TOTAL	None	5 days and 45 minutes	

9. Appraisal of Credited Subjects and Grades

Office or Division	Registrars' Office			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Students, Parents, Guardian, Benefactors			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Official Receipt		Cashier		
CLIENT STEPS	**AGENCY**	**FEES TO BE**	**PROCESSING TIME**	**PERSON**

	ACTION	PAID		RESPONSIBLE
1. Fills up legibly the Request Form and presents to the Registrar's staff the TOR for appraisal.	Affix amount to be paid in the Request Form Instruct students to proceed to Cashiers' Office	None	10 mins.	Registrars' Staff
2. Pays amount for Appraisal Form.	Receives payment and issues receipt.	Php. 30.00/page	10 mins.	Cashiers
3. Presents Official Receipt to the Head of Instruction.	Issues Appraisal Form and record in the logbook.	None	5 mins.	Head of Instruction
4. Submits the Degree Plan and other documents for appraisal together with the Official receipt in the Registrar's Office.	Processes documents. Retrieves student permanent file folder. Scrutinizes encoded grades in the Degree Plan. Reviews and evaluates completeness of entries. Verifies as to the correctness of records and grades.	None	20 mins.	Campus Registrar/Registrars' Staff
5. Affixes signature in the outgoing logbook.	Signs documents Stamps/Seals /Records documents in	None	5 mins.	Registrars' Staff

	the outgoing logbook.			
6. Receives the requested document.	Releases records the client.	None	5 mins.	Registrars' Staff
	TOTAL	None	55 mins.	

Office of Instruction
Barotac Nuevo Campus
External Services

10. Recommending Approval of Requests for Activities, Programs and Projects

All activities relating to the Academic endeavor of students are coursed through the Office of Instruction for consultation and endorsement to higher authorities for approval.

Office or Division		Office of Instruction		
Classification		Simple		
Type of Transaction		G2C- Government to Citizen		
Who May Avail		Faculty, Staff, Students, and Community		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Communications duly signed by the concerned personnel (3 copies)		Proponent of the Activity		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents request duly signed by the one who requested, and other heads of offices.	Receives the request.	None	5 mins.	Head of Instruction
2. Wait for approval of request	Review all entries on the request and sign the request	None	10 mins.	Head of Instruction

3. Receives signed requests and proceed to the Campus Administrator for approval.	Return the request to the requesting personnel and instruct to proceed to the Campus Administrator for approval.	None	5 mins.	Head of Instruction Campus Administrator's Secretary Campus Administrator
	TOTAL	None	20 mins.	

Budget and Accounting Office

Barotac Nuevo Campus

External Services

11. Payment of Goods and Services

Processing of Payment of Goods and Services availed through Shopping, Small Value and Direct Contract Mode of Procurement

Office or Division	Budget and Accounting
Classification	Complex
Type of Transaction	G2B- Government to Business
Who May Avail	Creditor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Purchase Order/Job Order with complete supporting documents (2 original copies and 1 machine copy)	BAC Office
2. Inspection and Acceptance Report for goods and Certificate of Job Acceptance	Supply Office

for Services (2 original copies and 1 machine copy) 3. Charge Invoice/Delivery Receipt for goods and Charge Invoice/Billing Statement for services (2 original copies and 1 machine copy)				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Purchase Order/Job Order together with its supporting documents for Obligation.	Scan and analyze the submitted documents as to validity and completeness.	None	30 mins.	Accounting Clerk
2. Prepare Obligation Request and Status.	Head of Requesting Office signs in the ORS under Box A certifying that the appropriation/allotment is necessary, lawful and under his/her direct supervision and that the supporting documents are valid, proper and legal. Budget Officer signs under Box B certifying as to the availability of	None	30 mins.	Accounting Clerk, Head of Requesting Office and Budget Officer

	the Allotment. Budget records and assigns obligation number.			
3. Endorse the obligated transaction to Supply Office.	Check the documents to be endorsed to supplier for confomity and for submission to COA thereafter.	None	10 mins.	Accounting Clerk, Head, Accounting Unit, Casual Clerk, Supply Officer
4. Prepare Disbursement Voucher	Checks the Charge Invoice/Billing Statement coincides with the Purchase Order as to amount and Delivery Receipt as to number of items.	None	30 mins.	Accounting Clerk
5. Record the transaction and assign number in the Disbursement Voucher.	Head of Requesting Office certifies that the expenses is necessary, lawful and incurred under his/her direct supervision. Head, Accounting Unit checks the	None	30 mins.	Head of Requesting Office, Head, Accounting Unit, and Campus Administrator

	computation and the accounting entries. He/She certifies that there is cash available for the certain transaction, that it is subject to Authority to Debit Account (when applicable) and that the supporting documents are complete and amount claimed is proper. Campus Administrator approves the transaction as per Disbursement Voucher for payment.			
6. Endorse the Disbursement Voucher to the Cashier's Office.	Reconciles the endorsed Disbursement Voucher in the Accounting's Logbook as to number and amount.	None	5 mins.	Accounting Clerk, Head, Accounting Unit, Cashier
	TOTAL	None	2 hours and 15 mins.	

12. Payment of Goods and Services

Processing of Payment Goods and Services to Contractors Procured through Bidding

Office or Division	Budget and Accounting
Classification	Highly Technical
Type of Transaction	G2B- Government to Business
Who May Avail	Creditor

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Contract of Agreement with complete supporting documents (1 original copy and 2 machine copies)	BAC Office, Contractor
2. Letter of Request for the billing as per Accomplishment Report (3 copies)	Contractor
3. Pictures as proof for the tasks accomplished for the given period (minimum of 7 pictures)	PDAS, Contractor
4. Agency Progress Accomplishment (3 original copies)	Contractor
5. Statement of Time Elapsed and Work Accomplishment (3 original copies)	Contractor
6. Contractors' Affidavit (2 original copies)	Contractor
7. Surety Bond for Advance Payment upon requesting of 15% mobilization (1 original and 2 machine copies)	Contractor
8. Special Power of Attorney for Contractors' Authorized Representative	Contractor
9. Certificate of Completion and Certificate of Acceptance for the completed project (3 copies)	BAC Office, Contractor

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Submit Contract of Agreement together with its supporting documents for Obligation.	Scan and analyze the submitted documents as to validity and completeness.	None	60 mins.	Accounting Clerk
2. Prepare Obligation Request and Status.	Head of Requesting Office signs in the ORS under Box A certifying that the appropriation/allotment is necessary, lawful and under his/her direct supervision and that the supporting documents are valid, proper and legal. Budget Officer signs under Box B certifying as to the availability of the Allotment. Budget records and assigns obligation number.	None	60 mins.	Accounting Clerk, Head of Requesting Office and Budget Officer

3. Endorse the obligated transaction to Supply Office.	Check the documents to be endorsed to supplier for confomity and for submission to COA thereafter.	None	20 mins.	Accounting Clerk, Head, Accounting Unit, Casual Clerk, Supply Officer
4. Prepare Disbursement Voucher	Reviews supporting documents.	None	20 mins.	Accounting Clerk
5. Record the transaction and assign number in the Disbursement Voucher.	Head of Requesting Office certifies that the expenses is necessary, lawful and incurred under his/her direct supervision. Head, Accounting Unit checks the computation and the accounting entries. He/She certifies that there is cash available for the certain transaction, that it is subject to Authority to Debit Account	None	60 mins.	Head of Requesting Office, Head, Accounting Unit, and Campus Administrator

	(when applicable) and that the supporting documents are complete and amount claimed is proper. Campus Administrator approves the transaction as per Disbursement Voucher for payment.			
6. Endorse the Disbursement Voucher to the Cashier's Office.	Reconciles the endorsed Disbursement Voucher in the Accounting's Logbook as to number and amount.	None	5 mins.	Accounting Clerk, Head, Accounting Unit, Cashier
	TOTAL	None	3 hours and 45 mins.	

Campus Administrator Office

Barotac Nuevo Campus

Internal Services

1. **Requests for Use of University Vehicle**

To provide transportation to clients (faculty, staff, students).

Office or Division	Office of the Campus Administrator
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Faculty, Staff, Students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Form for Request to Use for	Office of Campus Administrator

Vehicle (4 copies) 2. Trip Ticket (3 copies)		Office of Campus Administrator		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Asks for the availability of the vehicle	Check availability of vehicle and inform client to secure request form for the vehicle	None	5 mins.	Campus Administrator's Secretary
2. Accomplishes and sign request form for use of vehicle.	Check the request form if signed by the requesting personnel and forward to the Campus Administrator for approval.	None	7 mins.	Campus Administrator's Secretary Campus Administrator
	Once approved, prepare Trip Ticket and forward to Campus Administrator for signature.	None	5 mins.	Campus Administrator's Secretary Campus Administrator
	Record transaction and inform the driver of the scheduled trip.	None	3 mins.	Campus Administrator's Secretary Driver
	TOTAL	None	20 mins.	

Library Services

Barotac Nuevo Campus

Internal Services

2. Lending of Books for Overnight Use

Reading books are one of the many sources of information for students, thus the University Library's main function is to lend books to students.

Office or Division	Library
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2G-Government to Government
Who May Avail	Faculty, Students, Staff

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents library card	Receives & checks validity of library card (Students).	None	2 mins.	Librarian
2. Wait while book card is being checked.	Check the book card if the title of the book, author and accession number coincides with the book.	None	5 mins.	Librarian
3. Wait while encoding is being done.	Encode the book to library system.	None	5 mins.	Librarian
4. Wait for the printout of receipt.	Print receipt of due date for overnight use (for Students).	None		Librarian
	Receives book cards of	None	5 mins.	Librarian

	books borrowed and encode in the library system then enter in the printed list of borrowed books (for Faculty).			
5. Wait until borrowed book is lend out.	Release books.	None	3 mins.	Librarian
	TOTAL	None	20 mins.	

3. Lending of Books for Room Use and Photocopying

Reading books are one of the many sources of information for students, thus the University Library's main function is to lend books to students.

Office or Division	Library			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Faculty, Students, Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Library Borrowers Card		Library		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents library card	Receives & checks validity of library card (Students).	None	2 mins.	Librarian
2. Wait while book card is being checked.	Check the book card if the title of the book, author and accession number coincides with the book.	None	5 mins.	Librarian

3. Wait while encoding is being done.	Encode the book to library system.	None	5 mins.	Librarian
4. Wait for the printout of receipt.	Print receipt of due date for overnight use (for Students).	None		Librarian
	Receives book cards of books borrowed and encode in the library system then enter in the printed list of borrowed books (for Faculty).	None	5 mins.	Librarian
5. Wait until borrowed book is lend out.	Release books.	None	3 mins.	Librarian
	TOTAL	None	20 mins.	

4. Accepting Returned Books

Reading books are one of the many sources of information for students, thus the University Library's main function is to lend books to students for them to return on specific dates required.

Office or Division	Library			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Faculty, Students, Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Books Borrowed 2. Due Date Receipt				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present due date receipt.	For Students: Receives book/s	None	2 mins.	Librarian

	returned locate the library card with the book card on the borrower's box. For Faculty: Receives book/s returned locate the book card on the borrower's box.			
2. Wait while book card is being checked.	Check if the name appears on the receipt and the book title, author and accession number coincide with the book card and borrower's card.	None	5 mins.	Librarian
3. Wait while decoding of books from the database is being done.	Locate the name of the borrower on the book return section of the library system database. Decode the book/s from the database.	2.00/book / day	10 mins.	Librarian
	Charge penalty if the	1.00/ Hour		Librarian

	book was returned after 10 A.M of the next day (overnight).	/book		
	Charge penalty if the was returned after an hour (reserve books/photo copying)			Librarian
4. Wait until the library borrower's card is returned.	Return the library card to the student.	None	3 mins.	Librarian
	Return the book card on the book/s pocket and return it to the shelf/shelves.			
	TOTAL	None	20 mins.	

5. Research Assistance

One of the functions of a Librarian is to assist students and researches to look for references in their research activities.

Office or Division	Library			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Faculty, Students, Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Library Card				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Ask for the availability of books/topics needed.	Looks for books or possible sources needed.	None	2 mins.	Librarian

	Instructs the client on the location of material needed.	None		Librarian
2. Checks on the materials presented.	Provides other references.	None	10 mins.	Librarian
3. Presents Library Card.	Checks the library card and lends the material needed.	None	5 mins.	Librarian
4. Returns borrowed material.	Receives and checks the material returned and return the library card.	None	3 mins.	Librarian
	TOTAL	None	20 mins.	

6. Issuance of Library Card

In order to see to it that books borrowed are returned and to monitor the users of the University Library Identification Cards such as a Library is being issued.

Office or Division	Library			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	First Year Students, Transferees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Registration Form		Registrar		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present Registration Form	Receives RF, checks authenticity and accuracy of student's data in the library card.	None	5 mins.	Librarian

2. Receives Library Card	Issues library card to students and signed the Logbook for release.	None	10 mins.	Librarian
	Stamps RF as proof of validation of Library Card	None		Librarian
	Release Library Card	None		Librarian
	TOTAL	None	15 mins.	

7. Validation of Library Card

In order to see to it that books borrowed are returned and to monitor the users of University Library Identification Cards such as a Library Card is being issued. Such card is being validated every academic year.

Office or Division		Library		
Classification		Simple		
Type of Transaction		G2C- Government to Citizen		
Who May Avail		Officially enrolled Students		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Registration Form		Registrar		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present Registration Form	Receives RF, checks authenticity and accuracy of student's data in the library card.	None	5 mins.	Librarian
2. Gives Library Card to the Librarian for validation.	Checks the Library Card for accuracy of personal information printed against the Registration Form.	None	10 mins.	Librarian

	Attaches validation sticker on the library card of the student enrolled during the term and retrieve name of student form the official list of enrollees and indicate the date of validation.	None		Librarian
3. Receives validated Library Card	Stamps RF as proof of validation of Library Card	None	5 mins.	Librarian
	Release Library Card	None		Librarian
	TOTAL	None	20 mins.	

Office of Student Affairs and Services

Barotac Nuevo Campus

Internal Services

8. Signing of Clearance

Office or Division	Office of Student Affairs and Services			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Students, Parents and Guardians			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Clearance		Office of Instruction		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Presents clearance and School ID	Signs Clearance	None	3 mins.	OSAS Staff/Head
2. Receives school ID and signed clearance	Releases school ID and signed clearance	None	2 mins.	OSAS Staff/Head
	TOTAL	None	5 mins.	

9. Application for Scholarship Grants

Office or Division	Office of Student Affairs and Services			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Qualified Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Scholarship Application Form		Office of Student Affairs and Services		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Inquires about availability of scholarship slots.	Inform of the available scholarship slots and the correspondin g qualification	None	2 mins.	OSAS Staff/Scholarship Director
2. Signifies intention to apply for a scholarship grant	Issues application form and explain details.	None	3 mins.	OSAS Staff/Scholarship Director
3. Fills up the scholarship form and submits it to the Coordinator.	Verifies the entries of the Scholarship Form, conducts interview with the applicant , and informs him/her of other	None	20 mins.	OSAS Staff/Scholarship Director

	requirements to be submitted			
	TOTAL	None	25 mins.	

10. Accreditation of Student Clubs and Organizations

Office or Division	Office of Student Affairs and Services			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Students, and Student Leaders			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Updated Constitution By Laws 2. List of Officers		Office of Clubs and Organizations Concerned		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Signifies intention to form an Organization or a Club.	Informs applicant of requisites for accreditation	None	5 mins.	Coordinator of Student Clubs and Organizations
2. Submits requirements such as Constitution & By-Laws and List of Members	Checks the requirements as to their validity and acceptability	None	10 mins.	Coordinator of Student Clubs and Organizations
3. Inquiries regarding accreditation of the Organization or Club	Issues the Certification of Accreditation	None	20 mins.	Coordinator of Student Clubs and Organizations
	TOTAL	None	35 mins.	

11. Retention of Student Clubs and Organizations

Office or Division	Office of Student Affairs and Services
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students, and Student Leaders

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Updated Constitution and By-laws, Accomplishment Report		Office of Clubs and Organizations Concerned		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents requirements for Retention or a Club	Checks documents submitted by the Club/Organization	None	10 mins.	Coordinator of Student Clubs and Organizations
2. Asks for Certification of Retention	Issues certificate of retention	None	20 mins.	Coordinator of Students
	TOTAL	None	30 mins.	

Medical Services

Barotac Nuevo Campus

Internal Services

12. Medical Consultations and Dispensing of Medicines

Office or Division	Medical Clinic
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Faculty, Staff, Students and Community

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. School ID 2. Government Issued ID		Office of Students Affairs		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Present School/Government Issued ID	Check proper identification card	None	1 min.	University Nurse
2. Fill-out patient's information chart or retrieve old record	Provide and ask patient to fill-out information chart & medical health questionnaire.	None	3 mins.	University Nurse
3. Get ready for consultation.	Get vital signs: Diagnose and Treatment Dispensing medicines	None	10 mins.	University Nurse
4. Sign at the log sheet.	Keep records	None	1 min.	University Nurse
	TOTAL	None	15 mins.	

13. Referral/Certifications/Excuse Slips

Office or Division	Medical Clinc			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Faculty, Staff, Students and Community			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. School ID 2. Government Issued ID		Office of Student Affairs		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present School ID/Government-issued ID	Check proper identification card	None	1 min.	University Nurse
2. Fill-out patient's information	Provide and ask patient to fill-out	None	5 mins.	University Nurse

chart or retrieve old record	information chart & dental health questionnaire.			
3. Get ready for consultation	History taking: Vital signs measurement; Blood pressure; Pulse rate; respiration rate; referral for complicated or special cases and medically compromised patients	None	20 mins.	University Nurse
4. Sign at the log sheet	Issue referral/excuse letter	None	4 mins.	University Nurse
	TOTAL	None	30 mins.	

14. Vital Signs Monitoring

Office or Division	Office of Student Affairs and Services			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Faculty, Staff, Students, and Community			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. School ID 2. Government Issued ID		Office of Students Affairs		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present School ID/Government-issued ID	Check proper identification card	None	2 mins.	University Nurse

2. Fill-out patient's information chart or retrieve old record	Provide and ask patient to fill-out information chart & dental health questionnaire.	None	5 mins.	University Nurse
3. Get ready for vital signs and measurement	History taking: Vital signs measurement; blood pressure; pulse rate; respiration rate; informing the patient of the result	None	10 mins.	University Nurse
4. Sign at the log sheet	Keep records	None	3 mins.	University Nurse
	TOTAL	None	20 mins.	

15. Minor Eye Treatment

Office or Division	Medical Clinic			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Faculty, Staff, Students, and Community			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. School ID 2. Government Issued ID		Office of Students Affairs		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present School ID/Government-issued ID	Check proper identification card	None	2 mins.	University Nurse
2. Fill-out patient's information chart or	Provide and ask patient to fill-out information	None	5 mins.	University Nurse

retrieve old record	chart & dental health questionnaire			
3. Present affected eye.	Flushing of mineral water to affected eye. Relaying the results to the patients. Referral of special cases/accompany patient to the hospital/eye specialist	None	25 mins.	University Nurse
4. Sign at the log sheet	Keep record	None	3 mins.	University Nurse
	TOTAL	None	35 mins.	

16. Inhalation

Office or Division	Medical Clinic			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Faculty, Staff, Students, and Community			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. School ID 2. Government Issued ID		Office of Students Affairs		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present School ID/Government-issued ID	Check proper identification card	None	2 mins.	University Nurse
2. Fill-out patient's information chart or retrieve old record	Provide and ask patient to fill-out information chart & dental health	None	5 mins.	University Nurse

	questionnaire.			
3. Submit for inhalation	History taking: Vital signs measurement; blood pressure; pulse rate; respiration rate; administer pulmo-aide inhalation; medicine dispensing	None	30 mins.	University Nurse
4. Sign at the log sheet	Keep records.	None	3 mins.	University Nurse
	TOTAL	None	40 mins.	

Dental Services

Barotac Nuevo Campus

Internal Services

17. Oral/Dental Examination

Office or Division	Dental Clinic			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Faculty, Staff, Students, and Community			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. School ID 2. Government Issued ID		Office of Students Affairs		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present School ID/Government-issued ID	Check proper identification card	None	1 mins.	University Dentist

2. Fill-out patient's information chart or retrieve old record	Provide and ask patient to fill-out information chart & dental health questionnaire.	None	5 mins.	University Dentist
3. Get ready for oral/dental check up	Perform oral/dental check- up.	None	10 mins.	University Dentist
4. Sign at the log sheet	Keep records	None	1 min.	University Dentist
	TOTAL	None	17 mins.	

18. Oral Prophylaxis

Office or Division	Dental Clinic			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Faculty, Staff, Students, and Community			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. School ID 2. Government Issued ID		Office of Students Affairs		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present School ID/Government-issued ID	Check proper identification card	None	1 mins.	University Dentist
2. Fill-out patient's information chart or retrieve old record	Provide and ask patient to fill-out information chart & dental health questionnaire.	None	5 mins.	University Dentist
3. Get ready for oral/dental check- up	Perform oral/dental check-up. Perform oral	None	30 mins.	University Dentist

and prophylaxis / scaling	prophylaxis /scaling.			
4. Sign at the log sheet	Keep records	None	1 min.	University Dentist
	TOTAL	None	36 mins.	

19. Tooth Extraction

Office or Division	Dental Clinic			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Faculty, Staff, Students, and Community			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. School ID 2. Government Issued ID		Office of Students Affairs		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present School ID/Government-issued ID	Check proper identification card	None	1 mins.	University Dentist
2. Fill-out patient's information chart or retrieve old record	Provide and ask patient to fill-out information chart & dental health questionnaire.	None	5 mins.	University Dentist
3. Get ready for oral/dental check- up and prophylaxis / scaling	Perform oral/dental exam. Diagnose and treatment plan. Perform tooth extraction. Prescribing and	None	30 mins.	University Dentist

	dispensing of medicines. Post operative instructions			
4. Sign at the log sheet	Keep records	None	1 min.	University Dentist
	TOTAL	None	37 mins.	

20. Referral/Certifications/Excuse Slips

Office or Division	Dental Clinic			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Faculty, Staff, Students, and Community			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. School ID 2. Government Issued ID		Office of Students Affairs		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present School ID/Government-issued ID	Check proper identification card	None	2 mins.	University Dentist
2. Fill-out patient's information chart or retrieve old record	Provide and ask patient to fill-out information chart & dental health questionnaire.	None	5 mins.	University Dentist
3. Get ready for consultation	Perform oral/dental exam. Diagnose and treatment plan. Perform tooth extraction. Prescribing and	None	20 mins.	University Dentist

	dispensing of medicines. Post operative instructions			
4. Sign at the log sheet	Issue of Excuse Slip/Certification/ Referral.	None	3 mins.	University Dentist
	TOTAL	None	30 mins.	

21. Consultation, Prescribing and Dispensing

Office or Division	Dental Clinic			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Faculty, Staff, Students, and Community			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. School ID 2. Government Issued ID		Office of Students Affairs		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present School ID/Government-issued ID	Check proper identification card	None	2 mins.	University Dentist
2. Fill-out patient's information chart or retrieve old record	Provide and ask patient to fill-out information chart & dental health questionnaire.	None	5 mins.	University Dentist
3. Get ready for consultation.	Perform Oral/Dental Exam Diagnose and treatment plan. Prescribe and dispense medicines to	None	10 mins.	University Dentist

	patients			
4. Sign at the log sheet	Keep records	None	3 mins.	University Dentist
	TOTAL	None	19 mins.	

22. Restorative Fillings

Office or Division		Dental Clinic		
Classification		Simple		
Type of Transaction		G2C- Government to Citizen		
Who May Avail		Faculty, Staff, Students, and Community		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. School ID 2. Government Issued ID		Office of Students Affairs		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present School ID/Government-issued ID	Check proper identification card	None	2 mins.	University Dentist
2. Fill-out patient's information chart or retrieve old record	Provide and ask patient to fill-out information chart & dental health questionnaire.	None	5 mins.	University Dentits
3. Get ready for consultation	Perform oral/dental exam. Diagnose and treatment plan. Perform restorative filling.	None	1 hour	University Dentist
4. Sign at log sheet.	Keep records	None	3 mins.	University Dentist
	TOTAL	None	1 hour and 10 mins.	

Registrar Services

Barotac Nuevo Campus

Internal Services

23. Approval of Changing, Adding and Dropping of Subjects

Office or Division	Registrars' Office			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	All Officially Enrolled Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Adding and Dropping Form (4 copies)		Office of the Registrar and Admission		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits adding and dropping form.	Reviews form presented by students.	None	5 mins.	Campus Registrar/Registrar's Staff
	Inputs student ID number on the Registration System Enrolment template and edits electronic data as reflected in the Adding and Dropping Form.	None	10 mins.	Campus Registrar/Registrar's Staff
	Confirms the Adding and Dropping of Subjects made and signs the Registrar's portion of the Form in 4	None	5 mins.	Campus Registrar/Registrar's Staff

	copies. Retains Registrar's Copy and returns to students the duplicate copies. Informs students to proceed to Cashier's Office.			
2. Submits to the Cashier's Office the adding and dropping form of subjects enrolled.	Signs the form and retains the Cashier's Copy. Returns to students the Dean's Copy and Students' Copy.	None	5 mins.	Cashier
3. Submits to the Dean's office copy of Adding and Dropping Form for file.	Receives and files Dean's copy of Adding and Dropping Form.	None	5 mins.	Assigned Staff
	TOTAL	None	30 mins.	

24. Completion of Incomplete (INC) Mark

Office or Division	Registrars' Office			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	All Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Accomplished Form for Completion of INC Mark		Office of the Registrar and Admission		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for Completion	Issues Completion	None	3 mins.	Campus Registrar/Registr

of INC Mark Form.	Form to student.			ar's Staff
2. Accomplishes the required data and submits form to the Head of Instruction.	Enters completion grade in the form and affix signature for validity.	None	5 mins.	Campus Registrar/Registrar's Staff
	Forwards form to HOI office for signature.	None	5 mins.	Campus Registrar/Registrar's Staff
	Signs the form for validity and forwards the same to the Registrar's Office.	None	5 mins.	Campus Registrar/Registrar's Staff
	Receives the accomplished form and examine the validity of signatures.	None	5 mins.	Campus Registrar/Registrar's Staff
	Signs and records the form in a log book and endorses the same to staff concerned.	None	2 mins.	Campus Registrar/Registrar's Staff
	Encodes the completion grade reflected in the accomplished and validated form.	None	5 mins.	Campus Registrar/Registrar's Staff
	TOTAL	None	20 mins.	

25. Submission of Faculty Grade Sheets

Office or Division	Registrars' Office			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Faculty Members (Permanent/Part-Time/Substitue)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Accomplished Official Grade Sheets		Office of the Registrar and Admission		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Requests print-out of official grade sheets and reflect students' grades.	Print-out the requested official grade sheets of the faculty concerned	None	5 mins.	Department Head
2. Submits accomplished official grade sheets.	Reviews, receives and records official grade sheets of the faculty concerned.	None	5 mins.	Campus Registrar/Registrar's Staff
3. Records the reviewed official grade sheets.	Retains the original copy of grade sheets and returns to the faculty the duplicate copies for file.	None	5 mins.	Campus Registrar/Registrar's Staff
	TOTAL	None	15 mins.	

Supply Office

Barotac Nuevo Campus

Internal Services

26. Releasing of Supplies

Office or Division	Registrars' Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Faculty, Staff, and Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Requisition and Issue Slip (RIS)	Supply Office
2. Inventory Custodian Slip (ICS)	Supply Office
3. Property Acknowledgement Receipt (PAR)	Supply Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	Accomplish RIS/ICS/PAR form	None	15 mins.	Supply Officer/Clerk
	Approval of RIS/ICS/PAR form by the End-User or Head of Agency	None	10 mins.	End-User
	Check supplies/equipment as to quantity	None	10 mins.	Supply Officer/Clerk/End-User
	Signing of Release	None	3 mins.	End-User
Accept released supplies/equipment	Releasing	None	30 mins.	Supply Officer/Clerk/End-User
	TOTAL	None	1 hour and 8 mins.	

Guidance and Counseling

Barotac Nuevo Campus

Internal Services

27. Counseling Service (Individual and Group- By Appointment)

A guidance service that assists individuals in dealing with personal, educational, or career issues through the help and expertise of a Guidance Counselor with

specialized skills. This allows an individual in accessing the service through scheduling without difficulty.

Office or Division	Guidance and Counseling
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Faculty, Staff, and Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Identification Card 2. Registration Form 3. Filled-up Consent Form 4. Individual Cumulative Record	Office of Student Affairs and Services/Guidance Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Approaches the Guidance Counselor to set an appointment for counseling or presents the Call Slip Form and logs-in important information in the Counseling logbook.	Welcomes and accommodates the counselee and set the schedule for counseling	None	5 mins.	Guidance Counselor
2. Comes for Initial interview and Fills up Client Consent Form	Explains the client Consent Form before counseling proper will commence.	None	5 mins.	Guidance Counselor
	Conducts initial Interview to assess problems and needs of the	None	30 mins.	Guidance Counselor

	client. Establishes rapport with the counselee			
3. Expresses his/her concerns to the counselor	Listens attentively to the concerns of the counselee and fills up the Student Counseling Form	None	Approximately 1 hour	Guidance Counselor
4. Listens to the response of the counsellor	Analyzes, synthesizes and summarizes the issues, concerns or problems of the counselee. Presents counseling goals	None	Approximately 30 minutes/client depending on the intensity of the case	Guidance Counselor
5. Discerns or decides on the proper course of action to be taken regarding the issues raised	Affirms, encourages, discourages or suggests alternatives or options towards the solution of his/her concerns or problems.	None	15 mins./client	Guidance Counselor
6. Requests for follow-up schedule of another counseling	Provides the follow-up counseling schedule as needed	None	3 mins.	Guidance Counselor

session as the need arises	Records the counseling process for follow-up and evidence-practice based research.			
7. Comes for follow up session	Helps client implement counseling goals	None	1 hour/client	Guidance Counselor
8. If counseling goal is not achieved, comes for another follow up counseling	If counseling goal is not achieved repeat the process from step 4.	Not applicable	Not applicable	Not applicable
	If counseling goal is achieved, counseling session is terminated.			
	TOTAL	None	3 hours and 30 mins.	

28. Counseling Service (Individual and Group-Walk-in)

A guidance service that assists individuals in dealing with personal, educational, or career issues through the help and expertise of a Guidanc Counselor with specialized skills.

Office or Division	Guidance and Counseling			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Faculty, Staff, and Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Individual Cumulative Record 2. Student Counseling Form		Office of Student Affairs and Services/Guidance Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Approaches the Guidance Counselor to set an appointment for counseling or presents the Call Slip Form and logs-in important information in the Counseling logbook.	Welcomes and accommodates the counselee and set the schedule for counseling	None	5 mins.	Guidance Counselor
2. Comes for Initial interview and Fills up Client Consent Form	Explains the client Consent Form before counseling proper will commence.	None	5 mins.	Guidance Counselor
	Conducts initial Interview to assess problems and needs of the client.	None	30 mins.	Guidance Counselor
	Establishes rapport with the counselee			
3. Expresses his/her concerns to the counselor	Listens attentively to the concerns of the counselee and fills up the Student Counseling Form	None	1 hour/client	Guidance Counselor

4. Listens to the response of the counsellor	Analyzes, synthesizes and summarizes the issues, concerns or problems of the counselee. Presents counseling goals	None	Approx.30 min./client depending on the intensity of the case	Guidance Counselor
5. Discerns or decides on the proper course of action to be taken regarding the issues raised	Affirms, encourages, discourages or suggests alternatives or options towards the solution of his/her concerns or problems.	None	15 mins./client	Guidance Counselor
6. Requests for follow-up schedule of another counseling session as the need arises	Provides the follow-up counseling schedule as needed Records the counseling process for follow-up and evidence-practice based research.	None	3 mins.	Guidance Counselor
7. Comes for follow up session	Helps client implement counseling goals	None	1 hour/client	Guidance Counselor
8. If counseling goal is not achieved, comes for	If counseling goal is not achieved repeat the	Not applicable	Not applicable	Not applicable

another follow up counseling	process from step 4. If counseling goal is achieved, counseling session is terminated.			
	TOTAL	None	3 hours and 30 mins.	

29. Consultation Service (Individual and Group, Career, Academic, Personal, Family Issues

A service that enables individual to share concerns with the Guidance counsellor and at the same time allows them to help other students through referral system.

Office or Division	Guidance and Counseling			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Faculty, Staff, and Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
For Students: 1. Registration Form (RF) 2. Identification Card (IC) For Guardians and Authorized Persons: 1. Identification Card (IC) For Faculty and Staff 1. Filled-up referral for Guidance and Counseling Form (for referral purposes)		Office of Student Affairs and Services/Guidance Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Approaches the Guidance Counselor to	Welcomes and accommodates the	None	5 mins.	Guidance Counselor

set an appointment for counseling or presents the Call Slip Form and logs-in important information in the Counseling logbook.	counselee and set the schedule for counseling			
2. States the issue to be consulted.	Listens attentively to the concerns of the client	None	30 mins.	Guidance Counselor
3. Listens and interacts to the response of the Guidance Counselor	Clarifies and analyzes the issue being consulted	None	30 mins.	Guidance Counselor
4. Decides on the course of action to be done.	Provides intervention to the issue and setting schedule for follow-up	None	5 mins.	Guidance Counselor
	TOTAL	None	1 hour and 10 mins.	

30. Request for Absence Data Form

Students may request absence data for monitoring of the class attendance.

Office or Division	Registrars' Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Excuse Letter-signed by the Parent/Guardian with the following data stated in the Absence Data Form a. Current Date, Section	Office of Student Affairs and Services

and Signature b. Dates of Absence of the Student c. Reason for Absence d. Name, Year, Course 2. Medical Certificate-signed by the attending Licensed Physician		School/Clinic/Hospital		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents the Excuse Letter signed by parents/guardian or Medical Certificate signed by attending physician	Examines the authenticity of the excuse Letter or medical Certificate	None	3 mins.	Guidance Counselor
2. Decides on the course of action to be done	Provides intervention to the issue and setting schedule for follow-up	None	5 mins.	Guidance Counselor
3. Fills up the Excuse Slip and attaches the Excuse Letter or Medical Certificate	Checks and verifies the reasons stated	None	5 mins.	Guidance Counselor
4. Gets the Excuse Slip and logs-in important information in the Absence Data Form logbook.	Signs the Excuse Slip after counseling	None	5 mins.	Guidance Counselor
5. Presents the Excuse Slip	Follows-up the student	None	3 mins.	Guidance Counselor

with signature of teachers concerned	involved			
6. Gives a photocopy of the Excuse Slip	Receives the photocopy of the Excuse Slip and keep it for future reference.	None	1 min.	Guidance Counselor
	TOTAL	None	22 mins.	

31. Orientation Service

A service given to the students that will inform them of the different school services available for them in school.

Office or Division	Guidance and Counseling			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Attendance Sheet		Office of Student Affairs and Services/ Guidance Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Come on the scheduled date of the program	Registers all freshmen and Transferees	None	5 mins.	OSAS Staff
2. Attend and participate in the Orientation Program	Orient the students with the different services of the University	None	3 hours	OSAS head, Program Chairs, Staff concerned
3. Fill up the evaluation form for the activity	Provides evaluation form to students to evaluate the effectiveness of the orientation service	None	30 mins.	Research Department/OSAS Staff

4. Sign out in the registration area after the program	Provides attendance sheet to students	None	25 mins.	OSAS Staff
	TOTAL	None	4 hours	

Human Resource Office

Barotac Nuevo Campus

Internal Services

32. Issuance of Certificate of Employment and other Documents

A service given to the students that will inform them of the different school services available for them in school.

Office or Division	Human Resource Office			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Faculty, Employees and Job-Hires			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Completely filled-up Request Slip		Human Resource Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure request slip from the Administrative Office Clerk	Admin. Clerk give client Request slip	None	15 mins.	Client/Admin Clerk
2. Submit to Admin. Clerk filled up request slip	Admin. Clerk verify the completeness of the submitted request	None	10 mins.	Admin Clerk
	Admin. Clerk submit to AO IV	None	10 mins.	Admin Clerk
	Admin. Officer IV prepares the document	None	2 hours	HRMO

	Admin. Officer IV give the prepared document to Admin. Clerk for release	None	10 mins.	HRMO
3. Sign at the transaction log book	Clerk release document and let the client sign at the transaction log book.	None	15 mins.	Admin Clerk
	TOTAL	None	3 hours	

Budget and Accounting Office

Barotac Nuevo Campus

Internal Services

33. Payment of Cash Advance for Activities

Processing of Payment of Cash Advances to be used in Conducting Campus Activities.

Office or Division	Budget and Accounting
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Bonded Officials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Project Proposal and Budget Plan (1 original copy and 1 machine copy)	Requesting Office
2. For cash advance which include Project Procurement Management Plan should be attached. (2 copies)	End User, BAC Office
3. Approved Resolution to Withdraw from their respective funds for Student Organizations. (1 original copy; 1 machine copy)	Requesting Office

4. Approved letter of request to cash advance. (1 original copy; 1 machine copy)		Requesting Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Letter of Request to cash advance together with its supporting documents for Obligation.	Scan and analyze the submitted documents as to validity and completeness.	None	15 mins.	Accounting Clerk
2. Prepare Obligation Request and Status.	Head of Requesting Office signs in the ORS under Box A certifying that the appropriation/allotment is necessary, lawful and under his/her direct supervision and that the supporting documents are valid, proper and legal. Budget Officer signs under Box B certifying as to the availability of the Allotment. Budget	None	20 mins.	Accounting Clerk, Head of Requesting Office and Budget Officer

	records and assigns obligation number.			
3. Prepare Disbursement Voucher.	Reviews supporting documents.	None	10 mins.	Accounting Clerk
4. Record the transaction and assign number in the Disbursement Voucher.	Head of Requesting Office certifies that the expenses is necessary, lawful and incurred under his/her direct supervision. Head, Accounting Unit checks the computation and the accounting entries. He/She certifies that there is cash available for the certain transaction, that it is subject to Authority to Debit Account (when applicable) and that the supporting documents are complete and amount claimed is	None	20 mins.	Head of Requesting Office, Head, Accounting Unit, and Campus Administrator

	proper. Campus Administrator approves the transaction as per Disbursement Voucher for payment.			
5. Endorse the Disbursement Voucher to the Cashier's Office.	Reconciles the endorsed Disbursement Voucher in the Accounting's Logbook as to number and amount.	None	5 mins.	Accounting Clerk, Head, Accounting Unit, Cashier
	TOTAL	None	1 hour and 10 mins.	

34. Payment of Cash Advance for Seminar

Processing of Payment of Cash Advances to be used in attending Seminars.

Office or Division	Budget and Accounting
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Memorandum endorsed by Commission on Higher Education (CHED) 2 copies)	Requesting Office
2. Letter of recommendation signed by immediate supervisor and approved by Campus Administrator (1 original copy and 1 machine copy)	Head of Requesting Office
3. Duly numbered travel order signed by immediate supervisor and approved by Campus Administrator for seminars within Iloilo Province. Travel Order	Requesting Office, Human Resource Office

signed by the Campus Administrator and approved by the University President for seminars outside Iloilo Province (1 original copy and 1 machine copy) 4. Flight details for seminars that require airplane as the mode of transportation (1 original copy and 1 machine copy) 5. Itinerary of travel signed by immediate supervisor and approved by campus administrator for seminars within Iloilo province. Itinerary of travel signed by the Campus Administrator and approved by the University President for seminars outside Iloilo province. (3 original copies)		Requesting Office Requesting Office, Human Resource Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Itinerary of Travel together with its supporting documents for Obligation.	Scan and analyze the submitted documents as to validity and completeness.	None	15 mins.	Accounting Clerk
2. Prepare Obligation Request and Status.	Head of Requesting Office signs in the ORS under Box A certifying that the appropriation/allotment is necessary, lawful and under his/her	None	20 mins.	Accounting Clerk, Head of Requesting Office and Budget Officer

	direct supervision and that the supporting documents are valid, proper and legal. Budget Officer signs under Box B certifying as to the availability of the Allotment. Budget records and assigns obligation number.			
3. Prepare Disbursement Voucher.	Reviews supporting documents.	None	20 mins.	Accounting Clerk
4. Record the transaction and assign number in the Disbursement Voucher.	Head of Requesting Office certifies that the expenses is necessary, lawful and incurred under his/her direct supervision. Head, Accounting Unit checks the computation and the accounting entries. He/She certifies that there is cash	None	20 mins.	Head of Requesting Office, Head, Accounting Unit, and Campus Administrator

	available for the certain transaction, that it is subject to Authority to Debit Account (when applicable) and that the supporting documents are complete and amount claimed is proper. Campus Administrator approves the transaction as per Disbursement Voucher for payment.			
5. Endorse the Disbursement Voucher to the Cashier's Office.	Reconciles the endorsed Disbursement Voucher in the Accounting's Logbook as to number and amount.	None	5 mins.	Accounting Clerk, Head, Accounting Unit, Cashier
	TOTAL	None	1 hour and 20 mins.	

35. Reimbursement of Travel Expenses

Processing of reimbursement of Travel expenses incurred for every travel on Official Business.

Office or Division	Budget and Accounting
Classification	Complex
Type of Transaction	G2C- Government to Citizen

Who May Avail	Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly numbered travel order signed by the immediate supervisor and approved by the Campus Administrator. (1 original copy; 1 machine copy)	Requesting Office, Human Resource Office
2. Certificate of Appearance. (1 original copy; 1 machine copy)	Office stated in the travel order to transact business
3. Office Memorandum/Notice of Meeting (if applicable). (2 copies)	Campus Administrators' Office
4. Itinerary of travel signed by immediate supervisor and approved by campus administrator. (3 original copies)	
5. Certificate of travel completed signed by the Requesting person and Campus Administrator. (3 original copies)	Human Resource Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Certificate of Travel Completed together with its supporting documents for Obligation.	Scan and analyze the submitted documents as to validity and completenes s.	None	30 mins.	Accounting Clerk
2. Prepare Obligation Request and Status.	Head of Requesting Office signs in the ORS under Box A certifying that the appropriatio	None	30 mins.	Accounting Clerk, Head of Requesting Office and Budget Officer

	n/allotment is necessary, lawful and under his/her direct supervision and that the supporting documents are valid, proper and legal. Budget Officer signs under Box B certifying as to the availability of the Allotment. Budget records and assigns obligation number.			
3. Prepare Disbursement Voucher.	Reviews supporting documents	None	20 mins.	Accounting Clerk
4. Record the transaction and assign number in the Disbursement Voucher.	Head of Requesting Office certifies that the expenses is necessary, lawful and incurred under his/her direct supervision. Head, Accounting Unit checks the computation and the accounting	None	30 mins.	Head of Requesting Office, Head, Accounting Unit, and Campus Administrator

	entries. He/She certifies that there is cash available for the certain transaction, that it is subject to Authority to Debit Account (when applicable) and that the supporting documents are complete and amount claimed is proper. Campus Administrator approves the transaction as per Disbursement Voucher for payment.			
5. Endorse the Disbursement Voucher to the Cashier's Office.	Reconciles the endorsed Disbursement Voucher in the Accounting's Logbook as to number and amount.	None	5 mins.	Accounting Clerk, Head, Accounting Unit, Cashier
	TOTAL	None	1 hour and 55 mins.	

36. Replenishment of Petty Cash Fund

Processing of Replenishment of Petty Cash Fund for the Expenses incurred for a given period.

Office or Division	Budget and Accounting
Classification	Complex
Type of Transaction	G2C- Government to Citizen
Who May Avail	Petty Cash Custodian

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly signed and approved Petty Cash Voucher. (1 original copy; 1 machine copy)	Cashiers' Office
2. Official Receipts for the items/service availed must be signed by a member of the Inspection Committee. (1 original copy; 1 machine copy)	Office where the claimant transacted business.
3. Properly filled up and signed Report on Paid Petty Cash Vouchers. (3 original copies)	Cashiers' Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Report on Paid Petty Cash Vouchers together with its supporting documents for Obligation.	Scan and analyze the submitted documents as to validity and completeness.	None	30 mins.	Accounting Clerk
2. Prepare Obligation Request and Status.	Head of Requesting Office signs in the ORS under Box A certifying that the appropriation/allotment is necessary, lawful and	None	30 mins.	Accounting Clerk, Head of Requesting Office and Budget Officer

	under his/her direct supervision and that the supporting documents are valid, proper and legal. Budget Officer signs under Box B certifying as to the availability of the Allotment. Budget records and assigns obligation number.			
3. Prepare Disbursement Voucher.	Reviews supporting documents.	None	20 mins.	Accounting Clerk
4. Record the transaction and assign number in the Disbursement Voucher.	Head of Requesting Office certifies that the expenses is necessary, lawful and incurred under his/her direct supervision. Head, Accounting Unit checks the computation and the accounting entries. He/She certifies that	None	30 mins.	Head of Requesting Office, Head, Accounting Unit, and Campus Administrator

	there is cash available for the certain transaction, that it is subject to Authority to Debit Account (when applicable) and that the supporting documents are complete and amount claimed is proper. Campus Administrator approves the transaction as per Disbursement Voucher for payment.			
5. Endorse the Disbursement Voucher to the Cashier's Office.	Reconciles the endorsed Disbursement Voucher in the Accounting's Logbook as to number and amount.	None	5 mins.	Accounting Clerk, Head, Accounting Unit, Cashier
	TOTAL	None	1 hour and 55 mins.	

37. Payment of Hazard Pay

Processing of payment of Campus' Nurse and Dentists' Monthly Hazard Pay

Office or Division	Budget and Accounting
Classification	Simple
Type of Transaction	G2C- Government to Citizen

Who May Avail	Campus Nurse and Dentist			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Duly signed Daily Time Record. (3 copies) 2. Accomplishment Report for the month. (2 copies)		Human Resource Office Medical Dental Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Daily Time Record for the month together with its supporting documents for Obligation.	Scan and analyze the submitted documents as to validity and completeness.	None	15 mins.	Accounting Clerk
2. Prepare Obligation Request and Status.	Head of Requesting Office signs in the ORS under Box A certifying that the appropriation/allotment is necessary, lawful and under his/her direct supervision and that the supporting documents are valid, proper and legal. Budget Officer signs under Box B certifying as to the availability of the Allotment.	None	15 mins.	Accounting Clerk, Head of Requesting Office and Budget Officer

	Budget records and assigns obligation number.			
3. Prepare Disbursement Voucher.	Reviews supporting documents.	None	10 mins.	Accounting Clerk
4. Record the transaction and assign number in the Disbursement Voucher.	Head of Requesting Office certifies that the expenses is necessary, lawful and incurred under his/her direct supervision. Head, Accounting Unit checks the computation and the accounting entries. He/She certifies that there is cash available for the certain transaction, that it is subject to Authority to Debit Account (when applicable) and that the supporting documents are complete and amount	None	15 mins.	Head of Requesting Office, Head, Accounting Unit, and Campus Administrator

	claimed is proper. Campus Administrator approves the transaction as per Disbursement Voucher for payment.			
5. Endorse the Disbursement Voucher to the Cashier's Office.	Reconciles the endorsed Disbursement Voucher in the Accounting's Logbook as to number and amount.	None	5 mins.	Accounting Clerk, Head, Accounting Unit, Cashier
	TOTAL	None	1 hour	

38. Payment of Subsistence and Laundry Allowances

Processing of payment of Campus' Nurse and Dentist's monthly subsistence and laundry allowances.

Office or Division	Budget and Accounting			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Campus Nurse and Dentist			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Duly signed Daily Time Record. (3 copies)		Human Resource Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Daily Time Record for the month for Obligation.	Scan and analyze the submitted documents as to validity and completeness.	None	15 mins.	Accounting Clerk
2. Prepare	Head of	None	15 mins.	Accounting Clerk,

Obligation Request and Status.	Requesting Office signs in the ORS under Box A certifying that the appropriation/allotment is necessary, lawful and under his/her direct supervision and that the supporting documents are valid, proper and legal. Budget Officer signs under Box B certifying as to the availability of the Allotment. Budget records and assigns obligation number.			Head of Requesting Office and Budget Officer
3. Prepare Disbursement Voucher.	Reviews supporting documents.	None	10 mins.	Accounting Clerk
4. Record the transaction and assign number in the Disbursement Voucher.	Head of Requesting Office certifies that the expenses is necessary, lawful and incurred under his/her direct supervision.	None	15 mins.	Head of Requesting Office, Head, Accounting Unit, and Campus Administrator

	Head, Accounting Unit checks the computation and the accounting entries. He/She certifies that there is cash available for the certain transaction, that it is subject to Authority to Debit Account (when applicable) and that the supporting documents are complete and amount claimed is proper. Campus Administrator approves the transaction as per Disbursement Voucher for payment.			
5. Endorse the Disbursement Voucher to the Cashier's Office.	Reconciles the endorsed Disbursement Voucher in the Accounting's Logbook as to number	None	5 mins.	Accounting Clerk, Head, Accounting Unit, Cashier

	and amount.			
	TOTAL	None	1 hour	

39. Payment of Faculty and Staff's Scholarship

Processing of payment of scholarship of faculty and staff who are scholars of the University.

Office or Division	Budget and Accounting
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Registration Forms indicating officially enrolled for the semester. (3 copies)	Requesting Scholar
2. Faculty/Staff Development Scholarship Contract. (1 original copy, 2 machine copies)	Requesting Scholar, Human Resource Office
3. Approved BOR Resolution including the name of the scholar. (3 copies)	Requesting Scholar, Human Resource Office
4. Official Receipts for the purchased books and supplies and materials must be signed by a member of the Inspection Committee. (1 original copy; 1 machine copy)	Requesting Scholar
5. Letter of Request approved by the Campus Administrator. (3 original copies)	Requesting Scholar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request together with its supporting documents for Obligation.	Scan and analyze the submitted documents as to validity and completeness.	None	15 mins.	Accounting Clerk

2. Prepare Obligation Request and Status.	Head of Requesting Office signs in the ORS under Box A certifying that the appropriation/allotment is necessary, lawful and under his/her direct supervision and that the supporting documents are valid, proper and legal. Budget Officer signs under Box B certifying as to the availability of the Allotment. Budget records and assigns obligation number.	None	15 mins.	Accounting Clerk, Head of Requesting Office and Budget Officer
3. Prepare Disbursement Voucher.	Reviews supporting documents.	None	10 mins.	Accounting Clerk
4. Record the transaction and assign number in the Disbursement Voucher.	Head of Requesting Office certifies that the expenses is necessary, lawful and incurred under his/her direct	None	15 mins.	Head of Requesting Office, Head, Accounting Unit, and Campus Administrator

	supervision. Head, Accounting Unit checks the computation and the accounting entries. He/She certifies that there is cash available for the certain transaction, that it is subject to Authority to Debit Account (when applicable) and that the supporting documents are complete and amount claimed is proper. Campus Administrator approves the transaction as per Disbursement Voucher for payment.			
5. Endorse the Disbursement Voucher to the Cashier's Office.	Reconciles the endorsed Disbursement Voucher in the Accounting's Logbook as	None	5 mins.	Accounting Clerk, Head, Accounting Unit, Cashier

	to number and amount.			
	TOTAL	None	1 hour	

40. Reimbursement of Supplies Purchased

Processing of reimbursement of expenses incurred for supplies purchased.

Office or Division	Budget and Accounting
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Faculty and Staff

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Official Receipts for the purchased books and supplies and materials must be signed by a member of the Inspection Committee. (1 original copy; 1 machine copy)	Office where the claimant transact business
2. Approved Project Procurement Management Plan. (3 copies)	BAC Office, Requesting Office
3. Approved Request for Reimbursement Form. (3 original copies)	BAC Office
4. Duly signed Inspection and Acceptance Report by the members of the inspection Committee. (3 original copies)	Supply Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Request for Reimbursement together with its supporting documents for Obligation.	Scan and analyze the submitted documents as to validity and completeness.	None	20 mins.	Accounting Clerk
2. Prepare Obligation Request and Status.	Head of Requesting Office signs in the ORS	None	30 mins.	Accounting Clerk, Head of Requesting Office and Budget

	under Box A certifying that the appropriation/allotment is necessary, lawful and under his/her direct supervision and that the supporting documents are valid, proper and legal. Budget Officer signs under Box B certifying as to the availability of the Allotment. Budget records and assigns obligation number.			Officer
3. Prepare Disbursement Voucher.	Reviews supporting documents.	None	20 mins.	Accounting Clerk
4. Record the transaction and assign number in the Disbursement Voucher.	Head of Requesting Office certifies that the expenses is necessary, lawful and incurred under his/her direct supervision. Head, Accounting Unit checks	None	30 mins.	Head of Requesting Office, Head, Accounting Unit, and Campus Administrator

	the computation and the accounting entries. He/She certifies that there is cash available for the certain transaction, that it is subject to Authority to Debit Account (when applicable) and that the supporting documents are complete and amount claimed is proper. Campus Administrator approves the transaction as per Disbursement Voucher for payment.			
5. . Endorse the Disbursement Voucher to the Cashier's Office.	Reconciles the endorsed Disbursement Voucher in the Accounting's Logbook as to number and amount.	None	5 mins.	Accounting Clerk, Head, Accounting Unit, Cashier
	TOTAL	None	3 hours	

41. Payment of Honorarium

Processing of payment of honorarium for the services rendered.

Office or Division	Budget and Accounting
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Faculty

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Appointment approved by the University President. (1 original copy, 2 machine copies)	Requesting Office, Human Resource Office
2. Letter of request approved by the Campus Administrator. (3 original copies)	Requesting Office
3. Certification from the cashier for the full payment of student who availed of the Special Class. (3 original copies)	Cashiers' Office
4. Approved letter of request of the student who wants to avail of the Special Class. (2 copies)	Requesting Office, Human Resource Office
5. Summary of amounts to be paid for the members of the Research Committee. (1 original copy, 2 machine copies)	Research Office
6. Duly filled up and signed Proposal Presentation and Final Defense Recommendations Form. (2 copies)	Research Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request together with its supporting documents for	Scan and analyze the submitted documents as to validity and completenes s.	None	30 mins.	Accounting Clerk

Obligation.				
2. Prepare Obligation Request and Status.	Head of Requesting Office signs in the ORS under Box A certifying that the appropriation/allotment is necessary, lawful and under his/her direct supervision and that the supporting documents are valid, proper and legal. Budget Officer signs under Box B certifying as to the availability of the Allotment. Budget records and assigns obligation number.	None	30 mins.	Accounting Clerk, Head of Requesting Office and Budget Officer
3. Prepare Disbursement Voucher.	Reviews supporting documents.	None	20 mins.	Accounting Clerk
4. Record the transaction and assign number in the Disbursement Voucher.	Head of Requesting Office certifies that the expenses is necessary, lawful and incurred under his/her	None	30 mins.	Head of Requesting Office, Head, Accounting Unit, and Campus Administrator

	direct supervision. Head, Accounting Unit checks the computation and the accounting entries. He/She certifies that there is cash available for the certain transaction, that it is subject to Authority to Debit Account (when applicable) and that the supporting documents are complete and amount claimed is proper. Campus Administrator approves the transaction as per Disbursement Voucher for payment.			
5. Endorse the Disbursement Voucher to the Cashier's Office.	Reconciles the endorsed Disbursement Voucher in the Accounting's	None	5 mins.	Accounting Clerk, Head, Accounting Unit, Cashier

	Logbook as to number and amount.			
	TOTAL	None	3 hours	

Bids and Awards Committee Office

Dumangas Campus

External Services

1. **Procurement of Goods and Services without Bidding**

Procurement of goods and/or services of different office as specified in their PPMP's that are not consolidated or classified as for Public Bidding..

Office or Division	BAC - Information Technology Building ,BAC Office (Joseph Wynford D. Tanoy)
Classification	Complex
Type of Transaction	G2B- Government to Business
Who May Avail	Head of Offices

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Copy of Approved PPMP of the Office (3 copies)	Photocopy from BAC Office or Supply Office
2. Duly accomplished PR / JR form (3 copies)	Secure copy from BAC Office
3. Canvass Paper (3 copies)	Secure copy from BAC Office
4. Purchase Order	Generated by the Accounting Office
5. Inspection Report	Generated by Supply Office
6. Memorandum Receipt Form	Generated by Supply Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Have PR/JR Signed by concerned approving authorities	Approving authority signs PR/JR	None	2 mins.	BAC Chairperson Campus Administrator
2. Pass PR/JR to Supply Personnel	Check items if items to be purchased is in stock or out of stock	None	20 mins.	Supply Officer / Bernadette Dolendo
3. Pass PR/JR to BAC	Check if properly	None	2 mins.	BAC Office Personnel / Uldar

Personnel	approved and signed by concerned authorities and checked for completenes s and accuracy of information.			Dolendo
	Prepare canvass paper for the items to be purchased (encode the items)	None	5 minutes for every 10 items or less	BAC Office Personnel / Uldar Dolendo
	Have canvass signed by BAC Chairman	None	2 mins.	BAC Chairperson
4. Canvass the Items	Wait for canvass to be returned by the end user	None	None	BAC Office Personnel / Uldar Dolendo
5. Submit canvass paper	Verify authenticity of canvass	None	5 mins.	BAC Office Personnel / Uldar Dolendo
	Create Abstract of Canvass	None	5 minutes for every 10 items or less	BAC Office Personnel / Uldar Dolendo
	Prepare resolution recommendi ng the Mode of procurement .	None	10 mins.	BAC Secretary / Richy D. Dequito
	Prepare supporting documents for Shopping or Small Value mode of	None	20 minutes for every accredited supplier. 2 Days for eligible new supplier	BAC Office Personnel / Uldar Dolendo

	Procurement and forward all papers to accounting office			
	Accounting prepares PO and other support documents for items	None		Accounting Personnel / Baltazar Depaloma / Dona Uriarte
	Accounting returns POed items to supply office for coordination with suppliers	None	2 mins.	Accounting Personnel / Baltazar Depaloma / Dona Uriarte
	Receive PO and coordinate with supplier for delivery	None	20 mins.	Supply Officer / Bernadette Dolendo
	Receive delivered items from supplier	None	10 minutes for every 10 items or less	Supply Officer / Bernadette Dolendo
	Inform TWG for inspection of delivered items	None	2 mins.	Supply Officer / Bernadette Dolendo
	Inspect delivered Items	None	10 minutes for every item	TWG assigned
	Prepare all documentary support for items delivered	None	10 minutes for every 10 items or less	Supply Officer / Bernadette Dolendo
	Inform end user of the availability of requested	None	2 mins.	Supply Officer / Bernadette Dolendo

	items			
6. Receive Delivered Items	Create PAR form and have end user acknowledge receipt of items	None	10 minutes for every item	Supply Officer / Bernadette Dolendo
	Forward PO and other supporting documents to Accounting	None	2 mins.	Supply Officer / Bernadette Dolendo
	TOTAL	None	2 hours and 7 mins.	

Budget Office

Dumangas Campus

External Services

2. Obligation (for Payment of Purchase of Office Supplies, etc.)

Certifying the availability of funds, documenting the payee and proper charging of transactions to fund source for commonly used office supplies and etc.

Office or Division	BUDGET OFFICE(located at the Ground Floor, Right Wing of Administration Building)
Classification	Simple
Type of Transaction	G2B- Government to Business
Who May Avail	Supplies and Private Entities
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

1. 2 copies of Purchase Request 2. 2 copies of Job Request 3. 2 copies of Canvass Paper 4. 2 copies of Abstract of Canvass 5. 2 copies of Purchase Order 6. 2 copies of Job Order 7. 2 copies of Inspection and Acceptance 8. 2 copies of BAC Resolution 9. Original and 1 machine copy of Charge Invoice/Delivery Receipt 10. 2 machine copies of Business Permit 11. 2 machine copies of BIR 12. 2 machine copies of Philgeps Registration 13. 2 machine copies of Omnibus Sworn Statement		Supply Office at Ground Floor, Left Wing,Academic Building(Mrs. Bernadette N. Dolendo) Supply Office at Ground Floor, Left Wing,Academic Building(Mrs. Bernadette N. Dolendo) Bids and Awards Committee(BAC) at Ground Floor,Administration Building-(Dr. Liane D. Defiño) Bids and Awards Committee(BAC) at Ground Floor,Administration Building-(Dr. Liane D. Defiño) Supply Office at Ground Floor, Left Wing,Academic Building(Mrs. Bernadette N. Dolendo) Supply Office at Ground Floor, Left Wing,Academic Building(Mrs. Bernadette N. Dolendo) Supply Office at Ground Floor, Left Wing,Academic Building(Mrs. Bernadette N. Dolendo) Bids and Awards Committee(BAC) at Ground Floor,Administration Building-(Dr. Liane D. Defiño) Supply Office at Ground Floor, Left Wing,Academic Building(Mrs. Bernadette N. Dolendo) Supply Office at Ground Floor, Left Wing,Academic Building(Mrs. Bernadette N. Dolendo) Supply Office at Ground Floor, Left Wing,Academic Building(Mrs. Bernadette N. Dolendo) Supply Office at Ground Floor, Left Wing,Academic Building(Mrs. Bernadette N. Dolendo) Supply Office at Ground Floor, Left Wing,Academic Building(Mrs. Bernadette N. Dolendo)		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit documents enumerated	Received and verifies the approved	None	2 days	Baltazar B. Depaloma/Kristine Joy C. Dema-ala

on the Checklist of Documents	documents			
	Prepares Obligation Request Status(ORS)	None	30 mins.	Baltazar B. Depaloma/Kristine Joy C. Dema-ala
	Certification of Box A in the ORS	None	3 mins.	Baltazar B. Depaloma
	END of Transaction(documents to be forwarded to Accounting Office)			
	TOTAL	None	2 days and 30 mins.	

3. Obligation (for Payment Contractors of Approved Capital Outlays)

Certifying the availability of funds, documenting the payee and proper charging of transactions to fund source for commonly used office supplies and etc.

Office or Division	BUDGET OFFICE(located at the Ground Floor, Right Wing of Administration Building)
Classification	Simple
Type of Transaction	G2B- Government to Business
Who May Avail	Contractors and Private Entities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 2 copies of Approved Contract with supporting documents enumerated under COA Circular No. 2009-001 dated February 12,2009 and COA Memorandum number 2005-027 dated february 28, 2005.	Planning,Development and Auxilliary Services(PDAS) at Ground Floor, Administration BuildingOffice(Ms. Kristine J. Amar)
2. 2 copies of Progress/Accomplishment Report of Contrator	Planning,Development and Auxilliary Services(PDAS) at Ground Floor, Administration BuildingOffice(Ms. Kristine J. Amar)
3. 2 copies of Progress/Accomplishment	Planning,Development and Auxilliary Services(PDAS) at Ground Floor, Administration BuildingOffice(Ms. Kristine J. Amar)

Report/Evaluation Report of PDAS 4. 2 copies of Certificate of Completion(for Progress Billing) 5. 2 copies of Mobilization Bond Security(for release of Mobilization) 6. 2 copies of Performance Bond(for Progress Billing) 7. 2 copies of Certificate of Acceptance and Inspection(for 100% Progress Billing) 8. 2 copies of Warranty Security(for release of retention) 9. 2 copies of Certificate of Final Acceptance and Final Inspection(for release of retention)		Services(PDAS) at Ground Floor, Administration BuildingOffice(Ms. Kristine J. Amar) Planning,Development and Auxilliary Services(PDAS) at Ground Floor, Administration BuildingOffice(Ms. Kristine J. Amar) Planning,Development and Auxilliary Services(PDAS) at Ground Floor, Administration BuildingOffice(Ms. Kristine J. Amar) Planning,Development and Auxilliary Services(PDAS) at Ground Floor, Administration BuildingOffice(Ms. Kristine J. Amar) Planning,Development and Auxilliary Services(PDAS) at Ground Floor, Administration BuildingOffice(Ms. Kristine J. Amar)		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.	Received and verifies the approved documents	None	1 day	Baltazar B. Depaloma/Kristine Joy C. Dema-ala
	Submit verified documents at ISAT U-Main Campus for NCA/Funding subsidies and to be submitted by Main Campus to Department of Budget	None	1 day	Baltazar B. Depaloma/Kristine Joy C. Dema-ala

	and Management (DBM)			
	If funds subsidies from ISAT U-Main Campus is available, Prepares Obligation Request Status(ORS)	None	30 mins.	Baltazar B. Depaloma
	Certification of Box A in the ORS	None	3 mins.	Baltazar B. Depaloma
	END of Transaction(documents to be forwarded to Accounting Office)			
	TOTAL	None	2 days and 33 mins.	

Human Resource Management Office

Dumangas Campus

External Services

4. Recruitment Process (Permanent, Temporary, Contractual, Casual, Substitute, Job-Hire

A. Permanent Plantilla Position, Casual

Publication of vacant position per CSC Rule on Publication & Posting of Vacant Posion (Rule VII)

Office or Division	Human Resource Management Office - Ground Floor Administration Building, ISAT U, Dumangas Campus
Classification	Highly Technical (CSC Omnibus Rules on Appointment & Other Human Resource Actions
Type of Transaction	G2C- Government to Citizen
Who May Avail	All Qualified Citizens

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Fully accomplished Personal Data Sheet with recent passport size picture (CS Form No. 212) - 1 copy	Downloadable from www.csc.gov.ph.
2. Performance rating in the present position for one (1) year - 1 copy	Present Emplomент agency of the applicants
3. Photocopy of Certificate of eligibility/rating/ license - 1 copy	Civil Service Commission , PRC, TESDA, LTO, SAGSD
4. Photocopy of Transcript of Records - 1 copy	Registrar of the Colleges & Universities where the applicants graduated
5. Application Letter address to ther Campus Administrator - 1 copy	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. submission of complete requirement	Receiving of complete requirement	None	30 mins.	Mrs. Susan Doquesa,Mrs. Ironia P. Casco, Dr. Noel S. Quidato
	Inform applicants of the Schedule Interview	None	4 hours	Mrs. Ironia P. Casco
	Ranking	None	4 hours	Members of HRMPSB
	Summarize Ranking Result	None	1 day	Mrs. Ironia P. Casco
	Submit Summary for approval	None	1 day	Chair HRMPSB,University President
	Inform the applicants of the result	None	1 day	Mrs. Ironia P. Casco
	Appointment Preparation	None	5 days	Mrs. Ironia P. Casco
	TOTAL	None	9 days and 30 mins.	

5. **Recruitment Process (Permanent, Temporary, Contractual, Casual, Substitute, Job-Hire**

B. Substitute, Job-Hire, Contractual

Publication of vacant position per CSC Rule on Publication & Posting of Vacant Position (Rule VII)

Office or Division	Human Resource Management Office- Ground Floor Administration Building, ISAT U- Dumangas Campus
Classification	Highly Technical (CSC Omnibus Rules on Appointment & Other Human Resource Actions
Type of Transaction	G2C- Government to Citizen
Who May Avail	All qualified citizens

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Fully accomplished Personal Data Sheet with recent passport size picture (CS Form No. 212) - 4 copies	Downloadable from www.csc.gov.ph.
2. Medical Certifcate - 3 copies	Any Government Doctor available
3. NBI Clearance - 1 original & 3 photocopies	Any NBI office in the country
4. Authenticated copy Certificate of eligibility/rating/ license - 3 copy	CSC, PRC, TESDA, LTO, SAGD
5. Authenticated copy of Transcript of Records/Deploma - 3 copy	School/Colleges & Universities where the appointee graduated
6. SECPA Birth Certificate/ Marriage Contract - 1 copy	
7. TIN	PSA Regional Office VI
8. Philhealth	
9. SALN	BIR Office Phil Health Regional Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of complete requirement	Receiving of complete requirement	None	30 mins.	Mrs. Susan Doquesa
	Preparation of Appointment	None	3 days	Mrs. Ironia P. Casco

	Processing for signature of the appointing officer	None	2 days	Mrs. Ironia P. Casco
	Submission of Approved Appointment to CSC for validation	None	1 day	Mrs. Ironia P. Casco
	Releasing of approved appointment to the appointee	None	30 mins.	Mrs. Ironia P. Casco
	TOTAL	None	6 days and 1 hour	

6. Recruitment Process (Permanent, Temporary, Contractual, Casual, Substitute, Job-Hire

C. Contractual and Job-Hire

Publication of vacant position per CSC Rule on Publication & Posting of Vacant Posion (Rule VII)

Office or Division	Human Resource Management Office- Ground Floor Administration Building, ISAT U- Dumangas Campus
Classification	Highly Technical (CSC Omnibus Rules on Appointment & Other Human Resource Actions
Type of Transaction	G2C- Government to Citizen
Who May Avail	All qualified citizens

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Fully accomplished Personal Data Sheet with recent passport size picture (CS Form No. 212) - 1 copy	Downloadable from www.csc.gov.ph.
2. Photocopy of Certificate of eligibility/rating/ license - 1 copy	Civil Service Commission , PRC, TESDA, LTO, SAGSD
3. Transcript/ Diploma, School credentials -1 copy	School/ College & Universities where the applicants graduated
4. Barangay and Police Clearance - 1 copy	Barangay where the applicant is residing &

		municipal Police where the applicant is residing		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of complete requirement	Receiving of complete requirement	None	30 mins.	Mrs. Ironia P. Casco, Mrs. Susan Doquesa
	Preparation of Contract	None	3 days	Mrs. Susan Doquesa
	Processing for signature of the Appointing Officer	None		
	Distribution of Contract to the appointee	None	30 mins.	Mrs. Ironia P. Casco, Mrs. Susan Doquesa
	TOTAL	None	3 days and 1 hour	

IIRGP Office

Dumangas Campus

External Services

7. Rental Operation

Identify the process of rental for facilities, tools, and equipment of the University

Office or Division	IIRGP - HRT Building - Faculty Office - Aaron Paul Puljanan			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Students, Faculty, Staff and Community			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. 2 copies Transaction Form 2. 3 copies Billing Statement 3. 3 copies Rental Permit		IIRGP IIRGP IIRGP		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client Inquiry	Client fills up the Transaction Form for	None	2 mins.	IIRGP Personnel, Client

	rental purpose			
2. Approval of transaction	Transaction Form will be forwarded to the Campus Administrator for approval	None	2 mins.	IIRGP Head, Campus Administrator
3. Prepare billing statement	IIRGP Head will prepare the billing statement in 3 copies (1 for client, 1 for IIRGP and 1 for University Cashier) to be presented to the Cashier.	None	2 mins.	IIRGP Head
4. Payment	Client will pay the exact amount to the Cashier as indicated in the transaction slip	None	2 mins.	Client, Cashier
5. Issuance of Rental Permit	IIRGP Head will prepare 4 copies of Rental Permit (1 for client, 1 for IIRGP , 1 for the Security Department and 1 for Property in-Charge) with attached Official Receipt.)	None	2 mins.	IIRGP Head
6. Preparation	Prepare for	None	10 mins.	Property In-

of rented facilities/equipment/tools	use of the facility, tools or equipment rented by the client.			charge
7. Issue Rental clearance	IIRGP Head will issue Rental Clearance when the client is done with the activity or returned the tools and equipment rented.	None	2 mins.	IRGP Head, Property In-charge
	TOTAL	None	22 mins.	

8. Canteen Catering Operation

To provide quality and affordable catering services to the students, faculty, and staff of the University. It will also provide safe and excellent catering services to the local community.

Office or Division	IIRGP - HRT Building - Faculty Office - Aaron Paul Puljanan			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Students, Faculty, Staff and Community			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. 2 copies Transaction Form 2. 3 copies Billing Statement 3. 2 copies Canteen Menu List 4. 3 copies Event Contract 5. 3 copies Acknowledgment Form		IIRGP IIRGP Canteen IIRGP Canteen		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client Inquiry	Client fills up the Transaction Form for rental purpose	None	2 mins.	IIRGP Personnel, Client

2. Prepare Catering Contract	Prepare catering contract in 3 copies (1 for client, 1 for IIRGP and 1 for Cashier) with complete event details and signatories(Budget Request for Provision of Meals and Snacks if charge to Administration)	None	5 mins.	IIRGP Head, Campus Administrator, Client
3. Payment	Client pays catering bill as stipulated in the event contract.	Amount indicated in the billing statement	2 mins.	Client, Cashier
4. Menu Planning	Prepare menu to be served	None	5 mins.	Client, Canteen Manager, IIRGP Head
5. Deliver Catering Service	Provide catering service for the client as stipulated in the event contract.	None	2 mins.	IIRGP Head
	TOTAL	None	16 mins.	

9. Mini Hotel Lodging Operation

Provide safe, quality and comfortable room accommodation for walk-in and University guests.

Office or Division	IIRGP - HRT Building - Faculty Office - Aaron Paul Puljanan
Classification	Simple
Type of Transaction	G2C- Government to Citizen

Who May Avail		Students, Faculty, Staff and Community		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. 2 copies Transaction Form 2. 3 copies Billing Statement 3. 3 copies Rental Permit 4. 3 copies Registration Form 5. 3 copies Reservationt Form		IIRGP IIRGP IIRGP IIRGP IIRGP		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client Inquiry	Guest fills up the transaction Form	None	2 mins.	IIRGP Personnel, Client
2. Guest reservation	Client fills up reservation Form	None	2 mins.	IIRGP Head, Campus Administrator, Client
3. Payment	Require down or full payment for guest room accommodation. Prepare billing statement in 2 copies (for the guest and 1 for IIRGP).	Amount indicated in the billing statement	2 mins.	Client, Cashier
4. Prepare rental permit	Prepare rental permit in 4 copies (1 for the client, 1 for IIRGP, 1 for Security guard on duty and 1 for Mini Hotel In-charge).	None	2 mins.	Client, Canteen Manager, IIRGP Head
5. Deliver Guestroom Services	Provide room accommodation services for guests and require	None	2 mins.	IIRGP Head

	full payment upon check in.			
6. Guest Check out	Prepare Rental Clearance upon guest check out, in 3 copies (1 for guest, 1 for mini hotel in-charge, 1 for Guard on duty and 1 for IIRGP)			
	TOTAL	None	10 mins.	

Office of Student Affairs and Services

Dumangas Campus

External Services

10. Scheduling of Entrance Examination

Office or Division	OFFICE OF STUDENT AFFAIRS AND SERVICES-Ground Floor Academic Building-Right Wing
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Incoming Freshmen /Transferees
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly filled-up admission forms from OURA with Registration/Student Number and photo taken by the MIS with the following attachments: (Photocopy) a. High School Report Card/Certification from the principal that he/she is graduating (SHS)	Office of the Campus Registrar

b. Certificate of Good Moral Character c. Copy of Birth Certificate from PSA				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit duly filled-up forms from OURA	Present duly filled-up admission forms from OURA and with Student Number and Photo from MIS	None	5 mins.	OSAS Personnel
2. Requests schedule for entrance examination	Orients, gives instructions, provide examination permit and other information related to the release of the result of examination.	None	5 mins.	OSAS Personnel
	TOTAL	None	10 mins.	

Registrars' Office

Dumangas Campus

External Services

11. Admission and Registration of Applicants for Baccalaureate Degree

Establish student admission standards that ensures the proper documentation of student entrants, evaluation of students and compliance of admission requirements.

Office or Division	OFFICE OF THE REGISTRAR AND ADMISSION (ORA)-Administration Building-Ground Floor-Front Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Incoming Freshmen /Transferees
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

Original and Photocopy of the following documents: 1. REPORT CARD (F 138) for Senior High School Graduate 2. OFFICIAL TRANSCRIPT OF RECORD for transferee 3. CERTIFICATE OF GOOD MORAL CHARACTER 4. CERTIFICATE OF LIVE BIRTH (photocopy) 5. CERTIFICATE OF RATING FOR ALS/PEPT PASSER 6. PERMIT TO CROSS ENROLL FOR CROSS ENROLLEE 7. 1 PC LATEST 2" X 2" ID PICTURE 8. APPLICATION FORM FOR ADMISSION (QF-ORA-DC - O5)		Registrar/Principal, School of Origin Registrar/Principal, School of Origin Registrar/Principal, School of Origin Philippine Statistics Authority Principal, School of Origin Registrar, School of Origin Office of the Registrar and Admission, ISAT U Dumangas Campus		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit to the Office of the Registrar and Admission the above required documents for issuance of Application Form for Admission (QR-ORA-DC-05)	Evaluates the validity and authenticity of the students' credentials	None	5 mins.	Registrar/Staff
2. Presents completed application form	Issue Application Form for Admission instructing him/her on	None	5 mins.	Registrar/Staff

	what to do, at the same time, advise the student what course to take up			
	Review the completeness of the Form and other requirements, advise the student to proceed to Management Information System for issuance of Admission Number	None	5 mins.	Registrar/Staff
	TOTAL	None	15 mins.	

12. Student Enrolment

Office or Division	OFFICE OF THE REGISTRAR AND ADMISSION (ORA)-Administration Building-Ground Floor-Front Office
Classification	Complex
Type of Transaction	G2C- Government to Citizen
Who May Avail	Active Students, Returnees and Transferees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
For New Students: Original of the following documents: 1. REPORT CARD (F 138) for Senior High School Graduate 2. OFFICIAL TRANSCRIPT OF RECORD for transferee 3. CERTIFICATE OF TRANSFER CREDENTIAL 4. CERTIFICATE OF GOOD MORAL CHARACTER 5. CERTIFICATE OF LIVE BIRTH (photocopy) 6. CERTIFICATE OF RATING FOR ALS/PEPT PASSER	Registrar/Principal, School of Origin Registrar, School of Origin Registrar, School of Origin Registrar/Principal/Guidance Counselor, School of Origin Philippine Statistics Authority

7. PERMIT TO CROSS ENROLL FOR CROSS ENROLLEE	Principal/ ALS Coordinator, School of Origin
8. 1 PC LATEST 2" X 2" ID PICTURE	
9. DULY ACCOMPLISHED PRE-REGISTRATION FORM	Registrar, School of Origin
For New Students:	Applicant/Student
10. PERMIT TO ENROLL	Program Coordinator
For Old Students:	
11. FULLY SIGNED CLEARANCE	
12. DULY ACCOMPLISHED PRE-REGISTRATION FORM for Old Students (QF-ORA-DC-03)	Program Coordinator
	HOI/Program Coordinator
	Program Coordinator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents above credentials for printing of Registration Form	Review the completeness of the enrolment requirement	None	3 mins. for old students 5 mins. for new students	Registrar and Staff
2. Signs the RF and let adviser, program coordinator and cashier sign	Encodes Student ID number on the enrolment template provided in the registration	None	15 mins.	Registrar and Staff

3. Submit RF back to the ORA	System, printed the RF, review RF vs Pre-Registration Form, instruct the student to sign, as well as the adviser, program coordinator and cashier, and after fully signed, submit the RF back to ORA.	None		
4. Furnishes the Student, Program Coordinator, and the Cashier with copies	Confirms enrolment of the student, stamps "ENROLLED" on the four (4) copies of RF	None	5 mins.	Registrar and Staff
5.	Collates the RF and retain the Registrar's Copy together with other requirements . Return the remaining three (3) copies to student instructing them to furnish the copies to respective			

	offices.			
	TOTAL	None	33 mins.	

13. Adding and Dropping of Subjects Enrolled

Edit enrolled subjects of students who executed the official Adding and Dropping of Subjects Enrolled due to conflict of schedules or credits earned from other schools.

Office or Division	OFFICE OF THE REGISTRAR AND ADMISSION (ORA)-Administration Building-Ground Floor-Front Office			
Classification	Complex			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Irregular Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Adding and Dropping of Subjects (QF-ORA-DC-04) 2. Students' ID		OFFICE OF THE REGISTRAR AND ADMISSION (ORA)		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits duly accomplished adding and dropping form	Reviews form presented by student.	None	3 mins.	Registrars' Staff
	Encodes Student ID number on the enrol ment template provided in the Registration System and edits electronic data as reflected in the Adding and Dropping Form	None	5 mins.	Registrars' Staff
	Save the changes in subjects & re-confirms students	None	5 mins.	Registrars' Staff

	enrolment.			
2. Submits to the Prog-ram Coordinator and Cashier the copy of the Adding and Dropping Form	Signs the Registrar's portion of the form in four (4) copies. Retains the Registrar's Copy and returns to the student the duplicate copies. Informs the student to proceed to Cashier's Office.	None	5 mins.	Registrar and Staff
	TOTAL	None	18 mins.	

14. Encoding of Completion Forms

Encoding of completion grades of students with INC marks in the Registration System.

Office or Division	OFFICE OF THE REGISTRAR AND ADMISSION (ORA)			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Student's with incomplete grades			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. COMPLETION OF INCOMPLETE MARK (QF-ORA-DC-09) 2. Students' ID		Office of the Registrar and Admission (ORA)		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for completion of INC Mark Form	Issues completion form to students	None	2 mins.	Registrars and Staff
2. Accomplished the required data and	Enters grade in the completion form and	None	6 mins.	Faculty concerned

submits to the faculty concerned	affix signature for validity. Then forward the accomplished form to the Office of the Head of Instruction for signature.			
	Signs the completion form for validity and forwards the same to ORA.	None	3 mins.	Head of Instruction/Staff
	Receives the accomplished form, examine the validity of signatures, them sign the form.	None	6 mins.	Registrar
	Records the completion form in the log book and distribution.	None	6 mins.	Registrar/Staff
	Encodes the grades reflected in the completion form in the Registration System, then files it in the individual folder of concerned students	None	6 mins.	Registrar/Staff
	TOTAL	None	29 mins.	

15. Issuance of Students' Academic Records

Issuance of Students academic records in official university paper, checking and verifying the validty and accuracy of data encoded, as well as prompt release of authentic records.

Office or Division	OFFICE OF THE REGISTRAR AND ADMISSION (ORA)-Administration Building-Ground Floor-Front Office
Classification	Complex
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business; G2G-Government to Government
Who May Avail	Active/In-active students, Graduates and authorized parties
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

For Evaluation and Scholarship: 1. Semestral Clearance 2. Validated School ID or Registration Form	 Program Coordinator/Head of Instruction (HOI) Office of Student Affairs Services/ Office of the Registrar and Admission
For Employment, Board Examination, Dismissal: 1. Exit Clearance 2. School ID 3. 1 PC 2"X 2" GRADUATION PICTURE 4. Form 137-A (for Secondary Graduates) 5. OTR with remarks "Copy for ISAT U" (for transferee) 6. Certificate of Transfer Credential 7. CERTIFICATE OF GOOD MORAL CHARACTER 8. Photocopy of NSO Authenticated Live-Birth BIRTH/(MARRIAGE CONTRACT on a case to case basis) 9. AUTHORIZATION LETTER (for authorized person) 10. SPA or NOTARIZED AUTHORIZATION LETTER (for authorized person requesting for CAV) 11. PHOTOCOPY OF ANY VALID ID OF THE REQUESTING PARTY AND THE AUTHORIZED PERSON 12. AFFIDAVIT OF	Program Coordinator/Head of Instruction (HOI) Office of Student Affairs PRINCIPAL/REGISTRAR, SCHOOL OF ORIGIN REGISTRAR, SCHOOL OF ORIGIN REGISTRAR, SCHOOL OF ORIGIN PRINCIPAL/REGISTRAR, SCHOOL OF ORIGIN PHILIPPINE STATISTICS AUTHORITY Issued by the Requesting Party Subscribed and sworn by the Requesting Party in a Notary Public Lawyer Subscribed and sworn by the Requesting

13. LOSS/DAMAGE (for 2nd Issuance of Diploma, Certificate and CTC) 14. COUNTER REQUEST FORM (QF-ORA-DC-21) 15. Documentary Stamps (OTR, Diploma, Cert. of Transfer Cred., Cert. of Grad., CAV)	Party in a Notary Public Lawyer Office of the Registrar and Admission Bureau of Internal Revenue

Processing Time: All Schedules for Release of Request depends on the Volume of Requests Made and the Availability of Authorized Signatures

Document Requested	Duration	Fees to be Paid
Transcript of Records/Form 137-A	7 working days	Php 30.00 per page
Certifications	20-30 mins.	Php. 30.00/cert.
Re-Issuance of Diploma and Certificate	7 to 10 working days	Php 100.00
New Electronic Generated Reg. Form	20 - 30 minutes	Php 30.00 per sem
CAV	30 minutes - 1 hour	Php 30.00
Report Card	20 - 30 minutes	Php 10.00 per sem
Report of Grades	20 - 30 minutes	Php 30.00 per sem
Certificate of Transfer Credential	20 - 30 minutes	Php 25.00 + TOR
Authentication of Academic Records	20 - 30 minutes	Php 30.00 per set

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ID, Clearance, Authorization	Check validity of submitted requirement	None	3 mins.	Registrars' Staff
2. Fills up Counter Request Form and submits the same at the request	Provide Counter Request Form	None	3 mins.	Registrars' Staff
	Receives Counter Request Form and retrieve hard file of client.	None	7 mins.	Registrars' Staff
	Check requirement	None	5 mins.	Registrars' Stadd

	s for the correspondi ng request of academic records. Request other requirement s as necessitates .			
3. Pay required fees	Indicate in the Counter Request Form the amount to be paid and instruct client to pay	Please see FEES TO BE ABOVE opposite each document	3 mins.	Cashier
4. Give back the Counter Request Form and OR to the Registrar Staff	Accepts the forms and schedules request.	None	3 mins.	Registrars' Staff
	Prepares the academic records requested	None	7 to 10 working days	Registrars' Staff
5. Returns on scheduled date of release	Releases requested records.	None	5 mins.	Registrars' Staff
	TOTAL	None	7-10 working days and 29 mins.	

16. Evaluation of Students' Academic Records

Evaluation of status of academic records of graduating students, retained/shiftees and transferees of appropriate curriculum placement on the course they wanted to transfer or finish.

Office or Division	OFFICE OF THE REGISTRAR AND ADMISSION

	(ORA)-Administration Building-Ground Floor-Front Office
Classification	Simple
Type of Transaction	G2G-Government to Government
Who May Avail	Transferee, Shiftee/Returning Students and Graduating Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Transferee:	
1. Complete copy of Official Transcript of Records	Registrar - School Origin
2. Duly accomplished Application for Accreditation of Subjects (QF-ORA-DC-07 (NOTE: Number pages depends on the number of subjects that was credited)	Registrar - ISAT U Dumangas
3. Curriculum Checklist of the Course the student intends to enrol	Registrar - ISAT U Dumangas
For Shiftee/Returning Students:	
1. Student's Academic Records - for reference on subjects to be credited	Registrar - ISAT U Dumangas
2. Duly accomplished Application for Re-Admission and Shifting of Course (QF-ORA-DC-06)	Registrar - ISAT U Dumangas
3. Curriculum Checklist of the Course the student intends to enrol	Registrar - ISAT U Dumangas
4. Duly accomplished Clearance of the last school year of attendance	Program Coordinator/Head of Instruction (HOI)
For Graduating Students:	
1. Student's Academic Records - for reference on subjects to be credited	Registrar - ISAT U Dumangas
2. Duly accomplished APPLICATION FOR GRADUATION (QF-ORA-DC-08)	Program Coordinator/Head of Instruction (HOI)
3. Curriculum Checklist of the Course of the student	Registrar - ISAT U Dumangas

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Transferee: 1. Get copy of Application for Accreditation of Subjects (QF-ORA-DC-07)	Provide copy of Application for Accreditation of Subjects and instruct the student o proceed to the Cashier for payment of fee then to the Program Coordinator	None	3 mins.	Registrars' Staff
2. Pays the Appraisal Fee ****subject for confirmation esp the guidelines	Receives payment for Appraisal Fee	subject for confirmation including authority to pay		Cashier
3. Presents duly accomplished Application for Accreditation of Subjects, OTR, Curricular Structure provided by the Program Coordinator	Reviews student academic record and the accomplished Application for Accredition of Subjects	None	15-20 mins.	Registrars' Staff
4. Receives the approved Form and signs to con	Approves the credited subjects and advises the student	None	5 mins.	Registrar

form with the result of the credited subjects.	on what to do with the credited subjects during enrolment.			
5. Furnishes the Program Coordinator of the approved form	Request student to furnish the Program Coordinator the approved copy.	None	1 min.	Registrar
For Shiftee/Returning Students 1. Submits approved Application for Re-Admission and Shifting of Course (QF-ORA-DC-06), together with the Academic Records and Curricular Stucture of the course the course the student wishes to shift/ enroll and the approved Application for Accreditation of Subjects	Reviews student academic records accomplished Application for Re-Admission and Shifting of Course and Application for Accreditation of Subjects.	None	15 mins.	Registrar
2. Receives the	Approves the credited	None	5 mins.	Registrar

approved Application for Accreditation of Subjects and signs to conform with subjects	subjects and advises the student on what to do with the credited subjects during enrolment.			
3. Furnished the Program Coordinator of the approved form	Request students to furnish the Program Coordinator the approved copy.	None	1 min.	Registrar
For Graduating Students: 1. Submits accomplished Application for Graduation (QF-ORA-DC-08)	Receives the Application for Graduation Form and evaluates students academic standing	None	30 mins.	Registrar/Staff
2. Complete lacking requirement for graduation	Informs the student of requirement /deficiencies	None	2 weeks after complete submission of Application for Graduation	Registrar/Staff
	Recommends graduating students to ACCO and BOR	None	As scheduled by the University	Registrar
	TOTAL	None	1 hour and 20 mins.	

Safety and Security Office

Dumangas Campus

External Services

17. Checking of Students' Identification Cards

Checking of students identification cards upon entering the University Campus

Office or Division	Safety and Security-Ground Floor-Academic Building-Left Wing-Room D-5
Classification	Simple
Type of Transaction	G2C-Government to Citizen
Who May Avail	Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Logbook 2. Students Identification Card	MIS, ISAT U Dumangas Campus, Administration Building Office of Student Affairs, ISAT U Dumangas campus

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present Students Identification Card (ID) to the Security Guard on Duty	Check students ID upon entering the university	None	2 mins.	Security on Duty
	If the student is wearing valid ID he can proceed to enter the campus. If the student is wearing tampered ID the security guard will log/record the students name in the security logbook	None	3 mins.	Security Guard on Duty
	Turn over the student to the office of the Student Affairs for disposition.	None	5 mins.	Security Guard on duty, Head office of student affairs

	TOTAL	None	10 mins.	

18. Checking of Visitors' Identification Cards

Checking of visitors' identification cards upon entering the University Campus

Office or Division	Safety and Security-Ground Floor-Academic Building-Left Wing-Room D-5
Classification	Simple
Type of Transaction	G2C-Government to Citizen
Who May Avail	Visitors

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Logbook 2. Students Identification Card	MIS, ISAT U Dumangas Campus, Administration Building Office of Student Affairs, ISAT U Dumangas campus

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present visitors Identification Card (ID) to the Security Guard on Duty	Check visitors ID upon entering the university	None	2 mins.	Security on Duty
2. Give the name of a person to be visited and purpose of transaction.	Log the name of the visitor, name of person to be visited, the purpose of the transaction and indicate the time of entrance to the University Campus.	None	3 mins.	
3. Wear Visitor"s Identification (ID) Card		None	1 min.	Security Guard on Duty

4. Return the Visitor's (ID) Card to the Guard on Duty	Turn over the student to the office of the Student Affairs for disposition.	None	2 mins.	Security Guard on duty, Head office of student affairs
	TOTAL	None	8 mins.	

Research Office

Dumangas Campus

External Services

19. Submission of Hard Bound Researches

Checking of visitors' identification cards upon entering the University Campus

Office or Division	Research Division- Ground Floor-F Building-Research Office			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Students, facuty,staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Research Forms 2. Copies of finished Research Output 3. List of ON going Researchers 4. Student's Thesis (hardbound)		Research Office Concerned Faculty Researchers Research Office, Faculty Students,Adviser		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure Forms from the Office	List names in logbook and give forms	None	2 mins.	Office Staff

2. Submit finished research output	List names in Logbook	None	3 mins.	Faculty Researchers, Office Staff
3. Submit Research proposal a. Submit draft of research study for correction b. secure signature of advisers and panel members for approval c. return thesis for final review d. submit hardbound copies	Give forms for Concept paper a. List tittle of study, researchers, advisers b. Inspect signature of editor, adviser, and panel members c. check thesis for final print out d. submit hardbound, log in name of researchers, title	None	a. 2 mins. b. 15 mins. c. 10 mins. d. 10 mins Sub-total: 37 mins.	Office staff, head of office

	of the study and advised			
	TOTAL	None	47 mins.	

Accounting Office

Dumangas Campus

Internal Services

1. Disbursement for Granting of Cash Advances except for Travel

Office or Division	Accounting-Accounting Office, Administration Building (Donna R. Uriarte)
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 2 Copies of OBLIGATION REQUEST STATUS (numbered)	Budget Office , Administration Building (Baltazar B. Depaloma)
2. 2 copies of Authority of the accountable officer issued by the Head of the Agency or his duly authorized representative indicating maximum accountability and purpose of cash advance (for initial cash advance)	Office of the Campus Administrator , Academic Building 2nd floor (Dr. Noel S. Quidato)
3. * Certification from the Accountant that the previous cash advances have been liquidated and accounted for in the books	Accounting Office, Administration Building (Donna R. Uriarte)
4. 2 copies of Approved application for bond and/or Fidelity Bond for the year for cash accountability of P2,000 or more	HRMO Office, Administration Building (Ironia P. Casco)

Additional Documentary Requirements for Payroll 1. 3 copies of Approved contracts (for initial payment) 2. 3 copies of Approved Payroll or list of payees indicating their net payments 3. 3 copies of Approval/authority or legal basis to pay any allowance/salaries/wages/ fringe benefits 4. 3 copies of Daily Time Record (DTR) approved by the supervisor Additional Documentary Requirements for Petty Cash Fund 1. 2 copies of Approved estimates of petty expenses for one month Additional Documentary Requirements for Special Activities 1. 2 copies of Approved Activity Proposal Letter		HRMO Office, Administration Building (Ironia P. Casco) Accounting Office, Administration Building (Donna R. Uriarte) Accounting Office, Administration Building (Donna R. Uriarte) HRMO Office, Administration Building (Ironia P. Casco) Respective requesting party Respective requesting party		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit duly approved contracts/DTR for payroll preparation	Evaluate the completeness of attached documents, certify the availability of fund and prepare Disbursement Voucher	None	30 mins.	Accountant-Designate (Donna R. Uriarte)
	Certification of the DV by direct	None	1 day	Administrative Officer V (Ironia P. Casco)

	supervisor having direct supervision and knowledge of the facts of the transactions			
	Approval of expenditure by Head of Office or his authorized representative	None	1 day	Campus Administrator (Noel S. Quidato)
	TOTAL	None	2 days and 30 mins.	

2. Disbursement of Granting of Cash Advances for Travel

Office or Division	Accounting-Accounting Office, Administration Building (Donna R. Uriarte)
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	Faculty and Staff

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
For Local and Foreign Travel and Training Expenses 1. 2 Copies of OBLIGATION REQUEST STATUS (numbered) 2. 2 copies of Office Order/Travel Order Approved 3. 3 copies of approved itinerary of travel 4. 2 copies of Certification from the Accountant that the previous cash advances have been liquidated and accounted for in the books **Additional Documentary**	Budget Office , Administration Building (Baltazar B. Depaloma) Office of the Campus Administrator , Academic Building 2nd floor (Dr. Noel S. Quidato) Office of the Campus Administrator , Academic Building 2nd floor (Dr. Noel S. Quidato) Accounting Office, Administration Building (Donna R. Uriarte)

Requirements for Foreign Travel and Training 1. 2 copies of Letter of Invitation of host/sponsoring country/agency/organization 2. 2 copies of quotation of at least three travelling agencies or its equivalent 3. 2 copies of documents to show the dollar to peso exchange rate at the date of cash advance *OBLIGATION REQUEST STATUS (numbered)		Sponsoring country/host/agency/organization Travel Agencies BSP Accredited Foreign Exchange Outlets		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Accomplished ORS with complete attachment	Evaluate the completeness of attached documents, certify the availability of fund and prepare Disbursement Voucher	None	30 mins.	Accountant-Designate (Donna R. Uriarte)
	Certification of the DV by direct supervisor having direct supervision and knowledge of the facts of the transactions	None	1 day	Administrative Officer V (Ironia P. Casco)
	Approval of expenditure by Head of Office or his authorized	None	1 day	Campus Administrator (Noel S. Quidato)

	representative			
	TOTAL	None	2 days and 30 mins.	

3. Disbursement for Reimbursement of Travelling Expenses
Reimbursement of Travel Expenses

Office or Division	Accounting Office, Administration Building (Donna R. Uriarte)
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	Faculty and Staff

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
For Local and Foreign Travel and Training Expenses	
1. 2 Copies of OBLIGATION REQUEST STATUS (numbered)	Budget Office , Administration Building (Baltazar B. Depaloma)
2. 3 Copies of Approved Itinerary of Travel	Respective Requesting Party/ies
3. Original and 2 machine copies of Official Receipts, Bills, Etc.	Respective Requesting Party/ies
4. 3 Copies of Approved Revised Itinerary of Travel(if any)	Respective Requesting Party/ies
5. 3 Copies of Approved Certification of Expenses not requiring Receipts	Respective Requesting Party/ies
6. 3 Copies of Approved Certification of Travel Completed	Respective Requesting Party/ies
7. 3 Copies of Approved Narrative Report	Respective Requesting Party/ies
8. Original and 2 machine copies of Certificate of Appearance	Respective Requesting Party/ies
9. 2 Copies of Pictures, if any	Respective Requesting Party/ies
10. 3 Copies of Approved Letter Request for Reimbursement	Respective Requesting Party/ies
Additional Documentary Requirements for Foreign Travel and Training:	
11. 2 copies of Letter of	Sponsoring country/host/agency/organization

Invitation of host/sponsoring country/agency/organization 12. 2 copies of quotation of at least three travelling agencies or its equivalent 13. 2 copies of documents to show the dollar to peso exchange rate at the date of cash advance *OBLIGATION REQUEST STATUS (numbered)		Travelling Agencies BSP Accredited Foreign Exchange Outlets		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Accomplished ORS with complete attachment	Evaluate the completeness of attached documents, certify the availability of fund and prepare Disbursement Voucher	None	30 mins.	Accountant-Designate (Donna R. Uriarte)
	Certification of the DV by direct supervisor having direct supervision and knowledge of the facts of the transactions	None	1 day	Administrative Officer V (Ironia P. Casco)
	Approval of expenditure by Head of Office or his authorized representative	None	1 day	Campus Administrator (Noel S. Quidato)
	TOTAL	None	2 days and 30 mins.	

4. Disbursement for Purchase of Supplies, Materials, Etc.

Office or Division	Accounting Office, Administration Building (Donna R. Uriarte)
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 2 Copies of OBLIGATION REQUEST STATUS (numbered)	Budget Office , Administration Building (Baltazar B. Depaloma)
2. 2 Copies of Purchase Request/Job Request	Supply Office, Academic Building (Bernadette N. Dolendo)
3. 2 Copies of Canvass Paper	Supply Office, Academic Building (Bernadette N. Dolendo)
4. 2 copies of Abstract of Canvass	Bids and Awards Committee, Administration Building (Dr. Liane Defiño)
5. 2 copies of Purchase Order/Job Order	Supply Office, Academic Building (Bernadette N. Dolendo)
6. 2 copies of Inspection and Acceptance Report	Supply Office, Academic Building (Bernadette N. Dolendo)
7. 2 copies of BAC Resolution	Bids and Awards Committee, Administration Building (Dr. Liane Defiño)
8. Original and 1 machine copy of Charge Invoice/Delivery Receipt	Supply Office, Academic Building (Bernadette N. Dolendo)
9. 2 machine copies of Business Permit	Supply Office, Academic Building (Bernadette N. Dolendo)
10. 2 Copies of of BIR Registration	Supply Office, Academic Building (Bernadette N. Dolendo)
11. 2 copies of PhilGEPS Registration	Supply Office, Academic Building (Bernadette N. Dolendo)
12. 2 copies of Omnibus Sworn Statement	Supply Office, Academic Building (Bernadette N. Dolendo)
*OBLIGATION REQUEST STATUS (numbered)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Accomplished ORS with complete attachment	Evaluate the completeness of attached documents, certify the availability	None	30 mins.	Accountant-Designate (Donna R. Uriarte)

	of fund and prepare Disbursement Voucher			
	Certification of the DV by direct supervisor having direct supervision and knowledge of the facts of the transactions	None	1 day	Administrative Officer V (Ironia P. Casco)
	Approval of expenditure by Head of Office or his authorized representative	None	1 day	Campus Administrator (Noel S. Quidato)
	TOTAL	None	2 days and 30 mins.	

5. Disbursement for Capital Outlay

Office or Division	Accounting Office, Administration Building (Donna R. Uriarte)
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	Faculty and Staff

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. 2 Copies of OBLIGATION REQUEST STATUS (numbered) 2. 2 Copies of Approved Contract with supporting documents enumerated under COA Circular No. 2009-001 dated February 12, 2009 and COA	Budget Office , Administration Building (Baltazar B. Depaloma) Planning, Development and Auxilliary Services (PDAS) Office (Kristine Joy Amar)

Memorandum No. 2005-027 dated February 28, 2005 3. 2 Copies of Progress/Accomplishment Report of Contractor 4. 2 copies of Progress/Accomplishment Evaluation Report of PDAS 5. 2 copies of Certificate of Completion (for Progress Billing) 6. 2 copies of Mobilization Bond Security (for release of mobilization) 7. 2 copies of Performance Bond (for progress billing) 8. 2 copies of Warranty Security (for relase of retention) 9. 2 copies of Inspection and Acceptance Report 10. 2 Copies of Certificate of Final Acceptance *OBLIGATION REQUEST STATUS (numbered)		Planning, Development and Auxilliary Services (PDAS) Office (Kristine Joy Amar) Planning, Development and Auxilliary Services (PDAS) Office (Kristine Joy Amar) Planning, Development and Auxilliary Services (PDAS) Office (Kristine Joy Amar) Planning, Development and Auxilliary Services (PDAS) Office (Kristine Joy Amar) Planning, Development and Auxilliary Services (PDAS) Office (Kristine Joy Amar) Planning, Development and Auxilliary Services (PDAS) Office (Kristine Joy Amar) Planning, Development and Auxilliary Services (PDAS) Office (Kristine Joy Amar) Planning, Development and Auxilliary Services (PDAS) Office (Kristine Joy Amar)		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Accomplished ORS with complete attachment	Evaluate the completeness of attached documents, certify the availability of fund and prepare Disbursement Voucher	None	30 mins.	Accountant-Designate (Donna R. Uriarte)
	Certification of the DV by direct supervisor having direct supervision	None	1 day	Administrative Officer V (Ironia P. Casco)

	and knowledge of the facts of the transactions			
	Approval of expenditure by Head of Office or his authorized representative	None	1 day	Campus Administrator (Noel S. Quidato)
	TOTAL	None	2 days and 30 mins.	

6. Disbursement for Salary Claims

Office or Division	Accounting Office, Administration Building (Donna R. Uriarte)
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For First Salary	
1. 2 Copies of OBLIGATION REQUEST STATUS (numbered)	Budget Office , Administration Building (Baltazar B. Depaloma)
2. 2 copies of Certified true copy of duly Approved Appointment	HRMO Office, Administration Building (Ironia P. Casco)
3. 2 copies of true copy of Oath of Office	HRMO Office, Administration Building (Ironia P. Casco)
4. 2 copies of Certificate of Assumption	HRMO Office, Administration Building (Ironia P. Casco)
5. 2 copies of Statement of Assets, Liabilities and Net Worth	HRMO Office, Administration Building (Ironia P. Casco)
6. 2 copies of Approved DTR	HRMO Office, Administration Building (Ironia P. Casco)
Additional Requirements for Transferees	
7. 2 copies of Clearance from previous office	HRMO Office, Administration Building (Ironia P. Casco)
8. 2 copies of Certified true copy of pre-audited	HRMO Office, Administration Building (Ironia P. Casco)

disbursement voucher of last salry from previous agency	
9. 2 copies BIR Form 2316	HRMO Office, Administration Building (Ironia P. Casco)
10. 2 copies of Certificate of Available Leave Credits	HRMO Office, Administration Building (Ironia P. Casco)
11. 2 copies of service record	HRMO Office, Administration Building (Ironia P. Casco)
Deleted from Payroll	
12. 2 copies of Approved DTR	HRMO Office, Administration Building (Ironia P. Casco)
13. 2 copies of Notice of Assumption	HRMO Office, Administration Building (Ironia P. Casco)
14. 2 copies of Approved Application for Leave, Clearances, and Medical Certificate if on sick leave for five days or more	HRMO Office, Administration Building (Ironia P. Casco)
For Salary Differential due to Promotion and/or Step Increment	
15. 2 copies of Certified true copy of Appointment	HRMO Office, Administration Building (Ironia P. Casco)
16. 2 copies of Certificate of Assumption	HRMO Office, Administration Building (Ironia P. Casco)
17. Approved DTR or Certification that the employee has not incurred leave without pay	HRMO Office, Administration Building (Ironia P. Casco)
Last Salary	
18. 2 copies Clearance from money, property, and legal accountabilities	HRMO Office, Administration Building (Ironia P. Casco)
19. 2 copies of Approved DTR	HRMO Office, Administration Building (Ironia P. Casco)
Salary due to Heirs of Deceased Employees	
20. Same requirements as those of last salary	Heirs of Deceased Employee
21. 2 copies of Death Certificate authenticated by PSA	Heirs of Deceased Employee
22. 2 copies of Marriage Contract authenticated by PSA	Heirs of Deceased Employee

23. 2 copies of Birth Certificates of surviving heirs authenticated by PSA 24. 2 copies of Designation of next-of-kin 25. 2 copies of Waiver of right of children 18 years old and above		Heirs of Deceased Employee Heirs of Deceased Employee Heirs of Deceased Employee		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit above requirements to the Accounting Office for payroll preparation	Verify submitted documents for completeness and prepare payroll and certify as to availability of fund	None	1 day	Accountant-Designate (Donna R. Uriarte)
	Certification of services duly rendered	None	1 day	Administrative Officer V (Ironia P. Casco)
	Approval of expenditure by Head of Office or his authorized representative	None	1 day	Campus Administrator (Noel S. Quidato)
	TOTAL	None	3 Days	

7. Disbursement for Other Benefit Claims

Office or Division	Accounting Office, Administration Building (Donna R. Uriarte)
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	Faculty and Staff
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
For Maternity Leave 1. 2 Copies of OBLIGATION	Budget Office , Administration Building

REQUEST STATUS (numbered)	(Baltazar B. Depaloma)
2. 2 copies of Certified true copy of Approved application for leave	HRMO Office, Administration Building (Ironia P. Casco)
3. 2 copies of true copy of Maternity leave clearance	HRMO Office, Administration Building (Ironia P. Casco)
4. 2 copies of Medical Certificate for maternity leave	HRMO Office, Administration Building (Ironia P. Casco)
For Unused Maternity Leave	
1. 2 copies of Medical Certificate that the employee is physically fit to work	HRMO Office, Administration Building (Ironia P. Casco)
2. 2 copies of Certificate of Assumption	HRMO Office, Administration Building (Ironia P. Casco)
3. 2 copies of Approved DTR	HRMO Office, Administration Building (Ironia P. Casco)
4. 2 copies of Certificate of Available Leave Credits	HRMO Office, Administration Building (Ironia P. Casco)
5. 2 copies of service record	HRMO Office, Administration Building (Ironia P. Casco)
Subsistence and Laundry Allowance	
1. 2 copies of Approved DTR	HRMO Office, Administration Building (Ironia P. Casco)
Honoraria (Personnel Involved in Government Procurement)	
1. 2 copies of Office Order	Bids and Awards Committee, Administration Building (Dr. Liane Defiño)
2. 2 copies of Minutes of BAC Meeting	Bids and Awards Committee, Administration Building (Dr. Liane Defiño)
3. 2 copies of notice of Award to the winning bidder	Bids and Awards Committee, Administration Building (Dr. Liane Defiño)
4. 2 copies of Certification that the procurement involves competitive bidding	Bids and Awards Committee, Administration Building (Dr. Liane Defiño)
5. 2 copies of attendance sheet listing names of attendees to the BAC meeting	Bids and Awards Committee, Administration Building (Dr. Liane Defiño)
Longetivity Pay	
1. 2 copies OF Service	HRMO Office, Administration Building (Ironia

Record	P. Casco)
2. 2 copies of Certification by the Personnel Officer that the claimant has not incurred more than 15 days of vacation leave without pay	HRMO Office, Administration Building (Ironia P. Casco)
Terminal Leave Benefits	
1. 2 copies of clearance	HRMO Office, Administration Building (Ironia P. Casco)
2. 2 copies of Certified photocopy of leave cards	HRMO Office, Administration Building (Ironia P. Casco)
3. 2 copies of Approved Leave Application	HRMO Office, Administration Building (Ironia P. Casco)
4. 2 copies of Complete Service Record	HRMO Office, Administration Building (Ironia P. Casco)
5. 2 copies of Statement of Assets, Liabilities and Net Worth	HRMO Office, Administration Building (Ironia P. Casco)
6. 2 copies of Certified photocopy of Appointment/NOSA	HRMO Office, Administration Building (Ironia P. Casco)
7. 2 copies of Computation of terminal leave benefits	HRMO Office, Administration Building (Ironia P. Casco)
8. 2 copies of Applicant's authorization to deduct all financial obligations with the agency	HRMO Office, Administration Building (Ironia P. Casco)
9. 2 copies of Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her	HRMO Office, Administration Building (Ironia P. Casco)
10. 2 copies of Letter of Resignation duly accepted by the Head of the Agency (in case of resignation)	HRMO Office, Administration Building (Ironia P. Casco)
Monetization	
1. 2 copies of Approved Leave of applicants	HRMO Office, Administration Building (Ironia P. Casco)
2. 2 copies of Request for leave covering more than 10 days duly approved by the Head of the Agency	HRMO Office, Administration Building (Ironia P. Casco)
3. 2 copies of Clinical	HRMO Office, Administration Building (Ironia

abstract/medical procedures to be undertaken in case of health, medical and hospital needs. Barangay certification in case of need for financial assistance brought about by the calamities, typhoons, fire, etc. (for more than 50%)	P. Casco)
Loyalty	
1. 2 copies of service record	HRMO Office, Administration Building (Ironia P. Casco)
2. 2 copies Certificate of non payment from previous office	HRMO Office, Administration Building (Ironia P. Casco)
3. 2 copies of certification from HRMO that the claimant has not incurred more than 50 days authorized vacation leave without pay within the 10 year period or aggregate of more than 25 days authorized vacation leave without pay within the 5 year period	HRMO Office, Administration Building (Ironia P. Casco)
Hazard Pay	
1. 2 copies of Certification from DOH /DOST that the place of assignment /travel is a strife-torn/embattled/disease infested/distresses or isolated areas/stations, or areas declared under state of calamity or emergency	HRMO Office, Administration Building (Ironia P. Casco)
2. 2 copies of duly accomplished time record of employees or travel report	HRMO Office, Administration Building (Ironia P. Casco)
3. 2 copies of Special Order from the Agency Department Head	HRMO Office, Administration Building (Ironia P. Casco)

covering the assignment to hazardous/difficult areas 4. 2 copies of Approved DTR		HRMO Office, Administration Building (Ironia P. Casco)		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit above requirements to the Accounting Office for payroll preparation	Verify submitted documents for completeness and prepare payroll and certify as to availability of fund	None	1 day	Accountant-Designate (Donna R. Uriarte)
	Approval of expenditure by Head of Office or his authorized representative	None	1 day	Campus Administrator (Noel S. Quidato)
	TOTAL	None	2 days	

8. Liquidation of Cash Advances for Travel

Office or Division	Accounting Office, Administration Building (Donna R. Uriarte)
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	Faculty and Staff
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
For Local and Foreign Travel and Training Expenses: 1. 3 Copies of Liquidation Report 2. 3 Copies of Approved Itinerary of Travel 3. Original and 2 machine copies of Official Receipts, Bills, Etc. 4. 3 Copies of Approved Revised Itinerary of	 Respective Requesting Party/ies Respective Requesting Party/ies Respective Requesting Party/ies Respective Requesting Party/ies

Travel(if applicable) 5. 3 Copies of Approved Certification of Expenses not requiring Receipts 6. 3 Copies of Approved Certification of Travel Completed 7. 3 Copies of Approved Narrative Report 8. Original and 2 machine copies of Certificate of Appearance 9. 2 Copies of Pictures for documentation **Additional Documentary Requirements for Foreign Travel and Training:** 1. 2 copies of Letter of Invitation of host/sponsoring country/agency/organization 2. 2 copies of quotation of at least three travelling agencies or its equivalent 3. 2 copies of documents to show the dollar to peso exchange rate at the date of cash advance *OBLIGATION REQUEST STATUS (numbered)	Respective Requesting Party/ies Respective Requesting Party/ies Respective Requesting Party/ies Respective Requesting Party/ies Respective Requesting Party/ies Sponsoring country/host/agency/organization Travelling Agencies BSP Accredited Foreign Exchange Outlets

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Accomplished Liquidation Report with complete attachment	Evaluate and certify that the supporting documents are complete and proper	None	30 mins.	Accountant-Designate (Donna R. Uriarte)
	Record the Liquidation Report on the correspondi	None	5 mins.	Accountant-Designate (Donna R. Uriarte)

	ng logbook and assign number accordingly			
	TOTAL	None	35 mins.	

9. Liquidation of Cash Advances for Payroll and other Activities
Granting of Cash Advances For Special Activities

Office or Division	Accounting Office, Administration Building (Donna R. Uriarte)
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	Faculty and Staff

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Advances for Payroll	
1. 3 Copies of Report of Cash Disbursement	Respective Disbursing Officer
2. 3original and 1 machine copy of signed and approved payroll	Respective Disbursing Officer
Advances for Special Activity	
1. 3 Copies of Report of Cash Disbursement	Respective Disbursing Officer
2. 1 original and 2 machine copies of official receipts/sales invoices/delivery receipts/RERs	Respective Disbursing Officer
3. 3 copies of Accomplished Provision for Meals and Snacks (if applicable)	Respective Disbursing Officer
4. 3 copies of Attendance Sheet (If applicable)	Respective Disbursing Officer

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Accomplished Report of Cash Disbursement with complete attachment	Evaluate the completeness of attached documents and stamp for date received	None	30 mins.	Accountant-Designate (Donna R. Uriarte)

	Record the Report of Cash Disbursement on the corresponding logbook and assign number accordingly	None	5 mins.	Accountant-Designate (Donna R. Uriarte)
	TOTAL	None	35 mins.	

Budget Office

Dumangas Campus

Internal Services

10. Obligation (For Reimbursement of Local and Foreign Travelling and Training Expenses

Certifying the availability of funds, documenting the payee and proper charging of transactions to fund source for Reimbursement of Local and Foreign Travel

Office or Division	BUDGET OFFICE(located at the Ground Floor, Right Wing of Administration Building)
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	Faculty, Staff and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Local and Foreign Travelling and Training Expenses	
1. 3 copies of Approved Itinerary of Travel	Respective requesting Party/ies
2. 3 copies Approved Authority to Travel	Respective requesting Party/ies
3. Original and 2 machine copies of Official Receipts, bills, etc.	Respective requesting Party/ies
4. 3 copies of Approved Revised Itinerary of Travel(if any)	Respective requesting Party/ies

5. 3 copies of Approved Certification of Expenses Not Requiring Receipts		Respective requesting Party/ies		
6. 3 copies of Approved Certification of Travel Completed		Respective requesting Party/ies		
7. 3 copies of Approved Narrative Report		Respective requesting Party/ies		
8. Original and 2 machine copies of Certificate of Appearance		Respective requesting Party/ies		
9. 2 copies of Pictures if any		Respective requesting Party/ies		
10. 2 copies of Approved Letter Request for Reimbursement		Respective requesting Party/ies		
Additional Documentary Requirement for Foreign Travel and Training Expenses:				
11. 2 copies of Letter of Invitation of host/sponsoring country, agency/organization		Sponsoring country/host/agency/organization		
12. 2 copies of quotation of at least three travelling agencies or its equivalent		Travelling Agencies		
13. 2 copies of documents to show the dollar to peso exchange rate at the date of Cash Advance		BSP Accredited Foreign Exchange Outlets		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit documents enumerated on the Checklist of Documents	Received and verifies the approved documents requesting for funding source	None	2 days	Baltazar B. Depaloma/Kristine Joy C. Dema-ala
	Prepares Obligation Request Status(ORS)	None	30 mins.	Baltazar B. Depaloma/Kristine Joy C. Dema-ala
	Certification of Box A in	None	3 mins.	Baltazar B. Depaloma

	the ORS			
	END of Transaction(documents to be forwarded to Accounting Office)	None		
	TOTAL	None	2 days and 33 mins.	

11. Obligation (for Availment of Local, Foreign and Special Cash Advances)

Certifying the availability of funds, documenting the payee and proper charging of transactions to fund source for Cash Advances.

Office or Division	BUDGET OFFICE(located at the Ground Floor, Right Wing of Administration Building)
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Cash Advances for Local Travel Cash Advances	
1. 2 copies of Approved Authority of Travel	Respective requesting Party/ies
2. 2 copies of Apprved Letter Request to Cash Advance	Respective requesting Party/ies
3. 2 copies of Letter of Invitation	Respective requesting Party/ies
4. 2 copies of Memorandum if any	Respective requesting Party/ies
5. 2 copies of Approved Itinerary of Travel	Respective requesting Party/ies
Cash Advances for Foreign Cash Advances	
1. 2 copies of Approved Authority of Travel	Respective requesting Party/ies
2. 2 copies of Approved Letter Request to Cash Advance	Respective requesting Party/ies
3. 2 copies of Letter of Invitation	Respective requesting Party/ies
4. 2 copies of Memorandum if any	Respective requesting Party/ies
5. 2 copies of Approved	Respective requesting Party/ies

Itinerary of Travel 6. 2 copies of Letter of Invitation of host/sponsoring country.agency/organization 7. 2 copies of quotation of at least three travelling agencies or its equivalent 8. 2 copies of documents to show the dollar to peso exchange rate at the date of Cash Advance Cash Advances for Special Cash Advances 1. 2 copies Approved Proposal Letter 2. 2 copies of Certification from the Accountant that the previous cash advances has been liquidated and accounted for in the books 3. 2 copies of Fidelity Bond of requesting party, if first timer.	Sponsoring country/host/agency/organization Travelling Agencies BSP Accredited Foreign Exchange Outlets Respective requesting Party/ies Accounting Office/ Ground Floor, Right Wing of Administration Bldg.(Mrs. Donna R. Uriarte) Respective requesting Party/ies

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents enumerated on the Checklist of Documents	Received and verifies the approved documents	None	1 days and 30 minutes	Baltazar B. Depaloma/Kristine Joy C. Dema-ala
	Prepares Obligation Request Status(ORS)	None	30 minutes	Baltazar B. Depaloma/Kristine Joy C. Dema-ala
	Certification of Box A in the ORS	None	3 mins.	Baltazar B. Depaloma
	END of Transaction(documents to be forwarded to			

	Accounting Office)			
	TOTAL	None	2 days and 3 mins.	

12. Obligation (for reimbursement of Special Activities)

Certifying the availability of funds, documenting the payee and proper charging of transactions to fund source for reimbursement of special activities.

Office or Division	BUDGET OFFICE(located at the Ground Floor, Right Wing of Administration Building)
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	Faculty, Staff, and Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. 2 copies of Approved Letter Request for Reimbursement	Respective requesting Party/ies
2. Orginal and 2 machine copies of Official receipts, bill, RER, payroll and etc.	Respective requesting Party/ies
3. 2 copies of Approved Summary of Expenses	Respective requesting Party/ies
4. 2 copies of Report of Cash Disbusements	Respective requesting Party/ies
5. 2 copies of Three Canvass Paper if single purchase exceed P1,000.00	Suppliers

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit documents enumerated on the Checklist of Documents	Received and verifies the approved documents requesting for funding source	None	2 days	Baltazar B. Depaloma/Kristine Joy C. Dema-ala
	Prepares Obligation Request Status(ORS)	None	30 mins.	Baltazar B. Depaloma/Kristine Joy C. Dema-ala
	Certification of Box A in the ORS	None	3 mins.	Baltazar B. Depaloma

	END of Transaction(documents to be forwarded to Accounting Office)			
	TOTAL	None	2 days and 33 mins.	

13. Obligation (for Salary Claims)

Certifying the availability of funds, documenting the payee and proper charging of transactions to fund source for salary claims.

Office or Division	BUDGET OFFICE(located at the Ground Floor, Right Wing of Administration Building)
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	Faculty, and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 2 copies of certified true copy of duly approved Appointment 2. 2 Copies of Assignment Order, if any 3. 2 Copies of Certified true copy of Oath of Office 4. 2 Copies of SALN 5. 2 copies of Approved Daily Time Record 6. 2 copies of BIR withholding Certificate(Form 1902 and 2305) **Additional Requirement for Transferees:** 7. 2 copies of Clearance from Previous Office 8. 2 copies of Certified True Copy od pre-audited disbursement voucher of last salary from previous agency 9. 2 copies of BIR Form 2316 10. 2 copies of Available	HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)

Leave Credits 11. 2 copies of Service Record **If deleted from payroll:** 12. 2 copies of Approved DTR 13. 2 copies of Notice of Assumption 14. 2 copies of Approve Application for Leave, Clearances and Medical Cert., if on sick leave for 5 days or more **For Salary Differential due to promotion and/or step increment** 15. 2 copies of Notice of Salary Adjustment 16. 2 copies of Certificate of Assumption 17. 2 copies of Approved DTR **Last Salary** 18. 2 copies of Clearance from money, property and legal accountabilities 19. 2 copies of DTR **Salary due to heirs of deceased employee:** 20. Same requirement as those for last salary Additional requirements: 21. 2 copies of Authenticated death Certificate 22. 2 copies of Marriage Contract authenticated by PSA 23. 2 copies of Birth Certificate of surviving legal heirs authenticated by PSA 24. 2 copies of Designation of next-of-kin 25. 2 copies of Waiver of right of children 18 years old and above	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents enumerated on the Checklist of Documents	Received and verifies the approved documents requesting for funding source	None	2 days	Baltazar B. Depaloma/Kristine Joy C. Dema-ala
	Prepares Obligation Request Status(ORS)	None	30 mins.	Baltazar B. Depaloma/Kristine Joy C. Dema-ala
	Certification of Box A in the ORS	None	3 mins.	Baltazar B. Depaloma
	END of Transaction(documents to be forwarded to Accounting Office)	None		
	TOTAL	None	2 days and 33 mins.	

14. Obligation (for processing of payroll/claims)

Certifying the availability of funds, documenting the payee and proper charging of transactions to fund source for payroll/claims.

Office or Division	BUDGET OFFICE(located at the Ground Floor, Right Wing of Administration Building)
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	Faculty, Staff, and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 2 copies of duly signed Daily Time Record(DTR)	HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)
2. 4 Copies of Original Approved Payroll	Accounting Office/ Ground Floor, Right Wing of Administration Bldg.(Mrs. Donna R. Uriarte)
3. 2 Copies of Legal Basis, Special Orders, Memoranda, etc.	Accounting Office/Respective requesting Party/ies(in case of overtime and special workdays)

4. 2 Copies of Approved Request to Render Overtime 5. 2 copies of Accomplishment Reports		Respective requesting Party/ies Respective requesting Party/ies		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit documents enumerated on the Checklist of Documents	Received and verifies the approved documents requesting for funding source	None	2 days	Baltazar B. Depaloma/Kristine Joy C. Dema-ala
	Prepares Obligation Request Status(ORS)	None	30 mins.	Baltazar B. Depaloma/Kristine Joy C. Dema-ala
	Certification of Box A in the ORS	None	3 mins.	Baltazar B. Depaloma
	END of Transaction(documents to be forwarded to Accounting Office)			
	TOTAL	None	2 days and 33 mins.	

15. Obligation (for other Benefit Claims)

Certifying the availability of funds, documenting the payee and proper charging of transactions to fund source for other benefit claims.

Office or Division	BUDGET OFFICE(located at the Ground Floor, Right Wing of Administration Building)
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	Faculty, and Staff
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Maternity Leave: 1. 2 copies of Certified True Copy of Approved	HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)

Application for Leave 2. 2 copies of Certified True Copy of Maternity Leave Clearance 3. 2 copies of Medical certificate for maternity leave	 HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco) HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)
For Unused Maternity Leave: 1. 2 copies of Medical certificate that the employee is physically fit to work 2. 2 copies of Certificate of Assumption 3. 2 copies of Approved DTR	 HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco) HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco) HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)
Subsistence and Laundry: 1. 2 copies of Approved DTR	
Honoraria(Personnel involve in Government Procurement) 1. 2 copies of Office Order 2. Minutes of BAC Meeting 3. 2 copies of Notice of Award to the winning bidder being claimed 4. 2 copies of Certificate that the procurement involves competitive bidding 5. 2 copies of Attendance Sheetlisting names to the BAC Meeting	 Bids and Awards Committee(BAC) at Ground Floor,Administration Building-(Dr. Liane D. Defiño) Bids and Awards Committee(BAC) at Ground Floor,Administration Building-(Dr. Liane D. Defiño) Bids and Awards Committee(BAC) at Ground Floor,Administration Building-(Dr. Liane D. Defiño) Bids and Awards Committee(BAC) at Ground Floor,Administration Building-(Dr. Liane D. Defiño) Bids and Awards Committee(BAC) at Ground Floor,Administration Building-(Dr. Liane D. Defiño)
Longevity Pay 1. 2 copies of Service Record 2. 2 copies of Certification issued by the personnel officer that the claimant has not incurred more than 15 days of vacaton leave without pay.	 HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco) HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)

Terminal Leave Pay	
1. 2 copies of Clearance	HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)
2. 2 copies of Certified photocopy of Leave cards	HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)
3. 2 copies of Approved Leave Application	HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)
4. 2 copies of Complete Service Record	HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)
5. 2 copies of SALN	HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)
6. 2 copies of photocopy of appointment/NOSA/ showing the highest salary received	HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)
7. 2 copies of Computation of Terminal Leave Benefits duly certified by Accountant	HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)
8. 2 copies of Applicant's authorization(in affidavit form) to deduct all financial obligations with the employer	HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)
9. 2 copies of affidavit of applicant that there is no pending criminal investigation or prosecution against him/her.	HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)
10. 2 copies of letter of resignation duly accepted by the Head of Agency in case of resignation.	HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)
Monetization	
1. 2 copies of Approved Leave Application	HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)
2. 2 copies of Request for Leave covering more than ten days duly approved by the Head of Agency.	HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)
3. 2 copies of Clinical abstract/medical prodecures to be undertaken in case of medical and hospital	HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)

need(for 50% or more) 4. 2 copies Barangay Certification in case of need for financial assistance brought by calamities, typhoons, fire, etc.(for 50% or more)	HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)
Loyalty	
1. 2 copies of Service Record	HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)
2. 2 copies of Certificate of non-payment from previous Office(for transferee)	HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)
3. 2 copies of Certiification form the HRMO that tha claimant has not incurred more tha 50 days authorized vacation leave wihtout pay wihtin the 10-year period or aggregate ofmore than 25 days auhtorized vcatin leave without pay within the 5-year period, as in the case maybe.	HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)
Hazard Duty Pay	
1. 2 copies of Certication from DOH/DOST that the place of assignment/travel is a strife-torn/embattled/disease infested/distresses or isolated areas/stations, or areas declared under a state of calamity or emergency or with volcanic activity.	HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)
2. 2 copies of duly accomplished Time Record or travel report	HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)
3. 2 copies of special order from the agency/department head covering the assignment to hazardous/diffuly areas.	HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)

4. 2 copies of Approved DTR.		HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit documents enumerated on the Checklist of Documents	Received and verifies the approved documents requesting for funding source	None	30 mins.	Baltazar B. Depaloma/Kristine Joy C. Dema-ala
	Prepares Obligation Request Status(ORS)	None	30 mins.	Baltazar B. Depaloma/Kristine Joy C. Dema-ala
	Certification of Box A in the ORS	None	3 mins.	Baltazar B. Depaloma
	END of Transaction(documents to be forwarded to Accounting Office)			
	TOTAL	None	2 days and 33 mins.	

16. Obligation (for faculty and staff development program claims)

Certifying the availability of funds, documenting the payee and proper charging of transactions to fund source for staff and development.

Office or Division	BUDGET OFFICE(located at the Ground Floor, Right Wing of Administration Building)
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	Faculty, and Staff
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

1. 2 copies of Approved BOR Resolution 2. 2 Copies of Approved Contract 3. 2 Copies of Letter Request for Release of Funds 4. 2 Copies of Official Receipt, Bills, etc.(for Reimbursement) 5. 2 copies of Endorsement from the Head of the Agency to VP for Academic Affairs 6. 2 copies of Registration Forms, Grades, etc. 7. 2 copies of Faculty and Staff Development Manual applicable to corresponding plan.		HRMO Office, Ground Floor, Left Wing of Administration Bldg.(Mrs. Ironia P. Casco)		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit documents enumerated on the Checklist of Documents	Received and verifies the approved documents requesting for funding source	None	2 days	Baltazar B. Depaloma/Kristine Joy C. Dema-ala
	Prepares Obligation Request Status(ORS)	None	30 mins.	Baltazar B. Depaloma/Kristine Joy C. Dema-ala
	Certification of Box A in the ORS	None	3 mins.	Baltazar B. Depaloma
	END of Transaction(documents to be forwarded to Accounting Office)			
	TOTAL	None	2 days and 33 mins.	

Cashiers' Office

Dumangas Campus

Internal Services

17. Collection of fees and issuance of receipt

Office or Division	Cashier Office - Administration Building - Cashier's Office			
Classification	Simple			
Type of Transaction	G2G- Government to Government			
Who May Avail	Faculty, and Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Secure Statement of Fees 2. Secure Billing of Fees		Assessment Section IIRGP In-charge		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. a. Secure statement of fees; b. Secure billing	Issue statement of fees	Amount varies	5 mins.	Mrs Estrella Rodriguez
	Issue billing			Mr. Aaron Paul Puljanan
2. a. Issuance of receipts for statement of fees b. Issuance of receipt for billing	Issued receipts	Amount varies	5 mins.	Mrs. Ma Socorro Maestrecampo
	Issued receipts	Amount varies	5 mins.	Mrs. Ma Socorro Maestrecampo
	TOTAL	None	20 mins.	

18. Collection of fees and Issuance of Receipt

Office or Division	Cashier Office - Administration Building - Cashier's Office
Classification	Simple
Type of Transaction	G2G- Government to Government; G2B- Government to Business

Who May Avail	Faculty, and Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Approved disbursement vouchers for payment with complete supporting documents 2. Approved disbursement vouchers with complete billings.		Accounting Section Accounting Section		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Received approved disbursement voucher	Record and posted the voucher for issuance of check.	Amount varies	1 day	Mrs. Ma Socorro Maestrecampo
2. Forward to head of office for signature	Signed check for issuance	Amount varies	1 day	Dr. Noel S. Quidato
3. Issuance/payment of check to creditors and get receipts.	Issue check and gets receipts	Amount varies	5 mins.	Mrs. Ma Socorro Maestrecampo
	TOTAL	None	2 days and 5 mins.	

19. Assessment of Fees

Office or Division	BUDGET OFFICE(located at the Ground Floor, Right Wing of Administration Building)			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Registration Forms 2. Students Clearance 3. Identification Card 4. Paper Provided at the counter stating the Name, Course/Year, Scholarship (if there is), etc.		Registrars' Office Head of Instruction MIS Cashiers' Office		
CLIENT STEPS	**AGENCY**	**FEES TO**	**PROCESSING**	**PERSON**

	ACTION	BE PAID	TIME	RESPONSIBLE
1. Present Requirements as stated above for identification	Review the requirements presented	MF 1- P600.00 MF 2 - P100.00 LAB - P600.00/ Unit TUITION - P85.00/Unit SIDF - P1000.00	1 min.	Mrs. Estrella Rodriguez
2. Wait until his/her name was called	If verified, assess students accounts (manually)	None	5 mins./sem	Mrs. Estrella Rodriguez
3. When names are called, go to the counter	Advise students to present the assessment form to the Cashier for payment and bring back the OR's to the Assessment Section for recording.	None	1 min.	Mrs. Estrella Rodriguez
4. Verify the Official Receipt and present to the Assessment Section	Record the OR's to students individual ledger	None	5 mins./sem	Mrs. Estrella Rodriguez
5. Wait for the Official Receipt and Examination Permits	Return the OR's to students and issue Examination Permits if fully paid of	None	3 mins.	Mrs. Estrella Rodriguez

	approved for issuance			
6. In cases where his/her name was unintentionally ommitted in the list of Scholars provided by the Chairman of the Scholarship Committee of the Head of the Student Services. He/She must secure a note withsignature of the Head of the aforementionedOffices and present to the Assessment Section.	Verify his/her name in the Official List of Scholarship provided by the Office of the Student Affairs	None	10 minutes /additional to processing time	Mrs. Estrella Rodriguez
7. In cases where he/she requests for a printed Certificate of Billing for any legal purposes	Verify his/her name in the Official List of Scholarship provided by the Office of the Student Affairs and print hard copy.	None	15 minutes/ additional to processing time	Mrs. Estrella Rodriguez
	TOTAL	None	40 mins.	

Dental Clinic

Dumangas Campus

Internal Services

20. Oral/Dental Examination

Office or Division	DENTAL CLINIC - Academic Building- Right wing - Medical/ Dental Clinic			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Students, Faculty, Staff, and Community			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. School ID 2. Government Issued ID		Office of Students Affairs / Campus Administration LGU, Municipal hall		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present School I. D.	Check proper identification card	None	1 min.	Dr. Wenna L. Dadulla
2. Fill-out patient's information chart or retrieve old record	Provide and ask patient to fill-out information chart & dental	None	5 mins.	Dr. Wenna L. Dadulla

	health questionnaire.			
3. Get ready for oral/dental check up	Perform oral/dental check- up.	None	10 mins.	Dr. Wenna L. Dadulla
4. Sign at the log sheet.	Keep records	None	1 min.	Dr. Wenna L. Dadulla
	TOTAL	None	17 mins.	

21. Tooth Extraction

Office or Division	DENTAL CLINIC - Academic Building- Right wing - Medical/ Dental Clinic			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Students, Faculty, Staff and Community			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. School ID 2. Government Issued ID		Office of Students Affairs / Campus Administration LGU, Municipal hall		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present School ID	Check proper identification	None	1 min.	Dr. Wenna L. Dadulla
2. Fill-out patient's information chart or retrieve old record	Provide & ask patient to fill-up information chart & dental health questionnaire.	None	5 mins.	Dr. Wenna L. Dadulla
3. Get ready for oral/dental check- up and prophylaxis / scaling	Perform oral/dental exam. - Diagnose & treatment plan. - Perform tooth extraction.	None	2 hours	Dr. Wenna L. Dadulla

	- Prescribing & dispensing of medicines - Post operative instructions.			
4. Sign at the log sheet.	Keep records	None	1 min.	Dr. Wenna L. Dadulla
	TOTAL	None	2 hours and 7 mins.	

22. Referral/Certifications/Excuse Slips

Office or Division	DENTAL CLINIC - Academic Building- Right wing - Medical/ Dental Clinic			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Students, Faculty, Staff and Community			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. School ID 2. Government-Issued ID		Office of Students Affairs / Campus Administration LGU, Municipal hall		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present School I. D.	Check proper identification card	None	1 min.	Dr. Wenna L. Dadulla
2. Fill-out patient's information chart or retrieve old record	Provide & ask patient to fill-up information chart & dental health questionnaire.	None	5 mins.	Dr. Wenna L. Dadulla
3. Get ready for consultation.	Perform oral/dental exam - Diagnose & treatment plan.	None	20 mins.	Dr. Wenna L. Dadulla

	- Referrals for complicated or special cases & medically compromised patients.			
4. Fill-out log sheet & signing.	Issuance of Excuse Slip/Certification/Referral.	None	3 mins.	Dr. Wenna L. Dadulla
	TOTAL	None	29 mins.	

23. Consultation, Prescribing and Dispensing of Medicines

Office or Division	DENTAL CLINIC - Academic Building- Right wing - Medical/ Dental Clinic			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Students, Faculty, Staff and Community			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. School ID 2. Government Issued ID		Office of Students Affairs / Campus Administration LGU, Municipal hall		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present School I. D.	Check proper identification card	None	1 min.	Dr. Wenna L. Dadulla
2. Fill-out patient's information chart or retrieve old record	Provide & ask patient to fill-up information chart & dental health questionnaire.	None	5 mins.	Dr. Wenna L. Dadulla
3. Get ready for consultation.	Perform oral/dental exam ,Diagnose &	None	10 mins.	Dr. Wenna L. Dadulla

	treatment plan, Prescribe and dispense medicines to patients			
4. Fill-out log sheet & signing.	Keep records	None	1 min.	Dr. Wenna L. Dadulla
	TOTAL	None	17 mins.	

Human Resource Management Office

Dumangas Campus

Internal Services

24. Availment of Agency Staff Development Program

Office or Division	Human Resource Management Office- Ground Floor Administration Building, ISAT U- Dumangas Campus
Classification	Complex
Type of Transaction	G2C- Government to Citizen
Who May Avail	ISAT U, Dumangas Campus Faculty & Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent and supporting document	Applicant
2. Faculty/Staff Development Application Form	HR Office, ISAT U. Dumangas Campus
3. Scholarship Contract	HR Office- ISAT U, Main Campus

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of letter intent with complete supporting documents	Receiving of complete requirements	None	30 mins.	Mrs. Susan Doquesa
	Checking & Verefying	None	30 mins.	Mrs. Susan Doquesa, Mrs.

	data submitted			Ironia P. Casco
	Forward Letter of Intent to the Campus Ad.	None	30 mins.	Mrs. Susan Doquesa
	Endorsement of Application to the Staff Dev. Program Committee	None	1 day	Dr. Noel S. Quidato
	Receiving of Application by the Staff Dev. Program Committee	None	30 mins.	Office Staff
	Staff Dev. Committee Deliberate	None	1 day	Staff Dev. Committee
	Staff Dev. Committee endorse to ADCO	None	1 day	ADCO
	Approved Application Recommended to the University President for endorsement to BOR	None		University President
	Signing of Contract	None		Grantee, University President
	Submission of Contract	None		Grantee, HR
	TOTAL	None	3 days and 2 hours	

25. Approval of GSIS Loans and other related GSIS concerns

Office or Division	Human Resource Management Office- Ground Floor Administration Building, ISAT U- Dumangas

	Campus			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	ISAT U, Dumangas Campus Faculty & Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Letter Request specifying the type of GSIS transaction the personnel wants to avail, if conformation/approval of various GSIS loans it must be countersigned by accounting personnel specifying that the personnel net pay is still within the required DBM ruling after deducting the monthly amortization of the current loan		Requesting Party		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of letter request	Receiving of request letter	None	30 mins.	Mrs. Ironia P. Casco
	Confirm/ approve GSIS loan, email GSIS of the concern of the ISAT U Dumangas Campus personnel.	None	1 day	Mrs. Ironia P. Casco
	Inform personnel concerned	None	30 mins.	Mrs. Ironia P. Casco
	TOTAL	None	1 day and 1 hour	

Library Services

Dumangas Campus

Internal Services

26. Validation and Release of Library Cards

To ensure that students' documents are checked as to authenticity and validity before library card is validated and released.

Office or Division	Library
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Registration Form (RF) for the term the student is enrolled.	Registrars' Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Student personally presents RF to the library staff at the information desk.	Library staff retrieves library card in the file. For library cards that needs replacement (broken and names not readable), a student is referred to the librarian's office to secure a note to the Cashier's Office for payment of library card replacement.	None	5 mins.	Library Staff/ Student
	Librarian issues note/request slip for the Cashier's	ID Fee - Php 85.00	3 mins.	Library Staff/ Student

	Office			
	Library staff stamps RF; validation sticker attached	None	2 mins.	Library Staff Student Cashier's Office Staff
	Releases library card to student	None	30 sec.	Library Staff, Student
	TOTAL	None	10 mins. and 30 sec.	

27. Signing of Clearance

To ensure that students' documents are checked as to authenticity and validity before library card is validated and released.

Office or Division	Library			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Students, Faculty and Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Library Card 2. Clearance		Library Office of Instruction		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Class President/ representative submits library card and clearance in bunch, by section to the library staff at the information desk. Faculty/staff submit individually to the library personnel.	Group and individual clearance: Library staff receives and checks if library card matches individual clearance. Stamps clearance for signature of the librarian.	None	2 mins.	Library staff Students Staff/Faculty
	If student/staff /faculty has accountabilit	None	3 mins.	Library staff Students Staff/Faculty

	ies, she/he is required to settle it before signing the clearance.			
	For unclaimed library card, library staff retrieves library card from the file.	None	2 mins.	Library staff Students Staff/Faculty
	Faculty/Staff /Students' clearance forwarded to the librarian's office for signature	None	5 mins.	Library staff Students Staff/Faculty
	Library staff returns clearance to the class president/ representative/staff/faculty	None	2 mins.	Library staff, Students, Staff/Faculty
	TOTAL	None	14 mins.	

28. Lending/Borrowing of Library Materials

To ensure that books are borrowed are checked and pertinent data of books as well as borrowers' data are accurate.

Office or Division	Library
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students, Faculty, Employees, Administration and External Researchers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Validated Library ID Card 2. Letter and ID for external researchers	Library In their respective Institutions

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Student presents her/his validated library card to the library staff as she/he enters the stack section. Faculty/Employee presents his/her ID or contract/appointment External researchers presents a letter and ID	Library staff receives and checks students and faculty/employee ID External researchers referred to the librarian's office for proper guidance and assistance.	None	2 mins.	Library staff Librarian Student Employee External Researchers
2. Library customer presents the books she/he would like to borrow to the library staff at the circulation counter.	Library staff receives the signed book card and attaches library card.	None	30 sec.	Library Clients Library staff
	Library staff tallies the book classification in the utilization statistics.	None	30 sec	Library staff
	Library staff files book cards at the charging tray. For overnight books, library staff stamps date due on the	None	30 sec.	Library staff Librarian

	slip and releases the book to the library clients.			
	Library staff files the book card in alphabetical order by author.	None	30 sec.	Library staff
	TOTAL	None	3 mins.	

29. Returning of Books

To ensure that books/ returned by the clientele is properly checked and documented so that accuracy in the changing in of materials established.

Office or Division	Library			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Students, Faculty and Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Borrowed Books		Library		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Library clients presents the borrowed books to the library staff at the counter	Library staff receives and checks the accession number of the borrowed library materials found on the book card	None	2 mins.	Library staff Library Clients
2. Library customer presents the books she/he would like to borrow to the library staff at the	Library staff returns the book card upon receipt of the returned book. For	None	2 mins.	Library staff Library Clients

circulation counter.	overnight books, library staff checks if the book is overdue or not. If overdue, computes overdue fine. If not overdue, proceed to Step 4 initials in the date due slip.			
	Library staff returns the library card of the students	None	30 sec.	Library Staff
	TOTAL	None	4 mins. and 30 sec.	

30. Issuance of Research Letter to Research in Other Libraries

To ensure that students who wish to research to other libraries is properly documented and controlled so that their identities are monitored.

Office or Division	Library			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Students, Faculty and Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Library ID Card for students 2. ID Card for Faculty Members and Employees		Library MIS		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Faculty, student or employee requests a letter to	Librarian requests the applicant to present Library ID	None	2 mins.	Student Faculty Employee Librarian

research in other libraries from the librarian.	card for students, ID card for faculty members and employees.			
	Librarian issues a letter to the applicant indicating the institution where he/she wants to visit	None	3 mins.	Student Faculty Employee Librarian
	TOTAL	None	5 mins.	

31. Use of Computer for Research

To augment the needs of the students in their researchers.

Office or Division	Library			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Students, Faculty and Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Library ID Card 2. Faculty/employee ID		Library MIS		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Students, Faculty and employees present their library ID to the library personnel.	Receives and check valid Library ID cards to ensure its validation for the term the student is enrolled.	None	30 sec.	Library staff Students Faculty and Employees
	Student logs on the logbook the exact time they started	None	30 sec.	Student

	using the computer			
	See to it that the students use the computer for research purposes only.	None	1 min.	Library Staff
	Check if the student has been properly logged out.	None	30 sec.	Library Staff
	Returns the Library card and let the student log out from the logbook	None	30 sec.	Library Staff
	TOTAL	None	3 mins.	

32. Requisition of Books

To acquire more books for the library.

Office or Division	Library			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Book Request Form 2. PPMP Form		Library Supply Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Issuance of Book Request Form to the Faculty and employees.	Library personnel/Librarian receives the Book Request Form from the Faculty/Staff	None	1 min.	Librarian Faculty Employees
2. Faculty must dully	Librarian verifies the	None	1 min.	Librarian

filled-up the form	accuracy and the books they need for every semester.			
	Librarian consolidates the Book Request Form if how many books suffice the number of students to use the requested books.	None	3 mins.	Librarian
	Librarians prepare PPMP.	None	2 mins.	Librarian
	Librarian submits the PPMP to the supply officer for the availability of funds.	None	2 mins.	Librarian
	TOTAL	None	9 mins.	

Management Information System

Dumangas Campus

Internal Services

33. ID Making (For New Students and Employees)

To encode and print School IDs of students and employees of the campus.

Office or Division	Management Information System - Administration Building - Ground Floor - Right Wing
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students , Faculty and Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Student Information Form	MIS Office
2. Faculty/Employee Information Form	MIS Office
3. Registration Form	Registrars' Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Receive data	MIS Staff let the Client fill up student/employee information form with their signature	None	5 min.	Sonia Lyn B. Bolivar
2. Capture client picture	MIS Staff takes picture of client	None	5 mins.	Sonia Lyn B. Bolivar
3. Capture signature	MIS staff Capture signature of client and attach to ID Template	None	5 mins.	Sonia Lyn B. Bolivar
4. Verify encoded data	MIS Staff lets the client check encoded data for typo error	None	5 mins.	Sonia Lyn B. Bolivar
5. ID Printing	MIS Staff Prints ID	None	25 mins.	Sonia Lyn B. Bolivar
6. Release ID	MIS Staff release printed ID to the client for	None	15 mins.	Sonia Lyn B. Bolivar

	validation at the office of student affairs			
7. Logbook signing	MIS Staff lets the client sign at the logbook	None	5 mins.	Sonia Lyn B. Bolivar
	TOTAL	None	1 hour and 5 mins.	

34. ID Making (For Students and Employees with lost or damaged IDs)

To encode and print School IDs of students and employees with lost and damaged Ids.

Office or Division	Management Information System
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students , Faculty and Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Student Information Form	MIS Office
2. Faculty/Employee Information Form	MIS Office
3. Permit for replacement of University ID Form	OSAS Office
4. Official Receipt	Cashiers' Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Receive data	MIS Staff let the Client fill up student/employee information form with their signature	None	5 min.	Sonia Lyn B. Bolivar
2. Fill up permit for replacement of University ID form	Proceed to Office of Student affairs department for filling up of Permit of University ID Form	None	15 mins.	Florelyn B. Etanong

3. Pay fees	Proceed to Cashier's Office to pay desired fees for lost or damaged ID	P100.00	20 mins.	Ma. Socorro C. Maestrecampo
4. Data verification	Proceed to MIS Office for verification of stored ID data	None	5 mins.	Sonia Lyn B. Bolivar
5. ID Printing	MIS Staff Prints ID	None	25 mins.	Sonia Lyn B. Bolivar
6. Release ID	MIS Staff release printed ID to the client for validation at the office of student affairs	None	15 mins.	Sonia Lyn B. Bolivar
7. Logbook signing	MIS Staff lets the client sign at the logbook	None	5 mins.	Sonia Lyn B. Bolivar
	TOTAL	None	1 hour and 30 mins.	

Medical Clinic

Dumangas Campus

Internal Services

24. Dressing of Wounds

Office or Division	Medical - Academic Building- ground floor - Left Wing
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students, Faculty, Staff and Community
CHECKLIST OF	**WHERE TO SECURE**

REQUIREMENTS				
1. School ID 2. Registration Form		Management Information System Office-ISAT U Dumangas Campus, Administration Building Registrar Office-ISAT U Dumangas Campus, Administration Building		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the clinic and see the nurse and present your illness	Verify ID and Registration Form	None	30 mins.	Mary D. Belandres
2. Submit for Consultation	History taking get and record Vital Signs, Dressed Wounds	None	1 hour	Mary D. Belandres
3. Fill Up Log sheet	Give Available medicines if necessary	None	5 mins.	Mary D. Belandres
	TOTAL	None	1 hour and 35 mins.	

25. Referral

Office or Division	Medical - Academic Building- ground floor - Left Wing
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students, Faculty, Staff and Community

CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. School ID 2. Registration Form		Management Information System Office-ISAT U Dumangas Campus, Administration Building Registrar Office-ISAT U Dumangas Campus, Administration Building		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the clinic and see the nurse and	Verify ID and Registration form	None	5 min.	Mary D. Belandres

present your illness				
2. Submit for Consultation	Physical Assessment and Evaluation	None	5 mins.	Mary D. Belandres
3. Refer Patient to the Nearest Hospital	Accompany Referral	None	As the need arises	Mary D. Belandres
	(Students, Personnel)	None		Mary D. Belandres
4. School Driver	Bring Patient to the Hospital	None	5 mins.	Mary D. Belandres/Neri Dolendo
5. Fill Up Log sheet	Check Log Sheet	None	5 mins.	Mary D. Belandres
	TOTAL	None	25 mins.	

26. Medical Examination

Office or Division	Medical - Academic Building- ground floor - Left Wing			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Students, and Faculty			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. School ID 2. Registration Form		Management Information System Office-ISAT U Dumangas Campus, Administration Building Registrar Office-ISAT U Dumangas Campus, Administration Building		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the clinic and see the nurse and present your illness	Verify ID and Registration Form	None	5 mins.	Mary D. Belandres
2. Submit for Consultation	Conduct information, get vital signs, Give available medicine	None	30 mins.	Mary D. Belandres

3. Fill Up Monthly Medical Record signing	Check the Log Sheet	None	5 mins.	Mary D. Belandres
	TOTAL	None	40 mins.	

27. Giving Over the Counter Medicines

Office or Division	Medical - Academic Building- ground floor - Left Wing			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Students, and Faculty			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. School ID 2. Registration Form		Management Information System Office-ISAT U Dumangas Campus, Administration Building Registrar Office-ISAT U Dumangas Campus, Administration Building		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present I.D.	Check Proper Identification	None	5 mins.	Mary D. Belandres
2. School Nurse	Record Vital Signs, Perform physical Examination, Provides Medicine to the patient, Give Proper Instruction	None	1 hour	Mary D. Belandres
3. Fill Up Monthly Medical Record signing	Check the Log Sheet	None	5 mins.	Mary D. Belandres
	TOTAL	None	1 hour and 10 mins.	

Office of Student Affairs and Services

Dumangas Campus

Internal Services

28. Filing a Complaint

Office or Division		OFFICE OF STUDENT AFFAIRS AND SERVICES-Ground Floor Academic Building-Right Wing		
Classification		Simple		
Type of Transaction		G2C- Government to Citizen		
Who May Avail		Students, Faculty, Staff, and Authorized Persons		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Duly filled-up Complaint Form 2. Written Narrative Facts about the complaint/s.		Office of Students Affairs and Services Written by the complainants		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Complainant approaches the OSAS office and requests a complaint form.	Welcomes and accommodates the client	None	5 mins.	OSAS Personnel
2. Complainant fills-up Complaint Form and write narrative facts of the complaints.	Receive the duly filled – up form and read the narrative facts. Checks if complainant has previous records.	None	40 mins./client	OSAS Personne
3. Conducts preliminary interview	Clarifies and analyzes the issue	None	20 mins.	OSAS Personnel

	being consulted.			
	Inform the client and discuss the nature of the offense and the flow of how the case will progress.			
	Advise client/s to be on call if necessary.			
	Decides on the course of action to take.			
4. Refer to Proper Body	The OSAS Head refer the case to the proper body.	None	25 mins./client	OSAS Head
	Program Coordinator if the violation/s committed can be treated as less grave offense/s.			
	Board of Student Discipline if the violation/s committed is categorized as grave offense/s.			
	TOTAL	None	1 hour and 30 mins.	

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29. Issuance/Validation of ID

Office or Division	OFFICE OF STUDENT AFFAIRS AND SERVICES-Ground Floor Academic Building-Right Wing
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Old and New Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
New Students: 1. Registration Form Old Students: 1. Registration Form 2. In case of lost ID, secure and present Affidavit of loss	Office of Students Affairs and Services Issued RF kept by Students Public Attorney's Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present Registration Form	Check for Registration Form, Validates and releases the school ID.	None	3 mins.	OSAS Personnel
2. For Student ID replacement; present Notarized Affidavit of Loss	Verified Affidavit of loss and RF. Instructs student for payment at cashier.	None	3 mins.	OSAS Personnel
3. Present Affidavit of Loss at the MIS with Registration Form and Receipt	MIS replaces the School ID	None	10 mins.	OSAS Personnel
4. Secures the ID validation, presents affidavit and	OSAS personnel processes the ID validation and release	None	5 mins.	OSAS Personnel

requests for ID protector and lace	ID protector and lace			
	TOTAL	None	26 mins.	

Planning Development and Auxiliary Services

Dumangas Campus

Internal Services

30. Maintenance of Facilities and Equipment

Office or Division	PDAS-Administration Building-Ground Floor-Left Wing			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Job Request Form		PDAS Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Filling up of Request Form	Fill up new job request Form	None	3 mins.	PDAS Head/Assistant
2. Receiving of Job Request	Receive the filled-up Request Form and check the required details and information for the job requested	None	1 min.	PDAS Head/Assistant
3. Assignment of tracking Number	Tracking number will be assigned to every job request received by	None	1 min.	PDAS Head/Assistant

	the office			
4. Evaluation and Approval of Job Request	The PDAS Officer may approve or disapprove the request upon evaluation. However, if the job request requires procuremen t and approval from the higher authorities, then the Job Request will be endorsed for final action.	None	10 mins.	PDAS Head/Campus Administartor
	TOTAL	None	15 mins.	

Records Office

Dumangas Campus

Internal Services

31. Leave Application

Office or Division	Human Resource Management Office- Ground Floor Administration Building, ISAT U- Dumangas Campus
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Faculty and Staff

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Leave Application (3 copies) - Form 6	ISAT U Admin – HR

2. Medical Cert. (for more than 5 days sick leave - 3 copies) 3. Certified machine copies of birth cert. (for maternity)		Government Physician Local Civil Registrar or PSA		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit complete documents	Received	None	1 hour	Applicants
2. Certification of Leave Credits	Leave credits certified	None	7 hours	Mrs. Susan Doquesa
3. Recommending approval	Submitted for approval	None	1 day	Mrs. Ironia P. Casco
4. Approval	approved/disapproved	None	1 day	Dr. Noel S. Quidato
	TOTAL	None	3 days	

32. Receiving and releasing communication

Office or Division		Human Resource Management Office- Ground Floor Administration Building, ISAT U- Dumangas Campus		
Classification		Simple		
Type of Transaction		G2C- Government to Citizen		
Who May Avail		Faculty and Staff		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Communication (3 copies) - signature in the logbook 2. Valid Gov't. I.D. of requestor or his/her representative 3. Authorization of requestor in case of representative		ISAT U Admin – HR Requestor / Representative Requestor / Representative		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit request	Received	None	4 hours	Mrs. Susan Doquesa
2. Preparation of requested	Encoded / printed requested	None	1 day	Mrs. Susan Doquesa

documents	Cert. of Service records			
3. Approval/Issuance of requested documents	Approved / documents issued	None	1 day	Mrs. Ironia P. Casco / Dr. Quidato
4. Released requested documents	Documents issued	None	4 hours	Mrs. Susan Doquesa
	TOTAL	None	3 days	

33. Preparation of Certificate of Employment/Service Records

Office or Division	Human Resource Management Office- Ground Floor Administration Building, ISAT U- Dumangas Campus			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. 3 copies Application Form 2. Valid Gov't. I.D. of requestor or his/her representative 3. Authorization of requestor in case of representative		ISAT U Admin – HR Requestor / Representative Requestor / Representative		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Received communication	Received	None	4 hours	Mrs. Susan Doquesa
2. Log-in	Recorded receive	None	4 hours	Mrs. Susan Doquesa
3. Forward for action		None	4 hours	Mrs. Susan Doquesa
4. Approve, sign & recommend action	Documents issued	None	4 hours	Mrs. Ironia P. Casco / Dr. Quidato
5. Log-out	Recorded Release	None	4 hours	Mrs. Susan Doquesa
6. Disseminate	Give copies of communicat	None	4 hours	Mrs. Mamion/ Ms. Sumaylo/ Mrs. E.

	ion to concerned personnel			Rodriguez
	TOTAL	None	3 days	

Registrar Office

Dumangas Campus

Internal Services

34. Receiving of Faculty Grades

Receiving of accomplished official faculty grade sheets and ensure accurate encoding in the Registration System.

Office or Division	OFFICE OF THE REGISTRAR AND ADMISSION (ORA)-Administration Building-Ground Floor-Front Office			
Classification	Simple			
Type of Transaction	G2G- Government to Government			
Who May Avail	Faculty			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Accomplished Grade Sheets		Head of Instruction (HOI)		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits accomplished official grade sheets.	Review, receives, and records official grade sheets of the faculty concerned.	None	1 min.	Registrars' Staff
	Retains the original copy of grade sheets and returns to	None	2 mins.	Registrars' Staff

	faculty the duplicate copies			
	Encodes the faculty grade sheets in the Registration System.	None		Registrar/Staff
	Verifies the encoded grades in the Registra-tion System versus the submitted hardcopy of the faculty grade sheets	None	15 mins.	Registrar
	TOTAL	None	37 mins.	

35. Receiving of Faculty Grades

Receiving of accomplished official faculty grade sheets and ensure accurate encoding in the Registration System.

Office or Division		OFFICE OF THE REGISTRAR AND ADMISSION (ORA)-Administration Building-Ground Floor-Front Office		
Classification		Simple		
Type of Transaction		G2G- Government to Government		
Who May Avail		Faculty		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
2. Accomplished Grade Sheets		Head of Instruction (HOI)		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
2. Submits accomplished official grade sheets.	Review, receives, and records official grade sheets of the faculty	None	1 min.	Registrars' Staff

	concerned.			
	Retains the original copy of grade sheets and returns to faculty the duplicate copies	None	2 mins.	Registrars' Staff
	Encodes the faculty grade sheets in the Registration System.	None		Registrar/Staff
	Verifies the encoded grades in the Registra-tion System versus the submitted hardcopy of the faculty grade sheets	None	15 mins.	Registrar
	TOTAL	None	37 mins.	

Supply Office

Dumangas Campus

Internal Services

36. Checking of Delivered Items

Office or Division	Supply Office-Ground Floor-Academic Building-Left Wing
Classification	Complex
Type of Transaction	G2C- Government to Citizen
Who May Avail	End-User
CHECKLIST OF	**WHERE TO SECURE**

REQUIREMENTS				
1. Canvas Form (3 suppliers) 2. Abstract of Canvass 3. Purchase Order Form 4. Charge Invoice 5. Delivery Receipt 6. Inspection and Acceptance Report		BAC Office BAC Office Supply Office Supplier Supplier Supply Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Received delivered supplies and materials from suppliers	Supply Officer/Supply Clerk received	None	30 mins.	Supply Officer/Supply Clerk
2. Inform TWG fro inspection of delivered supplies, materials and equipment	TWG inspect and check delivered items.	None	1 hour	Supply Officer/Supply Clerk
3. Prepare Inspection and Acceptance Report for submission to COA	TWG/Supply Officer signed inspection and acceptance report.	None	1 hour	Supply Officer
4. Prepare RIS/PAR/ICS of supplies, materials and equipment and deliver to end user and signed reports.	Supply Officer prepares RIS/PAR/ICS of supplies, materials and equipment delivered and issue the same to end users.	None	1 hour	Supply Officer
5. Submit complete	Disbursement Voucher	None	20 mins.	Supply Officer

documents (complete DV's) to cashier.	submitted to Cashier (complete)			
	TOTAL	None	3 hours and 50 mins.	

Human Resource Management Office

Leon Campus

External Services

1. **Recruitment Process**

   Screening of Applicants and Appraisal of Qualification Requirements/ Documents

Office or Division	Human Resource Management Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Job Applicants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Letter 2. Resume 3. Transcript of Records 4. Diploma 5. Certificates of Trainings/Seminars/Conferences attended 6. Proof of Eligibility 7. Photocopy of PRC License/s 8. Interview and assessment of documents	Designated/Assigned Personnel, HRM Office, Administration Building, ISAT U, Leon Campus

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application Letter with complete supporting documents	Application letter with complete supporting documents accepted	None	5 mins.	Applicants
2. Check qualification	Checked the	None	10 mins.	Designated/ Assigned

requirements	completeness of submitted documents			Personnel
3. Conduct assessment of documents based on the Qualification Standards of the position applied for.	Conducted assessment of documents based on the Qualification Standards of the position applied for.	None	20 mins.	Designated/ Assigned Personnel
4. Forward documents to the Office of Campus Administrator	Documents forwarded to the Office of Campus Administrator for action	None	5 mins.	Designated/ Assigned Personnel
5. Prepare communication informing the HRMPSB chairperson of the schedule of interview/ screening of applicants	Communication prepared and forwarded to the HRMPSB chairperson for the information as to schedule of interview/ screening of applicants	None	1 hour	Campus Administrator
6. Issuance of office memorandum to the HRMPSB members by the Campus Administrat	Office memorandum issued to the HRMPSB members to conduct interview/ screening of	None	15 mins.	Campus Administrator

or	qualified applicants			
7. Interview and screening of qualified applicants	Qualified applicants interviewed and screened	None	2 hours	HRMPSB Members
8. Summarize the results of the final ranking of applicants for transmittal to the Office of the Campus Administrator	Results summarized and transmitted to the Office of the Campus Administrator	None	1 hour	Designated/ Assigned Personnel
9. Notify the selected qualified applicant	Selected qualified applicant notified	None	5 mins.	Designated/ Assigned Personnel
10. Prepare and submit documents for the issuance of appointment	Proposed appointment papers submitted for the signature of the Campus Administrator	None	15 mins.	Campus Administrator
11. Forward proposed appointment papers to the Office of Chief Adminstrative Officer/ HRMO III	Proposed appointment forwarded to the Office of Chief Administrative Officer/ HRMO III for evaluation	None	4 hours	Campus Administrator
12. Approval of appointment by the University	Approved appointment by the University	None	15 mins.	University President

President	President			
13. Release of approved appointment from the Office of the University President	Approved appointment released from the Office of the University President	None	10 mins.	Designated/ Assigned Personnel
14. Notify the qualified applicant with approved appointment to report to work	Qualified applicant with approved appointment notified to report to work	None	15 mins.	Campus Administrator
15. Conduct general orientation for the newly hired employees	General orientation conducted for the newly hired employees	None	4 hours	Campus Administrator
	TOTAL	None	1 day, 5 hrs. and 20 mins./ 1 day, 5 hrs. and 50 mins.	

Supply Office

Leon Campus

External Services

2. Inspection and Issuance, Preparation of Payment

Inspection and issuance of goods and services, preparation of payment.

Office or Division	Supply Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business
Who May Avail	End-Users and Suppliers
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Charge Invoice	Supplier

2. Delivery Receipt (DR) 3. Accomplishment Report 4. Contract 5. Billing Statement 6. Purchase Request/Job Request 7. Resolution to Procure 8. Canvass Papers 9. Abstract of Canvass 10. Resolution to Award 11. APP/PPMP 12. Business/Mayor's Permit 13. Income Tax Return 14. Affidavit of Sworn Statement 15. Purchase Order/Job Order 16. Inspection and Acceptance Report IAR) 17. Disbursement Voucher (DV) 18. Obligation Request an Status (ORS) 19. Requisition and Issue Slip (RIS) 20. Stock Card 21. Property Acknowledgment Receipt (PAR) 22. Inventory Custodian Slip (ICS)		Supplier 3-5 Contract Laborer Supply Officer, Supply Office, 2nd Floor Administration Bldg.		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign-in at the Supply Office Logbook	Give the logbook to the client/s at the Supply Office	None	2 mins.	TWG, Supply Officer, Supplier
2. Deliver the goods with Delivery Receipt and/or Charge Invoice	Accept the goods delivered	None	3 mins.	TWG, Supply Officer, Supplier
	Inspect received goods	None	3 hours	Supply Officer, Technical Working Group, Supplier/Contract labourer
	Prepare Inspection	None	2 hours	Supply Officer, Technical

	and Acceptance Report for signature of TWG for goods and receive Accomplishment Report or contract from contract laborer/s for services			Working Group, Supplier/Contract labourer
	Prepare payment using DV and ORS with supporting documents and release to Budget and Accounting Office for processing	None	2 hours	Supply Officer
	Prepare Requisition and Issue Slip for signature by the end user	None	2 hours	Supply Officer, End-user
	Submit RIS to the Campus Administrator for approval	None	4 hours	Supply Officer, Campus Administrator
	Retrieve approved RIS, issue the purchased goods to end users and sign	None	3 hours	Supply Officer, End User

	RIS for issuance and receipt			
	File the RIS	None	5 mins.	Supply Officer
	Record and update Stock Cards	None	1 hour	Supply Officer
	Prepare Inventory Custodian Slip for Semi-expendables and Property Acknowledgment Receipt for equipment for signature by the end-users	None	3 hours	Supply Officer, End-user
	Furnish copy of ICS/PAR to end user	None	1 hour	Supply Officer, End-user
	File ICS and PAR	None	10 mins.	Supply Officer
3. Submit Accomplishment Report or Contract		None		
	TOTAL	None	2 days 5 hours 20 minutes	

Research Office

Leon Campus

External Services

3. Issuance of Research Approval Form

Processing of Student Research Approval Form for Pre and Final Defense (Approval and Scheduling)

Office or Division	Research Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business
Who May Avail	Student Researchers and Members of the Research Council

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Research Proposal signed by the Adviser	Research Coordinator, Research Office, RDE Center, ISAT U, Leon Campus, Iloilo

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client log book in the research office	Give logbook to the Student Researchers	None	5 mins.	Research Coordinator
2. Fill up the student research approval form	Provide copy of student research approval form	None	2 mins.	Research Coordinator
	Released the filled up approval form	None	30 mins.	Student Researchers, Advisers and Research Coordinator
	Schedule the date and venue for pre and final defense	None	15 mins.	Research Coordinator
	Signing of	None	30 mins.	Campus

	approval form by the Campus Administrator			Administrator
3. Received the approved form and schedules	Indicate the schedule	None	1 min.	Research Coordinator
	Released the approved form	None	1 min.	Research Coordinator
	TOTAL	None	1Hour and 24 mins	

4. Issuance of the Approval Forms for Book Binding

Processing of Approval Sheet for Bookbinding (issuance and releasing)

Office or Division	Research Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business
Who May Avail	Student Researchers of ISAT U, Leon Campus

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Approved Manuscript	Research Coordinator, Research Office, RDE Center, ISAT U, Leon Campus, Iloilo

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client log book in the research office	Give logbook to the Student Reseachers	None	5 min.	Research Coordinator
2. Fill up the forms	Provide the forms to the student researchers	None	5 mins.	Research Coordinator
	Received the filled up the approval form	None	20 mins.	Student Researchers
	Signing of the members of the Research	None	10 mins.	Advisers, Members of Panel, Research Coordinator and

	Council			Campus Administrator
	Signing of forms by the Campuis Administrato r	None	10 mins	Campus Administrator
	Approval of the Form	None	1 min.	Student Researchers, Research Coordinator
3. Retrieved the approved form	Released the approved form	None	1 min.	Research Coordinator
	TOTAL	None	1Hour and 24 mins	

Students' Records Office

Leon Campus

External Services

5. Enrolment

Enrolment Flow

Office or Division	Students' Records
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
New Students:	
1. Form 138	Students last school attended
2. Certificate of Good Moral character	Students last school attended
3. Birth Certificate	Student concerned
4. Health and Dental Certificates	Health and Dental Clinic, ISAT U, Leon Campus
Transferees:	
1. Transcript of Records	Students last school attended
2. Good Moral Character	Students last school attended
3. Birth Certificate	Students last school attended
4. Certificate of Transfer	Student concerned

Credential/Honorable Dismissal 5. Health and Dental Certificates Old Students: 1. Clearance 2. School ID		Health and Dental Clinic, ISAT U, Leon Campus Student concerned Student concerned		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client log book in the office lobby	Give the logbook to the client	None	2 mins.	Officers of the Day Office of the Campus Administrator
2. Fill out Pre-Registration Form	Check the Pre-Registration Form and documentary requirements for enrollment	None	10 mins.	Acting Registrar and Admin Aide III
Present duly accomplished Pre-registration Form and required documents for checking and verification				
3. Submit filled out Pre-Registration Form to MIS for encoding of data/ enrolment	Encode enrollment data/entries	None	10 mins.	MIS Personnel
	Print Certificate of Registration			
	Validate Student's School ID			
4. Get class cards	Issue class cards	None	5 mins.	Acting Registrar and Admin Aide III
	TOTAL	None	27 mins.	

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6. Issuance of Diplomas and Certificate

Processing and issuance of Diplomas and Certificate

Office or Division	Students' Records
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Graduates

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Counter Request Form 2. Clearance 3. Student's ID	Acting Registrar/ Admin Aide III Office of Students' Records Administration Building ISAT U, Leon Campus, Iloilo Student concerned

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client log book in the office lobby	Give the logbook to the client	None	2 mins.	Officers of the Day Office of the Campus Administrator
Sign in the log book of the Office of Students' Records		None	3 mins.	Acting Registrar Admin Aide III
2. Fill out and submit Counter Request Form	Receive filled out Counter Request Form	None	10 mins.	Acting Registrar and Admin Aide III
	Validate student's Identity			
3. Claim requested documents	Release Diploma/Certificate	None	5 mins.	Acting Registrar and Admin Aide III
Log in the logbook				
	TOTAL	None	20 mins.	

7. Issuance of Certifications

Processing issuance of various certifications

Office or Division	Students' Records
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Graduates and Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Counter Request Form 2. Clearance 3. Official Receipt		Acting Registrar/ Admin Aide III Office of Students' Records Collecting Officer/Cashier, Administration Building, ISAT U, Leon Campus, Iloilo		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client log book in the office lobby	Give the logbook to the client	None	2 mins.	Officers of the Day Office of the Campus Administrator
Sign in the log book of the Office of Students' Records		None	3 mins.	Acting Registrar Admin Aide III
2. Fill out and submit Counter Request Form	Receive filled out Counter Request Form	None	10 mins.	Acting Registrar Admin Aide III
	Validate student's identity			
	Retrieve and check record on file			
3. Pay required fees	Receive payment and issue Official Receipt	PhP30.00 / document	10 mins.	Collecting Officer/Cashier
4. Submit Official Receipt and Counter Request Form for processing	Receive request form and process request	None	2 days	Acting Registrar Admin Aide III Campus Administrator
5. Claim requested document	Release/Issue requested Certification	None	5 mins.	Acting Registrar Admin Aide III
Sign in the logbook		None		

	TOTAL	PhP30.00 / document	2 days and 30 minutes	

8. Transcription and Release of Students' Records

Processing issuance of various certifications

Office or Division	Students' Records
Classification	Complex
Type of Transaction	G2C- Government to Citizen
Who May Avail	Graduates and Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Counter Request Form	Acting Registrar/ Admin Aide III
2. Official Receipt	Office of Students' Records Collecting Officer/Cashier, Administration Building, ISAT U, Leon Campus, Iloilo
3. Form 137-A	Student last school attended
4. Birth Certificate	Student Concerned
5. Clearance	Student Concerned
6. Student's ID	Student Concerned

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client log book in the office lobby	Give the logbook to the client	None	2 mins.	Officers of the Day Office of the Campus Administrator
Sign in the log book of the Office of Students' Records		None	3 mins.	Acting Registrar Admin Aide III
2. Fill out Counter Request Form	Receive filled out Counter Request Form	None	20 mins.	Acting Registrar Admin Aide III
	Validate student's identity			
	Retrieve and check record on file			

	(For lacking requirements) Request lacking requirements (If complete) Require payment for request			
3. Pay required fees	Receive payment and Issue Official Receipt	PhP30.00 /page	10 mins.	Collecting Officer/Cashier
4. Submit Official Receipt and Counter Request Form for processing	Receive Counter Request form and process requests	None	6 working days	Acting Registrar and Admin Aide III Campus Administrator
5. Claim requested document Sign in the logbook	Release/Issue requested Transcript of Records	None	5 mins.	Acting Registrar Admin Aide III
	TOTAL	PhP30.00 / document	6 days and 40 minutes	

9. Adding/Dropping/Changing of Subjects Enrolled

Processing of adding/dropiing/changing of subjects enrolled

Office or Division	Students' Records
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Counter Request Form 2. Adding/Dropping/Changing of Subjects Form 3. Certificate of Registration	Acting Registrar/ Admin Aide III, Office of Students' Records, Administration Building Student Concerned

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Sign in the client log book in the office lobby	Give the logbook to the client	None	2 mins.	Officers of the Day Office of the Campus Administrator
Sign in the log book of the Office of Students' Records		None	3 mins.	Acting Registrar Admin Aide III
2. Present Certificate of registration for record appraisal	Check student's certificate of registration and record on file	None	20 mins.	Acting Registrar Admin Aide III
	Evaluate/Assess application			
3. Secure adding/dropping/changing of subjects form	Issue Adding/dropping/changing of subjects form	None	7 days	Acting Registrar Admin Aide III
Fill out form and check schedule of subjects to be added/dropped or changed at the MIS	Assist students in their schedule of classes for subjects added/dropped/changed			MIS Personnel
Secure permission of instructors/ professors in subjects to be added/dropped/changed. Have them and the Personnel				Instructors/ Professors Acting Registrar Collecting Officer/Cashier Campus Administrator

concerned sign the form				
4. Submit the duly signed form to MIS for encoding	Receive and edit subjects added/dropped/changed by the student Print Certificate of Registration	None	10 mins.	MIS Personnel
5. Retain a copy of the Adding/Dropping/Changing of Subjects Form	File the Adding/Dropping/Changing of Subjects Form	None	5 mins.	Acting Registrar and Admin Aide III Student concerned
	TOTAL	None	7 hours, 37 minutes	

10. Authentication of Students' Records

Processing of adding/dropping/changing of subjects enrolled

Office or Division	Students' Records
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Graduates and Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Counter Request Form 2. Official Receipt 3. Documents for Authentication (Transcript of Records, Certification, Diplomas/Certificates)	Office of Students' Records, Collecting Officer/Cashier, Administration Building, ISAT U, Leon Campus, Iloilo Students concerned/Authorized representative

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client log book in the office lobby	Give the logbook to the client	None	2 mins.	Officers of the Day Office of the Campus Administrator

Sign in the log book of the Office of Students' Records		None	3 mins.	Acting Registrar Admin Aide III
2. Fill out and submit Counter Request Form	Receive filled out Counter Request Form	None	5 mins.	Acting Registrar Admin Aide III
3. Pay required fees	Receive payment and issue Official Receipt	PhP30.00 / document	10 mins.	Collecting Officer/Cashier
4. Submit Official Receipt, Counter Request Form and documents for processing	Receive request form and process request	None	1 day	Acting Registrar Admin Aide III
5. Claim requested document	Release requested documents	None	5 mins.	Acting Registrar Admin Aide III
Sign in the logbook				
	TOTAL	PhP30.00 / document	1 day, 25 minutes	

11. Application for Graduation

Processing of students' application for graduation

Office or Division	Students' Records
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Candidates for Graduation

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application for Graduation	Acting Registrar/Admin Aide III, Office of Students' Records, Collecting Officer/Cashier, Administration Building, ISAT U, Leon Campus, Iloilo
2. ID picture (1.5x1.5)	Students concerned

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book in the office lobby	Give the logbook to the client	None	2 mins.	Officers of the Day Office of the Campus Administrator
Sign in the log book of the Office of Students' Records		None	3 mins.	Acting Registrar Admin Aide III
2. Request Application for Graduation form	Issue Application for Graduation form			
3. Fill out and submit Application for Graduation	Receive and file filled out Application for Graduation form	None	10 mins.	Acting Registrar Admin Aide III
	TOTAL	None	15 minutes	

Office of Instruction

Leon Campus

External Services

12. Issuance and processing of Clearance

Issuance and signing of Students' Clearance

Office or Division	Office of Instruction
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students of ISAT U, Leon Campus

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Students' ID 2. Library Card	Office of OSAS, Rm 2,Computer Building, ISAT U Leon Campus, Office of Instruction, Accounting Office, Library, SR Adviser's Office, Office of the Registrar, Campus Administrator's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present student's ID and sign in the client's logbook	Give the client's logbook	None	2 mins.	Head of Instruction or designated personnel
2. Secure copy of student's clearance	Give student's clearance	None	2 mins.	Head of Instruction or designated personnel
3. Fill out clearance form	Provide assistance when needed	None	10 mins.	Head of Instruction or designated personnel
4. Present clearance to different offices/personnel for signature and sign in appropriate logbook in each office.	Let the student sign the client's logbook and sign clearance if student has no financial or property accountability	None	2 hours	Section Adviser, Collecting Officer/Cshier, Student Republic Adviser, School Librarian III, Head of Instruction, Head of Student Affairs and Services, Campus Administrator
5. Give 1 copy of the clearance to the registrar	Draft syllabus completed	None	5 mins.	Registrar or Designated personnel
6. Sign logbook for incoming documents	Give logbook for incoming documents	None	2 mins.	Assigned personnel in the Registrar's Office Office
	TOTAL	None	2 hours and 21 minutes	

Library

Leon Campus

External Services

13. Lending of Books

Processing of books to be borrowed by the faculty, staff, and students.

Office or Division	Library
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2G-Government to Government
Who May Avail	Faculty, Staff, and Students of ISAT U, Leon Campus

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Library Card	Library, ISAT U, Leon Campus

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Register in the Library System	Availability of the library system	None	1 min.	School Librarian III Library Staff
2. Present Library Card	Receive and check the authenticity and validity of library card	None	1 min.	School Librarian III Library Staff
3. Select the book(s) to be borrowed and fills up the book card and attached to the library card	Receive and check if the book card is properly filled up by the borrower	None	4 mins.	School Librarian III Library Staff
4. Present the book to be borrowed	Release the book to the borrower	None	1 min.	School Librarian III Library Staff
	Enter data of the borrower and the book to the	None	2 mins.	School Librarian III Library Staff

	library system			
	File Library card by year level	None	1 min.	School Librarian III Library Staff
	TOTAL	None	10 mins.	

14. Returning of Books

Processing of returned books by faculty, staff, and students.

Office or Division	Library
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2G-Government to Government
Who May Avail	Faculty, Staff, and Students of ISAT U, Leon Campus

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Library Card	Library, ISAT U, Leon Campus

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Register in the Library System	Availability of the library system	None	1 min.	School Librarian III Library Staff
2. Present Borrowed book	Receive the book returned by the faculty, staff and student	None	2 mins.	School Librarian III Library Staff
	Retrieve the book card and enter the name of the borrower and returned book(s) in the library system	None	2 mins.	School Librarian III Library Staff
	For overnight book: Check if the book is overdue and	None	3 mins.	School Librarian III Library Staff

	computes the overdue fine			
	Receive payment for overdue fine and let student sign on the record book on fines	P3.00	1 min.	School Librarian III Library Staff
	Return the library card of student	None	1 min.	School Librarian III Library Staff
	TOTAL	None	10 mins.	

Office of Student Affairs and Services

Leon Campus

External Services

14. Counseling Service

Counselling sessions of the students/clients (individual or group)

Office or Division	Office of the Student Affairs and Services
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Officially Enrolled Students of ISAT U, Leon Campus

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Referral Slip 2. Call Slip Form 3. Consent Form 4. Student Counseling Form 5. Counseling Certification Form	Designated/Assigned Personnel, Guidance Office, ISAT U, Leon Campus

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the referral form/logbook in the Guidance	Give the logbook/referral form to the client/s	None	3 mins.	In-charge Guidance Office

Office for the schedule of counseling				
2. Referred client/s receive the call slip form for the counseling session	Give the call slip form to the referred client/s	None	10 mins.	In-charge Guidance Office
3. Conduct the counseling session	Give the consent form to the client/s	None	5 mins.	In-charge Guidance Office
	Facilitate and conduct counseling/conference to the client/s	None	1 hour	In-charge Guidance Office
4. fill-up the student counseling form and logbook	Give the logbook, student counseling form and counseling certification form to the client/s as a completion of the session	None	15 mins.	In-charge Guidance Office
	TOTAL	None	1 hr. and 33 mins.	

Dental Clinic

Leon Campus

External Services

15. Dental Examination

Conduct dental examination to incoming first year students and transferees

Office or Division	Dental Clinic
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Incoming First Year Students and Transferees of ISAT U, Leon Campus

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Admission Form 2. Dental Examination Chart	Registrars' Office, Administration Building Dentist, Dental Clinic, ISAT U, Leon Campus, Iloilo

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the patient log book	Give the logbook to the patient in the clinic's lobby	None	5 mins.	Dentist
2. Fill up the Patient's Data in the Dental Examination Chart	Receive the Dental Examination Chart from the patient.	None	15 mins.	Dentist
	Conduct dental examination to the patient			
	Perform dental charting and write remarks			
3. Sign out in the patient log book.	Give the logbook to the patient	None	15 mins.	Dentist
	Issue Dental Certificate			
	Release the			

	patient			
	TOTAL	None	35 mins.	

16. Dental Treatment

Perform tooth extraction/oral prophylaxis/tooth restoration

Office or Division	Dental Clinic
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2G-Government to Government
Who May Avail	Students, Faculty and Staff, Spouses and Children of Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request Form 2. Dental Examination Chart	Dentist, Dental Clinic, ISAT U, Leon Campus, Iloilo

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the patient log book	Give the logbook to the patient in the clinic's lobby	None	5 mins.	Dentist
2. Fill up the request form for services needed.	Give request form and inform patients for approval of the person concerned	None	15 mins.	Head of OSAS/ Campus Administrator
3. Submit approved request form.	Accept the approved request form	None	1 hour	Dentist
	Assess request			
	perform necessary treatment/ services			
	Update Dental Record			

4. Sign out in the patient log book.	Give the logbook to the patient	None	15 mins.	Dentist
	Release the patient			
	TOTAL	None	1 hour and 35 mins.	

17. Issuance of Certification and Excuse Slip

Issue Certification or Excuse Slip to Students for certain purposes.

Office or Division	Dental Clinic
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Dental Examination Chart 2. Certification 3. Excuse Slip	Dentist, Dental Clinic, ISAT U, Leon Campus, Iloilo

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the patient log book.	Give the logbook to the patient in the clinic's lobby	None	5 mins.	Dentist
2. Request for a Certification or Excuse Slip	Validate data in the Dental Examination Chart	None	15 mins.	Dentist
	Fill up the Certification or Excuse Slip			
	Give the form to the patient			
3. Receive the Certification or Excuse Slip	Release the certification or excuse slip	None	15 mins.	Dentist
4. Sign out the patient log book	Give the logbook to the patient.	None	15 mins.	Dentist
	Release the			

	patient			
	TOTAL	None	50 mins.	

18. Community and Extension Services

Conduct free dental check up or perform tooth extraction in dental missions

Office or Division	Dental Clinic
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2G-Government to Government
Who May Avail	Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Invitation/Letter Request 2. Official Program of Activities	Inviting Sector/ Person In-charge NGAs/NGOs/Academic Institutions

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Send Invitation Letter to the Campus Administrator	Receive the Invitation letter	None	30 mins.	Campus Administrator OSAS Head Dentist
	Validate the letter for approval			
	Sign the approved letter			
	Delegate to the Office of Students Affairs			
	Inform the Dentist for action			
2. Follow up the request	Confirm the approval of request	None	15 mins.	Campus Administrator
	TOTAL	None	45 mins.	

Cashiers' Office

Leon Campus

External Services

19. Collection of Tuition, Miscellaneous and other fees

Receiving of fees and issuance of official receipts

Office or Division	Cashiers' Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Students/Graduates

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Statement of Accounts (for student who are not covered by RA 10931) 2. Index Card of Students payment	Cashier I, Cashiers' Office
3. Request form for Transcript of Records, Certification, authentication, honorable dismissal	Acting Registrar, Office of Student Records Administration Building ISAT U, Leon Campus, Iloilo

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Statement of Accounts/Request Form	Receive statement of accounts/Request form and determine fund account and amount of collect	None	5 mins.	Cashier
2. Pay required fees	Accept payment and issue official receipt	as per approved fees	15 mins.	Cashier
	TOTAL	None	20 mins.	

20. Releasing of Checks

Releasing of checks issued

Office or Division	Cashiers' Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2B-Government to Business; G2G-Government to Government
Who May Avail	Faculty and Staff members, Student and Suppliers/Contractors

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Identification Card, Charge Invoice/Official Receipt	Cashier I, Cashiers' Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present Identification Card or any proof of identification	Check and verify if the check is ready for payment	None	5 mins.	Cashier
2. Issue Official Receipt	Receive and review OR then release check	None	5 mins.	Cashier
3. Sign disbursement voucher and receive check	Log transactions to check released logbook	None	10 mins.	Cashier
4. Sign in the logbook	Give the logbook to client and file and stamp PAID the disbursement voucher	None	5 mins.	Cashier
	TOTAL	None	25 mins.	

Bids and Awards Office

Leon Campus

External Services

21. Procurement through Public Bidding

Procurement of Goods and Services through Public Bidding

Office or Division	Bids and Awards Office
Classification	Highly Technical
Type of Transaction	G2C- Government to Citizen; G2B-Government to Business; G2G-Government to Government
Who May Avail	Bidder and Government Agency

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. APP/PPMP 2. Bidding Documents 3. Performance and Surety Bond 4. Eligibility Requirements 5. Resolution to Procure 6. Resolution to Award 7. Notice of Award 8. Contract 9. Notice to Proceed	Designated/ Assigned Personnel, BAC Member, BAC Office, Administration Building, ISAT U, Leon Campus

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	Conduct of Pre-Procurement Conference	None	1 day	BAC Member, TWG, VPAF/PDAS Director or any authorized representative
	Preparation and Signing of Resolution to Procure for approval of campus Administrator	None	1 day	BAC Members and Campus Administrator
	Advertise and post the Invitation to Bid	None	7 days	BAC Members and Prospect Bidders
1. The prospect Bidders attend the Pre Bid	Conduct of Pre-Bid Conference	None	1 day	Bidder Representative, BAC Members,

Conference				TWG, Observers
2. The prospect Bidders procure bidding documents and pay the specified amount to the cashier and submit their Bid on or before the scheduled date of submission	Accept payments and issue OR	specified amount in the Bid Documents	10 mins.	Cashier
	Receive, open and evaluate the Bid Documents on the day of the openning of bids	None	14 days	Bidder Representative, BAC Members, Observers
	Prepares and send notification for Post-Qualification	None	1 day	BAC Secretary, Campus Administrator
3. Bidder with the Lowest Calculated and Responsive Bid receives the Notice for Post Qualification	Conduct of Post Qualification	None	5 days	BAC Members
	Prepare the Post-Qualification Evaluation Report	None	2 days	BAC Secretary, BAC Members, Campus Administrator
	Prepare the Resolution and Notice of Award for Approval	None	2 days	BAC Secretary, BAC Members, Campus Administrator, University President, BOR (if the amount exceed 3M)
	Issuance of Notice of Award to Bidder with LCRB	None	1 day	BAC Secretary, Campus Administrator and Contractor or any authorized representative
	Prepares contract for signature of	None	4 days	Accountant, Campus Administrator,

	concerned authorities			University President, Contractor or any authorized representative
	Prepare the Notice to proceed for Approval	None	1 day	BAC Secretary, University President
	Issuance of Notice to Proceed	None	1 day	BAC Secretary
	TOTAL	None	41 days and 10 mins.	

22. **Small Value Procurement**

Procurement of Goods and Servises using Small Value mode of procurement

Office or Division	Bids and Awards Committee
Classification	Complex
Type of Transaction	G2C- Government to Citizen; G2B-Government to Business; G2G-Government to Government
Who May Avail	End users and project incharge

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Purchase Request 2. Job Request 3. Resolution to Procure 4. Canvass Paper 5. Abstract of Canvass 6. Resolution to Award 7. Purchase Order 8. Job Order 9. Inspection and Acceptance Report 10. Acknowledgement of Receipt for Equipment 11. Delivery Reciept 12. Charge Invoice	Designated/ Assigned Personnel, BAC Member, BAC Office, Administration Building, ISAT U, Leon Campus

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client log book in the office	Give the log book to the client	None	2 mins.	BAC Secretary
2. Give the Purchase Request/	Check the items in the Purchase	None	1 hour	BAC Secretary

Job Request	Request/Job Request if it is in the APP and check the bill of materials in the program of works.			
	Facilitate the signing of the purchase request/job request by the Campus Administrator	None	30 mins.	End User, TWG, BAC Chair, Campus Admnistrator
	Meeting of BAC Members	None	1 hour	BAC Members
	Prepare for the Resolution to Procure	None	1 hour	BAC Secretary
	Facilitate the signing of the resolution to procure by the Campus Administrator	None	30 mins.	BAC Members and Campus Administrator
	Prepare and facilitate the canvass of goods and services.	None	1 day	BAC Secretary
	Canvass the goods and services	None	2 days	Canvasser
	Prepare Abstract of Bids/ Canvass	None	1 day	BAC Secretariat
	Prepare Resolution to Award and the Abstract of Canvass	None	30 mins.	BAC Secretary
3.	Facilitate in the Signing of	None	1 day	BAC Members and Campus

	Abstract of Canvass and Resolution to Award by the BAC Members and Campus Administrator			Administrator
	Prepare Purchase Order/Job Order	None	1 day	BAC Secretary
	Facilitate in the signing of Purchase Order/Job Order by the Campus Administrator and the Supplier/Contract Laborer	None	1 day	BAC Secretary, Campus Administrator, Supplier/Contract Laborer
	Turning over the Purchase Request, Reso to Procure, Canvass Papers, Abstract of Canvass, Reso to Award, Purchase Order to the Supply Officer	None	30 mins.	BAC Members/ Supply Officer
	TOTAL	None	7 days, 4 hrs. and 2 mins.	

Planning Development and Auxiliary Services
Leon Campus

External Services

23. **Physical Development**

Construction, Major and Minor Repair of Buildings, Structures and Facilities, Land Improvements and Landscaping

Office or Division	Planning, Development and Auxiliary Services
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2G-Government to Government
Who May Avail	Faculty, Staff, and Students of ISAT U, Leon Campus, Iloilo

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Program of Works 2. Job Request for Repair, Maintenance and Construction Form 3. Purchase Request	PDAS In-charge, PDAS Office, Administration Building, ISAT U, Leon Campus

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client log book in the office of the PDAS	Give the logbook to the client	None	1 min.	In-Charge, PDAS
2. Fill up the job request form	Receive the job request form from the client and check the completeness of entries in the form	None	2 mins.	In-Charge, PDAS
	Assign tracking number	None	2 mins.	In-Charge, PDAS
	Endorse job request for approval of the Campus Administrator	None	10 mins.	In-Charge, PDAS Campus Administrator

	Retrieve the approved job request	None	2 mins.	In-Charge, PDAS Campus Administrator
	Distribute two copies of approved job request to the client and TWG and one as file copy.	None	5 mins.	In-Charge, PDAS
	Prepare program of works, plans and cost estimates of the project	None	30 mins.	In-Charge, PDAS TWG
	Facilitate approval of the Program of Works by the Campus Administrator	None	5 mins.	In-Charge, PDAS TWG Campus Administrator
3. Submit Purchase Request	Accept the Purchase Request and check specifications and cost estimates of the items in the Purchase Request as indicated in the approved Program of Works	None	5 mins.	In-Charge, PDAS TWG
	Process documents for approval of the Campus Administrator	None	5 mins.	In-Charge, PDAS TWG Campus Administrator
	Retrieve the approved Purchase	None	5 mins.	In-Charge, PDAS Campus

	Request			Administrator
	Furnish copy of the approved Purchase Request to the BAC Secretariat	None	5 mins.	In-Charge, PDAS BAC Secretariat
	File copy of the approved Purchase Request	None	1 min.	In-Charge, PDAS
	TOTAL	None	1 hrs. and 13 mins.	

24. **Auxiliary Services**

Maintenance of Projects, Equipment and Facilities, Transportation, Upkeep and Sanitation

Office or Division	Planning, Development and Auxiliary Services
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2G-Government to Government
Who May Avail	Faculty, Staff, and Students of ISAT U, Leon Campus, Iloilo

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Job Request for Repair, Maintenance of Machineries/ Equipment/Apparatuses/ Tools/Facilities 2. Maintenance Monitoring Report Form	PDAS In-charge, PDAS Office, Administration Building, ISAT U, Leon Campus

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client log book in the office of the PDAS	Give the logbook to the client	None	1 min.	In-Charge, PDAS
2. Fill up the job request form	Receive the job request form from the client and check the completene	None	2 mins.	In-Charge, PDAS

	ss of entries in the form			
	Assign tracking number	None	2 mins.	In-Charge, PDAS
	Endorse job request for approval of the Campus Administrator	None	10 mins.	In-Charge, PDAS Campus Administrator
	Retrieve the approved Job Request	None	2 mins.	In-Charge, PDAS Campus Administrator
	Distribute two copies of approved job request to the client and TWG and one as file copy.	None	5 mins.	In-Charge, PDAS TWG
3. Conduct maintenance of projects, equipment and facilities, transportation, upkeep and sanitation	Monitor maintenance activities conducted	None	30 mins.	In-Charge, PDAS TWG
4. Submit maintenance monitoring report form	Receive the maintenance monitoring report form from the TWG and check completeness of the maintenance activity conducted	None	3 mins.	In-Charge, PDAS TWG
	Assign reference number and approve	None	2 mins.	In-Charge, PDAS

	maintenance monitoring report form			
	Furnish copy of approved maintenance monitoring report form to the TWG	None	2 mins.	In-Charge, PDAS TWG
5. Sign in the logbook for outgoing of approved maintenance monitoring report	Give the logbook for acceptance of approved maintenance monitoring report	None	1 min.	In-Charge, PDAS TWG
	File a copy of the maintenance monitoring report	None	1 min.	In-Charge, PDAS
	TOTAL	None	55 mins.	

Health Clinic

Leon Campus

External Services

25. **Physical Examination**

Conduct Physical Examination to the Incoming First Year Students and Transferees

Office or Division	Health Clinic			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Incoming freshmen and transferees.			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Admission Slip		Nurse II, Health Clinic, ISAT U, Leon Campus		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the	Give the log	None	5 mins.	Nurse II

client log book in the clinic lobby.	book to the client in the clinic lobby			
2. Fill up the Student Health Record form.	Receive the filled up Student Health Record form.	None	30 mins.	Nurse II
	Conduct Physical Examination	None		Nurse II
	Issue Certification	None		Nurse II
3. Claim copy of the certification	Release the certification to client	None	10 mins.	Nurse II
	File a copy	None		Nurse II
	TOTAL	None	45 mins.	

26. **Health Services**

Perform other health services to students and make referrals, if there's any.

Office or Division	Health Clinic
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Officially enrolled Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request Slip 2. Student Health Record	Nurse II, Health Clinic, ISAT U, Leon Campus

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client log book in the clinic lobby.	Give the log book to the client in the clinic lobby	None	5 mins.	Nurse II
2. Fill up the request form for services needed.	Receive the filled up request form	None	20 mins.	Nurse II
	Check the entries and return the form to the student	None		Nurse II

3. Retrieve the request submitted for approval	Approval of the request by the authorities concerned	None	30 mins.	Head of OSAS/ Campus Administrator
4. Submit the approved request	Accept the approved request	None	1 hour	Nurse II
	Perform necessary procedure and make referrals if necessary.	None		Nurse II
	Update Health Record.	None		Nurse II
	File a copy for future reference	None		Nurse II
	TOTAL	None	1 hour and 55 mins.	

Natural Science Laboratory

Leon Campus

External Services

27. **Lending of Natural Science Laboratory Tools/Equipment**

To lend natural science tool/equipment.

Office or Division	Natural Science Laboratory
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Faculty, Staff and Students of ISAT U, Leon Campus

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Borrower's Slip	Natural Science Laboratory, ISAT U, Leon Campus

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the	Give the	None	2 mins.	Laboratory In-

client log book in the office.	logbook to the client			Charge
2. Fill up the borrower's slip	Give the borrower's slip to the client	None	5 mins.	Laboratory In-Charge
3. Present borrower's slip to the faculty In-charge for signature	Retrieve the filled up borrower's slip signed by the faculty in-charge	None	10 mins.	Laboratory In-Charge
4. Return the borrower's slip to the Science laboratory In-charge	Accept borrower's slip with faculty in-charge signature	None	2 mins.	Laboratory In-Charge
	Prepare and check the tools/equipment requested	None	10 mins.	Laboratory In-Charge
	Fill up the remarks portion after item's borrowed	None	1 min.	Laboratory In-Charge
	Log in the borrower's slip and tools/equipment borrowed in the logbook	None	3 mins.	Laboratory In-Charge
5. Sign the logbook for borrowed tools/equipment	Give the logbook for signature	None	1 min.	Laboratory In-Charge
	Lend the tools/equipment requested	None	2 mins.	Laboratory In-Charge
	Sign the released portion of	None	1 min.	Laboratory In-Charge

	the borrower's slip			
	TOTAL	None	37 mins.	

Extension Services

Leon Campus

External Services

28. **Internally Initiated Project**

Conduct of internally initiated project (Proposal and Approval)

Office or Division	Extension Services
Classification	Highly Technical
Type of Transaction	G2C- Government to Citizen; G2G- Government to Government
Who May Avail	Academic Community and Students of ISAT U, Leon Campus

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Program/Project Proposal 2. Strategic Plan/Action Plan 3. Office Memorandum	Extension Coordinator, Extension Office, RDE Center, ISAT U, Leon Campus

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client log book in the extension office	Give the log book to the client	None	2 min.	Extension Coordinator
2. Submit action plan for special projects/assignment	Receive action plan submitted	None	2 mins.	Extension Coordinator
	Create a committee	None	30 mins.	Extension Coordinator, Campus Administrator
	Conduct meeting	None	1 day	Extension Coordinator, Campus Administrator, Committee Members

3. Prepare and Submit project proposal	Receive project proposal	None	10 mins.	Extension Coordinator
	Conduct In-house review	None	1 day	Extension Coordinator, Campus Administrator, Project In-charge, Panel of Experts
	Review and finalize proposal for approval of authorities concerned	None	5 days	Extension Coordinator, Campus Administrator, Committee Members
	Return the proposal to the project in-charge for implementation	None	30 mins.	Extension Coordinator
	Monitor and evaluate the implementation of the project	None	5 days	Extension Coordinator, Campus Administrator
4. Prepare and submit reports	Accept the report for submission to offices and agencies concerned	None	3 days	Extension Coordinator
	File a copy	None	2 mins.	Extension Coordinator
	TOTAL	None	15 days, 1 hour and 6 mins.	

29. **Externally Initiated Project**

Conduct of externally initiated project (Proposal and Approval)

Office or Division	Extension Services
Classification	Highly Technical
Type of Transaction	G2C- Government to Citizen; G2G- Government to Government
Who May Avail	Industry and Community

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Program/Project Proposal 2. Strategic Plan/Action Plan 3. Office Memorandum 4. MOU/MOA	Extension Coordinator, Extension Office, RDE Center, ISAT U, Leon Campus

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client log book in the extension office	Give the log book to the client	None	2 mins.	Extension Coordinator
2. Submit letter request	Receive letter request from the requesting party/organization	None	2 mins.	Extension Coordinator
	Create a committee	None	30 mins.	Extension Coordinator, Campus Administrator
	Conduct meeting with the requesting party/organization and the committee members	None	1 day	Extension Coordinator, Campus Administrator, Committee Members, Representative of organization/ agencies concerned
3. Prepare and submit project proposal	Accept project proposal and recommend for approval	None	10 days	Extension Coordinator

	Prepare MOU/MOA for approval of both parties	None	5 days	Extension Coordinator, Campus Administrator, Extension Director, VPRE, University President
	Conduct in-house review	None	1 day	Extension Coordinator, Campus Administrator, Project In-charge, Panel of Experts
	Review and Finalize the approved proposal	None	1 day	Extension Coordinator, Campus Administrator
	Conduct orientation	None	1 day	Extension Coordinator, Campus Administrator
	Return the propsal to the project leader for implementation	None	30 mins.	Extension Coordinator
	Monitor and evaluate the implementation of the project	None	5 days	Extension Coordinator, Campus Administrator
4. Prepare and submit required reports	Accept the report for submission to offices and agencies concerned	None	3 days	Extension Coordinator
	File a copy	None	2 mins.	Extension Coordinator
	TOTAL	None	27 days, 1 hour and 6 mins.	

Office of Student Affairs and Services

Leon Campus

External Services

30. **Request for Absence Data Form**

Document of Student Affairs and Services

Office or Division	Extension Services
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Enrolled Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Absence Data Form 2. Medical Certificate 3. Excuse Letter	Office of Student Affairs and Services, Computer Room, ISAT U, Leon Campus

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client's log book	Give the logbook to the client	None	1 min.	Head, OSAS
2. Student acquires Absence Data Form (for signature of student and parent/guardian)	Give the Absence Data Form to the client		1 min.	Head, OSAS
3. Submit the filled up Absence Data Form with Medical Certificate/ Excuse Letter	Evaluate the submitted documents Approves the filled up Absence Data Form	None	5 mins.	Head, OSAS
4. Present the Absence Data Form to the	Faculty member concerned for each	None	30 mins.	Faculty Member

respective faculty member	enrolled course signs the ADF			
5. Submit a copy of Absence Data Form to the Office of Student Affairs and Services	Receives and file a copy of Absence Data Form	None	2 mins.	Head, OSAS
	TOTAL	None	40 mins.	

31. **Request for Waiver**

Provide waiver to students

Office or Division	Extension Services			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who May Avail	Enrolled Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Waiver Form		Office of Student Affairs and Services, Computer Room, ISAT U, Leon Campus		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client's log book	Give the logbook to the client	None	2 mins.	Head, OSAS
2. Student secures Waiver	Give the Waiver to the client	None	1 min.	Head, OSAS
3. Submit the signed waiver before leaving the college premises for the activity	Receives and files the waiver	None	2 mins.	Head, OSAS
	TOTAL	None	5 mins.	

32. **Accreditation of Student Organizations**

Recognition of clubs and organizations in the campus.

Office or Division	Office of Student Affairs and Services
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Student Organizations

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Constitution and By Laws 2. List of Officers 3. Accomplishment report of the previous AY 4. Action Plan	Office of Student Affairs and Services, Computer Room, ISAT U, Leon Campus

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client's log book	Give the logbook to the client	None	2 mins.	Head, OSAS
2. Student representative secures Application for Accreditation	Give Application for Accreditation to the student representative	None	1 min.	Head, OSAS
3. Client fill up and submit the application form with supporting documents	Receives and evaluate the application.	None	45 mins.	Head, OSAS
	Approves and update the list of accredited organization			
	Issue Certificate of Accreditation			
	TOTAL	None	48 mins.	

33. **Application for Scholarship**

Provide scholarship grants to qualified beneficiaries (processing and approval)

Office or Division	Office of Student Affairs and Services
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Student of ISAT U, Leon Campus

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Application Form 2. Certification of Grades from the office of the Registrar	Scholarship Coordinator, Office of Student Affairs and Services, Computer Room, ISAT U, Leon Campus

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client log book in the office.	Give the logbook to the client	None	2 mins.	Scholarship Coordinator
2. Fill up the Application form and submit to the office of Student Affairs and Services	Receive the filled up application form	None	5 mins.	Scholarship Coordinator
	Check and evaluate the entries for completeness			
3. Retrieve the application form for signature of parent/guardian	Return to the applicant the filled up form for signature of parent/guardian	None	5 mins.	Scholarship Coordinator
4. Re-submit the application form signed by the parent/guardian	Accept and evaluate the filled up application form	None	5 mins.	Scholarship Coordinator
	Interview applicants for validation of entries	None	15 mins.	Scholarship Coordinator

	Recommend the application for approval	None	15 mins.	Head of OSAS, Scholarship Coordinator
	Forward the application to the Campus Administrator for approval	None	10 mins.	Scholarship Coordinator
	Retrieve the approved application	None	10 mins.	Scholarship Coordinator
	Inform the qualified beneficiaries	None	2 mins.	Head of OSAS, Scholarship Coordinator
	TOTAL	None	1 day and 28 mins.	

Admission Office
Leon Campus
External Services

34. **Admission and Testing**

Admission of Incoming First Year Students and Transferees

Office or Division	Admission Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Incoming First Year Students and Tranferees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Form for Admission For Incoming First Year: 1. Report Card 2. Certificate of Good Moral Character 3. Photocopy of PSA Birth Certificate For Transferees 1. Transcript of Records 2. Honorable Dismissal 3. Certificate of Good Moral Character	Office of Admission, Computer Room, ISAT U, Leon Campus

4. Photocopy of PSA Birth Certificate				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client's log book	Give the logbook to the client	None	2 mins.	Admission Officer/MIS Staff
2. Present required documents	Evaluate the submitted documents	None	5 mins.	Admission Officer
3. Full up the Application Form for Admission	Accept the filled up Application Form for Admission	None	20 mins.	Admission Officer/MIS Staff
	Encode the data and capture applicant's picture using the Applicant Processing System			
	Print and sign the processed form			
4. Report for Examination	Administer examination	None	2 hours 30 mins.	Testing Officer
	TOTAL	None	2 hours and 57 mins.	

Management Information System

Leon Campus

External Services

35. **Admission and Testing**

Admission of Incoming First Year Students and Transferees

Office or Division	Management Information System
Classification	Simple

Type of Transaction		G2C- Government to Citizen		
Who May Avail		Incoming First Year Students and Tranferees		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. ID Card Request Slip 2. Certificate of Registration		Management Information System Office, Computer Room, ISAT U, Leon Campus		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client's log book and presents the Certificate of Registration	Give the logbook to the client	None	2 mins.	MIS Staff
2. Client fills up the ID Card Request Slip	Give the ID Card Request Slip to the client	None	30 mins.	MIS Staff
	Accepts the filled up request slip			
	Encode the data and take picture of the client			
	Lay out the ID			
3. Client verify the encoded data	Let the client check the encoded data for correctness	None	30 mins.	MIS Staff
	Print Identification Card			
	Laminate the Identification Card			
4. Sign in the log book for releasing of ID Card	Release the Identification Card	None	2 mins.	MIS Staff
	TOTAL	None	1 hour 4 mins.	

36. **Printing of Identification Cards for Replacement**

Replacement of Lost ID Cards

Office or Division	Management Information System
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Enrolled Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. ID Card Request Slip 2. Certificate of Recognition 3. Affidavit of Loss 4. Official Receipt	Management Information System Office, Computer Room, ISAT U, Leon Campus

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client's log book and presents the Certificate of Registration	Give the logbook and ID Card request slip to the client	None	2 mins.	MIS Staff
2. Pay required fee at the cashier	Accept payment and issue official receipt	Php. 50.00	5 mins.	Cashier
3. Client fills up the ID Card Request Slip and submits the affidavit of loss and OR	Accepts the filled up request slip	None	30 mins.	MIS Staff
	Encode the data			
	Lay out the ID			
4. Client verify the encoded data	Let the client check the encoded data for correctness	None	30 mins.	MIS Staff
	Print Identification Card			

	Laminate the Identificatio n Card			
5. Sign in the log book for releasing of ID Card	Release the Identificatio n Card	None	2 mins.	MIS Staff
	TOTAL	None	1 hour 9 mins.	

37. **Printing of Employees Attendance (Daily Time Record)**

Processing of eDTRs of Teaching and Non-Teaching Personnel (Regular, Job hires/Part-time Faculty/SAs)

Office or Division	Management Information System
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2G-Government to Government
Who May Avail	Employees and Student Assistants of ISAT U, Leon Campus

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. DTR Database	Management Information System Office, Computer Room, ISAT U, Leon Campus

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.	Access the finger print scanner and download the database	None	10 mins.	MIS Staff
2.	Process the individual daily time record	None	2 days	MIS Staff
3. Client receives the printed daily time records and sign in the logbook	Submit the printed daily time records to the department heads	None	15 mins.	MIS Staff
	TOTAL	None	2 days and 25 mins.	

Human Resource Management Office

Leon Campus

Internal Services

1. Issuance of Service Record

Processing of Service Record (Issuance and Releasing)

Office or Division	Human Resource Management Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2G-Government to Government
Who May Avail	Present and Former Employees of ISAT U, Leon Campus

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
2. Request Form	Designated/Assigned Personnel, HRM Office, Administration Building, ISAT U, Leon Campus

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
2. Sign in the client log book	Give the logbook to the client in the office lobby	None	2 mins.	Officers of the Day Office of Campus Administrator
	Give the logbook to the client in the HRM Office	None	2 mins.	Administrative Aide III Office of Campus Administrator
3. Fill up the request form for the issuance of service record	Give the request form to the client	None	1 min.	Administrative Aide III Office of Campus Administrator
	Accept the filled up request form	None	3 mins.	Administrative Aide III Office of Campus Administrator
	Preparation of service record	None	10 mins.	Administrative Aide III Office of

				Campus Administrator
	Signing of printed service record by the Campus Administrator	None	10 mins.	Campus Administrator
	Release the service record	None	2 mins.	Administrative Aide III Office of Campus Administrator
4. Sign in the logbook for outgoing/ releasing of documents	Give the logbook to the client for acceptance of requested documents	None	2 mins.	Administrative Aide III Office of Campus Administrator
	TOTAL	None	31 mins.	

2. Issuance of Certification (Leave w/o Pay, Employment, Last Day of Service)

Processing of Certification (Issuance and Releasing)

Office or Division	Human Resource Management Office			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen; G2G-Government to Government			
Who May Avail	Present and Former Employees of ISAT U, Leon Campus			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Request Form		Designated/Assigned Personnel, HRM Office, Administration Building, ISAT U, Leon Campus		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client log book	Give the logbook to the client in the office lobby	None	2 mins.	Officers of the Day Office of Campus Administrator
	Give the logbook to	None	2 mins.	Administrative Aide III

	the client in the HRM Office			Office of Campus Administrator
2. Fill up the request form for the issuance of certification	Give the request form to the client	None	1 min.	Administrative Aide III Office of Campus Administrator
	Accept the filled up request form	None	3 mins.	Administrative Aide III Office of Campus Administrator
	Preparation of certification	None	10 mins.	Administrative Aide III Office of Campus Administrator
	Signing of printed certification by the Campus Administrator	None	10 mins.	Campus Administrator
	Release the certification	None	2 mins.	Administrative Aide III Office of Campus Administrator
3. Sign in the logbook for outgoing/ releasing of documents	Give the logbook to the client for acceptance of requested documents	None	2 mins.	Administrative Aide III Office of Campus Administrator
	TOTAL	None	32 ins.	

3. Issuance of Plantilla for Part-Time Instructors

Processing of Plantilla (Issuance and Approval)

Office or Division	Human Resource Management Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2G-Government to Government
Who May Avail	Part-Time Instructors

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Schedule of Classes 2. Personal Data Sheet (PDS) 3. Credentials (Diploma, Transcript of Records and Certificates) 4. Proof of Eligibility 5. PRC License/s 6. Rank list		Office of Instruction and HRM Office, Administration Building, ISAT U, Leon Campus		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client log book	Give the logbook to the client in the office lobby	None	2 mins.	Officers of the Day Office of Campus Administrator
	Give the logbook to the client in the HRM Office	None	2 mins.	Administrative Aide III Office of Campus Administrator
2. Submit required documents	Accept the documents submitted	None	2 mins.	Administrative Aide III Office of Campus Administrator
	Prepare Plantilla of Part-Time Instructor	None	10 mins.	Administrative Aide III Office of Campus Administrator
	Forward Plantilla to the Accounting Office for the signature of Accountant	None	5 mins.	Administrative Aide III Office of Campus Administrator
	Signing of Plantilla by the Accountant as to the	None	5 mins.	Accountant I

	availability of funds			
	Forward Plantilla to the Office of the Campus Administrator for signature and recommendation to the Office of the University President	None	10 mins.	Accountant I
	Signing of Plantilla by the Campus Administrator and transmit same to the Office of the University President for approval	None	1 day	Campus Administrator
	Approval of Plantilla by the University President	None	10 mins.	University President
	Release of approved Plantilla from the Office of the University President	None	1 day	Authorized Official from President's Office
	Notify the appointee of the first day of service	None	10 mins.	Campus Administrator
3. Report to duty	Give the schedule of classes and conduct orientation	None	30 mins.	Head of Instruction

	TOTAL	None	2 days, 1hr. and 26 mins.	

4. Issuance of Job Order/Contract of Service

Processing of Job Order/Contract of Service (Issuance and Approval)

Office or Division	Human Resource Management Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Job Order/Contract of Service

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Verbal/ Written Request from the concerned office • For Clerical/ Office Works (PDS, Transcript of Record, Diploma, Proof of Eligibility, certificates, PRC Licenses) • For Non-Clerical/ Laborers (PDS, Form 138, certificates, if any) 2. Performance evaluation (for renewal of Job Orders/ Contract of Service)	Designated/Assigned Personnel, HRM Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client log book	Give the logbook to the client in the office lobby	None	2 mins.	Officers of the Day Office of Campus Administrator
	Give the logbook to the client in the HRM Office	None	2 mins.	Administrative Aide III Office of Campus Administrator
2. Submit required documents	Accept the documents submitted	None	2 mins.	Administrative Aide III Office of Campus Administrator
	Forward required documents to the office	None	10 mins.	Administrative Aide III Office of Campus

	of Campus Administrator for issuance of Job Order/ Contract of Service			Administrator
	Signing of Job Order/ Contract of Service	None	5 mins.	Campus Administrator
	Forward the Job Order/ Contract of Service to the Administrative Officer/ Budget Officer for signature and certification as to the existence of appropriations/ obligations	None	10 mins.	Campus Administrator
	Signing of Job Order/ Contract of Service by the Administrative Officer/ Budget Officer	None	5 mins.	Administrative Officer/ Budget Officer
	Forward the Job Order/ Contract of Service to the Office of VPAF for signature and recommendation		1 day	Campus Administrator

	Recommend the Job Order/ Contract of Service for approval of the University President	None	10 mins.	VPAF
	Approval of Job Order/ Contract of Service by the University President	None	10 mins.	University President
	Release of approved Job Order/ Contract of Service from the Office of the University President	None	1 day	Authorized Official from President's Office
	Notify the office concerned/ appointee for the office/ work assignment	None	5 mins.	Campus Administrator
3. Report to duty	Conduct the orientation to the Nature of Work/ Duties and Responsibilities	None	30 mins.	Officers Concerned/ Unit Head
	TOTAL	None	2 days, 1 hr. and 31 mins.	

5. Issuance of Authority to Travel

Processing of Authority to Travel (Issuance and Approval)

Office or Division	Human Resource Management Office
Classification	Simple

Type of Transaction	G2G- Government to Government			
Who May Avail	Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Letter Request (Personal or Official) 2. Office Memoranda issued by the higher authorities 3. Letter of invitation from government agencies, non-government organizations and private firms		Designated/Assigned Personnel, HRM Office, Administration Building, ISAT U, Leon Campus, Iloilo		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Forward Invitation/ Request and memorandums to the Office of Campus Administrator	Accept the Invitation/ Request and memorandum	None	2 mins.	Campus Administrator
	Forward invitation to offices/ personnel concerned for travel within Region VI	None	5 mins.	Campus Administrator
	Forward list of recommendee to the Office of Campus Administrator	None	5 mins.	Department Head/ Advisers of Organizations
	Prepare authority to travel within Region VI for approval of the Campus Administrator	None	15 mins.	Administrative Aide III Office of Campus Administrator
	Approval of	None	10 mins.	Campus

	the authority to travel within Region VI by the Campus Administrator			Administrator
	Release approved authority to travel	None	10 mins.	Campus Administrator
	Notify the personnel/ office concerned of the approved authority to travel	None	5 mins.	Department Head/ Advisers of Organizations
2. Receive approved authority to travel	Get the duplicate copy for file	None	5 mins.	Administrative Aide III Office of Campus Administrator
For Travel Outside Region VI(National)				
1. Forward Invitation/ Request and memorandums to the Office of Campus Administrator	Accept the Invitation/ Request and memorandum	None	2 mins.	Campus Administrator
	Forward invitation to offices/ personnel concerned for travel outside Region VI	None	5 mins.	Campus Administrator
	Forward list of recommendee to the Office of Campus	None	5 mins.	Department Head/ Advisers of Organizations

	Administrator			
	Forward request and list of recommendees for the issuance of authority to travel to the Office of the President for travel outside Region VI	None	1 day	Campus Administrator
	Accept the request for the issuance of authority to travel outside Region VI	None	15 mins.	HRMO III
	Approve authority to travel by the University President for travel outside Region VI	None	20 mins.	University President
	Release authority to travel from the Office of the University President	None	1 day	Authorized Official from President's Office
	Notify the personnel concerned of the approved authority to travel	None	5 mins.	Campus Administrator
2. Receive approved	Get the duplicate	None	5 mins.	Administrative Aide III

authority to travel	copy for file			Office of Campus Administrator
	TOTAL	None	1 day and 55 mins.	

6. Summary of Leave Credits for Terminal Benefits Claim of Permanent Employee

Processing of Terminal Leave Benefits Claim (Issuance and Approval)

Office or Division	Human Resource Management Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who May Avail	Qualified Retired/Resigned/Separated Permanent Employee

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Approved Application for Retirement 2. Approved Resignation Letter 3. Death Certificate for Deceased Personnel with notarized authority of claimant 4. Service Record 5. Leave Card 6. Special Order	Designated/Assigned Personnel, HRM Office, Administration Building, ISAT U, Leon Campus, Iloilo

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client log book	Give the logbook to the client in the office lobby	None	2 mins.	Officers of the Day Office of Campus Administrator
	Give the logbook to the client in the HRM Office	None	2 mins.	Administrative Aide III Office of Campus Administrator
2. Submit approved application with supporting documents	Accept the documents submitted	None	1 min.	Administrative Aide III Office of Campus Administrator
	Check and evaluate for the	None	30 mins.	Administrative Aide III Office of

	completeness of the required documents			Campus Administrator
	Prepare the summary of leave credits and other required certifications	None	30 mins.	Administrative Aide III Office of Campus Administrator
	Print the summary of leave credits and certification for approval	None	15 mins.	Administrative Aide III Office of Campus Administrator
	Attached photocopies of all required supporting documents	None	1 min.	Administrative Aide III Office of Campus Administrator
	Forward to the office of the Campus Administrator for approval	None	20 mins.	Administrative Aide III Campus Administrator
	Retrieve the approved documents	None	20 mins.	Administrative Aide III Office of Campus Administrator
	TOTAL	None	2 hours and 1 min.	

7. Summary of Employee Attendance (Daily Time Record)

Computation of tardiness, undertime, absences, and leave of absence with or without pay.

Office or Division	Human Resource Management Office
Classification	Complex
Type of Transaction	G2G- Government to Government
Who May Avail	Employees of ISAT U, Leon Campus
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Daily Time Record	Designated/Assigned Personnel, HRM Office,

2. Approved Application for Leave 3. Certifications on seminars, trainings, conferences, travels completed 4. Authority to travel 5. Certificates of attendance/participation/ completion/training		Administration Building, ISAT U, Leon Campus, Iloilo		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client log book	Give the logbook to the client in the office lobby	None	2 mins.	Officers of the Day Office of Campus Administrator
	Give the logbook to the client in the HRM Office	None	2 mins.	Administrative Aide III Office of Campus Administrator
2. Submit DTR with attachment	Accept DTR with attachments	None	1 min.	Administrative Aide III Department Heads
	Check and validates attachments for completeness	None	30 mins.	Administrative Aide III Office of Campus Administrator
	Compute absences, tardiness, undertime and application for leave of abcense with or without pay	None	3 days	Administrative Aide III Office of Campus Administrator
	Encode and print the summary for approval of Campus	None	2 days	Administrative Aide III Campus Administrator

	Administrator			
	Retrieve the approve reports on summary of attendance	None	20 mins.	Administrative Aide III Office of Campus Administrator
	Record absences, tardiness, undertime in the employee leave card and determine the balance	None	2 days	Administrative Aide III Office of Campus Administrator
	File DTR and other documents	None	10 mins.	Administrative Aide III Office of Campus Administrator
	TOTAL	None	7 days, 1 hr and 5 mins.	

8. Processing of Application for Leave

Computation of tardiness, undertime, absences, and leave of absence with or without pay.

Office or Division	Human Resource Management Office
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	Employees of ISAT U, Leon Campus

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Application for Leave (From 6) of the concerned employees 2. Medical Certificates/Certification	Designated/Assigned Personnel, HRM Office, Administration Building, ISAT U, Leon Campus, Iloilo

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client log book	Give the logbook to the client in the office lobby	None	2 mins.	Officers of the Day Office of Campus Administrator

	Give the logbook to the client in the HRM Office	None	2 mins.	Administrative Aide III Office of Campus Administrator
2. Submit application for leave	Receive filled up application for leave with recommend ation of immediate supervisor	None	1 min.	Administrative Aide III Office of Campus Administrator
	Post balances of leave credits, service credits of employees concerned on the leave form	None	30 mins.	Administrative Aide III Office of Campus Administrator
	Verify the entries for completene ss	None	10 mins.	Administrative Aide III Office of Campus Administrator
	process for approval of the Campus Administrato r	None	30 mins.	Administrative Aide III Campus Administrator
	Retrieve the approved Form 6	None	20 mins.	Administrative Aide III Office of Campus Administrator
	File approved application for leave	None	10 mins.	Administrative Aide III Office of Campus Administrator
	TOTAL	None	1 hr and 45 mins.	

9. Computation of Service Credits and Compensatory Overtime Credits

Computation of Service Credits for faculty, Compensatory Overtime Credits for selected Faculty and Non-teaching personnel (Processing and approval)

Office or Division	Human Resource Management Office
Classification	Complex
Type of Transaction	G2G- Government to Government
Who May Avail	Employees of ISAT U, Leon Campus

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Approved request for Service Credits and COCs 2. Accomplishment Report 3. DTR 4. Office Memorandum 5. Summary of Services Rendered	Designated/Assigned Personnel, HRM Office, Administration Building, ISAT U, Leon Campus, Iloilo

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit approved request for issuance of special order	Receive approved request	None	2 mins.	Administrative Aide III Office of Campus Administrator
	Check completeness of documents and compute number of days of service credits/COC	None	2 days	Administrative Aide III Office of Campus Administrator
	Prepare and submit special order to the office of Campus Administrator for recommendation	None	1 day	Administrative Aide III Campus Administrator
	Submit special order to the office of the	None	1 day	Campus Administrator University President

	University President for approval			
	Retreive the approved special order	None	1 day	Campus Administrator
	Post in leave cards	None	2 days	Administrative Aide III Office of Campus Administrator
	File the documents for future reference	None	10 mins.	Administrative Aide III Office of Campus Administrator
	TOTAL	None	7 days and 12 mins.	

External and Alumni Affairs Office

Leon Campus

Internal Services

10. Employee and Student Exchange Program

Processing of application of employee and students exchange program (issuance and approval)

Office or Division	External and Alumni Affairs Office
Classification	Complex
Type of Transaction	G2G- Government to Government; G2C- Government to Citizen
Who May Avail	Employees and Students of ISAT U, Leon Campus

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent/Written request 2. Action Plans 3. Source of Funds	External and Alumni Affairs Coordinator, External Affairs Office, Administration Building, ISAT U, Leon Campus, Iloilo

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client Logbook	Give the logbook to the client in the lobby	None	2 mins.	Officer of the Day
	Give the logbook to the client in the office	None	2 mins.	External Affairs Coordinator
2. Submit letter of intent/request	Accepts the letter of intent/require	None	5 mins.	External Affairs Coordinator
	Check the records of applicant if qualified	None	30 mins.	External Affairs Coordinator
	Evaluate the capacity of applicant in managing the task	None	1 day	External Affairs Coordinator, Campus Administrator
	Interview the applicant to qualify some data	None	1 hour	External Affairs Coordinator, Campus Administrator
	Identify the country offering the aligned program where the applicant is best qualified	None	1 day	External Affairs Coordinator, Campus Administrator
	Endorse application for recommendation and approval of authorities concerned	None	2 days	External Affairs Coordinator, Campus Administrator, VPEA, University President
	Outsource funds to	None	5 days	External Affairs Coordinator,

	augment funding requirement			Campus Administrator, VPEA
	Retrieve the approved application and supporting documents	None	1 day	Campus Administrator
	Inform the applicant of the approved request	None	10 mins.	External Affairs Coordinator
3. Prepare necessary travel documents	Assist the applicant in the processing of the required documents	None	5 days	External Affairs Coordinator
	Prepare the contract for signature of authorities concerned	None	5 days	External Affairs Coordinator, Campus Administrator, VPEA, University President, Partner agency/Institution
4. Submit required terminal reports	Accept and file the reports/ re-entry plan	None	10 mins.	External Affairs Coordinator
	TOTAL	None	20 days, 1 hr and 59 mins.	

Production and Resource Generation Office
Leon Campus
Internal Services

11. Employee and Student Exchange Program

Processing of plant and animal production projects.

Office or Division	Production and Resource Generation Office
Classification	Complex
Type of Transaction	G2G- Government to Government; G2C- Government to Citizen
Who May Avail	Faculty, Staff and Students of ISAT U, Leon Campus

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Program/Project Proposal 2. Strategic Plan/Action Plan 3. Office Memorandum	Production and Resource Generation Chair, PRG Office, RDE Center, ISAT U, Leon Campus, Iloilo

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client log book in the office.	Give the logbook to the client	None	2 mins.	PRG Chair
2. Submit action plan for special projects/assignment	Receive action plan submitted	None	2 mins.	PRG Chair
	Conduct meeting	None	1 day	PRG Chair Campus Administrator Project In-charge
3. Prepare and Submit project proposal	Receive project proposal	None	10 mins.	PRG Chair
	Review and endorse proposal for approval of Campus Administrator	None	3 days	PRG Chair Campus Administrator
	Return the proposal to the project	None	30 mins.	PRG Chair

	in-charge for implementation			
	Monitor and evaluate the implementation of the project	None	3 days	PRG Chair Campus Administrator
4. Prepare and submit reports	Accept the report for submission to offices and agencies concerned	None	1 day	PRG Chair
	File a copy	None	2 mins.	PRG Chair
	TOTAL	None	8 days, and 56 mins.	

Research Office

Leon Campus

Internal Services

12. Institutional Research

Conduct of Institutional Research

Office or Division	Research Office
Classification	Complex
Type of Transaction	G2G- Government to Government; G2C- Government to Citizen
Who May Avail	Faculty and Staff of Leon Campus

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Concept Paper 2. Approved Full Blown proposal 3. Implementation Plan	Research Office, RDE Center, ISAT U, Leon Campus, Iloilo

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit concept paper	Check if the research topic is included in	None	1 day	Research Coordinator, Reasech Center Chairman,

	the research agenda of the university			Research Cluster Chairman, Campus Administrator
2. Present in an in-house review	Create and schedule a committee for in-house review	None	1 day	Research Coordinator, Reasech Center Chairman, Research Cluster Chairman, Campus Administrator
3. Submit full blown proposal, Milestone of approved proposal and implementation plan	Accept the proposal. Approval of the proposal by the authorities	None	17 days	Research Coordinator, Reasech Center Chairman, Research Cluster Chairman, Campus Administrator, Research Director. VPRE, University President
4. Fill-up the contract	Provide the deliverables of the research during and after the research has been conducted	None	1 day	Research Coordinator, Reasech Center Chairman, Research Cluster Chairman, Campus Administrator, Research Director. VPRE, University President

5. Request for release of the fund	Download the fund to the researcher through the office concered	None	1 day	Finance Officer Campus Admnistrator
	TOTAL	None	21 days	

Office of Instruction

Leon Campus

Internal Services

13. Syllabus Development

Designing syllabus

Office or Division	Office of Instruction
Classification	Complex
Type of Transaction	G2G- Government to Government
Who May Avail	Faculty Members of ISAT U, Leon Campus

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Teaching Load 2. Syllabus Template 3. References	MIS (Computer Building)/ Office of Instruction (Administration Building) Library ISAT U, Leon Campus, Iloilo

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client's logbook	Give logbook to the client	None	5 mins.	Head of Instruction or designated employee
2. Secure copy of teaching Load	Provide copy of teaching load	None	5 mins.	Designated employee
3. Securing soft copy of the updated syllabus template	Copy of the template provided	None	5 mins.	Head of Instruction or designated personnel
4. Search and gather	Provide requested	None	2 hours	Librarian/Library Assistant

references	reference materials			
5. Drafting of syllabus individually/ by group	Draft syllabus completed	None	5 days	Faculty assigned
6. Present syllabus for review	Review syllabus and confer with faculty member regarding suggestions and proposed revisions	None	2 hours	Section Chair/Head of Instruction
7. Submit for Approval	Review submitted syllabus if in order/Retur n with corrections if needed	None	1 hour	Campus Administrator
8. Retrieve approved syllabus	Release approved syllabus	None	2 mins.	Campus Administrator
9. Sign logbook for outgoing documents	Give logbook for outgoing documents	None	2 mins.	Assigned personnel Campus Administrator's Office
	TOTAL	None	5 days 5 hours and 19 minutes	

14. Development of Tools for Learning Assessment

Making the Table of Specifications and Test Construction

Office or Division	Office of Instruction			
Classification	Complex			
Type of Transaction	G2G- Government to Government			
Who May Avail	Faculty Members of ISAT U, Leon Campus			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Teaching Load 2. Syllabus 3. References		Office of Instruction (Administration Building) Library ISAT U, Leon Campus, Iloilo		
CLIENT STEPS	**AGENCY**	**FEES TO**	**PROCESSING**	**PERSON**

	ACTION	BE PAID	TIME	RESPONSIBLE
1. Check schedule of midterm/final examinations	Show examination schedule	None	5 mins.	Head of Instruction or designated officer
2. Check instructional materials/ references	Provide references requested	None	1 hour	Librarian/Library Assistant
3. Review syllabus for the courses taught	Provide copy of the syllabus if needed	None	5 mins.	Head of Instruction or designated personnel
4. Make the Table of Specifications	Give template for table of specifications, give assistance if necessary	None	3 hours	Faculty assigned, Section Chairs, Head of Instruction
5. Construct test questions based on the table of specifications	Provide assistance when needed	None	2 days	Section Chairs/Head of Instruction
6. Enter document name in the logbook for incoming documents and sign the logbook	Give logbook to the client	None	2 mins.	Faculty, Head of Instruction
7. Submit TOS and Test questions for review	Review TOS and Test questions, propose revisions if necessary	None	30 mins.	Faculty, Section Chair/Head of Instruction
8. Enter documents in the	Give logbook for outgoing	None	2 mins.	Faculty, Section Chair/Head of Instruction

logbook for outgoing documents	documents			
9. Submit TOS and Test questions for approval	Present TOS and Test questions for approval	None	10 mins.	Head of Instruction, Campus Administrator
	TOTAL	None	1 day 4 hours and 52 minutes	

Cashiers' Office

Leon Campus

Internal Services

15. Issuance of Certification (Net Pay)

Processing of Certification (Issuance and releasing)

Office or Division	Cashiers' Office
Classification	Simple
Type of Transaction	G2G- Government to Government
Who May Avail	Employees of ISAT U, Leon Campus

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Verbal/Written Request of concerned ISAT U, Leon Campus	Cashier I, Cashiers' Office, Administration Building, ISAT U, Leon Campus

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present letter request	Accept request and check client's records	None	5 mins.	Cashier
2. Confirm request	Prepare, print and sign document	None	5 mins.	Cashier
3. Receive and sign in the	Check and verify the logbook	None	5 mins.	Cashier

outgoing logbook				
	TOTAL	None	15 minutes	

16. Issuance of Certification (Issuance of other Certifications (GSIS, PAG-IBIG, DepEd & other Agencies Re: Remittances)

Processing of Certification

Office or Division	Cashiers' Office
Classification	Simple
Type of Transaction	G2G- Government to Government;G2C- Government to Citizen
Who May Avail	Faculty and Staff Members, Former Employees/Retireesof ISAT U, Leon Campus

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Verbal/Written Request of concerned ISAT U Employees, Former Employees, Retirees	Cashier I, Cashiers' Office, Administration Building, ISAT U, Leon Campus

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present written request	Accept client's request	None	5 mins.	Cashier
2. Confirm request	Check client's records, prepare and issue requested documents	None	5 mins. (simple)/ 1 day- (vulminous records)	Cashier
3. Receive Requested documents	Log issued document	None	2 mins.	Cashier
4. Sign in the logbook	Check and verify the logbook	None	2 mins.	Cashier
	TOTAL	None	14 mins./1 day and 9 mins.	

Finance Office

Leon Campus

Internal Services

17. Obligation Process

Proper charging of transaction to fund source and documenting the payee of each transaction

Office or Division	Finance
Classification	Simple
Type of Transaction	G2C-Government to Citizen
Who May Avail	Internal Clients of ISAT U, Leon Campus

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Cash Advance-Disbursement Voucher	Budget Office, Administration Building, ISAT U, Leon Campus
a. Travel	
- Letter of Invitation of host/agency/organization	Personnel Concerned/Office of the Campus Administrator
- Approved Travel Order/Memorandum	Personnel Concerned/Office of the Campus Administrator
- Approved Itinerary of Travel	Personnel Concerned/Office of the Campus Administrator
b. Salaries and Wages/Allowances/Benefits/Bonuses-DTR/Payroll	HRMO/Administrative Officer
c. Others	
- Project Proposal	Personnel Concerned/Office of the Campus Administrator
2. Reimbursement-Disbursement Voucher	
a. Travel	
- Letter of Invitation of host/agency/organization	Personnel Concerned/Office of the Campus Administrator
- Approved Travel Order/Memorandum	Personnel Concerned/Office of the Campus Administrator
- Approved Itinerary of Travel	Personnel Concerned/Office of the Campus Administrator
- Receipts/Tickets/Boarding Pass/Terminal Fee	Personnel Concerned
- Certificate-	Personnel Concerned

(Appearance/Participation /Completion/Attendance)	
- Certificate of Travel Completed	Personnel Concerned/Office of the Campus Administrator
- Re-Entry Plan/Travel Narrative Report	Personnel Concerned
b. Other Reimbursement-Disbursement Voucher	
- Request for Reimbursement	Personnel Concerned
- Receipt/s	Personnel Concerned
- Summary of Expenses	Personnel Concerned
- Inspection and Acceptance Report	Personnel Concerned/Technical Working Group
3. Other Disbursements-Disbursement Voucher	
a. Salaries Wages and other Compensation-DTR; Certification	HRMO/Administrative Officer
b. Night Shift; Overtime; Part-time; Casual; Contractual; Job Hire	HRMO/Administrative Officer
- DTR; Appointments; Authority to render Overtime & Night Shift	HRMO/Administrative Officer
- Accomplishment Report	Personnel Concerned/Office of the Campus Administrator
c. Utilities-Bills	Designated Personnel
d. Faculty and Staff Development-Approved BOR Resolutions; Contract	Personnel Concerned
e. Taxes, Insurance , Licenses-Receipts; Bills; Certifications	Designated Personnel
4. Procurement	
a. Attributes for the Review of Contract	
b. Purchase Order; Job Order	HOPE/Supply Officer
c. Proof of Posting of invitation or request for submission of price quotation in the Philgeps website for more than 50T; no	BAC

need for 50T and below, website for procuring entity (if available), and in any conspicuous places	
Additional Requirements for Small Value Procurement	
d. Letter Invitation to submit Proposal;	BAC
e. Price Quotation from at least 3 invited suppliers	BAC
f. Abstract of submitted price quotation	BAC
g. BAC Resolution recommending Award of Contract to Lowest Calculated Responsive (LCRB)	BAC
h. PhilGEPS Registration Number	BAC
i. Income Tax Return	BAC
j. Attributes for Payment (For All types under Alternative Mode	BAC
k. APP/PPMP	BAC
l. Purchase Request; Job Request	End User
m. Original Delivery Invoice	Administrative Officer(Supply Officer)
n. Inspection and Acceptance Report	Personnel Concerned/Supply Officer/T W G
o. Approval by the HOPE or authorized representative on the use of Alternative Method of Procurement as recommended by the BAC	BAC
p. Statement of the prospective bidder that it is not blacklisted or banned from bidding by the government	BAC
q. Sworn Affidavit of the Bidder that it is not related to the Hope by	BAC

consanguinity or affinity up to the 3rd civil degree				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit documents for processing	Give Incoming Log Book to the Client	None	30 sec.	Requesting Officer
	Logs in the Log Book.	None	30 sec.	Requesting Officer
	Checks and evaluates the completeness of the documents attached to the claim.	None	15 mins.	Administrative Officer/Budget Officer
	Signs Box A of Disbursement Voucher; Certifies that the expenses/ Cash Advance is necessary and lawful	None	1 min.	Administrative Officer/Budget Officer
	Prepare Obligation Request and Status	None	2 mins.	Administrative Officer/Budget Officer
	Signs Obligation Request and Status under Box B as to availability of allotment and obligated for the purpose	None	1 min.	Administrative Officer/Budget Officer
	Assigns Obligation	None	5 mins.	Administrative Officer/Budget

	Number, fills up the Obligation Request and Status			Officer
2. Submit documents at the office of the Campus Administrator	Logs in the Incoming Log Book.	None	5 mins.	Administrative Officer/Budget Officer
	TOTAL	None	30 mins.	

18. Obligation Process

To ensure that the Obligation Request for each transaction is properly documented.

Office or Division	Budget
Classification	Simple
Type of Transaction	G2C-Government to Citizen
Who May Avail	Internal Clients of ISAT U, Leon Campus

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Cash Advance-Disbursement Voucher	Budget Office, Administration Building, ISAT U, Leon Campus
d. Travel	
- Letter of Invitation of host/agency/organization	Personnel Concerned/Office of the Campus Administrator
- Approved Travel Order/Memorandum	Personnel Concerned/Office of the Campus Administrator
- Approved Itinerary of Travel	Personnel Concerned/Office of the Campus Administrator
e. Salaries and Wages/Allowances/Benefits/Bonuses-DTR/Payroll	HRMO/Administrative Officer
f. Others	
- Project Proposal	Personnel Concerned/Office of the Campus Administrator
2. Reimbursement-Disbursement Voucher	
c. Travel	
- Letter of Invitation of host/agency/organizati	Personnel Concerned/Office of the Campus Administrator

on	
- Approved Travel Order/Memorandum	Personnel Concerned/Office of the Campus Administrator
- Approved Itinerary of Travel	Personnel Concerned/Office of the Campus Administrator
- Receipts/Tickets/Boarding Pass/Terminal Fee	Personnel Concerned
- Certificate-(Appearance/Participation /Completion/Attendance)	Personnel Concerned
- Certificate of Travel Completed	Personnel Concerned/Office of the Campus Administrator
- Re-Entry Plan/Travel Narrative Report	Personnel Concerned
d. Other Reimbursement-Disbursement Voucher	
- Request for Reimbursement	Personnel Concerned
- Receipt/s	Personnel Concerned
- Summary of Expenses	Personnel Concerned
- Inspection and Acceptance Report	Personnel Concerned/Technical Working Group
3. Other Disbursements-Disbursement Voucher	
a. Salaries Wages and other Compensation-DTR; Certification	HRMO/Administrative Officer
b. Night Shift; Overtime; Part-time; Casual; Contractual; Job Hire	HRMO/Administrative Officer
- DTR; Appointments; Authority to render Overtime & Night Shift	HRMO/Administrative Officer
- Accomplishment Report	Personnel Concerned/Office of the Campus Administrator
c. Utilities-Bills	Designated Personnel
d. Faculty and Staff Development-Approved BOR Resolutions; Contract	Personnel Concerned
e. Taxes, Insurance , Licenses-Receipts; Bills; Certifications	Designated Personnel
4. Procurement	
a. Attributes for the Review of Contract	

b. Purchase Order; Job Order	HOPE/Supply Officer
c. Proof of Posting of invitation or request for submission of price quotation in the Philgeps website for more than 50T; no need for 50T and below, website for procuring entity (if available), and in any conspicuous places	BAC
Additional Requirements for Small Value Procurement	
d. Letter Invitation to submit Proposal;	BAC
e. Price Quotation from at least 3 invited suppliers	BAC
f. Abstract of submitted price quotation	BAC
g. BAC Resolution recommending Award of Contract to Lowest Calculated Responsive (LCRB)	BAC
h. PhilGEPS Registration Number	BAC
i. Income Tax Return	BAC
j. Attributes for Payment (For All types under Alternative Mode	BAC
k. APP/PPMP	BAC
l. Purchase Request; Job Request	End User
m. Original Delivery Invoice	Administrative Officer(Supply Officer)
n. Inspection and Acceptance Report	Personnel Concerned/Supply Officer/T W G
o. Approval by the HOPE or authorized representative on the use of Alternative Method of Procurement as recommended by the BAC	BAC

p. Statement of the prospective bidder that it is not blacklisted or banned from bidding by the government q. Sworn Affidavit of the Bidder that it is not related to the Hope by consanguinity or affinity up to the 3rd civil degree		BAC BAC		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Receives Signed ORS; DV and Other Supporting documents from the office of the Campus Administrator	Logs out in the Outgoing Log Book of the office of Campus Administrator	None	3 mins.	Administrative Officer/Budget Officer
	Post data of the Obligation Report and Status in Registry	None	6 mins.	Administrative Officer/Budget Officer
	Release the ORS, DV and other supporting documents	None	30 sec.	Administrative Officer/Budget Officer
2. Signs Logbook for outgoing/releasing of documents	Give the Logbook to the Accountant for the acceptance of the documents	None	30 sec.	Administrative Officer/Budget Officer
	TOTAL	None	10 mins.	

19. Certification as to Funds Availability (Issuance and Approval)

Proper charging of transaction to fund source and documenting the payee of each transaction

Office or Division	Finance
Classification	Simple
Type of Transaction	G2C-Government to Citizen; G2B-Government to Business; G2G-Government to Government
Who May Avail	Internal Clients of ISAT U, Leon Campus

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Budget Office, Administration Building, ISAT U, Leon Campus
1. Cash Advance-Disbursement Voucher	
a. Travel	Personnel Concerned/Office of the Campus Administrator
- Letter of Invitation of host/agency/organization	
- Approved Travel Order/Memorandum	Personnel Concerned/Office of the Campus Administrator
- Approved Itinerary of Travel	Personnel Concerned/Office of the Campus Administrator
b. Salaries and Wages/Allowances/Benefits/Bonuses-DTR/Payroll	HRMO/Administrative Officer
c. Others	Personnel Concerned/Office of the Campus Administrator
- Project Proposal	
2. Reimbursement-Disbursement Voucher	
a. Travel	
- Letter of Invitation of host/agency/organization	Personnel Concerned/Office of the Campus Administrator
- Approved Travel Order/Memorandum	Personnel Concerned/Office of the Campus Administrator
- Approved Itinerary of Travel	Personnel Concerned/Office of the Campus Administrator
- Receipts/Tickets/Boarding Pass/Terminal Fee	Personnel Concerned
- Certificate-(Appearance/Participation /Completion/Attendance)	Personnel Concerned
- Certificate of Travel	Personnel Concerned/Office of the Campus

Completed	Administrator
- Re-Entry Plan/Travel Narrative Report	Personnel Concerned
3. Other Reimbursement-Disbursement Voucher	
- Request for Reimbursement	Personnel Concerned
- Receipt/s	Personnel Concerned
- Summary of Expenses	Personnel Concerned
- Inspection and Acceptance Report	Personnel Concerned/Technical Working Group
4. Other Disbursements-Disbursement Voucher	
a. Salaries Wages and other Compensation-DTR; Certification	HRMO/Administrative Officer
b. Night Shift; Overtime; Part-time; Casual; Contractual; Job Hire	HRMO/Administrative Officer
- DTR; Appointments; Authority to render Overtime & Night Shift	HRMO/Administrative Officer
- Accomplishment Report	Personnel Concerned/Office of the Campus Administrator
c. Utilities-Bills	Designated Personnel
d. Faculty and Staff Development-Approved BOR Resolutions; Contract	Personnel Concerned
e. Taxes, Insurance , Licenses-Receipts; Bills; Certifications	Designated Personnel
20. Procurement	
a. Attributes for the Review of Contract	
b. Purchase Order; Job Order	HOPE/Supply Officer
c. Proof of Posting of invitation or request for submission of price quotation in the Philgeps website for more than 50T; no need for 50T and below, website for procuring entity (if available), and in any conspicuous places	BAC

Additional Requirements for Small Value Procurement	
d. Letter Invitation to submit Proposal;	BAC
e. Price Quotation from at least 3 invited suppliers	BAC
f. Abstract of submitted price quotation	BAC
g. BAC Resolution recommending Award of Contract to Lowest Calculated Responsive (LCRB)	BAC
h. PhilGEPS Registration Number	BAC
i. Income Tax Return	BAC
j. Attributes for Payment (For All types under Alternative Mode	BAC
k. APP/PPMP	BAC
l. Purchase Request; Job Request	End User
m. Original Delivery Invoice	Administrative Officer(Supply Officer)
n. Inspection and Acceptance Report	Personnel Concerned/Supply Officer/T W G
o. Approval by the HOPE or authorized representative on the use of Alternative Method of Procurement as recommended by the BAC	BAC
p. Statement of the prospective bidder that it is not blacklisted or banned from bidding by the government	BAC
q. Sworn Affidavit of the Bidder that it is not related to the Hope by consanguinity or affinity up to the 3rd civil degree	BAC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in the logbook	Give Incoming Log Book to the Client	None	1 min.	Person In-Charge
2. Submit Disbursement Voucher with supporting documents.	Accept the Disbursement Voucher and supporting documents	None	1 min.	Designate Budget Officer
	Check and evaluate the completeness of the documents and sign in appropriate boxes	None	5 mins.	Designate Budget Officer
	Forward documents to the Campus Administrator for approval	None	1 min.	Designate Budget Officer/Campus Administrator
	Retrieve the approved documents	None	5 mins.	Designate Budget Officer/Campus Administrator
	Record and Assigns Obligation Number, fills up the Obligation Request and Status	None	1 min.	Designate Budget Officer/Campus Administrator
	Forward the Approved Disbursement Voucher and supporting documents	None	1 min.	Accountant

	to the Accounting Office			
	Accept the documents by the accounting Office	None	1 min.	Accountant
	Check on the completeness and accuracy of pertinent documents	None	10 mins.	Accountant
	Journalize accounting entry for disbursement	None	5 mins.	Accountant
	Assign and Fill Up Disbursement Voucher Number, JEV Number , Date and sign appropriate boxes	None	1 min.	Accountant
	Log Details in the Logbook then forward to the Cashier	None	1 min.	Accountant/Cashier
	TOTAL	None	30 mins.	

Finance Office

Leon Campus

Internal Services

20. Printing of Employees Identification Card

Provide identification Cards of Employees

Office or Division	Management Information System
Classification	Simple
Type of Transaction	G2G-Government to Government
Who May Avail	Employees of ISAT U, Leon Campus

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. ID Card Request Slip 2. Official Receipt	Management Information System Office, Computer Room, ISAT U, Leon Campus

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client's log book	Give the logbook and ID Card request slip to the client	None	2 mins.	MIS Staff
2. Pay required fee at the cashier	Accept payment and issue official reciept	Php. 50.00	5 mins.	Cashier
3. Client fills up the ID Card's Request Slip and submit the OR	Accepts the filled up request slip	None	30 mins.	MIS Staff
	Take picture			
	Encode the data			
	Lay out the ID			
4. Client verify the encoded data	Let the client check the encoded data for correctness	None	30 mins.	MIS Staff
	Print Identificatio n Card			
	Laminate the			

	Identification Card			
5. Sign in the log book for releasing of ID Card	Release the Identification Card	None	2 mins.	MIS Staff
	TOTAL	None	1 hour and 9 mins.	

Feedback and Complaints Mechanisms

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	**Pls. call 3207190 loc 104 or 102**
How feedback is processed	
How to file a complaint	**You may write your complaint/s in a piece of paper and drop it in our complaints box or you may send it directly to the office of the vice president for administration and finance or to the University President.**
How complaints are processed	**Your complaints are processed with utmost confidentiality**
Contact Information	**(033) 320-71-90 loc 104 or 102**

List of Offices

Office	Address	Contact Information